

Customer Support COVID-19:

Updated notification as per our initial notice on 1st April 2020 to provide clarification on product types eligible for COVID-19 support package.

Westpac has supported our customers and community through the good and tough times since 1901 and will continue to be here for you as the COVID-19 situation evolves.

Westpac Fiji has announced new support measures to help consumers and businesses impacted by the global outbreak of COVID-19.

For all customers with Westpac home or personal loans:

1. Interest rate reduction of 0.50% for all local currency variable rate Premium Option Home Loan and personal loans. **Note:** Interest rate reductions will be applied automatically and customers do not need to contact Westpac.
2. Repayment holiday (principle & interest) of up to six months for existing customers (with Premium Option Home Loan/ Investment Property Loan or personal loans) who can provide evidence that they have been impacted through Covid-19 by:
 - The loss of employment
 - Reduced hours
 - Enforced leave without pay
 - Business closure.

For business customers affected by COVID-19:

1. Interest rate reduction of 0.50% for all variable rate Business Overdrafts. **Note:** Interest rate reductions will be applied automatically, and customers do not need to contact Westpac.
2. Waiver of Business Loan Establishment Fees for restructuring purposes.
3. Repayment holiday (principle & interest) on term loans of up to six months for existing customers (with interest capitalising) who can evidence they have been impacted through Covid-19 on a case by case basis.
4. Access to term deposit funds without having the interest rate reduced.
5. Fee free loan redraws.

All Covid-19 support requests will be assessed on a case by case basis and customers may be eligible for any one or combination of the above measures.

How to access Westpac's customer assistance:



- For all COVID-19 related enquiries, Westpac home loan and personal loan customers are invited to contact Westpac's COVID-19 Help Line on **+679 321 7700** or email **fijicovid19help@westpac.com.au** (Monday to Friday; 8am - 5pm and on Saturday from 9am until 1pm).



- Westpac Business customers should contact their Relationship Managers.

