

Privacy information

Your privacy is important to us. In general, we collect and verify information about you (and where applicable, persons acting on your behalf) to manage the client relationship we have with you, to ensure that we provide the products and services most appropriate to your needs and to make certain that we comply with our legal obligations.

The information required to be collected and verified by us depends on who you are and the nature of the service to be provided by us.

For further information on our privacy and information handling practices, please refer to our Privacy Policy Statement, which is available at **commbank.com.au** or upon request from any branch of the Bank.

What to do if you have a complaint

We accept that sometimes we can get things wrong, and when this happens we're determined to make them right again.

Talk to us

Most problems can be resolved quickly and simply by talking with us. You can contact us via the details provided below:

If you need further assistance after your initial enquiries, you can contact Customer Relations.

Customer Relations

Phone 1800 805 605
Toll free fax 1800 028 542
<http://www.commbank.com.au/feedback>

National Relay Service TTY/Voice: 133 677SSR:
1300 555 727 <http://www.relayservice.com.au>

You can also contact us by

By writing to:
CBA Group Customer Relations
Reply Paid 41
Sydney NSW 2001

Through a third party, providing you give us written authority to deal with them about the complaint

When you make a complaint to Customer Relations, the Bank will:

- acknowledge your complaint and make sure we understand the issues
- do everything we can to fix the problem
- keep you informed of our progress
- keep a record of your complaint
- give you our name, a reference number and contact details so that you can follow up if you want to; and
- provide a final response within 45 days.

If we are unable to provide a final response to your complaint within 45 days, we will:

- inform you of the reasons for the delay;
- advise of your right to complain to the Financial Ombudsman Service (FOS); and
- provide you with the FOS contact details.

External dispute resolution

If you are not happy with the response we provide, you may refer your complaint the Financial Ombudsman Service (FOS).

FOS offers a free, independent dispute resolution service for the Australian banking, insurance and investment industries.

You can contact FOS on 1300 780 808, or by writing to:

Financial Ombudsman Service
GPO Box 3
Melbourne VIC 3001
or online at www.fos.org.au.

You can contact the Commonwealth Bank:

- by telephone on **13 2221**;
- in writing addressed to GPO Box 2719, Sydney NSW 1155;
- through our web site **commbank.com.au**; or
- in person at any of our branch locations.

Financial Services Guide

Dated May 2011

We are required under the Corporations Act to provide you with the following information:

This Financial Services Guide (FSG) is issued by Commonwealth Bank of Australia ('Bank', 'we', 'our' or 'us') and is intended to provide you with information that will assist you in making informed decisions on whether you want to use our products and services. It includes details about the following:

- financial services we are able to provide to you;
- how we and our staff are paid for providing you with those services;
- how to contact us; and
- the internal and external dispute resolution systems you can use if you have a complaint to make about us.

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Our products and services

Our Australian Financial Services Licence authorises us to deal in and provide financial product advice relating to the following product groups:

- General insurance
- Life insurance (including Risk Insurance and Investment Life Insurance)
- Foreign exchange

However, we and our staff only provide general advice on these products.

Associations or relationships with other product issuers

When providing financial services that relate to the authorised product groups, we are generally acting on our own behalf. However, we may also act for the product issuer listed below when we sell you the following products:

Product Groups	Product Issuer
General Insurance products such as Home and Car insurance	Commonwealth Insurance Limited*
Risk Insurance products such as Loan Protection insurance	The Colonial Mutual Life Assurance Society Limited*

* A subsidiary of the Bank.

Special instructions

We generally require that you instruct us in person in relation to products and services, and we generally rely on your signature to verify your instructions. However, there are special arrangements in place for some products and services where we can receive your instructions electronically via email, by telephone or fax. Where this is possible, it will be specified in the terms and conditions for the relevant product.

Where available, we are also able to accept instructions by other means – for example, Braille and various foreign languages. If you would prefer to instruct us in any of these ways, please make your request known to a member of our staff.

How we, our staff and our brokers are paid for providing financial services

Our staff are remunerated by salary that includes superannuation benefits. The amount of salary varies according to the staff member's position within the Bank. Our staff may also be eligible for an annual bonus payment that is based on a number of factors. These include:

- performance against sales targets
- meeting customer service standards.

Our staff may also receive payments for business they refer to other persons in the Bank who specialise in certain products and/or services. The amount of these payments will range between \$5 and \$30 depending on the type of business referred. In addition, staff who refer business may be eligible for prizes including overseas travel and gift vouchers. You may request further details of these prizes by contacting us within a reasonable time after receiving this FSG and before any financial service is provided to you.

Our staff may also receive benefits such as tickets to sporting and cultural events, corporate promotional merchandise or other similar benefits from product providers whose products they may sell or for business they may refer to those product providers.

We may receive commission for selling the products of our subsidiaries, Commonwealth Insurance Limited and The Colonial Mutual Life Assurance Society Limited.

We may also receive commission when we sell or arrange for the sale of an Investment Life Insurance product called Education Savings Plan issued by LifePlan Australia Friendly Society Ltd.

The table below is a summary of the range of commissions that we may receive:

Product	Commission Range
General Insurance products such as Home and Car insurance	0% to 20% of the premium paid
Life Insurance products including Risk Insurance and Life Investment	0% to 20% of the premium paid or amount invested

For example, if you buy home insurance issued by Commonwealth Insurance Limited from us, we earn between 0% and 20% of each premium payment made, as commission. So, if you were to pay \$100 per month for your home insurance premium, we may earn up to \$20 per month commission from Commonwealth Insurance Limited.

Our brokers or other third party referrers (not part of the Commonwealth Bank Group) may also receive benefits from Commonwealth Bank Group for referrals to the Bank by them which results in product sales in respect of the following products.

Product	Commission Amount/Range
General Insurance products	\$38.50
Risk Insurance products (other than Loan Protection)	Up to 17.5% of the first year's premium
Loan Protection	\$110
Term Deposit	\$50 – \$200
Business Transaction Account	\$55
Business Online Saver	Up to \$100
Cash Investment Accounts	Up to \$100
NetBank Saver Account	Up to \$100
GoalSaver Account	Up to \$100
CommSec Margin Loans	Up to \$250
Funds under Management	0.1% of the total amount invested
Complete/Smart Access Account	Up to \$100

Binder arrangements with insurers

A binder arrangement exists when an insurer permits a person or entity (such as the Bank) to enter into insurance contracts with you on their behalf, and/or to deal with, or settle, your insurance claim against the insurer again, on their behalf.

For general insurance products where Commonwealth Insurance Limited is the insurer (see table above) we have authority on behalf of Commonwealth Insurance Limited to advise you if you have insurance cover, and when that insurance cover commences. However, we do not have authority on behalf of Commonwealth Insurance Limited to deal with or settle your claim against Commonwealth Insurance Limited.