

# Important update. Our Perth branch is closing.

Over the past several years, we've seen many changes to how our customers are banking. More of our Perth customers are choosing to do their personal and business banking online, via mobile app or by video appointments, rather than in-branch. With these changes, we've decided to permanently close our branch at 152-158 St Georges Terrace Perth, WA 6000 on 22 May 2026. Rest assured, we remain committed to helping you securely take care of your day-to-day banking needs – locally, at home, or on the go. Please read below for more details or contact Renee Dewar (Regional General Manager) on 0479 178 354 for any further support or information.

## Visit your nearest branch

You can complete cash transactions at any St.George, Westpac, BankSA or Bank of Melbourne branch nationwide.

Your nearest **Westpac** branch is:

<b>Branch</b>	Perth - 109 St Georges Terrace
<b>Address</b>	109 St Georges Terrace, Perth, WA 6000
<b>Phone number</b>	(08) 9426 - 2580
<b>Opening hours</b>	Monday - Wednesday 9.30am - 4.00pm, Thursday 9.30am - 5.00pm, Friday 9.30am - 4.00pm
<b>Facilities</b>	<ul style="list-style-type: none"> <li>■ Teller Services</li> <li>■ Smart ATM</li> <li>■ Self-serve banking zone</li> <li>■ A range of servicing activities (such as business express deposits and interbank transfers)</li> </ul>
<b>Distance</b>	180m Walk

## Nearest fee-free cash access points

You can withdraw cash and complete other basic banking transactions at our network of operator fee-free ATMs, which include Precinct and atmX, as well as St.George, Westpac, BankSA and Bank of Melbourne ATMs. Search for a fee-free ATM using the St.George App, or our branch and ATM locator at [stgeorge.com.au/locator](https://stgeorge.com.au/locator)

Fee-free ATMs	Distance	Features available	Address
Westpac Perth - 109 St Georges Terrace	180m Walk	<ul style="list-style-type: none"> <li>■ Account Balances</li> <li>■ Withdraw Cash</li> <li>■ Deposit Notes</li> </ul>	109 St Georges Terrace, Perth, WA 6000

## Visit your closest Bank@Post

Our partnership with Australia Post means you can do your everyday banking in person at over 3,300 Post Offices across Australia. With Bank@Post, you are able to use your credit or debit card to make deposits, withdrawals, account balance enquiries, and pay credit card bills in person. Please note passbooks aren't accepted at Australia Post.

Post Office name	Perth GPO St Georges Terrace
Address	66 St Georges Terrace, Perth, WA, 6000
Phone number	13 13 18
Opening hours	Monday - Friday 8.00am - 5.00pm
Distance	550m walk

To find other participating Australia Post Offices, visit [auspost.com.au/banking](https://auspost.com.au/banking)

## Business Bank customers

We have many options available for our customers who make regular business deposits and need business change including transacting at the nearby Westpac Perth - 109 St Georges Terrace as mentioned previously. For more information, contact your Business Banker, Transactional Specialist, or access our wide network of bankers by calling **13 38 00**, 8am to 8pm Sydney Time, Monday to Friday.

For Commercial and Agribusiness customers, please contact your Relationship Manager.

## Why is the Perth branch closing?

Decisions to close branches are never made lightly. A number of factors are taken into consideration. For Perth, there has been a change to the way our customers bank with us, with reduced over the counter transactions, more customers banking digitally and the branch has low regular customer usage. Cash transactions can be completed at the nearby Westpac Perth - 109 St George Terrace branch on the same street.



\*Regular branch visits is defined as visiting the branch 3+ times from 1 October 2024 to 30 September 2025.

## Ways to bank with us

We are committed to providing all of our customers with simple and secure banking options that meet their needs. Please scan the QR code on this page to visit our website, or read below to see how we can help you bank the way that works for you.

"QR Code" is a registered trademark of Denso Wave Incorporated.



## Convenient banking 24/7

### St.George Internet and Mobile Banking

- Make transfers and payments
- Identify unknown transactions
- Budgeting tools
- Keep track of savings goals
- Manage all your accounts from one location
- Our St.George Secure Security Guarantee

[stgeorge.com.au/register](https://stgeorge.com.au/register)

### Telephone Banking

- Check your balance
- Update your personal details
- Speak to banking and credit specialists
- Speak to Home Lenders
- Apply for new accounts
- Order statements
- Enquire about payments

**24/7 access by calling 13 33 22**

### ATMs

- Withdrawals and account balances at our network of ATMs free from operator fees, which include atmX and Precinct, as well as St.George, Westpac, BankSA, and Bank of Melbourne ATMs.
- Note deposits (cheques not accepted) at Westpac branch ATMs.

[stgeorge.com.au/locator](https://stgeorge.com.au/locator)

## Banking face-to-face with Bank@Post

We know that sometimes you will want to transact in person, and our partnership with Australia Post Bank@Post means you can do just that at over 3,300 Post Offices across Australia.



Withdraw  
up to **\$2000**  
per day



Deposit up to  
**\$8000** cash  
per transaction



Pay **Bills**  
in person



Scan the QR code  
for more information  
on **Bank@Post**

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## Help for our Indigenous customers

No matter where you are located, our Indigenous Call Centre is available to support you with your personal or business banking needs. Services include:

- basic everyday banking enquiries such as balance enquiries and card replacements.
- access to translation services including Indigenous languages.
- determining which products and services may be suitable for you

The Indigenous Call Centre can be contacted Monday to Friday 9.00am to 6.30pm ACST on **1800 061 548 (toll free)**.

## Additional support when you need it

We know our customers will need support in different ways, at different times in their lives. Whether you or someone close to you is experiencing financial hardship, disability, domestic or family violence, elder financial abuse, dealing with fraud or scams or other unexpected life moments, we are here to help.

Please visit us at [stgeorge.com.au/contact-us/difficult-circumstances](https://stgeorge.com.au/contact-us/difficult-circumstances).

If you'd like to discuss these changes in person, or how we can help you continue to bank in the future, please visit us at the Perth branch before 22 May 2026 or call us on **13 33 30** 8am to 8pm Sydney Time, Monday to Friday (excluding public holidays).

## How we are communicating this change to our customers and the community

We know how important it is that we communicate with you and your community.

As well as providing this fact sheet in branch and online, here's what else we do once a branch closure is announced:

- we notify the local Members of Parliament and local councils of the location where the branch is closing
- we notify customers by mail who are connected to the branch or have regularly transacted at the branch (or the ATM) in the last 6 months
- we also send an additional SMS notification to those customers who have regularly transacted at the branch (or the ATM) in the last 6 months, where we have a mobile number on file.

## We value your feedback

If you would like to give us any feedback or complaints, please visit [stgeorge.com.au/feedback](https://stgeorge.com.au/feedback).

### The details:

If you are deaf, hard of hearing, or have speech/communication difficulty, you can message us within the St.George App or communicate with us using the National Relay Service [accesshub.gov.au/about-the-nrs](https://accesshub.gov.au/about-the-nrs) If English is not your preferred language, contact us and a banker can arrange a language interpreter. Visit [stgeorge.com.au/accessibility](https://stgeorge.com.au/accessibility) for further information on our more accessible products and services for people with disability, who are neurodivergent or where English is not your preferred language.

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