



Media Release

For Release: June 1 2011

ANZ Earthquake Response Centre opens

A new Earthquake Response Centre in New Brighton will provide ANZ and The National Bank customers across the city with access to specialist support to help them with their banking options as a result of the earthquakes.

ANZ Managing Director Retail Kerri Thompson said the aim of the Centre was to assist severely impacted retail customers from either ANZ or The National Bank who are making Earthquake Commission and insurance claims. These are generally customers that have, or who will receive, the maximum amount payable from the Earthquake Commission (\$100,000 plus GST) or who have had their income materially impacted as a result of the earthquakes.

"In many of these cases, customers have lost their home, livelihood, or both. We understand that it will take some time until these customers restore or rebuild their existing property, or resettle. Centre staff will work with each customer to understand their unique circumstances and discuss the options available, such as mortgage restructuring and loan repayment holidays.

"Many of these customers are suffering financial hardship. We want to give them as much support and guidance as we can to get them through this difficult time. Having a specialised centre allows us to really focus on meeting their individual requirements," Ms Thompson said.

The Earthquake Response Centre is situated in the former The National Bank New Brighton branch at 184 Shaw Ave. Customers of The National Bank requiring transaction services can now use the ANZ branch on Seaview Road.

"Being in New Brighton means that ANZ are right in the heart of the Eastern Suburbs where our customers have been particularly hard hit by the quakes. Shifting the two banks into one building to make way for the Centre was a pragmatic response to ensure we could play our part in helping the area rebuild while maintaining our high level of service to customers of both brands," said Ms Thompson.

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