



# A useful guide to contacting • **service** providers

Valid as of 15 July 2013

While we make every effort to ensure that the contact details listed in this document are current, please note that contact details can change quickly.



Check out our directory of commonly used service providers to help you set up or redirect your regular payments yourself.

We think we have captured the most commonly used, but if your service provider is not on the list you can always google them or check in the white pages for their contact details.

Once you have identified all the regular payments that you want to transfer to your new account, you can contact these service providers directly and provide your new account details or you can ask us to help you with this process.

Don't forget to:

- Follow up to ensure your regular payments have been set up correctly by checking your transaction history on your new account.
- Consider leaving some money in your old account until all regular payments have been successfully switched.
- Make sure you have sufficient funds in your new account for your regular payments.
- Contact the service provider if you think there might be a problem with your regular payment.
- Close your old account once all regular payments have been switched as you may get charged account keeping fees if it is left open.

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## General insurance

<b>AAMI</b> <a href="http://www.aami.com.au">http://www.aami.com.au</a> Ph: 13 22 44	<b>HCF</b> <a href="http://www.hcf.com.au">http://www.hcf.com.au</a> Ph: 13 13 34
<b>AHM</b> (Australian Health Management) <a href="http://www.ahm.com.au">http://www.ahm.com.au</a> Ph: 134 246	<b>Medibank Private</b> <a href="http://www.medibank.com.au">http://www.medibank.com.au</a> Ph: 134 190
<b>ALLIANZ</b> <a href="http://www.allianz.com.au">http://www.allianz.com.au</a> Ph: 13 1000	<b>NIB</b> <a href="http://www.nib.com.au">www.nib.com.au</a> Ph: 13 14 63
<b>AMP</b> <a href="https://www.amp.com.au">https://www.amp.com.au</a> Ph: 1300 157 173	<b>NRMA</b> <a href="http://www.nrma.com.au">http://www.nrma.com.au</a> Nearest office: NRMA Offices Ph: 132 132
<b>Australian Unity General</b> <a href="http://www.australianunity.com.au">http://www.australianunity.com.au</a> Ph: 13 29 39	<b>QBE</b> <a href="http://www.qbe.com.au/Insurance.html">http://www.qbe.com.au/Insurance.html</a> Ph: 133 QBE (133 723)
<b>Budget Direct</b> <a href="http://www.budgetdirect.com.au">http://www.budgetdirect.com.au</a> Car Insurance Ph: 1300 306 560 Home Insurance Ph: 1800 182 310	<b>RAC Insurance</b> <a href="http://rac.com.au">http://rac.com.au</a> Ph: 13 17 03
<b>BUPA</b> (formerly HBA and MBF) <a href="http://www.bupa.com.au">http://www.bupa.com.au</a> Ph: 134 135	<b>RACQ</b> <a href="http://www.racq.com.au">www.racq.com.au</a> Ph: 13 1905
<b>CGU Workers' Compensation</b> <a href="http://www.cgu.com.au/cgu/workers-compensation">http://www.cgu.com.au/cgu/workers-compensation</a> Ph: 132481	<b>RACV</b> <a href="http://www.racv.com.au">www.racv.com.au</a> Ph: 13 RACV (13 72 28)
<b>Defence Health Ltd</b> <a href="http://www.defencehealth.com.au">http://www.defencehealth.com.au</a> Ph: 1800 335 425	<b>Shannons Insurance</b> <a href="http://www.shannons.com.au">http://www.shannons.com.au</a> Ph: 13 46 46
<b>GIO Insurance</b> <a href="http://www.gio.com.au">http://www.gio.com.au</a> Ph: 13 10 10	<b>VERO Insurance</b> <a href="http://www.vero.com.au">http://www.vero.com.au</a>
<b>GMHBA Health Insurance</b> <a href="http://www.gmhba.com.au">http://www.gmhba.com.au</a> Ph: 1300 446 422	<b>Westpac General Insurance</b> <a href="http://www.westpac.com.au/personal-banking/insurance">http://www.westpac.com.au/personal-banking/insurance</a> Ph: 1300 650 255
<b>HBF</b> <a href="http://www.hbf.com.au">www.hbf.com.au</a> Ph: 133 423	<b>YOUi</b> <a href="http://www.youi.com.au">http://www.youi.com.au</a> Ph: 1300 00 YOUi (9684)

