

# HSBC Rhodes 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 Rhodes Branch:



## Rhodes Branch

Shop 2, Rhodes Waterside,  
1 Rider Boulevard, Rhodes,  
NSW, 2138

Our last day of trading at this site will be **27 March 2025**.

If you'd like to continue banking with us in-person, our closest HSBC branch at Macquarie Shopping Centre is located 9km away, where our team will continue to help you with your banking needs.



## Macquarie Branch

Level 1, Shop 17, Macquarie Shopping Centre,  
Herring Road and Waterloo Road, North Ryde, NSW, 2113

Of course, we'll keep helping you bank in other ways, and make sure this change is as smooth as possible for you.

## 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 Rhodes Branch.

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



**94%** of customers who use this branch are **registered for digital banking**



A daily average of **42 in branch transactions per day**, 51% below the daily average of nearby HSBC branches

## Other ways to bank with us

We'll continue to support you through a range of channels. 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.



### 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.



### 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 Rhodes 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.

## 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/](https://www.hsbc.com.au/help/extra-care/) or call us on **1300 308 008** to talk about what kind of support you may need.