

We're here to help if you're concerned about paying your home loan

Talk to us as soon as you can if you think you won't be able to pay your loan because of COVID-19 impacts.

We may be able to work with you, or give you support and information that could help you get back on top of your money. We may also be able to change your loan's terms to help.

The right solution for you

We want to help find the right solution for you, both in the short and long term.

We've set out some options available over the page, including how they impact a home loan now and in the longer term. Some lending criteria, terms, and fees may apply to all of these options.

Everyone's financial situation is different. While these options may help short term, you may pay more on your loan compared to continuing to pay off the loan in the same way.

Talk to us

Remember, if you have any financial concerns, please don't hesitate to talk to us about other options that may be available to you. We encourage you to take the time to read this information and speak with an adviser or with us before you make any decisions. To talk to us, please call **0800 269 296** (Intl +64 4 470 3142), 6am – 12 Midnight, seven days a week.

	Extending your loan term	Moving repayments to interest only <i>(Please note this is not available for Personal Loans)</i>
How these options impact loan repayments	You still make regular repayments, but the amount of these reduce.	You still make regular repayments, but the amount of these reduce.
How these options affect the loan balance	You'll keep reducing what you owe on your loan. Your regular repayments go towards the principal, or the amount owing, on your loan, and interest and fees.	Your loan amount won't reduce while you make interest only repayments. You'll pay interest on what you owe on your loan each month only.
What happens after the loan relief period ends	A term extension is a permanent change to your loan term. You can ask to shorten your loan term again in future, which may increase your repayments. Contact us and we can look into this for you, however, an Early Repayment Recovery may apply if changing a loan during a fixed rate period.	After the interest only period, you must: <ul style="list-style-type: none"> • change back to a loan with payments that reduce the principal, or amount owing, on your loan, or • repay your loan in full. To keep your loan term the same, when you move back to a loan with payments that reduce the principal, those repayments may increase.
How these options affect the interest on the loan	You may pay more interest, as you take longer to pay off your loan.	You may pay more interest, as you aren't reducing what you owe on your loan for a time.
When an Early Repayment Recovery applies	We won't charge an Early Repayment Recovery if you have an ANZ Home Loan with a fixed rate and you ask us to extend your loan term to help provide financial relief due to Covid-19. If you ask for other changes to an ANZ Home Loan during a fixed rate period, then an Early Repayment Recovery may apply. <i>(Please note that an Early Repayment Recovery does not apply to ANZ Personal Loans).</i>	We won't charge an Early Repayment Recovery if you have an ANZ Home Loan with a fixed rate and you ask to change to a loan with interest only repayments. But, the term on your interest only loan must be the same or longer than your current fixed rate period. If you ask for other changes to an ANZ Home Loan during a fixed rate period, then an Early Repayment Recovery may apply.

ANZ lending criteria, terms, conditions, and fees apply. Interest rates and fees are subject to change.

A copy of terms, conditions, fees and our Reserve Bank Disclosure Statement are available at anz.co.nz or a request for a copy can be made at any ANZ branch. This material is for information purposes only. We recommend seeking financial advice about your situation and goals before getting a financial product. To talk to one of our team at ANZ, please call **0800 269 296**, or for more information about ANZ's financial advice service or to view our financial advice provider disclosure statement see anz.co.nz/fapdisclosure