## Water rates

<b>Gippsland Water</b> <a href="http://www.gippswater.com.au">http://www.gippswater.com.au</a> General enquiries: Victoria only – 1800 066 401 (8am to 5pm Mon – Fri) Outside Victoria – (03) 5177 4600	<b>Sydney Water Corp</b> <a href="http://www.sydneywater.com.au">http://www.sydneywater.com.au</a> Ph: 13 20 92
<b>Hunter Water Corporation</b> <a href="http://www.hunterwater.com.au">http://www.hunterwater.com.au</a> Ph: 1300 657 657	<b>Water Corporation of WA</b> <a href="http://watercorporation.com.au">http://watercorporation.com.au</a> Ph: 13 13 85
<b>Queensland Urban Utilities</b> <a href="http://www.urbanutilities.com.au">http://www.urbanutilities.com.au</a> Ph: 13 26 57	<b>Western Water</b> <a href="http://www.western-water.com">http://www.western-water.com</a> Ph: (03) 9218 5400 or 1300 650 422
<b>SA Water</b> <a href="http://www.sawater.com.au">http://www.sawater.com.au</a> Ph: 1300 650 950	<b>Yarra Valley Water</b> <a href="http://www.yvw.com.au">http://www.yvw.com.au</a> Ph: 1300 304 688
<b>South East Water</b> <a href="http://www.southeastwater.com.au">http://www.southeastwater.com.au</a> Ph: 131 851	

## Gas and electricity

<b>AGL</b> <a href="http://www.agl.com.au">http://www.agl.com.au</a> Ph: 131 245	<b>Lumo Energy</b> <a href="http://www.lumoenergy.com.au">http://www.lumoenergy.com.au</a>
<b>Aurora Energy</b> <a href="http://www.auroraenergy.com.au">http://www.auroraenergy.com.au</a> Residential customers, Monday to Friday 9am – 5pm, Ph: 1300 13 2003	<b>Momentum Energy</b> <a href="http://www.momentumenergy.com.au">http://www.momentumenergy.com.au</a> Ph: 1300 662 778 (customer service)
<b>Country Energy</b> <a href="http://www.countryenergy.com.au">http://www.countryenergy.com.au</a> General enquiries: Residential and Small Business 13 23 56	<b>Origin Energy</b> <a href="http://www.originenergy.com.au">http://www.originenergy.com.au</a> 8am – 6pm AEST, Monday to Friday, Account/billing queries: 13 24 61
<b>Energy Australia</b> <a href="http://www.energyaustralia.com.au">http://www.energyaustralia.com.au</a> For Vic, ACT, SA or Qld call 133 466 (Monday – Friday, 8am – 6.30pm AEST). For NSW call 131 502 (Monday – Friday, 8am – 6pm AEST).	<b>Power &amp; Water Corp of NT</b> <a href="http://www.powerwater.com.au">http://www.powerwater.com.au</a> Enquiries (Billing, new connections, faults and general enquiries): 1800 245 092
<b>Ergon Energy</b> <a href="http://www.ergon.com.au">http://www.ergon.com.au</a> General enquiries (inside Australia): 13 10 46 (7.00am – 6.30pm Monday to Friday)	<b>Simple Energy</b> <a href="http://www.simplyenergy.com.au">http://www.simplyenergy.com.au</a> Monday to Friday, 8:30am to 6:30pm (AEST) Customer Service: 13 88 08 (option 1)
<b>Integral Energy</b> <a href="http://www.integral.com.au">http://www.integral.com.au</a> Residential customers: Call 133 753 between 8am and 6pm, Monday to Friday	

