

## We're here to help if you're concerned about paying your loan

Talk to us as soon as you can if you think you won't be able to pay your loan because of COVID-19 impacts.

We may be able to work with you, or give you support and information that could help you get back on top of your money. We may also be able to change your loan's terms to help.

## Changing your loan's terms may help – but think carefully first

We want to help find the right solution for you, both in the short and longer term.

We've set out some options to think about below, but it's important you're aware of what they may mean for you now and in the longer term. Some lending criteria, terms, and fees may apply to all of these options.

We encourage you to take the time to read this information and speak with an adviser or with us before you make any decisions. To talk to us, please call 0800 269 296 (intl +64 4 470 3142), 6am – Midnight, seven days a week.

<b>Extending your loan term</b>	<b>Moving repayments to interest only</b>	<b>Pausing repayments for a time – loan repayment deferral</b> <i>(also known as a 'loan repayment holiday')</i>
You still make regular repayments, but the amount of these reduce	You still make regular repayments, but the amount of these reduce	You won't make any regular repayments for up to 6 months Carefully consider your situation – a shorter period may be better and have less impact
You keep reducing what you owe on your loan Your regular repayments go towards the principal, or the amount owing, on your loan, and interest and fees	Your loan amount won't reduce while you make interest only repayments You will pay interest on what you owe on your loan each month only	Your loan amount will increase while your repayments are paused We still charge interest on what you owe on your loan – we add that interest to your loan amount and we charge interest on that amount as normal
-	After the interest only period, you must: <ul style="list-style-type: none"> <li>change your loan back to payments that reduce the principal, or amount owing, on your loan, or</li> <li>repay your loan in full</li> </ul> <p>To keep your loan term the same, your repayments may increase</p>	To pay off the extra you'll owe, after the loan repayment pause, you must: <ul style="list-style-type: none"> <li>increase your loan repayments or</li> <li>extend your loan term</li> </ul>

You may pay more interest, as you take longer to pay off your loan	You may pay more interest, as you aren't reducing what you owe on your loan for a time	You will pay more interest, as you aren't reducing what you owe on your loan for a time and we charge interest on that interest (compounding interest)
You can only extend your loan term if that loan term will stay under 30 years from your draw down date	After the interest only period, you can only extend your loan term if that loan term will stay under 30 years from your draw down date	After the deferral ends, we may only agree to extend your loan term, if that loan term will stay under 30 years from your draw down date
No Early Repayment Recovery will be charged if you have an ANZ Home Loan with a fixed rate	If you have an ANZ Home Loan with a fixed rate, Early Repayment Recovery may be charged	No Early Repayment Recovery will be charged if you have an ANZ Home Loan with a fixed rate

While these options may help short term, you may pay more on your loan. You need to decide whether these options are right for you. Everyone's financial situation is different. It may be better for you to keep paying off your loan in the same way if you can.

**Talk to us**

Remember, if you have any financial concerns, please don't hesitate to talk to us about other options that may be available to you.

ANZ lending criteria, terms, conditions, and fees apply. Interest rates and fees are subject to change.

A copy of the Bank's General Disclosure Statement under the Reserve Bank of New Zealand Act 1989 is available at [anz.co.nz](http://anz.co.nz) or on request from any ANZ branch, free of charge.

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