



## Assistance for Customers - NSW Flood Assistance Package

In response to the recent weather events affecting parts of New South Wales, we have implemented a Flood Assistance Package for impacted customers to ease the financial burden on borrowers.

The key features of the Assistance Package for flood and storm affected customers include:

- Home Loan customers can apply for relief on loans for up to three months
- No loan 'break costs' for customers with a fixed rate who use an insurance payment to pay out their loan
- Existing customers with home and contents insured through CGU Insurance can apply for emergency funds and temporary accommodation costs

If you have a customer who has been affected by the current situation, please encourage them to contact the Mortgage Help Centre on 1300 650 259, for support and to discuss their options.

Regards,

Cosi Lanzoni  
**Senior Manager Strategic Partners**



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