

## Change Account Address

### About this guide

This guide takes you through the process of submitting a service request to change an account address.

### Important information

If you are unable to view/create Service Requests in CommBiz, please contact your Administrator to enable the permission.

Administrators can refer to the 'Enable Service Requests' user guide for instructions.

### Changing an Account Address

1. Open your internet browser, visit [www.commbiz.com.au](http://www.commbiz.com.au) and log in to CommBiz.
2. On the top menu, click **Functions > Service Requests**.
3. On the left-hand menu, click **Change Account Address**.
4. The Change Account Address page is displayed.

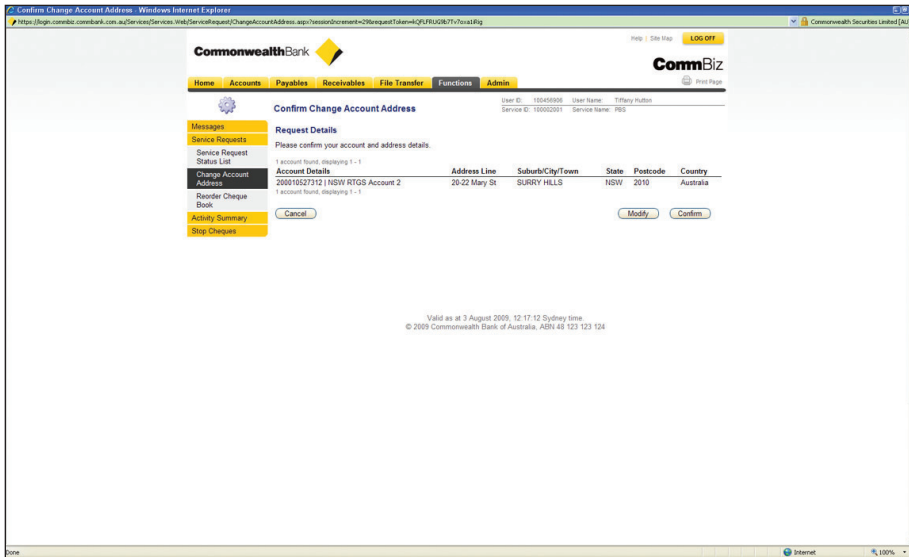
The screenshot shows the 'Change Account Address' page in the CommBiz system. The page has a navigation menu on the left with options like 'Messages', 'Service Requests', 'Change Account Address', 'Reorder Cheque Book', 'Activity Summary', and 'Stop Cheques'. The main content area is titled 'Change Account Address' and includes a 'New Account Postal Address' section with a form to enter a new address. Below the form is a table of accounts with columns for 'Account Details', 'Address Line', 'Suburb/City/Town', 'State', 'Postcode', and 'Country'. The 'Update' checkbox is checked for the first account in the table.

| Account Details  | Address Line                       | Suburb/City/Town | State    | Postcode  | Country |
|--|------------------------------------|------------------|----------|-----------|---------|
| <input checked="" type="checkbox"/> 20001927291   Admin Fund | LEVEL 6 10 DAWN FRASER AVE         | HOMEBUSH BAY     | NSW 2127 | AUSTRALIA |         |
| <input type="checkbox"/> 20001927312   NSW RTOS              | LEVEL 6 10 DAWN FRASER AVE         | HOMEBUSH BAY     | NSW 2127 | AUSTRALIA |         |
| <input type="checkbox"/> 40131006951   QLD Account 1         | LOCKED BAG 1479                    | BRISBANE         | QLD 4001 | AUSTRALIA |         |
| <input type="checkbox"/> 40131006986   QLD Account 2         | LOCKED BAG 1479                    | BRISBANE         | QLD 4001 | AUSTRALIA |         |
| <input type="checkbox"/> 40131006994   QLD Account 3 (2      | LOCKED BAG 1479                    | BRISBANE         | QLD 4001 | AUSTRALIA |         |
| <input type="checkbox"/> 40131006994   QLD Account 3 (2      | LOCKED BAG 1479                    | BRISBANE         | QLD 4001 | AUSTRALIA |         |
| <input type="checkbox"/> 4940525276131084   RBS Test         | LEVEL 12 REF RISK AND ASSURANCE 39 | SYDNEY           | NSW 2000 | AUSTRALIA |         |
| <input type="checkbox"/> 200019455910   Rental Collection    | 49 MARTIN PL                       | HOMEBUSH BAY     | NSW 2127 | AUSTRALIA |         |
| <input type="checkbox"/> 200019455910   Settlement Trust     | LEVEL 6 10 DAWN FRASER AVE         | HOMEBUSH BAY     | NSW 2127 | AUSTRALIA |         |
| <input type="checkbox"/> 200019455910   Settlement Trust     | LEVEL 6 10 DAWN FRASER AVE         | HOMEBUSH BAY     | NSW 2127 | AUSTRALIA |         |
| <input type="checkbox"/> 300010412425   VIC Account 1 -      | LEVEL 15 385 BOURKE ST             | MELBOURNE        | VIC 3000 | AUSTRALIA |         |
| <input type="checkbox"/> 1891                                |                                    |                  |          |           |         |

