

Bankwest Business Account & Service Closures

Customer FAQs

Q: How do I find out which of my business products are impacted and the actions I need to take?

A: We have written to all customers (by letter and email) to advise them of the products, accounts and services they have with us and how they will be impacted by the upcoming account and service closures. Refer to the communications sent to you for a full list of the accounts that require your immediate action. You can refer to the Business Banking Closure Guide for the immediate actions required for each product.

Q: Can I access my transaction/payment history for my accounts?

A: Your transaction and payment history from Online Business Banking will be available until the 18 March 2025. We encourage you to obtain information for your records from Bankwest Online Business Banking prior to 18 March 2025.

Any past statements or documentation that you require will need to be downloaded prior to your account closure and/or Online Business Banking removal.

If you require a previously issued statement on a closed account after this date, contact 13 7000.

Statements for business lending will be issued monthly via AusPost or you can call 13 7000 to request an out-of-cycle statement.

Q: What if I have personal bank accounts with Bankwest?

A: If you have personal banking with Bankwest, we will continue to support you with simple, friendly, everyday banking and home loan products and services. This change only relates to Bankwest business banking products and services, or personal products held by a business entity.

You can access your personal banking in Bankwest Online Banking (BOB) or the Bankwest App and you will need to log in using your personal PAN rather than your business PAN.

If you would like to discuss your personal banking needs, you can message us in the Bankwest app and get notified when we reply, so you can go about your day.

Q: A restriction has been placed on my account. How do I remove it?

A: It can be removed with immediate effect by contacting your Relationship Manager or contacting us on 13 7000. This restriction will prevent you from making outgoing payments from the account temporarily so that we can ensure customers are taking the necessary immediate actions required before the closure date.

Q: How do I transfer funds into my new account?

A: We recommend that you transfer your funds from your Bankwest business deposit accounts to your new account, prior to your Bankwest account and services closure date. By transferring funds before your account closes, you will not need to wait for a bank cheque to be issued to you and you will have access to your funds sooner. The easiest way to do this is through your Bankwest online banking platform.

Alternatively, you can contact us on **13 7000** and we will help you with transferring your funds. Funds will usually be available by the next business day for transfers made in your Bankwest online banking platform, and up to five business days for transfers made via bank cheque, personal cheque or real time gross settlement (RTGS).

Q: Can I close my Bankwest Business accounts before 18 March 2025?

A: We recommend you clear your account balance and close your accounts as soon as possible. Once you have cleared your accounts to \$0 balance, please contact 13 7000 to close your accounts prior to 18 March 2025.

Q: Can I close my Bank Guarantee account before 18 March 2025?

A: Yes, please arrange for the original bank guarantee to be returned to us so we can cancel the limit and return the security to you.

Q: Will there be any costs associated with the discharge of security if you have closed my business lending?

A: If your security is not required for any other lending with CommBank, it will be released free of charge.

Q: Can I access surplus funds on my business loan before 18 March 2025?

A: Yes, if the terms of your business loan product allow it. You can access this via Business Online Banking and transfer the funds required at your discretion.

Q: If my transaction account being closed, how will my loan repayments be made?

A: You will need to provide new account details to ensure loan repayments are made and don't fall into default.

To update your direct debit loan payments, you can either:

- contact us on 13 7000 and provide us with your new Bank account details from where you would like your future Business Loan repayments to be made.
- complete and return the [Direct Debit Request form](#) with your new Bank account details and return it by email or post as instructed on the form.
- provide your new financial institution with your loan payment instructions.

Q: How can I protect myself from scams?

A: It's important to protect your business from scams. Please be aware Bankwest and CommBank will never ask for your PIN, PAN or password via email or SMS. Nor will we ask you to log directly into your online bank accounts from a link in an email or SMS.

If you receive any communication from Bankwest or CommBank stating we have opened a new account for you with new account details to transfer your funds, please do not transfer any funds. Call us on **13 7000** or email abuse@bankwest.com.au.