

31 March 2017

## Auswide Bank supports local recovery after Cyclone Debbie

- **Local bank's \$7,500 donation to support Salvo's recovery efforts.**
- **Support for local customers experiencing hardship.**

Auswide Bank today announced a \$7,500 donation to The Salvation Army disaster appeal to assist local relief efforts in those North Queensland communities affected by Cyclone Debbie. In addition the bank will be collecting donations from the community and direct the funds to The Salvation Army

Major Neil Dickson of The Salvation Army said “our teams will have access to the hardest hit areas today and, although it's still early days for us on the ground, the essential priority will be to supply catering for emergency workers assisting in the recovery effort as well as families displaced as a result of tropical Cyclone Debbie. Phase 2 of our recovery effort will be to provide support and material aid to those families who require ongoing assistance.”

Auswide Bank Managing Director, Martin Barrett said “This is a tough time for our community and we want to support our customers and residents in North Queensland affected by Cyclone Debbie. The Salvos are well versed in handling the relief efforts post natural disasters and will ensure that those in most need benefit from our donation. We are kicking in \$7,500 to assist local relief efforts and our customers can also make donations to Auswide Bank Cyclone Appeal BSB 645 646 Account 106 679 058 together with an email to [appeal@auswidebank.com.au](mailto:appeal@auswidebank.com.au) should you wish to obtain a tax deductible receipt.”

In conjunction with the donation Mr Barrett said Auswide Bank has implemented measures to support its customers impacted across Queensland and Northern New South Wales by this week's weather events.

“We've established a dedicated help line to assist customers who can call us on 1800 808 091 between 7am and 7pm weekdays. They can also visit our website for up to date information on our assistance package.

*Small things. Big difference.*

Loan customers may be eligible to defer repayments on their Auswide Bank home or personal loan and business banking customers may apply to restructure their business loan and have any normal establishment fee waived.

Term deposit customers needing urgent access their funds will be eligible to do so without incurring an early withdrawal rate or providing the normal 30 days notice of withdrawal.

Customers wishing to purchase household items and white goods may be eligible for a discounted interest rate and a waiver of the establishment fee on an Auswide Bank personal loan.

Credit card customers may apply for credit card repayment and fee relief or extended credit where necessary by contacting Card Services on 1300 135 538.

Mr Barrett said Auswide Bank's insurance partner Allianz Australia will also be actively supporting Auswide Bank customers.

“Our insurance partners, Allianz, are making additional resources available to ensure claims can be lodged quickly and have prepared their call centres to prioritise calls from those areas affected by Cyclone Debbie. Auswide Bank insurance customers needing to make a claim can do so via the link on our website or alternatively call Allianz on 1300 139 418”

**ALL MEDIA ENQUIRIES TO:**

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## About Auswide Bank Ltd

Auswide Bank helps Australians with an extensive range of personal and business banking products and services issued directly or in partnership with leading service providers via branches, strategic relationships and online & digital channels.

Even though we are a smaller bank, we believe that it's the small things that make us different and can make a big difference for our customers and communities.

*Small things. Big difference.*