NAB Windsor is closing

More and more, our customers are choosing to do their banking online, over the phone, or by video conference. And, as they continue to bank differently, it's important we continue to adapt with them.

Because of these changes, we've made the difficult decision to close our NAB Windsor branch at 141 George Street, Windsor on Thursday 10 August 2023. Of course, we'll keep helping you bank in other ways, and make sure this change is as smooth as possible for you.

Where else can I bank?

If you'd still like to do your banking face-to-face, you've got options.

Nearest alternative branch:

Branch	NAB Rouse Hill
Address	Rouse Hill Town Centre, Corner Main Street and Civic Way, Rouse Hill NSW 2155
Opening hours	Monday to Thursday: 9.30am – 4.00pm | Friday: 9.30am – 5.00pm
Facilities	SmartATM Teller Services Cash Exchange Express Business Deposit
Distance in kms	15km

Nearest Post Office offering Bank@Post

You can withdraw cash, deposit cash and cheques, and check your account balance using your PIN enabled card linked to your NAB transaction account at participating Post Offices. If you have a Passbook, you can also withdraw cash.

Post Office name	Windsor Post Shop
Address	251 George Street, Windsor NSW 2756
Opening hours	Monday to Friday: 9.00am – 5.00pm
Distance in kms	400 metres

Business banking customers

For customers who make regular business deposits or require business change, additional options are available. For more information, contact your banker or Transactional Specialist, or call 13 10 12.

Why we made this decision

Closing a branch is always a difficult decision and we understand the change can be a big adjustment for some customers. Before the decision was made, we took a lot into consideration.

Here are the main reasons

- The Castle Hill branch was completely updated in 2022
- Over the past few years, fewer customers are coming into branches to do their banking and foot traffic has lessened
- Approximately 55% of our customers in Windsor have only visited the branch once in the last year
- More than 71% of customers are also using other locations including our newly refurbished branches in Castle Hill

How is banking changing?

To give you a bit more context to our decision, here's how our NAB Windsor customers are banking:

89% who use this branch are registered for online banking and/or telephone banking.

24% of those registered for online banking and/or telephone banking are active users.

12% rely on branch-only banking and no other methods.

6% who use this branch are also using the Post Office.

How are customers using this branch?

Branch visitation over the last year*

Customer segment	Regular (3+ visits)	Heavy (12+ visits)
Personal bank customers	1012	196
Business bank customers	336	150

*January 2022 – December 2022

Number of personal banking transactions

Year	Cash withdrawals	Cash deposits	Cheque deposits
2020	7664	7719	1817
2021	6015	6301	1487
2022	6101	5487	943

Number of business banking transactions

Year	Business deposits	Cheque deposits
2020	9730	2411
2021	7292	1905
2022	7545	1680

Other ways to bank with us

Use NAB Internet Banking or the NAB app to:

- Transfer funds and pay bills
- Check your account balances and statements
- Make credit card payments
- Manage your loan
- Apply for new accounts
- Deposit cheques in the NAB app to the value of $5,000 over a rolling 7-day period
- Activate your new card and set your PIN
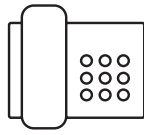
Call us on 13 22 65 to:

- Transfer funds
- Check your account balances
- Manage your loan
- Apply for new accounts
- Order statements
- Manage your term deposit
- Talk to a home lender

Bank@Post

Use a PIN enabled NAB card or barcoded deposit slip linked to your nominated NAB transaction account to:

- Deposit up to $9,999 cash per day. Overall maximum cash deposit of $9,999 per day applies to deposits at either Australia Post or ATMs
- Deposit up to 99 cheques with a $999,999.99 limit per transaction
- Withdraw up to $2,000 per day

Passbook customers can withdraw up to $1,000 over a 7-day period.

You can also continue to access your money using your NAB card and PIN via ATMs, NAB Smart ATMs (including cash and cheque deposits) and EFTPOS at participating outlets.

Additional support in times of need

We offer extra support to customers experiencing tough times. It could be job loss, natural disaster, elder financial abuse, family and domestic violence, losing a loved one or financial difficulty.

We're also committed to providing an accessible and inclusive banking experience for all Australians. Interpreter services are available for customers with limited English.

To find out more and get the support you need, visit **nab.com.au/customersupport**

We're here for Indigenous customers

NAB has a dedicated customer service line for Indigenous Australians to access better support.

Indigenous Australians can call 1800 966 100 (toll free) to get help with:

- Finding out how much you have in your account (balance enquiry)
- Getting money out of your account (using ATMs, NAB Internet Banking, your card or Bank@Post)
- Ordering a new card or cancelling a card that has been lost or stolen
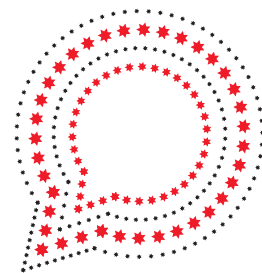
The NAB Indigenous Customer Service line is open:

Mon – Fri 8am – 7pm (AEST/AEDT)
Saturday 9am – 1pm (AEST/AEDT)