

***UPDATE* Important information for SA customers affected by the current bushfire emergency**

Please note that this assistance package has been updated to include all affected customers, nationwide.

Effective from today, **30 December 2019**, we've extended the bushfire financial assistance package to include **all customers** affected as a result of the recent bushfire emergency.

The package details are outlined below.

Financial Difficulty Assistance

We understand the impact of the fires could affect your customers financially, that's why we have a plan in place to help out.

The key features of the Assistance Package for bushfire affected customers include:

- Home Loan customers can apply for relief on loans for up to three months
- Credit card customers can apply for an emergency credit card limit increase
- Waiver of interest rate reduction for early withdrawals on term deposits prior to maturity
- No fixed rate 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

Affected Third Party Banking customers can contact our Mortgage Help Centre on 1300 650 259 regarding financial hardship and applying for assistance.

Insurance

If your customer obtained insurance through Bendigo and Adelaide Bank Insurance and owns a damaged home, rental building, car or other property please get in touch with us. We can help you make a claim or offer advice. To make a claim on an insurance policy, please instruct customers to call 13 24 80.

Regards,

Cosi Lanzoni

Senior Manager Strategic Partners