

Bendigo Bank South Melbourne 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 South Melbourne branch at 276 Clarendon St, South Melbourne VIC 3205 on Friday 1 August 2025.

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.

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 Street, Melbourne VIC 3000
Opening hours	Monday – Friday 9.30am – 4.00pm
Facilities	ATM, Coin Counter, Teller Services
Phone number	(03) 9620 7033
Distance by road	2.5 km

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	South Melbourne Post Shop
Address	215-217 Park Street, South Melbourne VIC 3205
Opening hours	Monday – Friday 9.00am – 5.00pm
Distance by road	300 metres

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	Collins St Branch ATM
Features available	PIN change
Address	356 Collins St, Melbourne VIC 3000
Distance by road	2.5 km

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 South Melbourne only visited this branch once in the last year
- More than 28% of these customer have chosen other locations to conduct their banking

How banking with us is changing:

Here's how Bendigo Bank South Melbourne customers are currently banking with us:



79%

are registered for e-banking and/or phone banking



65%

regularly use e-banking and/or phone banking



19%

choose to bank in branch only

How customers have used this branch

Branch visitation over the last year*

Customer segment	Regular (3+ visits)	Heavy (12+ visits)
Personal bank customers	612	177
Business bank customers	359	250

* May 2024 – April 2025

Number of personal banking transactions

Year	Cash withdrawals	Cash deposits	Cheque deposits
2021	3365	2098	458
2022	3499	1698	422
2023	3484	1732	571
2024	3609	1995	527
2025	3536	1867	331

Number of business banking transactions

Year	Cash deposits	Cheque deposits
2021	1190	609
2022	1291	485
2023	1359	530
2024	1299	465
2025	1151	290

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.