This Suncorp Bank Agency is closing.

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

The commercial premises where we have operated the Suncorp Bank Agency has recently undergone a change in strategic direction, with the owner making some updates. As a result, the agency is unable to continue operating under the current lease arrangement. For this reason, the difficult decision has been made to close the Chinchilla Agency at **3pm on Friday, 29 May 2026.**

What does this mean for your banking?

Prior to the Agency 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 and branches across Australia including those listed below. The closest Suncorp Bank Branch is located in Dalby.

Your nearest alternative banking options include:

ATM	ANZ Chinchilla ATM
Address	Cnr Heeney & Bell Sts, Chinchilla, QLD, 4413

Branch	Suncorp Bank Dalby
Address	131 Cunningham St, Dalby, QLD, 4405
Hours	Monday - Friday: 9:30 am – 2:00 pm
Services	• Full branch service • Opening accounts • Cash deposits and withdrawals • Home and investment loans • Investments
	Call 13 11 75 (24/7 7 days a week AEST/AEDT)

Bank@Post	Chinchilla Post Office
Address	117 Heeney St, Chinchilla, QLD, 4413
Hours	Monday - Friday: 9:00 am – 5:00 pm
Services	• Cash deposits • Balance enquiry • Cash exchange • Cash withdrawals • Pay bills via Post Billpay
	Call 13 76 78 (Monday – Friday: 8:00am – 6:00pm, except national public holidays)

SUNCORP BANK

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 agency closing?

The decision to close Chinchilla Agency is not one we make lightly. Despite many months of searching with the agent, we have been unable to secure a new location for the agency to continue to operate from.

We remain committed to the Chinchilla community, and we will continue to support customers with their everyday banking needs.

Below we have provided some information on some customer behaviour throughout previous years.

68%

of customers who transact in this branch also bank digitally.

8%

of customers have transacted in this branch at least 12 times in the past year.

How are customers transacting at this agency?

Customers transacting over the past two years (1 January 2024 – 1 January 2026):

	3+ transactions	12+ transactions
Personal banking	245	84
Business banking	35	13

For more context, here's a 2-year view of transaction volumes by Personal and Business banking deposit customers.

Number of personal banking transactions:

Year	Cash withdrawals	Cash deposit	BPay
2022	983	1032	174
2023	975	960	216
2024	1062	843	207
2025	908	707	215

Number of business banking transactions:

Year	Cash withdrawals	Cash deposits	BPay
2022	96	820	30
2023	115	647	38
2024	100	343	69
2025	174	356	90

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 agency by phone, email and/or letter.

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More ways to bank with us.

There are many ways to bank with us other than visiting an agency, 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

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[2] with your Suncorp Bank transaction card and PIN to perform banking services such as:

- Deposit[1]
- Withdrawals[1]
- Cash exchange[1]
- Pay bills

Find your nearest Bank@Post

Suncorp Bank Smart ATMs

- Deposit cash[1]
- Withdraw cash[1]
- 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[1] with no transaction fees, including:

- *Any atmx by Armaguard ATM (look for the atmx logo above the machine)
- ANZ, NAB, Commonwealth Bank and Westpac ATMs across Australia
- Eftpos machines at thousands of merchants including most major supermarkets and petrol stations[1]

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

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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.
*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.

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 Monday to Friday, 8:30am – 5pm (AEST) or apply for support.

Service	Description
The Translating and Interpreting Service	The Translating and Interpreting Service (TIS National) provides phone and on-site interpreting services in over 150 languages, including Arabic, Simplified and Traditional Chinese, Korean and more. 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.
Auslan Services	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.
Financial Counselling Australia	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: • Visiting the National Debt Helpline website • Calling the National Debt Helpline on 1800 007 007 (Monday to Friday, 9.30am–4.30pm) • Find a financial counselling agency in your area using this map

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