

Business banking checklist

Thank you for banking with Queensland Country Bank. There is a significant project underway to improve our banking services for Members into the future.

To enable these improvements, Queensland Country Bank is transitioning to a new BSB 654 000. This will pave the way for us to bring you a more superior banking experience, with benefits such as:

- Better ways to manage your cards in the banking app and internet banking
- More digital wallet options including Apple Pay, Google Pay and Samsung Pay
- Increased access to real time transfers to and from other banks
- New credit card loyalty rewards program
- Numerous fee reductions

We acknowledge this will take effort on your behalf, and we will ensure sufficient time is provided to make these adjustments. We will do everything we can to support you through this transition.

We have prepared this checklist to assist you manage the transition in your business.

Switching to BSB 654 000

- Update tax invoices with BSB 654 000 and your existing account number
- Advise people making regular payments into your account of the new BSB 654 000
- Advise merchant facility provider of the new BSB 654 000
- Update any direct debit arrangements
- Update any payments (including batch payments) to any employees (wages) that bank with Queensland Country Bank
- Update any payments (including batch payments) to any suppliers that bank with Queensland Country Bank

New cards

All Queensland Country Bank debit and credit cards are being replaced as part of this project. Replacement business debit and credit cards will be issued in November and December 2022.

- Receive replacement cards via Australia Post (November – December 2022)
- Destroy and recycle all old Queensland Country Bank cards (these can be dropped off to any branch)
- Advise any suppliers who regularly charge our credit cards of the new credit card number

Our friendly team are here to assist you with the transition and answer any questions you may have. You can contact us in branch or call the contact centre on 1800 075 078. You can learn more on our website queenslandcountry.bank/improvements

1800 075 078 • queenslandcountry.bank

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