

# OUR BSB IS CHANGING: FREQUENTLY ASKED QUESTIONS

Defence Bank is moving to a new BSB. From 5 December 2017 our BSB will be 833-205. Please take a few moments to read the below information to ensure you are fully updated and prepared for this change.

## What is a BSB?

Standing for Bank State Branch, a BSB is a unique number which identifies both the financial institution and the point of representation of a particular account in Australia. BSB's are used for all electronic banking transactions.

## Why is the BSB changing?

The new BSB is fully owned by Defence Bank. Our own BSB will provide us with greater flexibility in introducing new and cost effective payment services in the future.

## Is my member number changing?

No. There will be no change to your member number.

## What transactions does this change impact?

All automatic deposits (direct credits) into your account and all direct payments (direct debits) out of your account.

Direct Credits include items such as your pay, share dividends, DVA or Centrelink payments and other automatic deposits.

Direct Debits relate to situations where you have given a third party authority to debit your account. Common payments include insurance, electricity, water and council rates.

## What do I need to do?

You will need to advise the organisations and individuals who send you money or others who direct debit your account. To assist in identifying regular direct credit and direct debit payments you can request a Regular Payments List either in person from one of our branches or by contacting us on 1800 033 139.

## How long do I have to make the changes?

The old BSB will continue to operate until 30 June 2019 to provide everyone with adequate time to make the change. In the interim both our existing BSB and the new BSB 833-205 will continue to work.

## What happens to the old BSB number?

Both the new BSB 833-205 and the old BSB 803-205 will continue to operate until 30 June 2019. We encourage you to provide your direct debit/credit suppliers of the new BSB as early as possible.

## What happens to my cheque book?

Your existing cheques will still be valid. New cheque books issued after 5 December will use the new BSB 833-205.

## I tried to change my BSB and have been advised that the BSB is invalid. What should I do?

It may take time for some organisations to update their systems to recognise our new BSB 833-205. Please contact us on 1800 033 139 if you encounter any difficulties and we will contact these organisations.

## Does this impact BPAY?

No, the BSB is not used for these transactions.

## Do I need to make any changes to transactions using my Visa debit or credit card?

No, these transactions use the card number not the BSB.

## Does this impact Bank@Post transaction I do at Australia Post?

No, these transactions are done using your Visa Debit or Redi-Card and the BSB is not used for these transactions.

## What BSB should I use when depositing cash or cheques?

If you are depositing cash or cheques at one of our branches there are no changes to the current process.

If you are depositing cheques at any NAB branch you can continue to use your current Defence Bank Deposit Book. When this Deposit Book is re-ordered it will automatically include our new BSB 833-205.

Alternatively, you can make a deposit at any NAB branch by filling out their deposit slip with the following information:

BSB: 833-205

ACC: 8 digit Savings Account Number + Link Number – this is the 9th digit on cheque/deposit book.

Name: Defence Bank Account Holders Name

If you do not know your Link Number please call 1800 033 139 or your local Defence Bank branch who will advise.

## Should I contact anyone else regarding the BSB change?

We'd also recommend you contact any family members or associates who may have stored your account details in their online banking systems to let them know about the change.

We're here to help. Please contact us on 1800 033 139 or via [info@defencebank.com.au](mailto:info@defencebank.com.au) if you have any queries and we'd be happy to assist.



**Defence Bank**