## Loans and credit cards

<b>American Express</b> <a href="https://www.americanexpress.com/australia/?location=globalsplash">https://www.americanexpress.com/australia/?location=globalsplash</a>	<b>GE Auto &amp; Fleet</b> <a href="http://www.gemoney.com.au">http://www.gemoney.com.au</a> Motor Loans: 1300 137 759
<b>ANZ</b> <a href="http://www.anz.com">http://www.anz.com</a> Credit card enquiries – existing account holders: 13 22 73	<b>ING</b> <a href="http://www.ingdirect.com.au">http://www.ingdirect.com.au</a> Ph: 133464
<b>Bank of Western Australia (Bankwest)</b> <a href="http://www.bankwest.com.au">http://www.bankwest.com.au</a> Ph: 13 17 19	<b>Macquarie Bank</b> <a href="http://www.macquarie.com.au">http://www.macquarie.com.au</a> Macquarie Credit Cards: 1300 150 300
<b>BMW Finance</b> <a href="http://www.bmw.com.au/com/en/insights/bmwfinancialservices">http://www.bmw.com.au/com/en/insights/bmwfinancialservices</a> BMW Financial Services: (+61) 3 9264 4422	<b>NAB</b> <a href="http://www.nab.com.au">http://www.nab.com.au</a> All general and credit card enquiries. Personal banking: 13 22 65 Mon–Fri 8am–7pm (AEST/AEDT) Sat–Sun 9am–6pm (AEST/AEDT)
<b>Capital Finance Australia</b> <a href="http://www.capitalfinance.com.au">http://www.capitalfinance.com.au</a> Personal & Motor Loan Enquiries Ph: 1300 300 309 (Weekdays 8.30am to 6.00pm AEST)	<b>St.George Bank</b> <a href="http://www.stgeorge.com.au">http://www.stgeorge.com.au</a> Ph: 13 33 30 – 8.00am – 8.00pm Monday – Saturday
<b>CBA</b> <a href="http://www.commbank.com.au">http://www.commbank.com.au</a> 24 hours a day, 7 days a week on 13 2221	<b>Toyota Finance</b> <a href="http://www.toyota.com.au/finance">http://www.toyota.com.au/finance</a> Ph: 137 200
<b>Credit Corp Group</b> <a href="http://www.creditcorp.com.au">http://www.creditcorp.com.au</a> Ph: 1800 221 414	<b>UBANK</b> <a href="http://www.ubank.com.au">http://www.ubank.com.au</a> Ph: 133080
<b>Esanda Finance</b> <a href="http://www.esanda.com">http://www.esanda.com</a> General enquiries 13 23 73 Intl: + 61 38654 0213 8am – 8pm weekdays 9am – 5pm Saturday	<b>Westpac</b> <a href="http://www.westpac.com.au">http://www.westpac.com.au</a> Ph: 132 032
<b>Flexirent Capital</b> <a href="http://www.flexirent.com.au">http://www.flexirent.com.au</a> Contact Payment Enquiries: 1800 647 461	<b>Yamaha Motor Finance</b> <a href="http://www.yamaha-motor.com.au">http://www.yamaha-motor.com.au</a> Ph: 1800 123 100

## General

<b>Australian Scholarships Group</b> <a href="http://www.asq.com.au">www.asq.com.au</a> Ph: 1800 338 237 (outside Melbourne) Ph: (03) 9276 7777 (Melbourne Only)	<b>Foxtel</b> <a href="http://www.foxtel.com.au">http://www.foxtel.com.au</a> Ph: 1300 785 622
<b>Centrelink</b> <a href="http://www.humanservices.gov.au/">http://www.humanservices.gov.au/</a>	<b>Paypal</b> <a href="https://www.paypal.com/au">https://www.paypal.com/au</a> Ph: 1800 073 263
<b>Chrisco Hampers</b> <a href="http://www.chrisco.com.au">http://www.chrisco.com.au</a>	<b>Queensland Motorways</b> <a href="http://www.qldmotorways.com.au">http://www.qldmotorways.com.au</a> Ph: 13 33 31
<b>Citylink Melbourne</b> <a href="http://www.citylink.com.au">http://www.citylink.com.au</a> Ph: 13 26 29	<b>Roads and Traffic Authority (NSW)</b> <a href="http://www.rta.nsw.gov.au">http://www.rta.nsw.gov.au</a> Ph: 132 213
<b>Ebay International</b> <a href="http://www.ebay.com.au">http://www.ebay.com.au</a> Ph: 1800 322 928	<b>Westnet</b> <a href="http://www.westnet.com.au/home/">http://www.westnet.com.au/home/</a> Ph: 1300 855 006
<b>Ezidebit</b> <a href="http://www.ezidebit.com.au">http://www.ezidebit.com.au</a> Ph: (07) 3124 5500	<b>World Vision</b> <a href="http://www.worldvision.com.au">http://www.worldvision.com.au</a> Ph: 13 32 40
<b>FITNESS FIRST GYMS</b> <a href="http://www.fitnessfirst.com.au">http://www.fitnessfirst.com.au</a> Ph: 1300 55 77 99	

Please consider other service providers such as child-care.

