

# Bank@Post

## Frequently Asked Questions



### Q1 What is Bank@Post?

Bank@Post is a service that will be replacing the Westpac Branch network accessible via all Australia Post outlets.

### Q2 Who can use Bank@Post?

CCFS members that have the new CCFS pre-printed deposit book will be able to place funds at any Australia Post outlet across the country that displays the Bank@Post symbol.

### Q3 How do I deposit funds into my CCFS account?

You can deposit both cash & cheque – all you need is your newly printed CCFS deposit book and you can place an amount up to \$9,999.95 in cash per day (only \$20 of coin may be deposited in one transaction) and up to 99 cheques with a total value of \$1,000,000 by using the over the counter service at any Bank@Post outlet.

### Q4 Do we still have drop box facility with express envelopes?

No, it is over the counter service only.

### Q5 How long will it take to clear a deposit?

Cash will appear in your account the next business day.  
Cheques will take up to 7 business days to clear.

### Q6 Will CCFS charge us to use Bank@Post?

Australia Post will charge CCFS fees however, we will cover these fees on your behalf.

### Q7 Is my account number changing?

No, your account number and BSB stays the same.

### Q8 Do I still contact CCFS?

Yes, you can still contact CCFS on 1300 692 237 or by email [info@ccfsaustralia.org.au](mailto:info@ccfsaustralia.org.au) for any assistance.

### Q9 Can I withdraw cash at an Australia Post office?

Yes, CCFS can establish an encashment facility to enable churches to cash cheques. Fees apply to this facility.