Community Bank Lorne 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 Community Bank Lorne branch at 1/32 Mountjoy Parade, Lorne VIC 3232 on Wednesday 17 June 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.

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	Community Bank Anglesea
Address	65 Great Ocean Road, Anglesea VIC 3230
Opening hours	Monday – Friday 9.30am – 5.00pm
Facilities	ATM, Teller Services
Phone number	(03) 5263 3906
Distance by road	29km

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 O ice name	Lorne LPO
Address	3/154 Mountjoy Parade, Lorne VIC 3232
Opening hours	Monday – Friday 9.00am – 5.00pm & Saturday 9.00am – 12noon
Distance by road	500m

Bendigo Bank

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	Community Bank Anglesea
Features available	Change PIN
Address	65 Great Ocean Road, Anglesea VIC 3230
Distance by road	29km

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 45% of our customers in Lorne only visited this branch once in the last year

- More than 21% of these customers have chosen other locations to conduct their banking

How banking with us is changing:

Here's how Community Bank Lorne customers are currently banking with us:

87%
are registered for e-banking and/or phone banking

77%
regularly use e-banking and/or phone banking

16%
choose to bank in branch only

How customers have used this branch

Branch visitation over the last year 01/02/2025 - 31/01/2026

Customer segment	Regular (3+ visits)	Heavy (12+ visits)
Personal bank customers	89	34
Business bank customers	71	61

Number of personal banking transactions

Year	Cash withdrawals	Cash deposits	Cheque deposits
01/02/2021 - 31/01/2022	302	373	86
01/02/2022 - 31/01/2023	271	375	126
01/02/2023 - 31/01/2024	328	407	91
01/02/2024 - 31/01/2025	332	284	60
01/02/2025 - 31/01/2026	289	261	54

Number of business banking transactions

Year	Business deposits	Cheque deposits
01/02/2021 - 31/01/2022	479	110
01/02/2022 - 31/01/2023	521	77
01/02/2023 - 31/01/2024	756	94
01/02/2024 - 31/01/2025	621	42
01/02/2025 - 31/01/2026	536	29

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.