

Bank of
Melbourne

Important update. Our Knox City branch is closing.

Over the past several years, we've seen many changes to how our customers are banking. More of our Knox City customers are choosing to do their personal and business banking, via mobile app or by Internet Banking. With these changes, we've decided to permanently close our branch at Shop 2058 Knox City Shopping Centre, 425 Burwood Highway Wantirna South, VIC 3152 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 Paul Longayroux (State Business & Operations Manager) on 0499 856 899 for any further support or information.

Visit your nearest branch

You can complete cash transactions at any Bank of Melbourne, Westpac, St.George or BankSA branch nationwide. Your nearest **Westpac** branch is:

Branch	Knox City
Address	Shop 2115-2116, Knox City Shopping Centre, 425 Burwood Highway, Wantirna South, VIC 3152
Phone number	(03) 9210 - 6688
Opening hours	Monday - Thursday 9.30am - 4.00pm, Friday 9.30am - 5.00pm
Facilities	<ul style="list-style-type: none">• Teller Services• Smart ATM• Self-serve banking zone• A range of servicing activities (such as business express deposits and interbank transfers)
Distance	130m Walk

Alternatively, visit us at the Bank of Melbourne Pavilion Bourke branch, at 360 Bourke Street, Melbourne VIC 3000. This branch is located 26.8km away, and is open Monday - Thursday 9.30am - 4.00pm, Friday 9.30am - 5.00pm..

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 Bank of Melbourne, Westpac, St.George and BankSA ATMs. Search for an ATM using the Bank of Melbourne App, or our branch and ATM locator at bankofmelbourne.com.au/locator

Fee-free ATMs	Distance	Features available	Address
Westpac Knox City	130m Walk	<ul style="list-style-type: none">• Account Balances• Withdraw Cash• Deposit Notes	Shop 2115-2116, Knox City Shopping Centre, 425 Burwood Highway, Wantirna South, VIC 3152

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	Studfield LPO
Address	219 Stud Road, Wantirna South, VIC, 3152
Phone number	13 13 18
Opening hours	Monday - Friday 9.00am - 5.00pm, Saturday 9.00am - 12.00pm
Distance	1.5km

To find other participating Australia Post Offices, visit auspost.com.au/banking

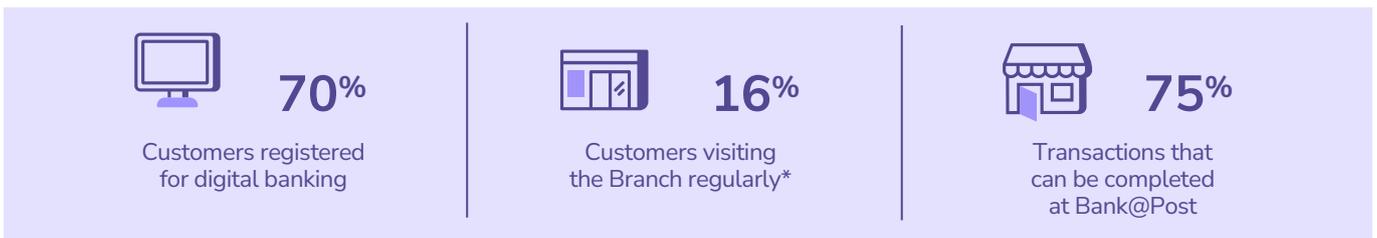
Business Bank customers

We have many options available for our customers who make regular business deposits and need business change including transacting at the nearby Westpac Knox City as mentioned previously. For more information, contact your Business Banker, Transactional Specialist, or access our wide network of bankers by calling **13 82 66**, 8am to 8pm, Monday to Friday.

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

Why is the Knox City branch closing?

Decisions to close branches are never made lightly. A number of factors are taken into consideration. For Knox City, there has been a change to the way our customers bank with us, with more customers banking digitally and the branch has low regular customer usage. Cash transactions can be completed at the nearby Westpac Knox City branch located in the same shopping centre.



*Regular branch visits is defined as visiting the branch 3+ times for the period 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



Bank of Melbourne 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 Bank of Melbourne Secure Security Guarantee

bankofmelbourne.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 Bank of Melbourne, Westpac, St. George, BankSA ATMs
- Note deposits (cheques not accepted) at Westpac branch ATMs

bankofmelbourne.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 bankofmelbourne.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 Knox City branch before 22 May 2026 or call us on **13 22 66**, 8am to 8pm, Monday to Friday.

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 bankofmelbourne.com.au/feedback.



The details:

If you are deaf, hard of hearing, or have speech/communication difficulty, you can message us within the Bank of Melbourne App or communicate with us using the National Relay Service accesshub.gov.au/about-the-nrs. If English is not your preferred language, contact us and a banker can arrange a language interpreter. Visit bankofmelbourne.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.

This document was issued 20 February 2026.