Dear [redacted],

We're getting close, the scheduled transition to Bank Australia on 24 November 2025 is just around the corner, and we want to make sure you're fully prepared. Below you'll find your new Bank Australia customer number and account details and what to expect on the weekend of the transition. Any reference to page numbers relates to the Transition Information Booklet that has everything you need to know about the transition.

Your new account details

Here are your new customer and account details, keep them handy — you'll need them once the transition is complete. Just make sure to store them somewhere safe and never share your customer number with anyone. Please note, if you're already a Bank Australia customer, you will need to use the new customer number which requires a separate internet banking login. You will need to log in using your new details to activate the second account. Bank Australia will contact you about combining your accounts into one after transition. However, if you do not wish to wait until they contact you, you can contact Bank Australia from 24 November 2025.

Bank Australia Customer number: [redacted]
BSB: 313-140
Please note BSB is the same for all accounts.

Current Australian Unity account number	New Bank Australia account number
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]

Key things to know about your payments

We know payments are a big part of your everyday banking, and you'll want to understand what's changing, what's staying the same, and whether you need to do anything. Here are the key things to know:

Cards

Your Australian Unity debit and credit card(s) will continue to work until 28 February 2026. Shortly after transition, you'll receive your new Bank Australia card(s) with updated card numbers, expiry dates and CVV codes. [see page 15]

BSB & account number(s)

Payments made from 24 November 2025, using your existing Australian Unity Bank BSB and account number, will be received and may take up to 2 business days to credit your account.

To ensure you receive your payments in real time, you will need to use your new Bank Australia BSB 313-140 and replace your member number with your new Bank Australia account number. [see page 10]

Pay IDs

Your Pay IDs will be automatically transferred to Bank Australia — no action needed

Regular Payments

The regular payments that you have set up - like direct debits and direct credits, whether with external parties or between your own accounts - will still work for a period of time. However, they may be delayed, so we recommend updating these payments with your new BSB & account number as soon as possible once you transition. Rest assured, Bank Australia. will contact you before your old account details can no longer be used. [see page 10]

Saved Payees

Your existing payees will be automatically transferred to Bank Australia – no action needed.

Daily Limits

Some of your daily transaction limits will be changing. [see page 16].

Important Update – Changes to Osko Future Payments

As part of the transition to Bank Australia, scheduled Osko payments will be impacted depending on how they are set up:

- Scheduled Osko payments using PayID (via the New Payments Platform - NPP) will be cancelled as this functionality is not supported by Bank Australia
- Scheduled Osko payments using a BSB and account number will be converted to Direct Entry payments. This means they may take up to 2 business days to be processed, rather than occurring in near real-time.

Additionally, please note that the message field attached to these scheduled payments using a BSB and account number will change. Currently, you can include up to 280 characters, but this will be reduced to 18 characters, or may not be supported at all, as message functionality is limited in the standard Direct Entry system.

Please review your future payments and delete and reload those with PayID-based payments to a BSB and account number if you wish to continue them after the transition.

Service outage over the transition weekend

The transition will take place between close of business Friday, 21 November to 8pm Sunday, 23 November 2025(AEDT). We anticipate there will be some disruptions to your usual account access and payments during the transition process. We've been working with Bank Australia to make the experience as smooth as possible.

Learn more about the experience over the transition weekend and what to expect on Monday 24 November 2025.

Key impacts over the transition weekend

You can continue to use your physical and digital cards during the transition process, however you may experience periods of reduced access.

There will be no access to Australian Unity internet banking or the banking app, this means you won't be able to login and transfer money during this time

There may be delays with incoming and outgoing money transfers, this includes scheduled payments.

Find out more>

Plan ahead

Learn how to reduce the impact of temporary service disruptions.

Find out more

Check the Transition Information Booklet

All the details of the changes and everything you need to know about the transition is in the Transition Information Booklet. Including details of the changes to your products and banking experiences plus actions you will be required to take on 24 November 2025.

View Booklet

Who are Bank Australia?

Discover why we're so pleased for you to join Bank Australia, a purpose-led customer-owned bank.

A branch network, extended call centre hours a nd improved technology are just the start of the great things you will get as a Bank Australia customer.

Find out more

Frequently Asked Questions

Who are Bank Australia?

How will my banking experience change?

What do I need to do?

View all FAQs>

We're here to help

If you have any questions we're here to help. Call our team on the dedicated transition line 1800 998 805 (Monday and Friday 8:30am – 5:30pm AEST) or email us at transitionsupport@australianunity.com.au.

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