

Bankwest Business Account & Business Service Closures

Customer FAQs

Q: Why are my account/s closed?

In February 2022, we informed our customers that Bankwest would no longer be offering business products and services. Since then, we have been dedicated to offering all customers to transition to CommBank products. In October 2024, we announced the final closure of our remaining business products and business services commencing from 18 March 2025. In December 2024, we wrote to all our customers to inform them about these closures and provided guidance on the necessary steps to minimise disruption from these changes.

Q: Can I access my transaction/payment history for my accounts?

A: We advised all customers to download or keep a copy of any needed statements before the account closures. If you haven't done so, or if you need any historical statements, please call us at 13 7000.

Q: I had automatic payments set up on my account, what should I do now?

A: We advised all customers to update their payment instructions before the account closures. If you haven't done so, you will need to arrange alternative payment methods. Unless alternative payment arrangements are in place (such as through the CommBank payments bridge), any future payments will be rejected and returned.

Q: I haven't received my bank cheque, where is it?

A: We understand that receiving your bank cheque from the account closures in a timely manner is important to you. Cheques are sent to the mailing address we have on record for the account holder and typically take 14 – 21 days to arrive via Australia Post. If it's been longer than this period, please call us at 13 7000 so we can assist you further.

Q: What to do about unpresented cheques?

A: We advised all customers that any cheques written but not presented before the account closures from 18 March 2025 will not be paid and will be returned to the payee. Please ensure the recipients of any unpresented cheques are informed that they should no longer deposit the cheques and make alternate arrangements.

Q. What happened to the Business limit/overdraft I had at Bankwest?

A. We advised all customers that any overdraft facility limits would be cancelled from 18 March 2025. If there was no outstanding balance, your overdraft has now been closed. If you have an outstanding debit balance, you must arrange for the repayment of this balance. If the outstanding balance is not repaid, you will be contacted by our Business Payment Solutions Team to assist you with making your repayment arrangement. Please note that outstanding balances in arrears for more than 90 days may impact your credit rating. For details on how you can make these repayments or any other questions, call us at 13 7000.

Q: If my transaction account has been closed, how will my loan repayments be made?

A: We advised all customers that any repayments coming from a Bankwest account needed to be updated prior to closure. To avoid any of your loans falling into arrears, we recommend making new arrangements for your loan repayments.

To update your direct debit loan payments for a Bankwest Loan, you can either:

- Contact us on 13 7000 and provide us with your new bank account details from where you would like your future business loan repayments to be made.
- Complete and return the Direct Debit Request form with your new bank account details and return it by email or post as instructed on the form.
- Provide your new financial institution with your loan payment instructions.

Q: My Corporate Credit card has closed, can I still redeem my rewards points?

A: You can access the rewards portal to redeem any remaining points in the Rewards Account within 90 days of the closure of your Corporate Credit card. Visit Bankwest Rewards to redeem.

Q: What if I am experiencing financial hardship and need assistance?

A: If you're unable to meet your minimum monthly repayments or require ongoing financial assistance, we're here to help. We can chat to you about ways to manage your credit card or loan repayments. Call us on 13 7000 or visit [Financial hardship | Bankwest](#)

Q: How can I protect myself from scams?

A: It's important to protect your business from scams. Please be aware Bankwest and CommBank will never ask for your PIN, PAN or password via email or SMS. Nor will we ask you to log directly into your online bank accounts from a link in an email or SMS.

If you receive any communication from Bankwest or CommBank stating we have opened a new account for you with new account details to transfer your funds, please do not transfer any funds. Call us on 13 7000 or email abuse@bankwest.com.au.