

BOQ Tamworth is closing.

It is with mixed emotions that we announce the retirement of Peter Balding after 18 years as Owner Manager of BOQ Tamworth. While we are thrilled for Peter and grateful for his hard work and passion for helping Tamworth, we've made the difficult decision to permanently close our **Tamworth branch**, located at **Unit 1, 186 Marius Street, Tamworth NSW 2340**. The branch's last day of trade will be **Thursday, 28 November 2024**.

Why we made this decision.

Much of BOQ's proud 150-year history of supporting communities is down to our partnership with a national network of Owner Managers just like Peter, who own and operate their branches as franchise businesses. They are deeply committed to their communities and renowned for delivering the human kind of service that makes BOQ the bank customers choose.

So, it is bittersweet that the beginning of Peter's next chapter is the end of BOQ Tamworth's.

Keeping our customers and community informed.

To make this transition as smooth as possible, we'll be sending more information to regular customers of BOQ Tamworth about what this means for them. We've also contacted local government and community leaders.

We're here when you need us.

We're committed to making 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 boq.com.au/help-and-support/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 boq.com.au/help-and-support/assistance.

Other ways to bank with BOQ.



Online

Customers can make payments, check account balances, view eStatements and more using BOQ Internet Banking via boq.com.au. If you don't currently have an Internet Banking profile, you can sign up at any BOQ branch or by calling **1300 55 72 72**.

Customers with a myBOQ account can continue to manage their money via the myBOQ app. To learn more about our myBOQ solutions, head to boq.com.au/personal/online-banking/myBOQ-app to get started.



Over the phone

You can call our local 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 AEST.

For more information about how our dedicated customer service team can assist you, visit our website at boq.com.au/contact-us.



At an ATM

BOQ customers can make fee-free transactions at any BOQ or atmX by Armaguard ATM throughout Australia. For a complete list of ATM locations, visit our website at boq.com.au.

You can also take cash out via EFTPOS transactions at participating stores, like major supermarkets.

Your closest branch

If you prefer to bank with us face-to-face, you continue to have access to BOQ's national network of branches. Your closest branch will now be BOQ Dubbo. Or you can check other locations on the BOQ website.

Address	140 Macquarie Street, Dubbo NSW 2830
Opening hours	Monday – Friday, 9am – 5pm AEST
Distance	315 km