

Bushfire Assistance Package

Like all Australians, we are devastated by the bushfires currently impacting NSW and our home state of Victoria, and our thoughts are with everyone affected.

We are proud to be the customer-owned bank that exists for the people who care, particularly now in a time of crisis where our emergency service workers, volunteers and healthcare workers are tirelessly working to protect our communities.

A financial assistance package is available to support customers experiencing hardship and we urge customers affected to call us for assistance.

Support is available based on your needs and includes:

- Interest-free loans of up to \$5000.
- The ability to defer loan and credit card repayments.
- Credit card customers can apply for an emergency credit card limit increase.
- Waiver of interest rate reduction for term deposit withdrawals prior to maturity.
- Waiver of other fees and charges that are derived as a result of the bushfires.

Please call our Customer Care team on [03 9834 8530](tel:0398348530) to find out more and discuss your needs or visit our [Financial Hardship page](#).

Insurance claims

Customers with home and contents insured through CGU can also apply for emergency funds and temporary accommodation costs. To find out more or make a claim, contact CGU on [13 22 94](tel:132294). Claims can be lodged 24 hours / 7 days a week.

Relief for schools and preschools

As a bank that was founded to support teachers and the wider education community, we are also saddened for the schools and preschools that have been affected by the bushfires.

The Bank First Community Fund will provide donations of up to \$10,000 to help Victorian schools and preschools rebuild.

Ongoing support and assistance

Our people are working on initiatives to raise money for the Australian Red Cross to support relief efforts, and encourage customers wishing to help to [donate](#) also.