




# WHY IS THIS BRANCH CLOSING?







# HOW ARE CUSTOMERS TRANSACTING AT THIS BRANCH?

## CUSTOMERS TRANSACTING IN-BRANCH OVER THE PAST YEAR\*



## NUMBER OF PERSONAL BANKING TRANSACTIONS



## NUMBER OF BUSINESS BANKING TRANSACTIONS



## HOW ARE WE LETTING PEOPLE KNOW?

We inform Federal, State and Local Government representatives, and contact our customers based at or who regularly transact in this branch by phone, email and/or letter about these changes.

## MORE WAYS TO BANK WITH US

There are many ways to bank with us other than visiting a branch, including options that are faster and more convenient. [Find out more](#)



**ANZ  
APP<sup>3</sup>**

- Pay bills
- Transfer money within Australia
- Check your account balance
- View your account statements
- Activate an eligible card
- Change your card PIN
- Temporarily block and unblock your card
- Report your eligible card as lost or stolen
- Update your contact details
- Message us and a team member will get back to you
- View your statements

[Get the ANZ App](#)



**INTERNET  
BANKING**

- Pay bills
- Pay anyone
- Transfer money within Australia
- Transfer money overseas
- Check your account balance
- View your account statements
- Activate an eligible card
- Order a replacement card

[Register now](#)



**PHONE  
BANKING**

- Self-service phone banking 24/7
- Speak to a customer service consultant  
7am – 10pm, 7 days a week (AEST/AEDT)

[Call us on 13 13 14](#)



**ANZ  
SMART ATMS**

- Deposit cash and cheques without a card<sup>4</sup>
- Withdraw cash and choose your notes<sup>4</sup>
- Transfer between accounts
- Pay your linked credit card account
- Check your account balance
- Change your PIN
- Access multiple language options
- Assisted banking with braille keypad and audio voiceover

[Learn more](#)



**OTHER ATM &  
EFTPOS MACHINES**

There are more places you can use your ANZ card to withdraw cash with no transaction fees<sup>5</sup>, including:

- Any atm<sub>x</sub> by Armaguard ATM (look for the atm<sub>x</sub> logo above the machine)
- NAB, Commonwealth Bank and Westpac ATMs across Australia
- EFTPOS machines at thousands of merchants including most major supermarkets and petrol stations



**MOBILE  
LENDING<sup>6</sup>**

- ANZ Mobile Lenders operate in your area
- Get assistance with first home, refinancing, investment and renovation loans
- No cost and obligation-free
- Meet at a location and time that's suitable for you
- Face-to-face, by phone or video call
- One point of contact by mobile phone

[Learn more](#)

## ADDITIONAL SUPPORT

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In times of need, we understand you may want specialist assistance.

At ANZ, we provide access to a dedicated service line and support if you're experiencing financial difficulty due to loss of income, medical reasons, family matters including domestic violence, a natural disaster or something else.

Call us to discuss your circumstances on [1800 252 845](tel:1800252845) Monday to Friday, 9am – 7pm (AEST/AEDT) or [apply for support](#).

## ABORIGINAL AND TORRES STRAIT ISLANDER CUSTOMER SUPPORT LINE:

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Call us to discuss your circumstances on [1800 037 366](tel:1800037366) Monday to Friday, 8am – 8pm (AEST/AEDT)




### Important information

1. Terms and conditions apply to the use of Fast Deposit Bags, see anz.com.
2. Cash exchange limits apply to Business Cash Machines.
3. The ANZ App is provided by Australia and New Zealand Banking Group Limited (ANZ) ABN 11 005 357 522. Super, Shares and Insurance (if available) are not provided by ANZ but entities which are not banks. ANZ does not guarantee them. This information is general in nature only and does not take into account your personal objectives, financial situation or needs. ANZ recommends that you read the ANZ App Terms and Conditions available at [www.anz.com](http://www.anz.com) and consider if this service is appropriate to you prior to making a decision to acquire or use the ANZ App.
4. Deposit and withdrawal limits apply to ATMs.
5. Terms and conditions apply. No transaction fee access relates to the following: a successful cash withdrawal and an account balance query. Daily withdrawal limits may apply. For certain ANZ cards, withdrawals from an ATM may attract interest, and you may also have to pay a cash advance fee. For details on cash advance fees, transactions that are considered to be a 'cash advance' and other charges, please refer to your applicable product terms and conditions. Eligibility criteria, account fees and interest, charges may apply. Visit [anz.com](http://anz.com) for more information.
6. ANZ Mobile Lending representatives operate as ANZ Mortgage Solutions, independently operated franchises of Australia and New Zealand Banking Group Limited (ANZ) ABN 11 005 357 522. All applications for credit are subject to ANZ's normal credit approval criteria. Australian Credit Licence Number 234527. For details on cash advance fees, transactions that are considered to be a 'cash advance' and other charges, please refer to your applicable product terms and conditions. Eligibility criteria, account fees and interest, charges may apply. Visit [anz.com](http://anz.com) for more information.

## OUR CUSTOMER CARE TEAM IS HERE TO HELP

Thanks for your understanding while we make these changes. Our dedicated Customer Care team calls customers aged over 65 and/or who frequently transact in this branch. The team welcomes calls from customers who have questions or need extra support, including help setting up on digital channels if needed.

 Call us on [1800 841 549](tel:1800841549)  
Monday – Friday, 9am – 5pm (AEST/AEDT)  
Excluding public holidays

 Email us at