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Suncorp and Bendigo customers double ATM access from today

Customers of Australia's premier regional banks, Suncorp Bank and Bendigo Bank, have twice as much ATM access from today.

The two banks have forged a new partnership which allows their combined customer base of more than 2.4 million to transact at 2000 machines across Australia without incurring a direct charge fee.

Suncorp Bank Chief Executive, David Foster, said the partnership would make accessing banking services even easier for customers.

"Having access to such a comprehensive network of ATMs significantly improves convenience for our customers, while allowing them to avoid fees other banks may impose for using their machines," he said.

"The networks operated by the two banks are complementary, with Bendigo's network weighted towards Victoria and regional centres while Suncorp is strong in Queensland, Sydney and other capital cities.

"This means our customers, wherever they are, will be able to use more ATMs more often," said Mr Foster.

Bendigo and Adelaide Bank Managing Director, Mike Hirst, said the partnership reinforced the reputations of both organisations for being customer-connected.

"We lead the major banks with high customer satisfaction ratings because we understand that our customers value good service, they want us to act in their best interests and they want to feel appreciated for their business," he said.

"This is what sets us apart from our competitors and why more and more people are choosing to bank with us."

The growth of both Bendigo and Suncorp's customer service networks demonstrated a commitment by regional banks to provide better access to services for customers across Australia.

"Regional banks have built more branches than the majors in recent years and we will continue to invest in new customer service outlets which make it easier for our customers to do business with us."

The ATM sharing arrangement follows the Reserve Bank of Australia's ATM Fee Reforms, which said banks should be able to forge partnerships to improve ATM services.

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