## Insurance

<b>AMP</b> <a href="https://www.amp.com.au">https://www.amp.com.au</a> Ph: 131 267	<b>MLC</b> <a href="http://www.mlc.com.au">http://www.mlc.com.au</a> Ph: 132 652
<b>Asteron</b> <a href="http://www.asteronlife.com.au">http://www.asteronlife.com.au</a> Ph: (02) 8275 3999 or 1800 221 727	<b>NAB Margin Lending</b> <a href="http://www.nab.com.au">http://www.nab.com.au</a> Ph: 1300 135 145
<b>Challenger</b> <a href="http://www.challenger.com.au">http://www.challenger.com.au</a> Ph: 133 566	<b>Onepath</b> <a href="http://www.onepath.com.au">http://www.onepath.com.au</a> Ph: 133 665
<b>Commsec</b> <a href="https://www.comsec.com.au">https://www.comsec.com.au</a> Ph: 13 15 19	<b>Perpetual</b> <a href="http://www.perpetual.com.au">http://www.perpetual.com.au</a> Ph: 1800 022 033
<b>Computershare</b> <a href="http://www.computershare.com/au">http://www.computershare.com/au</a> Ph: 1300 555 159	<b>Suncorp Insurance</b> <a href="http://www.suncorp.com.au/insurance">http://www.suncorp.com.au/insurance</a> Ph: 13 11 55
<b>Elders</b> <a href="http://www.eldersinsurance.com.au">http://www.eldersinsurance.com.au</a> Ph: 1300 307 941	<b>TAL</b> <a href="http://www.tal.com.au">http://www.tal.com.au</a> Ph: 1300 209 088
<b>Hannover Life Re of Australasia Ltd</b> <a href="http://www.hannoverlifere.com.au">http://www.hannoverlifere.com.au</a> Ph: (02) 9251 6911	<b>Zurich Australia</b> <a href="http://www.zurich.com.au">http://www.zurich.com.au</a> Ph: 132 687
<b>Insurance Australia Group (IAG)</b> <a href="http://www.iag.com.au">http://www.iag.com.au</a> Ph: (02) 9292 9222	

## Telecommunications

<b>AAPT/iiNet</b> <a href="https://iihelp.iiinet.net.au/Updating_payment_details_using_new_Toolbox">https://iihelp.iiinet.net.au/Updating_payment_details_using_new_Toolbox</a> Ph: 135 005	<b>3(Three)</b> <a href="http://www.vodafone.com.au/three">http://www.vodafone.com.au/three</a> Ph: 133 320
<b>Dodo</b> <a href="http://www.dodo.com">http://www.dodo.com</a> Ph: 13 dodo (13 36 36) 10am to 7pm AEST (Monday to Friday)	<b>Tpg</b> <a href="https://www.tpg.com.au/account">https://www.tpg.com.au/account</a> Ph: 13 14 23
<b>Optus</b> <a href="https://www.optus.com.au/customercentre/myaccount">https://www.optus.com.au/customercentre/myaccount</a> Ph: 133 937	<b>Virgin Mobile</b> <a href="https://www.virginmobile.com.au/selfcare/MyAccount/login.jsp">https://www.virginmobile.com.au/selfcare/MyAccount/login.jsp</a> Ph: 1300 555 100
<b>Telstra</b> <a href="https://www.telstra.com.au/account-services">https://www.telstra.com.au/account-services</a> Ph: 13 2200 (accounts & payment)	<b>Vodafone</b> <a href="https://www.myvodafone.com.au">https://www.myvodafone.com.au</a> Ph: Call us for free from your Vodafone mobile on 1555 (when in Australia) or 1300 650 410 from any other phone

