

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 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.