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MEDIA RELEASE

12 April 2016

Auswide Bank branch opens its doors to new look!

- **Townsville branch moves to a revitalised Castletown branch from Monday**

Auswide Bank Townsville will open its doors to a 'new look' branch on Monday 18th April 2016.

The new Auswide Bank branch located at Castletown Shopping Centre has been a flurry of activity in recent weeks as tradesmen complete the transformation.

The project has been part of a state wide branch revitalisation program where Auswide Bank, formerly Wide Bay Australia, is redesigning and modernising its Queensland branch network.

Martin Barrett, Managing Director, who in August last year announced the bank was investing approximately \$1.6 million to modernise its branches, said he is very excited about the prospect of opening on Monday.

"Our new Townsville branch incorporates a range of sales and service, technological and branding enhancements which will benefit our customers regardless of their age or financial needs."

"Even though less than 30% of customers typically now regularly visit a branch, we believe it's important that for those who do like to deal with us 'face to face' that they can bank at attractive, well placed branches with skilled, capable people supported by the right products, service and technology."

"We've been operating in Townsville now for a number of years and, through this move to a more central location, we hope to continue offering the best in service, value and technological convenience.

Along with the move, Auswide Bank has employed Townsville locals, increasing its local staffing capacity by 25%.

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Regional Manager, Justin Rule said “this additional investment in the local branch team is great and we’re very excited to be operating from a brand new branch and are all looking forward to continuing to deliver exceptional service to existing and new personal & business banking customers.”

“We can’t wait to show our customers and the local community our new branch. While the branch features have been updated and incorporate new technology, our local team are the same and will continue to provide the same level of personal service, including passbook transactions and financial health checks, Monday to Friday.”

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