

Supporting Australians and the economy through COVID-19



744,904
Loan deferrals

Bank Customer Support

Feb 14 – First COVID-19 waiving of fees, charges; loan restructures
Apr 06 – Credit Scores not affected by COVID-19 deferrals
Apr 29 – Debit Cards rolled out for vulnerable customers



\$224Bn
Total loans deferred



457,660
Mortgage deferrals

Bank Loan Deferrals

Mar 22 – 6-month business loan deferrals and mortgage deferrals
Mar 30 – Landlord relief for those who agree not to evict tenants
May 27 – 457,660 mortgages deferred, worth \$165Bn: 744,904 total loan deferrals, worth \$224Bn



\$165Bn
Of mortgages deferred



88,390
New business loans

New Business Lending

March – Credit grew by 1.1% (strongest since 2007)
Apr 08 – SME Guarantee Loans begin: to date \$1.45Bn approved
May 27 – 88,390 new business loans, worth \$101Bn



\$101Bn
Total business lending



10,145
JobKeeper loans

Bank JobKeeper Support

Apr 06 – Bank JobKeeper support begins
Apr 24 – Banks open dedicated JobKeeper hotlines
May 27 – Total JobKeeper loans now worth \$521M



\$521M
Of JobKeeper loans approved



15,057
SME Guarantee loan approvals

Banking Smarter

March – Call centres boosted to meet historic surge in demand with over 2,200 staff redeployed and more than 1500 new hires
Mar 25 – States and Commonwealth begin regulatory shift to e-signatures and e-witnessing of company documents
Apr 03 – Tap'n'go payments increased from \$100 to \$200



\$1.45Bn
Of SME Guarantee loans approved

