



Banks COVID 19 repose for individual customers (per websites 24 March 2020)

Bank	Home loans	Other Information
ABA	Australian banks will defer loan repayments for small businesses affected by COVID-19 for six months.	https://www.ausbanking.org.au/banks-small-business-relief-package/
	On Request – eligible customers	
CBA	No repayments up to 6 months. Interest and Charges add to loan balance. Loan term extended. Automatic reduction of direct debit repayments to minimum monthly repayment (P&I variable home and investment loans). Option from 1 May to increase repayments. https://www.commbank.com.au/latest/coronavirus.html#Banking?ei=btn_view-support	900+ branches, Online / App, Phone, Hardship Interest rates: Lowest ever loans / increased deposits
NAB	No repayments up to 6 months (3-month checkpoint). All customers including investors. Interest and Charges add to loan balance. Loan term extended or repayments increased. https://www.nab.com.au/personal/customer-support/covid19-help	As many branches open as possible (childcare limitations) Online / App, Phone, Hardship, Bank@Post (via Australia Post) 33% customers ahead on home loans
WBC	https://www.westpac.com.au/personal-banking/personal-loans/	Contact bank (on-line forms for Financial Hardship and deferral of repayments).
ANZ	No repayments up to 6 months (3-month checkpoint). All customers including investors. Interest and Charges add to loan balance. Loan term extended or repayments increased. On request: reduction of direct debit repayments to minimum monthly repayment. https://www.anz.com.au/promo/covid-19/	
MBL	Customers experiencing financial difficulty can immediately defer their repayments for six months (commercial, overdraft, home, car, and credit cards). This applies to all commercial loan, overdraft, home loan, car loan and credit card clients. https://www.macquarie.com/au/personal/coronavirus	Interest rates: Lowest ever loans / increased deposits



Australian Banking Association

AMP	https://www.amp.com.au/support/COVID-19	Hardship from COVID 19
Suncorp	https://www.suncorp.com.au/banking/covid19-information.html	100+ stores, Online / App, Phone, Hardship request form
BOQ	https://www.boq.com.au/help-and-support/assistance	Branches, Online / App, Phone, Hardship request form
Bendigo	https://www.bendigobank.com.au/help/corona-virus-assistance-package/	Branches, Online / App, Phone, Hardship