



A useful guide to contacting providers

Many companies accept notification of new bank account details by phone, through the members login page of their website or by posting/faxing/emailing a downloadable form. Check our directory of common companies for listings that are useful to you.

Information last updated in March 2010. If you think there might be a problem with a regular payment, it is advised to contact the company directly by phone. It is your responsibility to ensure your payments are re-directed.

Insurance

Australian Unity General

Post: Australian Unity General, 114 Albert Road,
South Melbourne, VIC 3025
Phone: 13 29 39

Defence Health Ltd

Download: [Change payment details](#)
Post: Defence Health, PO Box 7518, Melbourne, VIC 8004
Phone: 1800 335 425
Email: infor@defencehealth.com.au

MBF Australia Ltd

Download: [Autopay direct credit](#)
Post: Membership Department, MBF Australia Ltd,
Reply Paid 9809, Brisbane, QLD 4001

NIB

Download: [Direct credit form](#)
Download: [Direct debit form](#)
Post: NIB Health Funds, Reply Paid 62208,
22 Honeysuckle Drive, Newcastle, NSW 2300
Phone: 13 14 63
Email: nib@nib.com.au

HCF

Download: [Credit card authority form](#)
Download: [Direct debit request form](#)
Post: Ezipay Department, HCF, GPO Box 4242,
Sydney, NSW 2001
Phone: 13 13 34

HBA Health

Post: HBA Health Membership Department,
PO Box 14639, Melbourne City, VIC 3001
Phone: 131 243

CGU

Post: CGU Centre, CGU, PO Box 390 D, Melbourne,
VIC 3001
Phone: (03) 9601 8222

Telecommunications

3 Australia

Phone: 133 320
Fax: Fax a change of bank details request to 1300 763 113
Online: Through the members login

AAPT

Post: Credit Billing, 30 Ross Street, Glebe, Sydney,
NSW 2037
Phone: 135 005
Fax: Fax a change of bank details request to 1800 442
919

Commander Australia Limited

Post: 15-31 Ayliffes Road, St Marys, SA 5042
Phone: 132 777
Email: enquiry@commander.com
Fax: 1300 666 639

Innet

Phone: 13 22 58
Online: Through the members login

Optus

Download: [Direct debit form](#)
Post: Optus Billing Group, Reply Paid 65319,
Locked Bag 1, North Sydney DC, NSW 2060
Phone: 133 937

Telstra

Download: [Direct debit](#)
Phone: 13 22 00

Gas & Electricity

Energy Australia

Post: Energy Australia Automatic Payment, Locked Bag
W100, Sydney, NSW 1291
Phone: 13 15 02

Origin Energy

Download: [Payment options](#)
Post: Origin Energy, GPO Box 1199, Adelaide, SA 5001
Phone: 13 24 61

TXU/ TRU energy

Post: TRU Energy Correspondence (Transactions Services),
GPO Box 4491 Melbourne 3001
Phone: 13 34 66
Fax: (03) 8628 0918

Aurora Energy, Direct Debit

Post: Aurora Energy, Direct Debit, Reply Paid 191,
Hobart, TAS 7001
Phone: 1800 800 753
Email: frontline.receipting@auroraenergy.com.au
Fax: (03) 6237 3444

Ergon Energy

Post: General Correspondence, Ergon Energy,
Locked Bag 3403, Brisbane, Queensland 4001
Phone: 13 10 46
Email: customerservice@ergon.com.au

Integral Energy

Download: [Direct debit](#)
Post: Integral Energy, Manual Payments Team,
Reply Paid 6366, Blacktown DC, NSW 2148
Phone: 131 002
Fax: (02) 9831 9043

Power & Water Corp of NT

Post: Power and Water Corp of NT, GPO Box 3596,
Darwin, NT 0801
Phone: 1800 245 092
Email: customerservice@powerwater.com.au
Fax: (08) 8923 9546

Water Rates

Gippsland Water

Post: Direct Debit Officer, Gippsland Water, PO Box 348,
Traralgon, VIC 3844
Phone: 1800 066 401 (VIC only) +613 5177 4600 (other)
Email: contactus@gippswater.com.au

Riverina Water County Council

Phone: (02) 6922 0608

South East Water Ltd

Post: South East Water Ltd, Direct Debit,
20 Corporate Drive Heatherton,
PO Box 1382, Moorabbin, Victoria, 3189
Phone: (03) 9552 3000
Email: info@sewl.com.au
Fax: (03) 9552 3535

