

Bendigo Bank Carlton branch is closing.

As a Bendigo Bank customer, you have a choice in how you want to bank – be it online, via app, over the phone or in-branch. Many of our customers are choosing to bank online or with our app, which means we're seeing fewer and fewer people requiring our branch services.

As a result, we've made the difficult decision to close our Bendigo Bank Carlton branch at 282 Lygon St, Carlton on Friday 14 August 2026.

We recognise this closure might bring about changes to the way you bank with us, and we're here to support you in every way we can. We will be actively engaging with affected customers and key local stakeholders where required and respond to queries and concerns about the closure through written and verbal notifications.

Where else you can bank

If you prefer to bank in-person, your nearest branch and Post Office details are listed below.

Nearest alternative branch:

Branch	Bendigo Bank Collins Street
Address	356 Collins St, Melbourne VIC 3000
Opening hours	Mon-Fri 9:30am - 4:00pm
Facilities	ATM, Coin Counter, Teller Services
Phone number	(03) 9620 7033
Distance by road	2.5km

Nearest Post Office offering Bank@Post:

Bank@Post gives you access to a range of banking services* at more than 3,500 Post Offices in communities across Australia. Services include:

- Cash deposits and withdrawals using your PIN enabled card linked to your Bendigo Bank account
- Cheque deposits
- Account balance enquiries using your PIN enabled card linked to your Bendigo Bank transaction account

Post Office name	Australia Post - Carlton LPO
Address	Lygon Court, Shop 7 368/384 Lygon Street, Carlton VIC 3053
Opening hours	Mon-Fri 9:00am - 5:00pm, Sat 9:00am - 12:00pm
Distance by road	270m

Nearest Bendigo Bank fee-free cash access points:

ATMs are a convenient way to continue to access your money, check your balance, and transfer funds with your Bendigo Bank card and PIN. The nearest Bendigo Bank ATM you can access, without any fees, is located at:

ATM description	Bendigo Bank Collins Street
Features available	Can change PIN
Address	356 Collins St, Melbourne VIC 3000
Distance by road	2.5km

Business banking customers

If you make regular business deposits or require business change, we have a range of options available. Please contact your business specialist or call **1300 236 344**.

Why we made this decision

The decision to close a branch is not something we take lightly, as we know how important banking and financial services are to Australian communities. After all options were considered, the main reasons for this closure were:

- With more people choosing to bank online, fewer customers are visiting branches to do their banking
- When customers do visit a branch, it is much less often – approximately 35% of our customers in Bendigo Bank Carlton branch only visited this branch once in the last year.
- More than 15% of these customers have chosen other locations to conduct their banking

How banking with us is changing:

Here's how Bendigo Bank Carlton branch customers are currently banking with us:



How customers have used this branch

Branch visitation over last calendar year

Customer segment	Regular (3+ visits)	Heavy (12+ visits)
Personal bank customers	377	121
Business bank customers	154	165

Number of personal banking transactions over last calendar year

Year	Cash withdrawals	Cash deposits	Cheque deposits
01/01/2022 - 31/12/2022	2155	1497	431
01/01/2023 - 31/12/2023	1707	1142	354
01/01/2024 - 31/12/2024	2079	1376	285
01/01/2025 - 31/12/2025	2277	1208	208
2026*	1128	621	85

*01/01/2026 - 06/07/2026

Number of Business Banking transactions over last calendar year

Year	Business deposits	Cheque deposits
01/01/2022 - 31/12/2022	1421	301
01/01/2023 - 31/12/2023	681	206
01/01/2024 - 31/12/2024	912	163
01/01/2025 - 31/12/2025	1082	113
2026*	522	37

*01/01/2026 - 06/07/2026

Other ways to bank with Bendigo

We offer a range of simple, secure and convenient ways to manage your banking if you're unable to visit a branch.



Use Bendigo e-banking via our website or app to:

- View balances, transactions and statements
- Make real time payments with Osko
- Pay bills with BPAY®
- Set up automatic payments
- Register a PayID
- Order, activate, lock and enable your cards
- Change personal information



Use phone banking by calling us on 1300 236 344 to:

- Get account information
- Transfer funds
- Pay bills
- Order a statement by mail
- Change your PIN
- Provide feedback
- Speak with us



Bank@Post

With over 3,500 Post Offices providing access to banking services, you can use your card to:

- Deposit cash or cheques
- Withdraw cash
- Check your account balance

You can continue to access your money using your Bendigo Bank card and PIN via ATMs and EFTPOS at participating outlets. ATMs are a convenient way to check your balance, transfer funds and get cash with your Bendigo Bank card^.

Additional support

We understand there may be times when your personal circumstances change. You may experience an unexpected event or changes outside of your control like losing your job, suffering an illness or injury, being affected by a natural disaster, or a downturn in your business.

As a result, if you can't afford the minimum repayment on your loan or credit card, and would like us to consider if we can provide financial difficulty assistance, please visit bendigobank.com.au/support for more information.

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