

Townsville branch is closing

We continually review our branch network to ensure it meets changing customer needs. With an ever-increasing number of customers choosing to do their banking online, it's transforming the role of our branches. In light of this, we made the difficult decision to close our Townsville branch on Friday, 19 July 2024.

Why we've made this decision

We understand closing a branch can be difficult for some customers. This is why the decision wasn't made lightly – we took a lot into consideration. Here are some of the main reasons:

- On average 11% of customers use the Townsville branch once a month.
- Increasing popularity of online and mobile banking is seeing in-branch transactions and withdrawals decrease, a trend we believe will continue to grow within Australia.
- Approximately 33% of customers have completed only one transaction in the Townsville branch over the past 12 months.

How banking has changed over the last 12 months

84% of customers who use this branch are registered for mobile or online banking.

89% of these customers have logged in and used mobile or online banking.

We're here to help you with your banking

There are many ways for you to continue your banking with us, even if your preference is face-to-face banking.



Bank at Australia Post

Make deposits or withdrawals from your Great Southern Bank account using your chip enabled card and PIN at any Australia Post Office displaying the Bank@Post™ logo.*

Your closest location is:

Aitkenvale Australia Post Shop,
The Intersection,
Townsville Shopping Ctr, Shop 30b,
339-355 Ross River Road,
Cranbrook QLD 4814.
800m away from the Townsville branch.



Access to thousands of ATMs

Australia-wide*, including ATMs operated by the major banks.



24/7 online banking at

greatsouthernbank.com.au

- check balances, transfer funds, make credit card payments, manage your loan, view eStatements, pay bills and more.



Mobile banking app for banking when you're out and about.



Over-the-phone banking with our Australian-based Customer Contact Centre on 133 282.

Additional support in times of need

If you're experiencing tough times, please talk to us. We offer a range of support options that you may be eligible for. To find out more, visit our Financial Assistance page on our website. We understand this branch closure may be a big change for some customers, and we're here to support you.

If you have any questions, please call us on **133 282** or visit **greatsouthernbank.com.au**



**Great Southern
Bank**