



Supporting ANZ customers during COVID-19

As the impacts of the coronavirus (COVID-19) outbreak continue to evolve, we are closely monitoring and reviewing our response in line with advice from the World Health Organisation and health and government authorities in the regions where we operate.

The health, safety and wellbeing of our customers, employees and the community is paramount and we are taking a cautious approach consistent with the latest medical advice and government requirements.

We have introduced measures to ensure the safety of our employees and customers and to enable banking services to continue as far as is practical including restrictions around:

- International business travel
- Domestic business travel
- Large group gatherings
- Non-authorised visitors to our office buildings
- Social distancing
- Access to hand sanitiser for customers and staff

In some regions where ANZ operates there are enhanced precautions in place.

Customers experiencing hardship

There is financial support available to ANZ customers experiencing hardship due to the outbreak.

Under the ANZ Retail Pacific Financial Hardship Program we have the ability to review each personal loan, vehicle loan and home loan and where appropriate we will implement a 3-month repayment holiday.

There is the ability to extend this by a further 3 months on a case by case basis.

For our ANZ Small Business, Commercial and Corporate customers the needs of our customers are far more unique and therefore hardship support is provided in a tailored way. The tailored support is provided in a number of ways and can include:

- Suspending interest repayments (repayment holiday)
- Providing access to additional credit subject to approval
- Interest only terms
- Debt restructuring

If you have been affected by the financial impacts of COVID-19 please contact ANZ or your relationship manager.

Customers visiting our branch

For the safety of our customers and staff, we ask that you only come into the branch if necessary. Where possible, please use our online services or call our contact centre rather than visiting.

Do not enter our branches if:

- You have travelled overseas in the past 14 days
- You have been in contact with someone who has travelled overseas in the last 14 days
- You have been in contact with someone who has been diagnosed with COVID-19
- You are experiencing fever, breathing difficulties, fatigue, a cough or sore throat

ANZ offers a range of digital banking options, including internet and mobile banking.

Customers can access their accounts 24 hours a day and conduct most of their everyday banking via ANZ Internet Banking and the ANZ Pacific app.

If you require assistance to set up digital banking please [contact us](#) on 21750 for assistance.