

Contact Points for Australian Financial Institution Cheques

Note: Financial institutions are not able to guarantee payment of a particular cheque in response to an enquiry made to the relevant contact point. Each financial institution cheque must still go through the normal clearing process. However, by contacting the financial institution, you may be able to find out whether a particular cheque has been reported lost or stolen or has otherwise not been validly issued.

Please note that Hours Available are – Monday to Friday (Excluding public holidays) – Australian Eastern Standard Time (AEST) unless stated otherwise.

FINANCIAL INSTITUTION	CONTACT POSITION, TELEPHONE NUMBER AND HOURS AVAILABLE
Australia and New Zealand Banking Group Limited	Australian Call Centre 13 13 14 Press 0 for a Customer Service Consultant 8.00am – 8.00pm
Auswide Bank Ltd	Head of Banking Services 07 4153 3644 9:00am – 5:00pm
Arab Bank Australia Limited	Operations 02 9377 8900 9:00am – 5:00pm
Bank of China	Operations Department 02 8235 5840 9:00am – 5:00pm
Bank of China (Australia) Limited	Operations Department 02 8235 5840 9:00am – 5:00pm
Bank of Communications Co., Ltd	Trade Finance Department 02 8029 8818 9:00am – 5:00pm
Bank of Queensland Limited	Team Leader Banking and Clearing Services 07 3212 3746 8.30am – 4.30pm
Bank of Sydney Ltd	Manager Methods & Procedures 02 8585 2415 9:00am – 5:00pm
Bank of Tokyo-Mitsubishi UFJ, Ltd	DBO - Manager 02 9296 1303 8:30am – 5:00pm

Contact Points for Australian Financial Institution Cheques

FINANCIAL INSTITUTION	CONTACT POSITION, TELEPHONE NUMBER AND HOURS AVAILABLE
Bankwest, a division of Commonwealth Bank of Australia	Customer Help Centre 13 17 18 8:30am – 5:00pm (WST)
Bendigo and Adelaide Bank Limited	Payment Systems – Cheques 03 5485 7803 8:30am – 5:00pm
BNP Paribas	Cash Management Officer 1300 652 459 8:30am – 5:00pm
Commonwealth Bank of Australia	Customer Service Centre 13 22 21 8.00am – 8.00pm
Community First Credit Union Limited	Member Administration Team 1300 13 22 77 9.00 am – 5.00pm
Citigroup Pty Limited	Supervisor – Day 2 Operations 02 8225 3015 9.00am – 5.00pm
Credit Union Australia Ltd	Cheque Processing 07 3365 0234 8:30 am - 4:30 pm
Deutsche Bank AG	Group Technology & Operations 02 8258 3682 9.00am – 5.00pm
G&C Mutual Bank (a trading name of SGE Mutual Limited)	Members Administration Manager 1300 364 400 9:00am – 5:00pm (Weekdays)
Greater Building Society Ltd	Cheque Processing Supervisor 02 4921 9264 8.45am – 5.00pm
Heritage Bank Limited	Contact Centre 13 14 22 8.30am – 7.00pm
HSBC Bank Australia Limited	Payment Services 02 9762 9914 8.30am – 5.00pm

Contact Points for Australian Financial Institution Cheques

FINANCIAL INSTITUTION	CONTACT POSITION, TELEPHONE NUMBER AND HOURS AVAILABLE
HSBC Bank plc	Payment Services 02 9762 9914 8.30am – 5.00pm
Hume Bank Limited	Accounts Assistant 02 6051 3232 8.30am – 5.15pm
Industrial and Commercial Bank of China Ltd, Sydney Branch	Operations Department 02 9475 5523 9.00am - 5.00pm
JPMorgan Chase Bank, NA	Sue Sleiman / Neil Bennie 02 9003 6755 / 02 9003 6539 9:00am – 5:00pm
Macquarie Bank Limited	Alasdair Macpherson 0414 734 957 8.30am – 5.30pm
Maitland Mutual Building Society Limited	Management Accountant 02 4933 8044 8:45am - 5:15pm
Mecu Limited	Graham Smith 03 9854 4669 8:30am – 5:00pm
Members Equity Bank Pty Limited	Transaction Banking Team Leader 03 9708 3425 8:30am – 4:30pm
Mizuho Bank Ltd., Sydney branch	Operations Department 02 8273 3858 9:00am – 5:00pm
National Australia Bank Limited	Customer Contact Centre Business Assist 13 10 12 8:00am – 8:00pm (Monday-Friday) 9:00am – 6:00pm (Saturday-Sunday)
Newcastle Permanent Building Society Ltd	Senior Reconciliations Officer 02 4927 4399 9.00am – 5.00pm
Oversea-Chinese Banking Corporation Limited	Operations Department 02 9235 9561 8.30am - 5.00pm

Contact Points for Australian Financial Institution Cheques

FINANCIAL INSTITUTION	CONTACT POSITION, TELEPHONE NUMBER AND HOURS AVAILABLE
Police Financial Services Ltd, Trading as BankVic	David Lawler 03 9268 9201 7:00am – 7:00pm
Rabobank Australia Limited	Client Services Unit 1800 025 484 8.00am – 6.00pm AEST (Monday-Friday)
Reserve Bank of Australia	Banking Services 02 6021 4823 7:30am – 5.15pm
Summerland Credit Union Ltd	Payments Department 02 6620 7070 payments@summerland.com.au 8:00am – 5:30pm
Suncorp-Metway Limited	Team Leader, Domestic & Global Payments 07 3835 5773 8.30am – 5.00pm
Teachers Mutual Bank Limited	Transaction Services Manager 02 9735 9303 9:00am – 5:00pm
Uniting Financial Services	Senior Partnership Associate 02 8267 4405 9:00am - 5:00pm (Monday-Friday)
Victoria Teachers Mutual Bank	Transaction Operations 03 9834 8550 9:00am – 5:00pm
Warwick Credit Union Ltd	Account Management Officer 07 4660 5060 9:00am - 5:00pm
Westpac Banking Corporation	Call Centre 132 032 8:00am – 8:00pm (local time)
BankSA (a division of Westpac Banking Corporation)	Call Centre 13 13 76 24 Hours
Bank of Melbourne (a division of Westpac Banking Corporation)	Call Centre 13 22 66 24 Hours

Contact Points for Australian Financial Institution Cheques

FINANCIAL INSTITUTION	CONTACT POSITION, TELEPHONE NUMBER AND HOURS AVAILABLE
St. George Bank (a division of Westpac Banking Corporation)	Call Centre 13 33 30 24 Hours