

## Regional Banking Solutions Task Force

Dear Sir/Madam

I am writing to your Task Force on my own behalf.

Background:-

Within the last 5 months I have experienced major limitations to my mobility due to disc herniation in my lower back.

I am recuperation is happening with family in Melbourne.

I have needed to use my Westpac Bank as I WILL NOT USE internet banking as personal experience has cost me \$600.

A week ago I took a Taxi to the Greythorn Shopping Strip to the Westpac Bank there only to find they are closing that bank too. In my usual shopping complex in Corio Geelong they have done the very same thing. No branch in that complex any longer. I have to travel by Bus into Central Geelong in an area where are no ordinary shops like Safeway Etc.

Inconvenient plus. HOWEVER at the Corio Village there is a Post Office. HOWEVER at Greythorn there is a POST OFFICE.

Here in Melbourne I had this same experience in an expensive Taxi fare to gain access to MY Money in Westpac.

Issues:-

- maintaining Easy Access to your bank for increasing complex transactions and simply being able to access your money
- how much profit that the Big Four are making is enough
- POST OFFICES are in set locations where I am able to access them for Postal affairs and many people including me pay my bill through them

POST OFFICE should become banks to serve a community that the BIG FOUR no longer value or offer services too.

Thankyou for this opportunity

Jeanette M Norman