



Australian Banking
Association

Bank@Post services

An Easy Read guide



How to use this guide



The Australian Banking Association (ABA) wrote this guide. When you see the word 'we', it means the ABA.



We wrote this guide in an easy to read way.
We use pictures to explain some ideas.

Not bold
Bold

We have written some words in **bold**.
This means the letters are thicker and darker.
We explain what these words mean.



You can ask for help to read this guide.
A friend, family member or support person
may be able to help you.

What is Bank@Post?



When you **Bank@Post**, you do your banking at a Post Office.



There are over 80 banks where you can Bank@Post.

When you Bank@Post, you can:



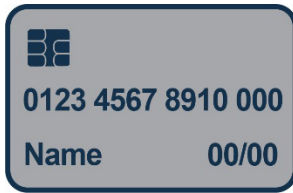
- take money out of your bank account



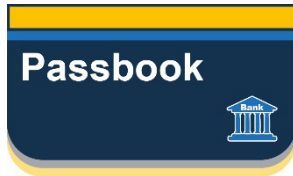
- put money into your bank account



- find out how much money is in your bank account.



You need to have your bank card to Bank@Post.



But Bank@Post might let you use a **passbook**.



A passbook is a paper book that helps people keep track of their bank account.

You can use your passbook to:



- take money out of your bank account



- put money into your bank account.



Bank@Post might also let you move your money:

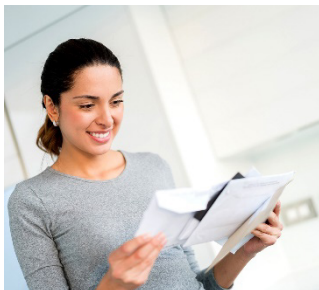
- out of one bank account
- into another bank account.

Why is Bank@Post important?

Bank@Post lets everyone in Australia use banking services when they:



- don't live close to a bank



- want to get their mail at the same time.

Information about Bank@Post

The Australia Post website has information about:



- which banks take part in Bank@Post



- which Post Offices take part in Bank@Post



- questions people have asked.



auspost.com.au/money-insurance/banking-and-payments/bank-at-post



You can ask your bank about extra money you might pay for Bank@Post.

You can also ask your bank about how much money you can:



- take out of your bank account with Bank@Post



- put into your bank account with Bank@Post.

Other money services at the Post Office



There are other money services you can use at the Post Office.

You can send money to people in other parts of:



- Australia



- the world.

You can also get money other people have sent you from other parts of:



- Australia



- the world.



You can pay bills too.

You might pay your bills for:



- electricity



- water



- gas



- the internet.



You can swap:

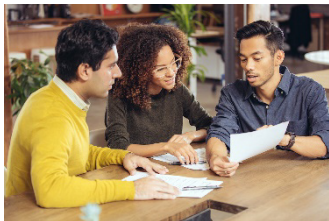
- your coins for notes
- your notes for coins.

Who should you talk to if you need more help?

You should contact your bank if you need more:



- support



- information.



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