

FLOOD ASSISTANCE – SOUTHERN AND CENTRAL QUEENSLAND, NORTHERN NEW SOUTH WALES AND VICTORIA

Rural Bank has developed a range of options to assist our customers impacted by flooding. As with any situation of this type, Rural Bank will not automatically implement any of these options as each customer's situation will be different.

If you require or believe you will require assistance please contact your local representative when you are able to in order to discuss the range of assistance measures that you maybe able to access.

The following information lists the measures available and addresses some of the questions you may have.

Deposit Accounts

Can I access my Rural Bank Term Deposit or Fixed Rate Farm Management Deposit?

You can apply to Rural Bank to waive break costs for early withdrawal of funds from your Term Deposit or Fixed Rate Farm Management Deposit.
Banking staff at your local branch can assist with this request.

Lending Accounts

What support is available for Rural Bank lending customers?

You can apply for the following assistance from Rural Bank:

- Deferring principal payments of you Agribusiness Term Loans for 3 months
- Waiving the establishment fee for restructuring Agribusiness loans
- Waiving application fees for Overdraft Temporary Limits
- Deferring annual or limit reviews by up to three months

Banking support

Who should I contact about my Rural Bank accounts?

The Banking staff at your local Elders branch will be able to assist with your enquiries.

What should I do if my property is isolated or cut off from town?

If you are unable to leave or access your property, please call your local Elders District Banking Manager as most things can be arranged over the phone.
If you are unable to make contact, or you are unsure of who to call, please phone the Rural Bank Customer Service Centre on 1300 660 115.

How can I access my accounts?

Internet and Phone Banking services have not been affected by the floods. Scheduled payments to and from your accounts will proceed as usual unless you advise us otherwise.

Rural Bank is conscious of supporting all flood impacted customers at this time and will assess each applicant on an individual basis to maintain proper banking standards and importantly ensure that customers do not continue to be adversely impacted by this situation. If you wish to discuss the options available to you, please contact your local District Banking Manager, call Rural Bank direct on 1300 660 115 or email service@ruralbank.com.au