

17 June 2026


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Ms Jane Citizen
2649 Logan Road
Eight Mile Plains QLD 4113

RACQ Bank

Questions about the sale of RACQ Bank to
Bendigo Bank: 1800 637 013
Visit: racq.com/bank-transaction

Dear Jane,

Notice of upcoming changes to RACQ Bank

As communicated to you in December 2025 and again in April 2026, RACQ is selling its retail lending and deposit business to Bendigo Bank, one of Australia's most trusted banks*.

In those letters we explained that subject to obtaining all regulatory approvals, upon completion of the sale, your RACQ banking will move across to Bendigo Bank.

Between late July and early August, we'll send another letter to your mailing address with details of the Bendigo Bank product your RACQ Bank product will move to once the sale is finalised.

RACQ and Bendigo Bank have worked closely together to make sure you are well supported through this change, with the overall transition designed to provide value for members. We're confident this move will deliver long-term benefits for you and all RACQ Bank members, including access to Bendigo Bank's national branch network, with more than 70 branches across Queensland.

Your letter will clearly explain your new product, along with any key differences and benefits, so you know exactly what to expect.

Additional details in relation to these changes, along with Bendigo Bank's product terms and conditions will be explained in a series of Changes Booklets. Please read the relevant Changes Booklets (you will receive a physical or electronic copy depending on the type of product(s) you have) to understand how the changes affect you.

Your personal information

Bendigo Bank and RACQ are working together to make your move to Bendigo Bank as smooth as possible. As mentioned in our communication to you in April, to help set up new accounts on your behalf we need to share your personal information with Bendigo Bank.

This process has commenced, with a limited amount of your personal details already securely shared. We now need to share additional information in relation to your banking arrangements to complete the set up of your new accounts. Information regarding any person(s) associated with your account (such as authorised signatories) also needs to be shared.

Protecting your personal information remains our highest priority, and any further sharing will continue to be done with strict controls and strong security. To help you understand how your personal information is collected, used and shared, please refer to our Privacy and Credit Reporting Policy and Privacy Notice on our website racq.com/privacy

*Source Roy Morgan Trust Monitor, 2023-2025

To ensure the seamless continuity of your banking services with Bendigo Bank, this data sharing is an important part of the transition. We respect your choices regarding your data, but please note that if you or those associated with your account do not want any further personal information shared, we will be unable to complete your transition to Bendigo Bank. In this instance, you will need to call us on **1800 637 013** or visit us in-store to close your RACQ Bank account.

The Bendigo Bank Privacy Policy also contains important information about how Bendigo Bank manage your personal information. You can access a copy on their website at www.bendigobank.com.au/privacy-policy/

What you need to do now

While the transition remains subject to regulatory approvals, we expect to complete the sale in late October.

Please be assured for now it remains business as usual for RACQ Bank and all your accounts, access and support remain unchanged.

We want this change to be as smooth as possible, and we will keep you informed at every step. Ensure your contact details are up to date, so you receive future letters. You can update your postal and residential address by visiting a store, through Internet Banking (racq.com/internetbanking), or calling **1800 637 013**.

Important information about future letters and scams

Please be alert to scams during the RACQ Bank and Bendigo Bank transition. RACQ Bank and Bendigo Bank will never ask you to share your PIN, Internet Banking password, passcodes or one-time security codes. We will never ask you to transfer money to a "safe account," a "new account," a "holding account" or any unknown account.

If you are contacted unexpectedly and asked to disclose your personal or banking information, or to transfer money, treat it as a scam. Stop and contact us immediately on **13 1905** and report the scam to Scamwatch (scamwatch.gov.au).

Do you have questions or want more information?

If you have any questions about this direct mail or what it may mean for you, please visit us in-store, phone **1800 637 013** or go online at racq.com/bank-transaction

Yours sincerely,

Barney Burke

RACQ Chief Executive Banking