Sydney Water Corp

Post: Sydney Water Corp, Billing and Revenue Mgt,
PO Box 399, Parramatta, NSW 2124
Phone: 13 20 92
Email: on.tap@sydneywater.com.au

Western Water

Download: [Direct debit request](#)
Fax: (03) 9218 5444

Council Rates

City of Albury

Download: [Direct debit agreement change/cancel](#)

Banyule City Council

Post: Payroll Department, Banyule City Council,
PO Box 51, Ivanhoe, VIC 3079
Email: enquiries@banyule.vic.gov.au
Fax: (03) 9499 9475

Bathurst Regional Council

Post: Finance Department, Bathurst Regional Council,
Private Mail Bag 17, Bathurst, NSW 2795
Phone: (02) 6333 6111
Email: rates@bathurst.nsw.gov.au
Fax: (02) 6331 7211

City of Canada Bay Council

Download: [Canada Bay Doc](#)
Phone: (02) 9911 6555
Email: council@canadabay.nsw.gov.au
Fax: (02) 9911 6550

City of Joondalup

Post: City of Joondalup, PO Box 21, Joondalup, WA 6919
Phone: (08) 9400 4572
Email: info@joondalup.wa.gov.au
Fax: (08) 9300 1383

City of Sydney

Post: City of Sydney, GPO Box 1591, Sydney, NSW 2001
Phone: (02) 9265 9333
Email: rates@cityofsydney.nsw.gov.au
Fax: (02) 9265 9222

City of Greater Geelong

Download: [Direct debit request](#)

Gosford City Council

Download: [Customer form](#)
Post: Rates Department, Gosford City Council,
PO Box 21, Gosford, NSW 2250
Phone: (02) 4325 8222
Email: goscity@gosford.nsw.gov.au

Holroyd City Council

Post: Rates Department, Holroyd City Council,
PO Box 42, Merrylands, NSW 2160
Phone: (02) 9840 9840

Hurstville City Council

Post: Rates Department, Hurstville City Council,
PO Box 205, Hurstville BC, NSW 1481
Phone: (02) 9330 6222
Fax: (02) 9330 6223

Ku-Ring-Gai Council

Download: [Direct debit form](#)
Post: Rates Department, Ku-Ring-Gai, Locked Bag 1056,
Pymble, NSW 2073
Phone: (02) 9424 0000
Fax: (02) 9424 0001

Logan City Council

Download: [Direct debit form](#)
Post: Administration Centre, Logan City Council,
PO Box 3226, Logan City DC, QLD 4114
Phone: (07) 3412 5230

Manly Council

Download: [Direct debit form](#)
Post: Rates Department, Manly Council, PO Box 82,
Manly, NSW 1655
Phone: (02) 9976 1500

Maroochydore Shire Council

Download: [Caloundra area form](#)
Download: [Maroochy area form](#)

Randwick Council

Phone: (02) 9399 0999

Townsville City Council

Download: [Townsville form](#)

Warringah Council

Download: [Direct debit application](#)

Phone: (02) 9942 2922

Shire of Yarra Ranges

Post: Property Rating Services, Shire of Yarra Ranges,
PO Box 105, Lilydale, VIC 3140

Phone: 1300 368 333

City West Water

Download: [Direct debit form](#)

Post: Direct Debit Officer, City of West Water,
Locked Bag 350, Sunshine, VIC 3020

Phone: (03) 9313 8422

Managed Funds

Colonial First State

Download: [Forms tools](#)

Phone: 13 13 36

BT Financial Group

Phone: 132 135

AMP Capital Investors Limited

Post: Private Client Service, Reply Paid 125,
Parramatta, NSW 2124

APN Funds Management Limited/ APN Property

Download: [Funds forms](#)

ASGARD

Phone: 1800 998 185

AUSBIL Dexia

Post: C/o National Australia Bank,
PO Box 1406, Melbourne, Vic 3001

Aberdeen Asset Management Limited

Post: Client Services Manager, Aberdeen Asset
Management Ltd, GPO Box 4603, Sydney,
NSW 2001

Phone: 1800 636 888

Absolute Capital Yield Strategies Fund

Post: Absolute Capital Yield Strategies Fund,
c/o Fund BPO Ltd, GPO Box 4968, Sydney,
NSW 2001

