

# HSBC Canberra Branch is closing

**More of our customers are choosing to bank digitally – via our Mobile Banking app, Online Banking, or over the phone.**

Because of these changes, we've made the difficult decision to close our HSBC Canberra Branch and its ATM at:



## Canberra Branch

Ground Floor,  
28/36 Ainslie Ave, Canberra,  
ACT, 2600

Our last day of trading at this site will be **Tuesday, 14 October 2025**.

We understand this may be a change to the way you currently do your banking with us and our team is here to help you through this transition.

## Why we made this decision

With the growing popularity of digital banking, many of our customers are enjoying the flexibility to bank whenever and wherever they want. As a result, we've noticed fewer visits and transactions at our Canberra Branch.

To give you a bit more context to our decision, here's how our HSBC Canberra customers are choosing to bank:



**89%** of customers who use this branch are **registered for digital banking**.



A daily average of **46 in branch transactions per day**, which is 37% under our branch network average daily transactions.

## Other ways to bank with us

We'll continue to support you through a range of channels. If you have a Relationship Manager, you'll continue to receive dedicated support. You'll be able to manage your accounts through mobile, online and phone banking. Please see below for more details.



### Mobile Banking with the HSBC Australia Mobile app

Mobile banking lets you manage your money faster when you're on the go, safely and securely. Pay bills, make local and global transfers, and keep track of your spending all in one place.

You can scan the QR code to download the HSBC Australia Mobile app to do your banking anywhere, anytime. You can make real-time payments, update your details, send money internationally and more. For helpful information on how to use Mobile Banking visit:

**[hsbc.com.au/ways-to-bank/mobilebanking/](https://www.hsbc.com.au/ways-to-bank/mobilebanking/)**



### Online Banking

Online Banking is a fast, convenient, and secure way to manage your banking, anytime, anywhere.

Get started with online banking by visiting **[hsbc.com.au/ways-to-bank/online-banking/](https://www.hsbc.com.au/ways-to-bank/online-banking/)**



### Phone Banking

Access to your account is only one phone call away. HSBC Phone Banking is a fast and easy way to instantly access your accounts, 24 hours a day, 7 days a week.

You can call us on 1300 308 008 (or +61 9005 8220 from overseas) or if you're a Premier customer please call 1300 301 168 (or +61 9005 8192).

To find out more on phone banking please visit us at our website: **[hsbc.com.au/ways-to-bank/phone-banking/](https://www.hsbc.com.au/ways-to-bank/phone-banking/)**



### At an ATM

You can check your balance and withdraw cash (where cash withdrawals are available on your account) at any ATMs from CommBank, ANZ, NAB, and Westpac for no additional fee. Plus, you can also get cash out at participating retailers, like major supermarkets, via EFTPOS.



### Cash Deposits

For any cash deposits into your HSBC accounts, you can do this at your local NAB branch. The nearest NAB branch\* is NAB Canberra City located at 182 City Walk Canberra ACT 2601. There will be a charge applied by HSBC when you use this service. The fee is published in our Personal Banking Booklet and available on the HSBC Australia website.



### Cheque Deposits

Any cheques can be deposited by mailing them directly to our **HSBC 333 George St Branch**, 333 George St Sydney NSW 2000. Postage charges will apply.

# Ways to talk to us after this Branch closes



## Chat with us

Chat through our secured online banking and through our website available every day from 7am to 11pm (AEST) including public and bank holidays.

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## Call Us

You can call us Monday – Friday, 9am to 5pm excluding public holidays on 1300 308 008 (or +61 2 9005 8220 if calling from overseas) or if you're a Premier customer please call 1300 301 168 (or +61 9005 8192).

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## Hearing or speech impaired?

If you are d/Deaf, hard of hearing or have a speech communication difficulty you can contact HSBC Australia through the National Relay Service, and provide 1300 308 008

Please note, you will need to be an Australian resident and have registered with NRS prior to using the service. International call charges will apply if you are calling NRS from overseas.

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## Interpreter services

If English is not your first language, we can help. When you call us or visit a branch, just say "I need an interpreter". If there isn't a staff member who can speak the language you prefer, we'll connect you to our free telephone-based interpreter service. It offers over 150 languages, so we'll be able to talk with you in your language.

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## Engaging with customers and the community about this change

We've reached out to customers who've visited our branch over the past twelve months.

We've also reached out to the key community stakeholders in your area to inform them of our decision and the actions we're taking to support our customers going forward.

Our Canberra Branch will have clear signage to inform customers about the branch closure and our branch staff will be ready to assist any customers who need help during this transition.

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## Extra Care

We have a range of resources to help you access our banking services if you need special support or have particular needs – to find out more visit our Extra Care page at [www.hsbc.com.au/help/extra-care/](http://www.hsbc.com.au/help/extra-care/) or call us on **1300 308 008** to talk about what kind of support you may need.