

# Branch Closure Impact Assessment



Bankwest, a division of Commonwealth Bank of Australia  
ABN 48 123 123 124 AFSL/Australian credit licence 234945

## Bankwest Lake Grace Branch is permanently closing on 20 November 2024 and will soon after convert to a Commonwealth Bank branch.

Bankwest will transition to a digital bank in 2024, enabling us to accelerate investment in delivering simple and easy digital banking and broker services to meet the needs of more customers across Australia.

With more of Bankwest customer transactions now occurring in digital channels, like the Bankwest App and Bankwest Online Banking, we've seen a continual decline in branch transactions. After careful consideration, we will permanently close the Lake Grace Branch at 29 Stubbs Street on Wednesday 20 November 2024, at 12pm.

The Commonwealth Bank Group is committed to supporting regional communities, which is why shortly after the closure of the Bankwest branch in Lake Grace, the location will convert to a Commonwealth Bank Branch, ensuring no regional community is left without branch services as a result of Bankwest's digital transition.

We know that change isn't always easy, but it's important we invest in areas where our customers are choosing to do their banking. We will continue to work hard to deliver simple, easy experiences for our customers through digital services and alternative face to face options, such as Bank@Post.<sup>1</sup>

## Why we made the decision to close Bankwest Lake Grace Branch.

Bankwest recently announced the decision to become a digital bank. This decision is influenced by rapidly changing customer preferences. Customers are increasingly preferring digital options that enable them to do their banking in a time they choose, which has generally led to significantly fewer visits and transactions in the majority of our branches.

The transition of Business Banking customers from Bankwest to Commonwealth Bank has contributed to the reduction in demand for the branch network.



Over 650,358 Bankwest App and online banking logins per day.<sup>2</sup>



Up to 96% of cash withdrawals and deposits can be done at Bank@Post.<sup>3</sup>



A daily average of 6 over the counter transactions a day at this branch.<sup>4</sup>



A year on year increase in over the counter transactions of 21.3% at this branch.<sup>5</sup>

## Where can I do my banking?

There are many easy ways you can continue to bank in person, online or over the phone. Visit [bankwest.com.au/waystobank](https://bankwest.com.au/waystobank) or scan the QR code to get started.



### In-person at Australia Post

Our partnership with Australia Post means you can easily get an account balance, pay into your account, get cash out and make a credit card repayment with Bank@Post at your local participating Post Office.<sup>1</sup> All you need is your Bankwest card and PIN:

#### Lake Grace LPO

**Address** 32 Stubbs Street, Lake Grace.

**Opening hours** Monday to Friday: 9am to 5pm. Saturday and Sunday: Closed.  
\*This Post Office closes for lunch from 12:30pm to 1:30pm

**Distance** 80m from Bankwest Lake Grace Branch.

Please note, you're unable to withdraw money with a Bankwest credit card account at Bank@Post.



<sup>1</sup> Bank@Post is an agency service provided by Australia Post on behalf of Bankwest. Bank@Post is available at participating Post Offices. Services available are cash withdrawals, deposits, balance enquiries and credit card repayments. Transaction limits apply.

<sup>2</sup> Average personal banking customer logins per day to Bankwest App and online banking in December 2023.

<sup>3</sup> Cash withdrawals and cash/cheque deposits undertaken in a branch from June 2023 to December 2023.

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<sup>4</sup> Daily average of over the counter transactions that occurred at this branch in November 2023.

<sup>5</sup> Percentage change in the year on year average for over the counter transactions at this branch for November 2022 versus November 2023.

<sup>6</sup> Loose coin accepted up to \$20 otherwise coin must be in coin bags by denomination.



## Your converted Commonwealth Bank Branch

The Commonwealth Bank Group is committed to supporting regional communities, which is why shortly after the closure of the Bankwest branch in Lake Grace, the location will convert to a Commonwealth Bank branch, ensuring no regional community is left without branch services as a result of Bankwest's digital transition.

We will keep you informed as to the expected opening date of your converted Commonwealth Bank branch. Commonwealth Bank (CBA) operates the largest branch network in the country. Once opened, the Commonwealth Bank Lake Grace branch will continue to be located at:

### Commonwealth Bank Lake Grace Branch

**Address** 29 Stubbs Street, Lake Grace.

**Opening hours** Opening date and hours to be advised.

For The Commonwealth Bank general enquiries call 13 2221 - 8am to 8pm (+61 2 9999 3283\* from overseas).

## How we are communicating and engaging with customers and the community about the change.

We will send notification about this decision to our customers who have regularly used this branch, by email and/or post at least 12 weeks prior to the permanent closure. The letter and email will include information and resources on how to use alternative banking options. Signage will also be on display at the branches outlining the closure details and providing detail on alternative ways to bank. We have also contacted the relevant government and community stakeholders for your area to advise them of our decision and on the steps we are taking to support customers moving forwards. We will work with all stakeholders to respond to any concerns they may have.

