

Branch Closure Impact Assessment

After careful consideration we've made the difficult decision to permanently close the Bank Australia Adelaide at 102 Gawler Place, Adelaide SA 5000. The final day of operation of the branch will be 15th September 2023.

We are committed to ensuring our local customers continue to have access to banking services and are provided information about why we have made this decision.

The decision to close the branch is about how we can best serve our customers into the future. While some branches will continue to be offered by Bank Australia, we must ensure we are using our customers' money to invest in services that are most utilised by customers, including online.

Where else can I bank?

Nearest Bank@Post offering

Post Office name	City West Campus LPO
Address	Barbara Hanrahan Building, 14-18 Fenn Place, Adelaide SA 5000
Opening hours	Tues – Fri 9am to 4pm
Banking services available	Cheque and cash deposit
Phone number	131 318
Distance by road	1.3km

Nearest fee-free or no transaction fee cash access points

ATM description	NAB ATM
Features available	Withdrawals
Address	Uni House 160 Rundle Mall Adelaide SA 5000
Distance by road	700m

Business banking customers

Business Banking customers can contact Bank Australia via:

- 132 888 option 2
- Secure email using Internet banking or Mobile App

If cash depositing services are required, you can contact us to discuss your options at an Australia Post outlet.

Why we made this decision

The way customers want to access products and services has continued to change over time. While we continue to focus on growing our customer base across the country, most existing and new customers who are banking with us in Adelaide are doing so online.

Main reasons for the decision

We have made the decision to close the Adelaide branch due to the limited number of customers utilising the branch, which makes the ongoing investment financially unviable.

While decisions such as these are not easy, it is important to us that we are using our customer's funds in the most responsible and sustainable way, including to invest in services and systems that will continue to support the way people want to bank now and into the future.

Customer usage of the Adelaide branch

Branch visitations in 2022

Customer segment	Regular	Heavy (12 or more visits PA)
Personal/Retail bank customers	886	3
Business bank customers	57	1

Number/percentages of retail banking transactions

Year	Cash withdrawals	Cash deposits	Cheque deposits
2019	273	420	230
2020	171	282	197
2021	226	351	228
2022	256	376	225

Number/percentages of business banking transactions

Year	Business deposits	Cheque deposits
2019	23	19
2020	25	22
2021	26	17
2022	30	19

Other ways to bank

Digital Banking – Internet Banking or Mobile App

Bpays, transfers, account balances, loan redraws (if applicable), statements, secure email, maintaining contact details, interest information

Phone Banking

132 888 Mon- Fri 8am – 8pm. Saturday 9am – 2pm

Bpays, transfers, account balances, loan redraws (if applicable), statements, maintaining contact details, interest information

Bank@Post

Deposit cash up to \$5,000 per day using a Bank Australia card.
Deposit cheques (no limit), with a 7-business day clearance hold.
Bank@Post transactions are free of charge when using a Visa Debit card.

ATM

Bank Australia customers have fee free access to more than 10,000 ATMs, including our own and those of all the major banks.
<https://bankaust.com.au/support/banking-basics>

Loans

For information and general queries call 132 888 and select option 3. Mon-Fri 8am – 8pm.
Saturday 9am – 2pm.
New applications online via the Bank Australia website or within Internet Banking.

Additional support

If you're a Bank Australia customer experiencing financial difficulty, we can help you figure out what to do. You can call 132 888 or visit our website <https://bankaust.com.au/support/hardship-support>

If you require additional language services please refer to our website for further information <https://bankaust.com.au/support/accessible-banking>

How will we communicate with customers and the community

Customers in Adelaide will receive communication with 12 weeks' notice of the closure date via email and post.

A drop-in information session for customers to ask questions will be held in the coming weeks. Senior staff will be available to provide more information about the closure, hear your concerns, answer your questions and talk about your banking options.

If you have any questions about this decision or need help with your banking, please visit your branch, email us at branchfeedback@bankaust.com.au, or call us on 132 888 from 8am-8pm Monday to Friday and 9am-2pm Saturday AEST.