

Rockhampton 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 Rockhampton 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 Rockhampton branch once a month.
- Approximately 32% of customers have completed only one transaction in the Rockhampton branch over the past 12 months.
- 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.

How banking has changed over the last 12 months

86% 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:

Red Hill Rockhampton Post Shop,
Red Hill Homemaker Centre,
Shop 26, 414-434 Yaamba Road,
Norman Gardens, QLD, 4701.
3.2km away from the Rockhampton 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**

*Fees and charges apply. For details refer to our Schedule of Fees at greatsouthernbank.com.au/fees
Great Southern Bank, a business name of Credit Union Australia Ltd ABN 44 087 650 959, AFSL and Australian Credit Licence 238317.



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