

Moulamein Agency is Closing



After the careful consideration of a number of factors we have made the difficult decision to close our Moulamein Agency at Morago Street Moulamein. This agency will close from 1.00pm Thursday June 26, 2025.

How will this change the way I bank?

We know this closure may affect the way you bank with us. For many you may not notice any change and will continue to do your banking using our online tools. If you like to carry cash, you can also continue to use ATM's and Eftpos as you do now.

Where else can I bank?

If you would still like to do your banking in person there are some options available to you. If you have an alternate bank account at NAB, Westpac, Commonwealth Bank or Bendigo Bank you will be able to use Bank@Post at Moulamein Post Office. Simply check with your other bank so you can be sure about how this service will work for you.

What transactions can I do online?

Once you set up online banking you can use BankWAW Internet Banking or the BankWAW app to: Transfer funds to other banks or other BankWAW customers.

- ☐ Pay Bills
- ☐ Schedule payments
- ☐ Check your account balances
- ☐ Set up an alert
- ☐ Manage your money
- ☐ Set savings goals
- ☐ Set up PayID
- ☐ Set up OSKO payments
- ☐ Set up 2 factor authentication for your security

How will we support you?

In addition to the staff that you normally see at the BankWAW agency, we will be sending extra staff* to Moulamein to answer any questions you might have. They will be available to help you set up your internet banking or mobile banking app. And we can also perform a health check on your account to ensure you have the right products for your banking needs and are getting the most from the online tools that we have available.

*detailed in support program

Support program

The following table sets out the dates that we send additional staff to Moulamein.

| | In Agency Support Dates | Extra Staff in Agency |
|--------|-------------------------|-----------------------|
| Week 1 | Tuesday 01 April | 2 |
| | Wednesday 02 April | 2 |
| | Thursday 03 April | 2 |
| Week 2 | Tuesday 08 April | 2 |
| | Wednesday 09 April | 2 |
| | Thursday 10 April | 2 |
| Week 3 | Tuesday 15 April | 2 |
| | Wednesday 16 April | 2 |
| | Thursday 17 April | 2 |

Our goal is to support customers to understand the banking alternatives available. Support will be reviewed with agency staff at week 4 and a plan made for the remaining 8 weeks.

Why we made this decision

As a customer owned bank, we are often one of the last financial institutions in a community so the decision to close is a difficult one. Before the decision was made, we took a number of factors into consideration.

Customers Requiring Cash or Cheque transactions over the past year*

| Customer Type | Total Number of Moulamein Customers | Total who have transacted in Agency (cash or cheque) | Customers > 1 Transaction per Month | Customers > 1 Transaction per Week |
|-----------------------------------|-------------------------------------|--|-------------------------------------|------------------------------------|
| Personal Banking Customer | 92 | 39 | 11 | 1 |
| Business or Club Banking Customer | 38 | 26 | 11 | 2 |
| Total | 130 | | | |

* January 2024 to December 2024


The Way Customers Bank

We considered the number of customers that had an online banking solution.




Over time, we have seen a change in the way people bank with us, a decline in over-the-counter transactions and a significant reduction in the level of business connected to the agency. That, along with current regulatory and compliance requirements, including our Australian Financial Services Licence means that it is no longer feasible for BankWAW to deliver banking services via an agency partnership in Moulamein.

Ask us anything!



1300 368 555

Speak to a real person



Email us

Send us an email



03 5887 5353

BankWAW Head Office
11 Stanley St Wodonga VIC 3690 PO Box 568 Wodonga VIC 3689
Tel: 1300 368 555 Email: info@bankwaw.com.au

BankWAW is the registered business name held by WAW Credit Union Co-operative Ltd.
BSB 803 070 ABN 48 087 651 787 AFSL & ACL 247298.



Further support

Customer Support Meeting

In addition to the extra customer support being offered at the BankWAW agency we are also setting up a Customer Support Meeting.

This meeting is an opportunity for customers of BankWAW to come along and hear more about the support that will be offered over the 12 weeks prior to the closure of the agency. We will discuss some of the banking alternatives that may be available to our customers and answer any questions that you might still have.

Date: Monday April 7

Time: 5:00pm

Venue: to be advised by Friday 4 April via social media, email and the BankWAW website.

BankWAW Support services in times of need

Financial hardship is more common than you might think. If you find yourself worrying about your financial situation, talk to us early so we can help you get back on track. The earlier you act the easier it is for us to help.

If you require assistance and you are unable to make it to the Moulamein Agency please call (03) 5887 5353 or 1300 368 555. Your call will be transferred to one of our support team or you will be registered for a call back.