

## **Video transcript: Call back**

VOICEOVER:

We open on a Melbourne woman in the garden of a lovely home.  
She has received a promise that a banker will actually call her back.

(PHONE RINGS)

The phone rings dramatically.  
Understandably the call throws her into deep shock.

Commonwealth Bank employees rush to her aid,  
Providing proof we'll return calls when we say we will... promise.

Maybe that's why we have more satisfied customers than any bank in Australia.  
A neighbour who hasn't enjoyed such service from her bank would like to.

Service that pleases, and possibly astonishes.  
Our theme line, and now the logo.  
Just another day in the garden.

*(LOGO: CBA)*

*(SUPER: DETERMINED TO BE DIFFERENT)*