Phone: (02) 8012 8650

Email: clientservices@ysf.com.au

Fax: (02) 9251 3525

Advance Asset Management Limited

Download: [Forms and calculators](#)

Post: Advance Asset Management, GPO Box B87,
Perth, WA, 6838

Phone: 1800 998 185

Allianz

Post: Allianz Australia Insurance Ltd,
Direct Processing Centre, GPO Box 9870,
Melbourne, VIC 3001

Phone: 13 26 64

Australian Unity

Download: [Downloads results](#)

Post: Australian Unity, 114 Albert Road,
South Melbourne, VIC 3205

Phone: 13 29 39

Challenger

Post: Challenger Managed Investments Limited,
Reply Paid 3698, Sydney, NSW 2001

Phone: 13 35 66

ClearView Financial Management Limited

Post: Clearview Financial Management Limited,
GPO Box 3319, Sydney, NSW 2001

Phone: 132 977

Commonwealth Financial Planning

Phone: 13 22 21

Cromwell

Download: [Forms library](#)

Post: Cromwell managed investment products,
Level 19, 200 Mary Street, Brisbane, QLD 4000

Phone: freecall 1800 334 533

Email: invest@cromwell.com.au

Fax: (07) 3225 7788

DFA Australia Limited/ Dimensional

Post: DFA Australia Ltd (Attn: Operations Team),
PO Box R1830, Sydney, NSW 1225

Phone: (02) 8336 7197

Fidelity Investments Australia Ltd

Phone: +61 2 9225 0500

Fiducian

Post: Fiducian Portfolio Services Ltd,
GPO Box 4175, Sydney, NSW 2001

Phone: 1800 653 263

Franklin Templeton Investments Australia

Phone: (03) 9603 1200

Glebe

Post: Glebe Income Accounts, PO Box Q190,
QVB Post Office, NSW 1230

Phone: 1800 636 134

Email: gia@glebegroup.com.au

(Emails not accepted except for enquiries)

Gresham Partners Limited/ Gresham Investment House

Post: Gresham Partners Capital Limited, Level 17,
167 Macquarie St, Sydney, NSW 2000

Phone: (02) 9664 0300

HSBC

Download: [Misc](#)

Phone: 1300 308 880

ING Investments

Post: ING Investments, GPO Box 5306, Sydney,
NSW 2001 (for Superannuation)

Phone: 133 665 (for Insurance)

Invesco Australia Limited

Phone: 1800 813 500

Email: info@au.invesco.com

Lumley

Adelaide:

Post: 465 Pulteney Street, Adelaide, SA 5000

Phone: (08) 8228 1700

Fax: (08) 8228 1777

Canberra:

Post: Level 4, 10 Rudd Street, Canberra, ACT 2600
Phone: (02) 6279 0333
Fax: (02) 6279 0330

Launceston:

Post: Level 1, 27 Patterson St, Launceston, TAS 7250
Phone: (03) 6345 4700
Fax: (03) 6345 4711

Newcastle:

Post: Suite 19, Eastpoint Centre, 50 Glebe Road,
The Junction, Newcastle NSW 2291
Phone: (02) 4925 7500
Fax: (02) 4940 0295

Sydney:

Post: Level 9, Lumley House 309, Kent Street,
Sydney, NSW 2000
Phone: (02) 9248 1111
Fax: (02) 9248 1122

Brisbane:

Post: Level 2, 99 Melbourne St
South Brisbane, QLD 4101
Phone: (07) 3307 4800
Fax: (07) 3307 4899

Darwin:

Post: Level 2, Beagle House, 38 Mitchell Street,
Darwin, NT 0800
Phone: (08) 8946 4600
Fax: (08) 8946 4666

Melbourne:

Post: Level 3, 99 King St, Melbourne, VIC 3000
Phone: (03) 8627 4333
Email: vicfinance@lumley.com.au
Fax: (03) 8627 4312

Perth:

Post: Level 9, 50 St Georges Terrace, Perth, WA 6000
Phone: (08) 9220 8222
Fax: (08) 9220 8251

Townsville:

Post: Level 5, Northtown Tower, Flinders Mall
Townsville, QLD 4810
Phone: (07) 4722 6000
Fax: (07) 4724 4398

Zurich Australia Limited

Download: [Document group list \(Insurance\)](#)
Download: [Document group list \(Superannuation\)](#)

