

Bank Branch Closures in Regional Towns

Good Morning,

My name is Helen and my daughter is typing this email to you on my behalf, as I am over 70 and I do not know how to work the computer.

I live in Cootamundra, NSW, and I am scared they will close my local Westpac branch. Recently, the ANZ closed their local Cootamundra branch, and as my daughter had her account there, I watched the difficulties she faced when it closed, and now I am worried about my bank's branch closing too. While the branch has an ATM outside, which I can sort of use (with my daughter's help), I am more comfortable going inside the branch to do my banking.

Plus, I also have Power of Attorney for my ex-husband, and when he has a bill that I must pay for him, I MUST go into the branch to withdraw the exact money for the bill, as I literally am not allowed to withdraw money from his account from the ATM. While it seems as though I can do my own personal banking at the local post office, I am not sure whether I can pay my ex-husband's expenses through such post-office banking.

If Westpac was to close their local branch, I do not know what I would do. How would I withdraw my own money from my own account? How would I pay my ex-husband's bills? Would I have to open a new account with another bank? Would I have to open a new account with another bank for my ex-husband? I don't have the internet at home, and I must rely on my daughter to use the internet at the library on my behalf, so I cannot do any kind of banking online.

Please don't let them close my branch!

Yours sincerely,

Helen.