

Figtree 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 Figtree branch on Thursday, 6 June 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:

- Fewer customers are visiting the Figtree branch for their banking needs.
- On average 14% of customers use the Figtree branch once a month.
- Approximately 28% of customers have completed only one transaction in the Figtree branch over the past 12 months.
- 13% of Figtree customers also use the Shellharbour branch. We've made a significant investment in the Shellharbour branch this year to support the region.
- 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

76% of customers who use this branch are registered for mobile or online banking.

85% 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.



Your closest alternative

Great Southern Bank branch is:

Shellharbour Branch
Shop 4 Shellharbour City Plaza,
6 Memorial Drive
Shellharbour NSW 2529
26km/21 minute drive from the Figtree branch.



Access to thousands of ATMs

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



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:

Figtree Australia Post Shop, Shop 70,
Figtree Grove Shopping Centre
19 Princes Highway NSW 2525
Less than 100m away, within the shopping centre.



Over-the-phone banking with

our Australian-based Customer Contact Centre on 133 282.



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.

Additional support in times of need

If you're experiencing tough times, please talk to us. This could include job loss, natural disaster, elder financial abuse, family and domestic violence, losing a loved one or financial difficulty. 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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