### Changing Address Details

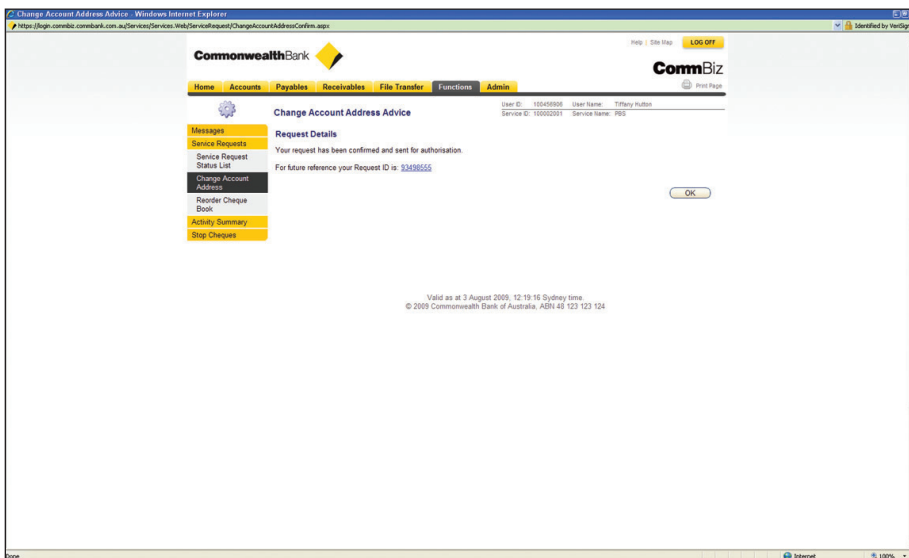
5. Enter your new address and then select the accounts you wish to update from the list shown.
6. If you wish to change all account addresses displayed check the **Update** tickbox. If there are more accounts to display, go to the next page and select the accounts for which you wish to change the address details.
7. When you have selected all the accounts to be changed, click the **Next** button.

8. The Confirm Change Account Address page is displayed.



9. Check the change account address details and click the **Confirm** or **Modify** button. If you modify the address details, repeat steps 5-8.

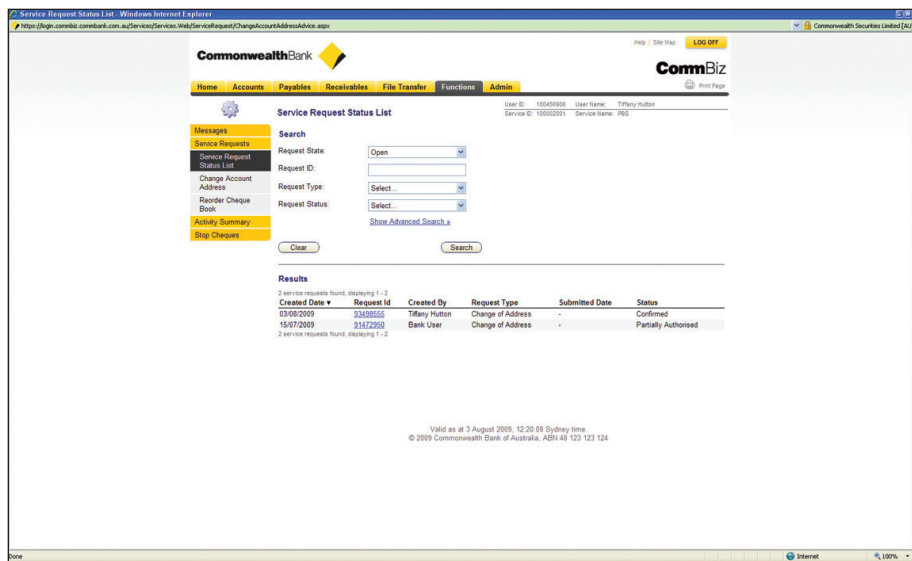
10. When you have clicked the Confirm button, the Change Account Address Advice page is displayed, advising that the request has been confirmed and is now awaiting authorisation. A request ID reference number is displayed which can be used to search and track the request.



11. Click the **OK** button.

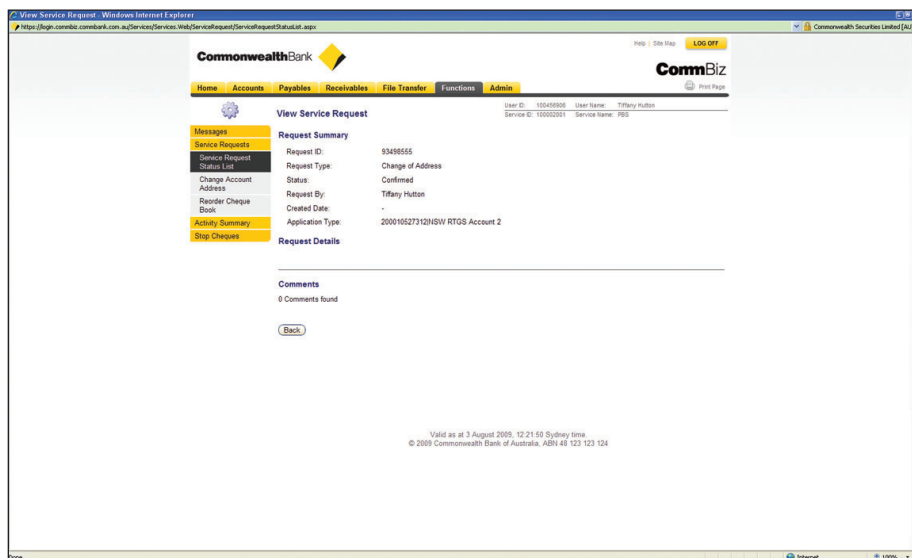
12. The Service Request Status List page is displayed. To track the progress of your Service Request, click on the Request ID from the Service Request Status List.

**Note:** You can review, track and locate all service requests created in CommBiz via the Service Request Status List.



Tracking service requests

13. The View Service Request page is displayed.



14. Details of the progress of this request are provided by the Bank in the Comments section on this page.