



Gateway Bank Ltd
ABN 47 087 650 093

AFSL/Australian Credit Licence 238293

30 March 2026

Julia Angrisano
National Secretary
Financial Services Union

Dear Julia,

Thank you for your letter dated 24 March 2026. We have considered the matters you have raised but we have no plans at this time to change our current requirement for in-office attendance.

Gateway's flexible work arrangements were reviewed recently and determined to be sufficiently flexible to meet both staff and business needs. As we only require two in-office days per week (three for Branch staff), we understand that our in-office requirements are already at the lower end for our industry.

In addition, as a smaller business, we are able to support further short-term flexibility arrangements for individuals as required.

While we don't plan on changing our office attendance requirements at this time, we will act accordingly following any further Government advice.

Kind regards

A handwritten signature in black ink, appearing to be 'Lexi Airey', written over a white background.

Lexi Airey
Chief Executive Officer
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