



The transition to Bank Australia is next week

%%=v(@Salutation)=%%

The transition to Bank Australia is scheduled for this coming weekend and due to be completed on Monday, 24 November 2025. Bank Australia are aiming to have you online by 8am that morning. By now, you should know the details of your new products, have read the changes in the [Transition Information Booklet](#) and received your new account details. If not please [contact us on 1800 998 805](#).

Scheduled Osko Payments

If you have a scheduled Osko payment and haven't already checked it, please be aware of the [upcoming changes](#). Payments scheduled to a PayID will be cancelled during the transition and scheduled Osko payments to a BSB/account number may take up to 2 business days to process.

You'll need to recreate your scheduled payments and review the timing of scheduled BSB/account number payments, in the Bank Australia app or Internet Banking, once you're a Bank Australia customer. Check the details of your scheduled payments and [find out more](#) prior to the transition weekend.

Don't forget about the outage over the weekend - plan ahead

Learn about the outage and how to
reduce the impact of service disruptions.

[Find out more](#)



What you need to do after transition

There are a few things you will need to do on or after 24 November 2025. Please note, you will not be able to login to Bank Australia internet banking or the app before this date. They're aiming to have you online by 8am that morning.

Action Required 24 November



Log in to Internet banking

Log in to Bank Australia's internet banking with your new customer number and existing Australian Unity Bank password. You'll then be prompted to change your password.



Download the app

Get the Bank Australia app from the App Store or Google Play Store after you have changed your password in internet banking.



Look out for your new card

You'll receive new Bank Australia debit & credit cards after the transition. Please activate and start using promptly. Your current Australian Unity Bank debit & credit cards will remain active until 28 February 2026.



Use your new account details

Your Australian Unity account details will continue to work for a period of time, however there may be delays with receiving funds, so it's best to use your new details. Rest assured, Bank Australia will contact you before your old account details can no longer be used.



Re-establish any Data sharing agreements

Any open banking arrangements where you share your data with [accredited data recipients](#) will cease on 21 November and from 24 November you will need re-establish any agreements.



Recreate scheduled Osko payments

If you have any scheduled Osko payments, they will be affected by the transition. Scheduled payments to a PayID will be cancelled, and scheduled Osko payments to a BSB/account number will be delayed. Recreate your payments or edit the timing in the Bank Australia app or Internet Banking, once you're a Bank Australia customer. Please note that one off, real time Osko payments will not be affected by the transition, this change only affects scheduled Osko payments.

[Find out more](#)

Frequently Asked Questions



Who are Bank Australia?

Who are Bank Australia, why the transition and what's in it for me?

[Find out more](#)



What is changing?

Key differences and how the transition will impact you.

[Find out more](#)



What do I need to do?

There are a few things you need to do as part of the transition.

[Find out more](#)

[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 ADST) or email us at transitionsupport@australianunity.com.au.

[Call 1800 998 805](tel:1800998805)

© Copyright %xtyear% Australian Unity Limited

[View Website](#) [Privacy Policy](#)

Important information

This email was sent to %%emailaddress%% as an Australian Unity Bank customer by Australian Unity Bank Limited ABN 30 087 652 079/ Australian Licence No.237994, 271 Spring Street, Melbourne. Your personal information is managed in line with our [Privacy Policy](#).

Australian Unity, 271 Spring St, Melbourne, Victoria 3000.