

## Regional Banking Taskforce Submission

Our bank is typical of the banking industry in the past ten years it has changed from a credit union (Sydney Credit Union) to Sydney Mutual Bank , Endeavour Mutual Bank currently Australian Mutual Bank each change closing shop front branches while promising greater efficiency with same great service.

The last round of changes closed the only Central Coast branch at Gosford, with advice we could ask any questions via “on line” banking if you want to select multiple options only to be told how important your call is and be placed in a queue with reminders that they are experiencing a higher than normal number of calls.

The alternative is to phone your local branch, to get the same message, our local branch is now Blacktown, 90 Km or 2 hour drive from Kincumber.

All this while promoting (from their Statement page) “Coming together under one umbrella, New name same great service” Yes but for who’s benefit.

We are looking to change to Bendigo Bank who still have a community based shop front banking (Kincumber) where we can get help if and when we need it, and as older Senior Citizen’s we do occasionally need banking help.

Australian Mutual Banks advice was to do all your banking at the local Post Office if you want face to face service, does this mean they can access my account or discuss my financial questions over the counter, with others purchasing stamps or their weekly Lotto.

The only beneficiary of all these changes is the Bank who continue to make huge profits from small account holders which in this day and age we must have to pay bills .

It is time the Government acted to protect it’s Senior Citizens from Banks and other Financial Institutions who seem to see this group as cash cows.

Thanks and we hope changes can be made to address this imbalance.

Yours faithfully,  
Jan and Tom Breaden.

Sent from [Mail](#) for Windows