

BOQ Charlestown is closing.

BOQ has made the decision to permanently close our **Charlestown branch**, located at **Shop G8032, Level G, Charlestown Square, 30 Pearson Street, Charlestown NSW 2290**. The branch's last day of trade will be **Wednesday, 15 April 2026**.

Why we made this decision

Having helped Australians for over 150 years, we've learned how important it is to adapt to our customers' evolving preferences.

More of our customers are choosing to transact digitally:

400K+ active digital banking customers¹

4.2M+ BOQ Internet / Mobile Banking logins per month²

2.3M+ myBOQ logins per month³

As a result, we're taking steps to balance our branch footprint with a significant investment in our customers' digital banking experience.

While the decision to close a branch is never easy, we're looking forward to continuing to support our BOQ Charlestown customers with their banking needs.

Other ways to bank with BOQ



Bank@Post™

BOQ customers can deposit cash or cheques, withdraw cash, and check your account balance using Bank@Post™. Simply visit a participating Australia Post office with your physical BOQ or myBOQ Visa Debit Card, and be ready to enter your PIN.

The closest Bank@Post™ location to BOQ Charlestown is **Charlestown Post Shop**.

Address: The Mall, 46 Pearson Street, Charlestown NSW 2290

Opening hours: Monday – Friday, 9am – 5pm

Distance: 250m from BOQ Charlestown

You can use Bank@Post™ to:

- make cash deposits up to \$3,000 per day
- withdraw up to \$2,000 per day
- check your account balance
- make combined cash and cheque deposits up to \$999,999.99 per day.

Cheques can take up to ten business days to clear (excluding the day the cheque was deposited). Cheques made payable to joint names cannot be accepted at Bank@Post™.

For more information and a full list of participating locations, visit the Australia Post website (www.auspost.com.au) and search Bank@Post™.

¹ Includes active customers across myBOQ and BOQ Classic Internet / Mobile Banking as of November 2025.

² Average monthly logins based on customer data from February – November 2025.

³ Average monthly logins based on customer data from January – November 2025.

Bank of Queensland Limited ABN 32 009 656 740 Australian Credit Licence 244616 (BOQ).



Online and mobile banking

Customers with an Everyday Account, a Smart Saver, Future Saver or Simple Saver Account, or a BOQ Credit Card, can manage their banking via the myBOQ app and internet banking. Our myBOQ transaction and savings accounts have no monthly account keeping fees.

Customers with any other BOQ products can access BOQ Classic internet banking or the mobile app to transfer funds, make payments, access account statements and send us secure messages.

If you have any questions about these services, please visit BOQ Charlestown before Wednesday, 15 April 2026, or call our friendly customer contact centre on **1300 55 72 72** from 8am – 8pm Monday to Friday and 9am – 5pm on a Saturday (AEDT).



Over the phone

You can call our friendly customer contact centre on **1300 55 72 72** for support with personal and business banking. The team is available 8am – 8pm Monday – Friday and 9am – 5pm Saturday (AEDT). More information about how our dedicated customer service team can assist you is available on our website (www.boq.com.au/contact-us).



ATM and EFTPOS

Customers can make fee-free transactions at any BOQ ATM throughout Australia. For a complete list of ATM locations, visit our website (www.boq.com.au). You can also take cash out via EFTPOS transactions at participating stores, like major supermarkets.



Other BOQ branches

We would be delighted to welcome you to any of our BOQ branches. The accounts of BOQ Charlestown customers will now be managed by **BOQ Erina**.

Address:	Shop 6, Fountain Plaza, 148 – 158 The Entrance Road, Corner Karalta Road, Erina NSW 2250
Opening hours:	Monday: 9:30am – 4pm Tuesday: 9:30am – 4pm Wednesday: 9:30am – 4pm Thursday: 9:30am – 5pm Friday: 9:30am – 4pm Saturday: Closed Sunday: Closed
Distance:	79km from BOQ Charlestown

For a full list of BOQ branches, visit the 'Find a Branch or ATM' page on our website (www.boq.com.au).

Keeping our customers and community informed

To make this transition as smooth as possible, we will be sending more information to regular customers of BOQ Charlestown about what this means for them and how they can continue to conveniently manage their banking with BOQ. We have also contacted local government and community leaders to share this decision and provide an opportunity for them to ask any questions.

We're here when you need us

We try to make banking accessible to everyone.

We offer additional support services for Australians with a physical disability or impairment, who live in remote communities, or prefer to speak to us in a language other than English. For more information, visit our website (www.boq.com.au/accessible-and-inclusive-banking).

We also know life doesn't always go to plan. If you've experienced a change in circumstances and are concerned about your ability to meet your financial commitments, we may be able to help. For more information, visit our website (www.boq.com.au/assistance).

Making a complaint

If you're not satisfied with our decision or how we're supporting you through this transition, we'd like to hear from you. To submit feedback, lodge a complaint or get a copy of our Complaints Guide, visit our website (www.boq.com.au/feedback-and-complaints) or call our friendly customer contact centre on **1300 55 72 72** from 8am – 8pm Monday to Friday and 9am – 5pm on a Saturday (AEDT).