## How to make a complaint

If there's something we can improve, or you're not satisfied with our products, services, staff or complaint handling process, it's important we hear about it so we can make things right. We will take your complaint seriously, work with you to address your complaint and try to find a solution that's fair and reasonable.



Use our online form at [www.bankwest.com.au/retail-forms/customer-care](http://www.bankwest.com.au/retail-forms/customer-care) or in the Bankwest App.



Call us on 13 17 19 or 1800 650 111 from Australia or +61 8 9449 2840 from overseas (8am–8pm, 7 days a week, AWST)

*When calling from overseas using your mobile, standard roaming charges may apply. To avoid roaming charges, call the international operator in the country you're in from a landline and give them our number.*



Write to our complaints team at Bankwest Customer Care, PO Box E237, Perth WA 6841

*There's no need to use a stamp – we'll pay for the postage.*

Please tell us your name and your preferred contact method – though you can make an anonymous complaint if you prefer.

## Easy ways to manage your banking.



### The Bankwest App and online banking

Bank safely and securely in the Bankwest App and online banking, available any time, anywhere.

You can view your accounts, make payments, manage your cards and much more. Getting started is easy, visit [bankwest.com.au/setup](http://bankwest.com.au/setup)

*We protect you from losses due to unauthorised transactions on personal accounts when you take the necessary steps to stay safe online.*



### In-person at Australia Post

With Bank@Post you can get an account balance, make a deposit, withdraw cash and make a credit card repayment at your local participating Post Office.<sup>1</sup> All you need is your Bankwest card and PIN.

### What can I do at Bank@Post?

Everyday banking transactions are safe and easy, just select the relevant option from your card to:

Check your account balance	– Make sure you have your bank card handy
Deposit or withdraw cash	– Deposit up to \$8,000 cash per day <sup>6</sup> – Withdraw up to \$2,000 per day
Deposit Australian cheques	– Deposit up to \$100,000 per day – Maximum of 99 cheques in one transaction – Allow up to 7 days for cheque deposits to be cleared
Make a credit card repayment	– All you need is your Bankwest card and PIN

Please note, you are currently unable to withdraw money from a Bankwest credit card account at Bank@Post. Any disputes or errors with Bank@Post transactions, must be dealt with at the Australia Post outlet first for investigation/correction. Find your nearest Post Office with Bank@Post services at [auspost.com.au/banking](http://auspost.com.au/banking)

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<sup>2</sup> Average personal banking customer logins per day to Bankwest App and online banking in December 2023.

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## Easy ways to manage your banking.



### At an ATM

Customers with eligible bank accounts can withdraw cash fee-free at any major bank ATM in Australia. Cash-out is also available via EFTPOS transactions at participating retailers. Find your local Commonwealth Bank ATMs at [commbank.com.au/locateus](https://commbank.com.au/locateus)



### Self-service phone banking

Spend less time waiting on hold with self-service phone banking. You can manage simple tasks for your accounts, 24/7, including checking your account balance, transferring money between your accounts and paying bills via BPAY®. To get started, call 13 17 19 and press 1 for self-service phone banking.

## Ways to contact Bankwest after this branch closes.



### Message us 24/7

Skip the queue and message us 24/7 in the Bankwest App or online banking for support with your everyday banking needs. To find out more visit [bankwest.com.au/message-us](https://bankwest.com.au/message-us)



### Call us

You can speak to us over the phone any day of the week on 13 17 19, where we have free interpreter services available.



### Visit our website

To access the latest information about the closure of our branch network, including Frequently Asked Questions, visit [bankwest.com.au/branch-info](https://bankwest.com.au/branch-info).



### Hard of hearing or have speech difficulties?

National Relay Service users can be connected to any of our phone numbers.

TTY users call 13 36 77 and ask for 13 17 19

Voice Relay call 1300 555 727 and ask for 13 17 19

SMS Relay text to 0423 677 767

## Keeping you safe and secure.

We monitor your account for unusual activity, protect your privacy and are constantly innovating features to secure your banking – it's our priority. To find out more, visit [bankwest.com.au/security-centre](https://bankwest.com.au/security-centre)

## Supporting remote First Nations customers.

No matter how remote your location, we're here to support you with a dedicated phone line offering better access to banking services for our First Nations customers. Call 1300 382 395.

## Help when you need it most.

We know there might be times when you need more support, and we're here to help.

For moments when you may need some extra care, specialist colleagues will be able to support you via our Community Assistance Line. This dedicated line offers support with sensitive and complex enquiries such as natural disasters, separations, financial abuse, deceased estates, incarcerated customer enquiries, First Nations customer assistance and extra care needs. Call 1800 433 932 or visit [bankwest.com.au/support](https://bankwest.com.au/support) for information on our specialist support services.

If you've had a change to your personal circumstances, you may find it hard to keep up with your repayments. We're here to support you and can help you manage your credit card or loan repayments with a solution tailored to your situation. To find out more visit [bankwest.com.au/financial-hardship](https://bankwest.com.au/financial-hardship)

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