## Council rates

<b>Alice Springs Town Council</b> <a href="http://www.alicesprings.nt.gov.au">www.alicesprings.nt.gov.au</a> Ph: (08) 89 500 500	<b>Gold Coast City Council</b> <a href="http://www.goldcoast.qld.gov.au">www.goldcoast.qld.gov.au</a> Ph: 1300 694 222 44
<b>Bankstown City Council</b> <a href="http://www.bankstown.nsw.gov.au">www.bankstown.nsw.gov.au</a> Ph: (02) 9707 9999	<b>Hawkesbury City Council</b> <a href="http://www.hawkesbury.nsw.gov.au">http://www.hawkesbury.nsw.gov.au</a> Ph: (02) 4560 4444
<b>Banyule City Council</b> <a href="http://www.banyule.vic.gov.au">www.banyule.vic.gov.au</a> Ph: (03) 9490 4222	<b>Hobart City Council</b> <a href="http://www.hobartcity.com.au">www.hobartcity.com.au</a> Ph: (03) 6238 2711
<b>Brisbane City Council</b> <a href="http://www.brisbane.qld.gov.au">www.brisbane.qld.gov.au</a> Ph: (07) 3403 8888	<b>Ipswich City Council</b> <a href="http://www.ipswich.qld.gov.au">www.ipswich.qld.gov.au</a> Ph: (07) 3810 6666
<b>Cairns Regional Council</b> <a href="http://www.cairns.qld.gov.au">www.cairns.qld.gov.au</a> Ph: (07) 4044 30	<b>Latrobe City Council</b> <a href="http://www.latrobe.vic.gov.au">www.latrobe.vic.gov.au</a> Ph: 1300 367 700
<b>City of Armadale</b> <a href="http://www.armadale.wa.gov.au">www.armadale.wa.gov.au</a> Contact_Us Ph: (08) 9399 0111	<b>Launceston City Council</b> <a href="http://www.launceston.tas.gov.au">www.launceston.tas.gov.au</a> Ph: (03) 6323 3000
<b>City of Burnside</b> <a href="http://www.burnside.sa.gov.au">www.burnside.sa.gov.au</a> Ph: (08) 8366 4200	<b>Logan City Council</b> <a href="http://www.logan.qld.gov.au">www.logan.qld.gov.au</a> Ph: 1300 1 LOGAN (1300 156 426) (landlines only) (07) 3412 3412 (mobile)
<b>City of Greater Dandenong</b> <a href="http://www.greaterdandenong.com">http://www.greaterdandenong.com</a> Ph: (03) 9239 5100	<b>Maitland City Council</b> <a href="http://www.maitland.nsw.gov.au">www.maitland.nsw.gov.au</a> Ph: (02) 4934 9700 (Available 24 hours a day, 7 days a week)
<b>City Of Greater Geelong</b> <a href="http://www.geelongaustralia.com.au">www.geelongaustralia.com.au</a> Ph: (03) 5272 5272 8:00am – 5:00pm, Monday to Friday	<b>Manningham City Council</b> <a href="http://www.manningham.vic.gov.au">www.manningham.vic.gov.au</a> Ph: (03) 9840 9333

<b>City of Kingston</b> <a href="http://www.kingston.vic.gov.au">www.kingston.vic.gov.au</a> Ph: 1300 653 356	<b>Maribyrnong City Council</b> <a href="http://www.maribyrnong.vic.gov.au">www.maribyrnong.vic.gov.au</a> Ph: (03) 9688 0200
<b>City of Mandurah</b> <a href="http://www.mandurah.wa.gov.au">www.mandurah.wa.gov.au</a> Ph: (08) 9550 3777	<b>Monash City Council</b> <a href="http://www.monash.vic.gov.au">http://www.monash.vic.gov.au</a> Ph: (03) 9518 3555
<b>City of Marion</b> <a href="http://www.marion.sa.gov.au">www.marion.sa.gov.au</a> Ph: (08) 8375 6600	<b>Moreton Bay Regional Council</b> <a href="http://www.moretonbay.qld.gov.au">www.moretonbay.qld.gov.au</a> Ph: (07) 3205 0555
<b>City Of Melbourne</b> <a href="http://www.melbourne.vic.gov.au">http://www.melbourne.vic.gov.au</a> Ph: (03) 9658 9658	<b>Parramatta City Council</b> <a href="http://www.parracity.nsw.gov.au">www.parracity.nsw.gov.au</a> Ph: (02) 9806 5050
<b>City of Perth</b> <a href="http://www.cityofperth.wa.gov.au">www.cityofperth.wa.gov.au</a> Ph: (08) 9461 3333	<b>Shire of Yarra Ranges</b> <a href="http://www.yarraranges.vic.gov.au">http://www.yarraranges.vic.gov.au</a> Ph: 1300 368 333
<b>City of Sydney</b> <a href="http://www.cityofsydney.nsw.gov.au">http://www.cityofsydney.nsw.gov.au</a> Ph: (02) 9265 9333. Anytime, any day.	<b>Swan City Council</b> <a href="http://www.swan.wa.gov.au">www.swan.wa.gov.au</a> Ph: (08) 9267 9267
<b>Darwin City Council</b> <a href="http://www.darwin.nt.gov.au">www.darwin.nt.gov.au</a> Ph: (08) 8930 0300	<b>Warringah Council</b> <a href="http://www.warringah.nsw.gov.au">www.warringah.nsw.gov.au</a> Ph: (02) 9942 2111
<b>Fairfield City Council</b> <a href="http://www.fairfieldcity.nsw.gov.au">www.fairfieldcity.nsw.gov.au</a> Ph: (02) 9725 0222	<b>Wollongong City Council</b> <a href="http://www.wollongong.nsw.gov.au">www.wollongong.nsw.gov.au</a> Ph: (02) 4227 7111

To make sure your old bank doesn't charge you any more fees it is a good idea to leave a small amount of funds in your old account to cover any bills you miss.

