

# This Suncorp Bank Branch is closing.

We're committed to supporting our customers, and have a range of options to support your everyday banking needs.

We're working to balance how we support you, whether that's in person or online. This includes reviewing where our branches are located, and the proximity of nearby Suncorp Bank services, other branches and Bank@Post services.

That is why, after careful consideration of a range of factors, we have decided our branch at Castle Hill will permanently close on Friday, 12 June 2026 at 2pm.

Our priority is to support you through this transition and ensure you understand the other options you have to complete your banking needs, be it locally, or through our digital platforms and Contact Centre.

## What does this mean for your banking?

Prior to the branch closure, our team will still be available to assist you with alternate ways to bank, including accessing your accounts at any participating Australia Post location displaying Bank@Post signage.

We know this closure may affect the way you bank. Your account and BSB numbers will remain the same, and you can continue to use Suncorp Bank ATMs, atmX ATMs and Suncorp Bank branches across Australia including those listed below. The closest Suncorp Bank Branch is located in Parramatta.

Your nearest alternative banking options include:

<b>ATM</b>	<b>atmx Castle Mall Shopping Centre</b>
Address	atmx Castle Mall Shopping Centre, 4-16 Terminus Street, Castle Hill, NSW, 2154
<b>Branch</b>	<b>Suncorp Bank Parramatta</b>
Address	Shop 5072/3, Level 5 Westfield, 159-175 Church St, Parramatta, NSW, 2150
Hours	Monday - Friday: 9:30 am – 4:00 pm
Services	<ul style="list-style-type: none"><li>• Full branch service</li><li>• Home and investment loans</li><li>• Opening accounts</li><li>• Investments</li><li>• Cash deposits and withdrawals</li></ul>
	Call <a href="tel:131175">13 11 75</a> (24/7 7 days a week)
<b>Bank@Post</b>	<b>Castle Hill Post Shop</b>
Address	284 Old Northern Road, Castle Hill, NSW, 2154
Hours	Monday - Friday: 9:00 am – 5:00 pm, Saturday 9:30 am – 1:00pm
Services	<ul style="list-style-type: none"><li>• Cash deposits</li><li>• Cash withdrawals</li><li>• Balance enquiry</li><li>• Pay bills via Post Billpay</li><li>• Cash exchange</li></ul>
	Call 13 76 78 (Monday – Friday: 8:00am – 6:00pm, except national public holidays)



Suncorp Bank (Norfina Limited ABN 66 010 831 722 AFSL 229882 Australian Credit Licence 229882)

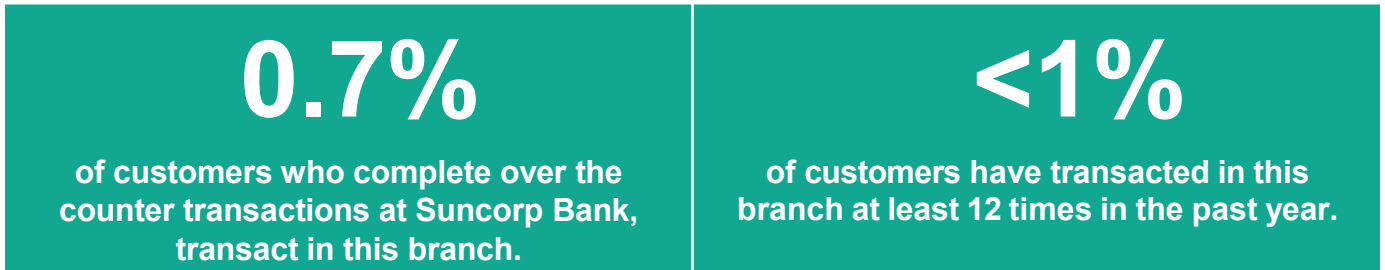
The SUNCORP brand and Sun Logo are used by Suncorp Bank (Norfina Limited) under licence and Suncorp Bank is not part of the Suncorp Group. \*Suncorp Bank is a member of the atmX by Armaguard (atmx) ATM Network. Deposits are taken by Armaguard on behalf of Suncorp Bank (Norfina Limited ABN 66 010 831 722 AFSL No 229882) at atmX ATMs. Fee-free access applies to the following transactions: a successful cash withdrawal, account balance enquiry, PIN change, transfer between Suncorp Bank accounts, or a cash deposit using a Suncorp Bank Visa Debit or Suncorp Bank EFTPOS card. Daily withdrawal limits apply. Deposit up to 90 notes per transaction. Cheques deposits are not accepted at atmX ATMs for Suncorp Bank customers. Terms and conditions apply. Find out more on our [Suncorp Bank ATMs page](#).

## Why is this branch closing?

The decision to close Castle Hill Branch is not one we make lightly. We remain committed to the Castle Hill community, and we will continue to support customers with their everyday banking needs.

After closure we will continue to offer personalised support—whether online, in app, via phone, or at one of our nearby branch locations.

We have provided information on customer behaviour throughout the past three years below.



## How are customers transacting at this branch?

Customers transacting over the past two years (1 December 2023 – 1 December 2025):

	3+ transactions	12+ transactions
Personal banking	100	0
Business banking	23	1

For more context, here's a year on year view of transaction volumes by the 10,362 Personal and Business Banking deposit customers connected to this branch.

