



Media Release

For Release: 7 September 2010

ANZ New Zealand beefs up support for customers

ANZ New Zealand today announced increased support for business and personal customers affected by the Canterbury earthquake on the weekend.

ANZ New Zealand Acting Chief Executive Officer Steven Fyfe said the extra support built on a package of customer assistance announced on Saturday, and was on top of the \$1 million donation to the Canterbury earthquake relief fund.

"We know many of our personal and business customers, as well as our staff, have been seriously affected by the earthquake. We want to make sure that if they are having trouble with cash flow or other financial needs, that they have the help they need to get through. Customers who are worried should contact the bank as soon as possible.

"We've already approved more than \$500,000 in emergency loans in the last two days to help businesses with urgent needs such as wages for staff and the replacement of perishable stock. We've also shortened our loan approval process to rapidly respond to customers' needs."

Mr Fyfe said the customer support package was under constant review and now comprised:

All affected customers from ANZ and The National Bank

- No break fees on term deposits for customers needing emergency funds.
- Personal overdrafts: new or increased OD limits up to \$10,000, interest-free for 60 days, application/top-up fees will be waived.
- Home Loans: repayment holidays for up to 3 months (all fees waived, available for all customers, choice of loan term or repayments adjusted).
- Personal loans: suspension of minimum repayments for 3 months.
- Credit cards: suspension of minimum repayments for 3 months, no additional interest or fees.
- ANZ Serious Saver \$5 withdrawal fee will be refunded (Sept withdrawals).

All affected small business customers

- Small business customers are being proactively contacted where possible.
- Access to emergency short-term lending, interest-free for 60 days.
- All line fees and application fees will be waived.
- Shortened loan approval process to allow rapid local decisions.
- Business loans: three month repayment holidays.

Commercial customers

- All commercial customers are being proactively contacted to check on their situation and we are working with them on a case-by-case basis to help them through

Donations to Red Cross Canterbury Earthquake Appeal can be made at ANZ: 01-1839-0188939-00 or The National Bank: 06-0869-0548507-00

Media enquiries contact: Astrid Smeele (Senior External Relations Manager) 027 4907336
[Australia and New Zealand Banking Group Limited](#) ABN 11 005 357 522