

The way we're all banking is changing. Australians are using more secure, faster, online alternatives to make and receive payments and transfer money. As part of our modernisation, we will be phasing out chequing services.

### **Why are we ending our chequing service?**

There has been an almost 90 per cent decline in the use of cheques in the last 10 years, with cheques now comprising only 0.2 per cent of non-cash retail payments as Australians embrace the convenience and security of online banking\*.

The end of our chequing and deposit book services will begin on the **29th of January 2024 and conclude on the 8th of May 2024.**

#### **Important dates to remember about cheques:**

- Replacement of cheque books for existing members will cease on the **1st of February, 2024**
- New members are no longer offered a cheque book
- Over-the-counter services at the National Australia Bank, including all bank cheque services, cashing of personal cheques, and/or making deposits to a Police Bank account will cease on the **29th March 2024**
- Issuing of bank cheques from branches will cease on the **29th March 2024**
- Cheques as a payment method will cease **8th May 2024**
- Depositing cheques at Police Bank branches will cease **8th May 2024**

### **What do I do with my existing cheque or deposit book?**

Please destroy your cheque and/or deposit book securely, or bring them into one of our branches and we'll destroy them for you.

### **Will my account number change?**

No, your account number will remain the same.

## What happens to my cheque if it is presented after May 8, 2024?

After the cut-off date, all uncashed cheques will cease to be honoured and cannot be paid. You and the payee will need to arrange another method of payment.

## If I receive a cheque after the 8<sup>th</sup> May 2024, where can I bank it?

Currently, you'll still be able to deposit cheques at more than 3,300 Australia Post locations across the country, thanks to our partnership with Bank@Post. To make a deposit, you'll need your Visa Debit Card and PIN to process the transaction. Please allow up to 7 business days for your cheque to clear. We would encourage you to move to faster, online alternatives to making and receiving payments outlined below.

## Getting a Visa Debit Card to transact on your account

If you need a replacement Visa Debit Card to use at Australia Post, you can request this by logging into your Police Bank Mobile App or calling our contact centre at 131 728.

If you would like to open a transaction account with a Visa Debit Card, please contact us to start the application.

## How else can I make payments?

You can make payments using Internet Banking, Mobile Banking, Mobile Wallet, PayID, Osko, BPAY, Visa Debit Card, Direct Debit and Bank@Post.

## What should I do if I receive cheques regularly?

Organise to have the funds directly credited to your bank account by providing your BSB and account numbers to those making the payments.

## What will happen to the CHQ option on the ATM?

These changes only affect cheque books and cheques. There will be no changes to your ATM use.

## I have a Member cheque book what does this mean for me?

Your Member cheque account will be invalid from **8 May 2024**. Please speak to our contact centre or branch and they can assist in ordering you a Visa Debit card on the same account.

## Can I still order cheque books?

Members will no longer be able to order cheques from the **29th of January 2024**.

## What happens to foreign currency cheques?

You will need to advise the issuer that they need to send your funds via telegraphic transfer.

## What will I do instead of a bank cheque?

Speak with our team to find a secure, fast online solution to transferring the money you need.

## How else can I make payments?

Internet Banking, Mobile Banking App, Mobile Wallet, Pay ID, Osko, Visa Debit Card, Direct Debit, BPAY and Bank@Post.

\*<https://ministers.treasury.gov.au/ministers/jim-chalmers-2022/media-releases/modernising-payments-infrastructure-phasing-out-cheques>

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