

## HOUSE OF REPRESENTATIVES STANDING COMMITTEE ON ECONOMICS

### REVIEW OF THE FOUR MAJOR BANKS

#### ANZ

##### ANZ36QW:

In January 2020, February 2020, March 2020, and April 2020 (to date):

- (a) For each month, how many mortgage customers have requested to defer home loan repayments?
- (b) For each month, what percentage of all home loan customers do those requesting deferrals account for?
- (c) For each month, what is the average debt for home loan customers requesting repayment deferrals?
- (d) For each month, what is the average debt for all home loan customers?

##### Answer:

As part of our COVID-19 support announced on 20 March 2020, ANZ customers can request a deferral of home loan repayments for up to six-months, with a review at three-months. As such, data relating to deferral requests is only available for the months of March and April 2020.

The below data is the number of *accounts* that have sought assistance, not *customers* (customers may hold more than one home loan account, and accounts may have one or more customers). By way of context, in January 2020 we received 994 requests for home loan account assistance, and in February 2020 we received 1,004 requests for assistance.

The below data details requests for *assistance*, which may include a request for the deferral of home loan payments for six-months as well as other types of assistance. The number of *requests* does not reflect the number of deferrals *approved* because a number of customers elected not to proceed with their deferral request, or were not eligible for the deferral.

Please refer to ANZ's May 2020 COVID-19 report to the House of Representative's Standing Committee on Economics for details of the number of loan deferrals approved by ANZ up to the month of May 2020.

	March 2020 (20/3– 31/3)	April 2020 (1/4– 30/4)
(a) Number of home loan accounts to request assistance	62,003	46,935
(b) Percentage of home loan accounts to request assistance	6.39%	4.82%
(c) Average debt for home loan accounts to request assistance	\$341,989	\$344,625
(d) Average debt for all home loan accounts	\$271,580	\$271,540