### Number of personal banking transactions:

Year	Cash withdrawals	Cash deposit	BPay
2023	1304	2658	35
2024	1189	2435	56
2025	1088	2110	72

### Number of business banking transactions:

Year	Cash withdrawals	Cash deposits	BPay
2023	293	561	7
2024	303	442	9
2025	213	353	5

## How are we letting people know?

We inform Federal, State and Local Government representatives, and contact our customers based at or who regularly transact in this branch by phone, email and/or letter.



## More ways to bank with us.

There are many ways to bank with us other than visiting a branch, including options that may be faster and more convenient. [To find out more about alternative ways to bank, visit www.suncorpbank.com.au/help-support/ways-to-bank](http://www.suncorpbank.com.au/help-support/ways-to-bank)



### Suncorp Bank App

- Pay bills
- Transfer money within Australia
- Check your account balance
- View your account statements
- Activate an eligible card
- Change your card PIN
- Temporarily block and unblock your card
- Report your eligible card as lost or stolen
- Update your contact details
- Live chat with a specialist

[Get the Suncorp Bank App](#)



### Internet Banking

- Pay bills
- Pay anyone
- Transfer money within Australia
- Transfer money overseas
- Check your account balance
- View your account statements
- Activate an eligible card
- Order a replacement card

[Register now](#)



### Bank@Post

Bank at participating Australia Post locations<sup>2</sup> with your Suncorp Bank transaction card and PIN to perform banking services such as:

- Deposit<sup>1</sup>
- Withdrawals<sup>1</sup>
- Cash exchange<sup>1</sup>
- Pay bills

[Find your nearest Bank@Post](#)



### Suncorp Bank Smart ATMs

- Deposit cash<sup>1</sup>
- Withdraw cash<sup>1</sup>
- Transfer between accounts
- Check your account balance
- Change your PIN
- Access multiple language options
- Assisted banking with braille keypad and audio voiceover



### Other ATM & Eftpos Machines

There are more places you can use your Suncorp Bank card to withdraw cash<sup>1</sup> with no transaction fees, including:

- \*Any atm by Armaguard ATM (look for the atm logo above the machine)
- ANZ, NAB, CBA and Westpac ATMs across Australia
- Eftpos machines at thousands of merchants including most major supermarkets and petrol stations<sup>1</sup>



### Home & Business Lending

- Get assistance with first home buying, refinancing, investment and renovation loans from Mobile Lenders in your area
- Get assistance with Business Lending from Relationship Managers in your area
- No cost and obligation-free
- Meet at a location and time that's suitable for you
- Face-to-face, by phone or video call
- One point of contact by mobile phone



### Phone

- Self-service phone banking 24/7. Access phone banking on 13 11 25
- Speak to a customer service consultant 24/7, 7 days a week

Call us on 13 11 75

**SUNCORP BANK** 

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1. Cash limits apply

2. Card and Pin required for all machine and Australia Post services, card limits apply.

3. Review your Product Information Document for applicable access methods.




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## Our team is here to help.

In times of need, we understand you may want specialist assistance. At Suncorp Bank, we provide access to a dedicated customer service line and support if you're experiencing financial difficulty due to loss of income, medical reasons, family matters including domestic violence, a natural disaster or something else.

Call us to discuss your circumstances on [1800 225 223](tel:1800225223) Monday to Friday, 8:30am – 5pm (AEST) or [apply for support](#).

**Accessible and inclusive banking:** Our responsibility is to ensure our customers can access and use Suncorp Bank's services, products and platforms. If you need any additional support to complete your banking, please call us on 13 11 75 or visit [www.suncorpbank.com.au/help-support/accessible-inclusive-banking](http://www.suncorpbank.com.au/help-support/accessible-inclusive-banking).

Service	Description
<p>The Translating and Interpreting Service</p> 	<p>Through <a href="#">LanguageLoop</a>, we offer interpreting and translation support for 190+ languages, including a range of First Nations languages, Arabic, Simplified and Traditional Chinese, Korean and more.</p> <p>Suncorp Bank can arrange this service when you visit one of our branches or alternatively you can call 13 14 50. You can do this with the support of a friend or family member.</p>
<p>Auslan Services</p> 	<p>Auslan (Australian Sign Language) Services is an interpreting service provided for people who are deaf or hard of hearing that need to communicate through Auslan. Video conferencing is available in branches with an Auslan interpreter. Please visit your local branch to arrange this service.</p>
<p>Financial Counselling Australia</p> 	<p>If you need further assistance outside of what Suncorp Bank can offer, there are other services available to help such as Financial Counselling Australia. If you are experiencing financial difficulty, you can speak to a free, independent financial counsellor in your state or territory by:</p> <ul style="list-style-type: none"><li>• Visiting the National Debt Helpline <a href="#">website</a></li><li>• Calling the National Debt Helpline on 1800 007 007 (Monday to Friday, 9.30am–4.30pm)</li><li>• Find a financial counselling service in your area using this <a href="#">map</a>.</li></ul>