

# Community Bank Varsity Lakes 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.

With the support and approval of Bendigo Bank, Varsity Lakes Financial Services Limited will close its Community Bank Varsity Lakes branch at 12 noon on Monday 31 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:

|                         |                                                |
|-------------------------|------------------------------------------------|
| <b>Branch</b>           | Bendigo Bank Mermaid Waters                    |
| <b>Address</b>          | Shop B4 Q Super Centre Mermaid Waters QLD 4218 |
| <b>Opening hours</b>    | Mon-Fri 9:30am-4:00pm                          |
| <b>Facilities</b>       | Business Banker, ATM (can change PIN)          |
| <b>Phone number</b>     | (07) 5572 8244                                 |
| <b>Distance by road</b> | 5.1km                                          |

### 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

|                         |                                                    |
|-------------------------|----------------------------------------------------|
| <b>Post Office name</b> | Varsity Lakes LPO                                  |
| <b>Address</b>          | Shop 9b, 201 Varsity Pde, VARSITY LAKES, QLD, 4227 |
| <b>Opening hours</b>    | Mon-Fri 9.00am-5.00pm                              |
| <b>Distance by road</b> | 150m                                               |

**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 Mermaid Waters                    |
| Features available | ATM (can change PIN)                           |
| Address            | Shop B4 Q Super Centre Mermaid Waters QLD 4218 |
| Distance by road   | 5.1km                                          |

**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 42% of our customers in Varsity Lakes only visited this branch once in the last year.
- More than 17% of these customers have chosen other locations to conduct their banking

**How banking with us is changing:**

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



# How customers have used this branch

## Branch visitation over last calendar year

| Customer segment        | Regular<br>(3+ visits) | Heavy<br>(12+ visits) |
|-------------------------|------------------------|-----------------------|
| Personal bank customers | 187                    | 37                    |
| Business bank customers | 143                    | 94                    |

## Number of personal banking transactions over last calendar year

| Year                    | Cash withdrawals | Cash deposits | Cheque deposits |
|-------------------------|------------------|---------------|-----------------|
| 01/01/2022 - 31/12/2022 | 679              | 715           | 155             |
| 01/01/2023 - 31/12/2023 | 710              | 832           | 105             |
| 01/01/2024 - 31/12/2024 | 699              | 735           | 102             |
| 01/01/2025 - 31/12/2025 | 703              | 671           | 66              |
| 2026*                   | 284              | 237           | 11              |

\*01/01/2026 - 07/07/2026

## Number of Business Banking transactions over last calendar year

| Year                    | Business deposits | Cheque deposits |
|-------------------------|-------------------|-----------------|
| 01/01/2022 - 31/12/2022 | 1740              | 269             |
| 01/01/2023 - 31/12/2023 | 1991              | 262             |
| 01/01/2024 - 31/12/2024 | 1891              | 168             |
| 01/01/2025 - 31/12/2025 | 1650              | 84              |
| 2026*                   | 659               | 15              |

\*01/01/2026 - 07/07/2026

## 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](https://bendigobank.com.au/support) for more information.

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