

Proposed Commonwealth Postal Savings Bank

To whom it may concern

And that should be ALL us rural Australians

Our farming enterprise currently banks with ANZ, after they took over the rural financial aspect of Landmark

Incidentally we were pretty happy with the service and advice and availability that we received from Landmark

ANZ proved to be a sad disappointment, once the Landmark advisers had completed handover, and left the building

Several years ago the ANZ branch in Junee closed, and just this year in September, the Cootamundra branch followed suite.

I have banked with the ANZ since I married and moved to NSW 41 years ago, always face to face, depositing and withdrawing and investing

My husband is 2nd generation farming on an original Soldier Settler block between Cootamundra and Junee

He is NOT computer literate, and has no intentions of becoming so.

He has always done his banking face to face, and pays via cheque, and keeps a paper trail of all transactions, in and out.

He is not a trusting sort to put faith in our easily hacked internet system

The response that we got when we attempted to halt (or even discuss) the closures of both our local banks - "Well most people bank online now anyway. Especially with covid"

WRONG!!

We don't

Quite a few of our older acquaintances don't either so we are by no means alone in this.

So ...

...as you may imagine, the closure of BOTH our nearest branches is a huge loss, not just for us personally, but for those friends we know who are older and have no smart phone, no laptop, and no skills to use either. And even sadder if they have no transport to go to Young or Wagga Wagga

Our nearest branch is now in Wagga Wagga an hour away.

And good luck with getting to see a rural financial person there - the last time I called in in person, the "greeter" could not even tell me who worked in that division, only that they were out of the building

Not happy with this. At least I got served and assisted in my local branches

It appears that banking is not a SERVICE now, but a huge business answering only to a board and investors to make huge profits

We can not even speak to a bank officer who has the slightest idea of how our rural finances work over an average year, as most appear to be urban directed with only urban experiences. Our business is judged by those who earn a regular wage, not a wool cheque, stock sale and grain sale 6 or 7 times a year.

Too bad for us that a face to face presentation appears to be something from a long gone era, and with no available bank, we feel deserted, not understood and our value to Australia's economy is judged as not important

I have had my say now

I am very angry that we get NO SAY in this, and then are judged on how we perform our business, usually to our detriment

Stephanie O'Brien

For PS & SS O'Brien, Partners