

13 January 2011

ME Bank extends its support further for flood-affected Australians

- *Home Loan repayments suspended for 3 months*
- *Fees waived on any fixed savings*
- *Personal Loan repayments suspended for 3 months*
- *Prioritising of credit applications for customers from flood crisis areas*
- *\$50,000 to Queensland Premier's Disaster Relief Appeal*

ME Bank has further increased its financial support to a total of \$50,000 for victims of the worsening flood crisis in Queensland as well as taking additional measures to help its customers recover from the devastation.

ME Bank CEO Jamie McPhee said: "The destruction and loss of life due to the floods is on an unimaginable scale. With our Brisbane Branch and Offices evacuated, ME Bank staff Australia-wide are working together to do what they can to assist."

"We have established an ME Bank Flood Task Force Team to ensure we are providing every possible support for both our customers, employees and the local communities impacted in Queensland and Northern New South Wales. In addition to increasing our donation to the Queensland Government's Flood Relief Appeal to \$50,000, we are also extending our Customer Contact Centre hours to assist with any enquiries, and our Hardship Policy is available to reduce the financial stress of customers."

The financial relief available to impacted customers includes:

- Up to 3 months suspension of Home Loan repayments, with the interest capitalised to the loan;
- Up to 3 months suspension of Personal Loan repayments with the interest capitalised to the loan;
- Up to 3 months suspension of Credit Card repayments with the interest capitalised to the account;
- Prioritisation of customers applying for limit increases on their Credit Cards in order to gain access to additional funds;
- Waiving of fees on any fixed term savings (i.e. Super Members Term Deposit, Standard Term Deposit and Business Term Deposit) where a customer needs to break their term early to access their savings; and
- Direct liaison by our Business Banking representatives with all affected businesses to assess their needs and offer support.

ME Bank's Customer Help Team can be contacted on 1300 500 520 and are available to discuss the financial relief available to customers. There is also information on our website mebank.com.au about additional ways people can provide their support.

"ME Bank will continue to monitor the situation to ensure we are in contact with as many impacted customers as possible," Mr McPhee added.

ME Bank is 100% owned by some of Australia's leading industry super funds. Profits earned provides a return on investment to these funds and their members.

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