Share Registry

Computershare

Download: [Update payment instruction](#)

Pitcher Partners Registry Services

Post: Level 19, 15 William Street, Melbourne, VIC 3000
GPO Box 5193 Melbourne, VIC 3001
Phone: +61 3 8610 5000
Email: partners@pitcher.com.au
Fax: +61 3 8610 5999

Sydney

Post: Level 22, MLC Centre, 19 Martin Place,
Sydney, NSW 2000, GPO Box 1615, Sydney,
NSW 2001
Phone: +61 2 9221 2099
Email: partners@pitcher-nsw.com.au
Fax: +61 2 9223 1762

Perth

Post: Level 1, 914 Hay Street, Perth, WA 6000
Phone: +61 8 9322 2022
Email: partners@pitcher-wa.com.au
Fax: +61 8 9322 1262

Adelaide

Post: 160 Greenhill Road, Parkside, SA 5063
Phone: +61 8 8179 2800
Email: partners@pitcher-sa.com.au
Fax: +61 8 8179 2885

Brisbane

Post: Johnston Rorke, Level 30, Central Plaza 1,
345 Queen Street, Brisbane, Qld 4000
Phone: +61 7 3220 0355
Email: partners@pitcher-qld.com.au
Fax: +61 7 3221 7779

Argo Investments Ltd

Post: GPO Box 2692, Adelaide, SA 5001
Phone: (08) 8212 2055
Email: invest@argoinvestments.com.au
Fax: (08) 8212 1658

Australian Executor Trustees**Superannuation enquiries**

Phone: Freecall 1800 254 180
Email: AETClientServices@aetlimited.com.au
Fax: 1800 457 967

Super Solutions enquiries

Phone: 1300 652 587
Email: info@aetsupersolutions.com.au

Estate Solutions enquiries

Phone: 1800 882 218
Email: AETPrivateClients@aetlimited.com.au

Investment enquiries

Phone: 1800 641 393

Bendigo & Adelaide Bank

Download: [Share registry dividend nomination advice](#)
Phone: 1800 646 042

Link Services

Download: [Change details](#)
Phone: +61 2 8280 7111

Mitchell & Partners

Phone: (02) 9392 8686

Perpetual Trustee

Download: [Holder validation](#)
Post: Reply Paid 4171 Perpetual Investments,
Sydney, NSW 2001
Phone: 1800 022 033

Qantas Share Registry

Post: Qantas Share Registry, Level 12,
680 George Street, Sydney, NSW 2000
Phone: 1800 177 747

Security Transfers Registrars

Download: [Direct credit facility](#)
Post: Security Transfer Registrars Pty Ltd, PO Box 535,
Applecross, WA 6953
Phone: (08) 9315 0933

Credit Cards & Loans**ANZ Card Pay Direct**

Download: [Direct debit forms](#)
Fax: 1800 289 886

Bank S.A Group

Download: [Credit card automatic payment plan](#)

Margin Lending Direct Debit Request Form

Download: [Margin lending forms](#)

Switch Forms- for reoccurring payments

Download: [BSA switch form](#)

Buyers Edge

Download: [Using your account/forms](#)
Phone: 1300 361 152
Post: GPO Box 1007H, Melbourne, VIC 3001,

Citibank

Download: [Credit card](#)

Lending

Download: [Payment options](#)

Mortgages

Download: [Direct debit form](#)

Diners

Post: Attn: Service Support, GPO Box 520,
Sydney, NSW 2001
Phone: 1300 360 060

Macquarie Bank

Download: [Direct debit request form](#)
Phone: 1300 150 300

AGC/Ausclad

Post: Level 5, 553 Hay Street, Perth, WA 6000
Phone: +61 8 9439 1934
Email: enquiries@ausclad.com.au
Fax: +61 8 9439 1932

AXA

Download: [Risk direct debit request](#)

Bell Potter Securities

Phone: 133 788

Esanda

Post: Reply Paid AAA260, Esanda Service Centre (Direct
Debits), GPO Box 1678P, Melbourne, VIC 8060
Fax: 1300 780 932

APIA

Post: GPO Box 756, Melbourne, VIC 8060
Phone: 13 50 50

Suncorp

Download: [Super employer direct debit](#)
Post: Wealth Administration Centre (LS004),
GPO Box 1453, Brisbane, QLD 4001