

Changes to ATM transaction fees.

What does this mean for you?

Geelong Bank has withdrawn from the rediATM scheme, effective 1 January 2019. The decision was made by our Board due to a number of factors, including a large number of banks Australia-wide offering free ATM withdrawals and substantially increased costs to be charged by the rediATM operator from 1 January 2019.

RediATM transactions

Effective 1 January 2019, fees **may** apply when making withdrawals or balance enquiries from any rediATM branded machines. The applicable fee **should be** disclosed prior to withdrawal, so you have the ability to cancel the transaction. Please note that NAB, the biggest member of the rediATM scheme, has sold their machines to a third party so fees will likely apply.

Geelong Bank believes that there will be a transition period as rediATMs and NAB ATMs are re-branded so make sure you read the information on the screen prior to performing a transaction at these machines.

Free ATM transactions

In September 2017, the major banks stopped charging fees for non-customers using their ATMs. Some second tier banks followed. You now have access to approximately 10,000 ATMs across Australia, without charge.

PIN change facilities

You can change your PIN at our branch at 107 Gheringhap Street, Geelong. And this month we commence trialling an Internet Banking PIN change facility. Keep an eye on our website blogs for updates.

Other ways to access your accounts and minimise fees

- Geelong Bank Internet Banking and Mobile App both allow you to transfer your money between accounts and to external accounts instantly with OSKO® (National Payments Platform).
- BPAY® allows you to pay bills over the phone or online around the clock.
- Use your rediCARD® to obtain cash when purchasing goods and services. You can withdraw cash without a purchase at major supermarkets.
- Geelong Bank offers Pay Wave®, Apple Pay® and Google Pay® minimising the amount of cash you need to carry.
- Spread your transactions across the range of Geelong Bank access facilities available to maximise your free withdrawals.
- Set up electronic funds transfers (EFT) where possible.
- Consolidate accounts (including loans and term deposits from other financial institutions) to take advantage of banking relationship benefits.

I have more questions. Who can I contact?

Our branch team can help with any questions you might have. Call 1300 361 555 or email us at info@geelongbank.com.au