

## News Release

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### **ANZ: we're here to help**

With the rapidly changing COVID-19 situation in Fiji and around the globe, ANZ today reinforced it was ready and willing to help customers financially impacted by the pandemic.

ANZ Fiji Country Head, Rabih Yazbek, said: "We are all aware of the significant impact COVID-19 is having on Pacific economies and the global uncertainty it has created.

"As Fiji's largest bank, we're here to help customers through these difficult times. We know the weighty responsibility on our shoulders to act in a way that supports Fijian people and communities through this crisis.

"We have been supporting customers in Fiji with hardship options such as payment deferrals, interest only and loan term extension, as well as having the critical conversations to ensure our customers can navigate through the pandemic and become successful in this new world," Mr Yazbek said.

While the number of customers needing assistance has increased, ANZ said it was well placed to support customers through this latest leg of the pandemic.

"Despite the best efforts of Governments, Regulators and financial institutions to absorb some of the economic shock of COVID-19, the situation has evolved significantly over the past few months in particular.

"It's important that our customers come and talk to us if they are experiencing financial difficulties. The sooner we start that conversation and get a full understanding of their financial situation, the quicker we can come up with a strategy best suited to their needs.

"We're committed to Fiji, we have been here for more than 141 years, we want to continue doing business that will support customer aspirations and help grow the communities we're in.

"We're positive about Fiji's long-term outlook and we believe activity will return to pre-COVID levels, once safe travel corridors can be established. With the return of international tourism, there will be a clear pathway towards long-term economic recovery," Mr Yazbek said.

For media enquiries contact:

Victoria Kanevsky +61 433 253 619