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ANZ support for customers impacted by flooding in New South Wales Hunter and Mid-North Coast regions

ANZ today announced the activation of a relief package for customers who may be impacted by flooding in New South Wales Hunter and Mid-North coast areas.

Following the heavy rainfall and severe flooding that have already impacted communities across the regions, ANZ is committed to helping these communities prepare for recovery during this challenging time. ANZ can provide a range of support measures for those impacted, including:

- Short-term payment relief on home loans, credit cards, personal loans and some business loans (we may still charge you interest during that period)
- Waiving fees for restructuring business loans
- Waiving fees for accessing term deposits early
- Also, those with ANZ Home and Contents Insurance may be eligible for emergency funds and temporary accommodation

ANZ General Manager New South Wales and ACT, Andrew de Lautour said: “Torrential rain and rising floodwaters have cut off entire communities across the Hunter and Mid-North coast region, leaving residents isolated and essential services disrupted.

“The scale and speed of the damage to homes, businesses and infrastructure have made this one of the region’s most challenging weather events, but our priority is to ensure our customers and staff are safe and know that support is available.

“We’ve activated our relief measures to help ease the pressure, whether it’s managing financial commitments or accessing assistance when it’s safe to do so.

“As the situation unfolds, we’ll continue to be here in the days ahead – ready to support our customers and staff as they begin to navigate what comes next,” Mr de Lautour said.

ANZ customers can visit <https://www.anz.com.au/locations/> to view which branches are open or temporarily closed due to the floods impact.

Customers affected can learn more about ANZ’s relief package, including how to apply, at <https://www.anz.com.au/support/natural-disaster-support/> or by contacting ANZ’s dedicated financial hardship team on 1800 149 549.

Customers with ANZ Home and Contents Insurance, may also be eligible for emergency funds and temporary accommodation.

To lodge an insurance claim, customers can call 13 16 14 or visit <https://www.anz.com.au/personal/insurance/make-a-claim/>.

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