

# Moving to Australia?

Choose the bank more Australians choose.



**Commonwealth**Bank



# Contents

<b>Welcome to the Commonwealth Bank of Australia</b>	<b>3</b>
<b>International service, local knowledge</b>	<b>3</b>
<b>Set up your banking before you arrive</b>	<b>4</b>
<b>Great options when you arrive in Australia</b>	<b>5</b>
<b>Compare features, fees and your options</b>	<b>6</b>
<b>Student accounts save on fees</b>	<b>7</b>
<b>Open an Australian bank account before you arrive</b>	<b>8</b>
<b>7 easy ways to access your account</b>	<b>9</b>
<b>How to transfer your money to your new account</b>	<b>10</b>
<b>Credit Cards and Personal Loans</b>	<b>11</b>
<b>Home Loans</b>	<b>13</b>
<b>Contact Us</b>	<b>14</b>

**Important Information:** Commonwealth Bank of Australia is a company incorporated in Australia. The information in this brochure has been prepared without considering your objectives, financial situation or needs. Before acting on this information you should consider its appropriateness to your circumstances. Details shown are current as at 14 March 2011 but are subject to change without notice. Terms and Conditions for Smart Access, Complete Access, GoalSaver, Electronic Banking service and Cash Investment Account are available by calling 13 2221 (24 hours a day, 365 days a year) or from any branch of the Bank. If you have a complaint, the Bank's dispute resolution process can be accessed on 13 2221. Our staff do not receive commissions and are remunerated by way of salary and in some cases bonuses on performance. The most recently published Commonwealth Bank of Australia financial statements, annual report, and capital adequacy and risk disclosures are publicly available and can be obtained free of charge from [www.commbank.com.au/shareholders](http://www.commbank.com.au/shareholders)  
CBACM2071 CBA2266 010311



## Welcome to the Commonwealth Bank of Australia.

The Commonwealth Bank of Australia is one of Australia's leading financial institutions. In 2010, we were named Money Magazine's Bank of the Year. So you can feel reassured your finances will be in great hands.

We offer a comprehensive range of award-winning products and services – all under the one roof. This includes day-to-day banking, business and institutional banking, funds management, investment, superannuation, insurance and broking services. For your convenience, once you arrive in Australia, you'll enjoy access to more ATMs than any other bank and more than 1,000 branches.

**If you'd like to get to know us even better, visit [www.commbank.com.au](http://www.commbank.com.au)**

## International service, local knowledge.

Moving to a new country can be as stressful as it is exciting. But it doesn't have to be. Our aim is to help you set up your banking in Australia, before you leave, so it's as simple as possible.

To assist you, we've created an International Customer Services team (ICS). Whether you're an individual, have a family, moving a business or are an international student, we can help.

We'll take the complexity out of opening bank accounts and transferring funds whilst you are still overseas. When you arrive, you need only visit your nominated branch with your identification and verification information to access your money. Our team can assist with all your financial needs including day-to-day transaction accounts, savings accounts, credit cards, personal loans and home loans.

To make things even easier on you, we offer assistance in a variety of languages including English, Mandarin, Cantonese, Bahasa Indonesia, Hindi, Urdu, Fijian Hindi, Korean and Vietnamese at a time that suits you.

See the **Contact Us** page to talk to our ICS team today.



# Set up your banking before you arrive.

To make your move as easy as possible, we can help arrange some of your banking needs before you even board the plane.

## Everyday Account

Our Everyday Account is an all-in-one bank account which gives you the flexibility to do your banking how you want to. You have varying access options, the choice between a Debit MasterCard® and Keycard, and access to Australia's largest banking network.

### **Complete Access offers:**

- The freedom of choice when accessing your account.
- Unlimited\* transactions through Commonwealth Bank ATMs, internet NetBank and EFTPOS transactions in Australia, branch and agency withdrawals, assisted Telephone Banking and cheques written, for a low monthly account fee.

### **Smart Access offers:**

- Unlimited\* transactions through Commonwealth Bank ATMs, unassisted Telephone Banking, internet NetBank and EFTPOS transactions in Australia for a low monthly fee.

## GoalSaver

GoalSaver helps you reach your goals faster by rewarding you when you save. It's the ideal way to get your new life in Australia off to a great start.

### **A GoalSaver offers:**

- Bonus interest when you grow your balance by at least \$200 a month (excluding interest), while making no more than one withdrawal. Interest is calculated daily and paid monthly, so you'll start earning interest as soon as you make a deposit.
- No account-keeping or transaction fees.
- The option of setting up a regular savings plan, so you can build your savings faster.
- Easy access to your money online, over the phone or at a branch. You can also make payments by BPAY®, International Money Transfer or bank cheque.

## Cash Investment Account

If you have a lump sum and need somewhere to park it with easy access – a Cash Investment Account could be just the thing to help you maximise your wealth.

### **A Cash Investment Account offers:**

- A secure, low risk investment.
- Competitive return on balances of \$10,000 or more.
- Interest calculated daily on the full balance and is credited to your account on the first business day of each month.
- Instant access to your money whenever you like from ATMs, EFTPOS, NetBank, over the phone, or with the option of a cheque book.

\* Excludes all ATMs overseas, EFTPOS transactions overseas, transfer group payments to third parties, International Money Transfers and separate services such as bank cheques, periodic payments and transfers/deposits to other banks. Smart Access also excludes assisted withdrawals and cheques written.

## Other Accounts:

Other saving and investment account options are available once you arrive in Australia. Any initial account can easily be changed to another account type in the future if required.

## Great options when you arrive in Australia.

Once you arrive and settle in, be sure to ask our friendly staff how we can simplify your banking and help you make the most of your money. Below are just a few of the great options available.

### Debit MasterCard®

With a Debit MasterCard you can access your money anywhere MasterCard is accepted. This means that you can even make purchases and payments over the phone or internet.

#### Key Features

A Debit Mastercard gives you:

- **Worldwide access to your money** - you can access your money anywhere MasterCard is accepted at over 30 million locations worldwide.
- **Secure chip technology** - We've added a new safety feature called 'secure chip' technology to your Debit MasterCard. Your chip card has all the same benefits as a magnetic strip card but includes an embedded microchip to enhance the security of the card by making it more difficult to fraudulently copy the details of your card.
- **MasterCard PayPass** - *PayPass* gives you the option of making purchases of \$100 or less at participating merchants without having to provide a signature or PIN. Just 'tap' your card on the *PayPass* reader, wait for the green light and 'go'.
- **Flexibility** - With a Debit MasterCard, you are able to buy online and over the phone with your own money.

### NetBank Saver Account

Our NetBank Saver Account is a high interest, online savings account that can help you reach your savings goals sooner. And it's linked to your Everyday Account\*, so access is easy.

#### A NetBank Saver offers:

- A competitive interest rate.
- No bank fees#.
- Interest calculated daily.
- Instant funds transfer - just transfer your savings back to your Commonwealth Bank Everyday Account to access your cash whenever you want it.
- 24 hour access - you can transfer your money at any time using Telephone Banking or Internet Banking (NetBank).

\* You must have an Everyday Account to enable transfers in and transfers out of your NetBank Saver Account.

# There are no fees for using your NetBank Saver Account but fees may apply on the linked account.



## Compare features, fees and your options.

	Everyday Account		GoalSaver	Cash Investment Account
	Smart Access	Complete Access		
<b>Monthly Account Fee**</b>	\$4	\$6	\$0	\$5
<b>Transaction Options</b>	Unlimited <sup>†</sup> Commonwealth Bank electronic withdrawals each month.	Unlimited <sup>†</sup> Commonwealth Bank electronic and assisted withdrawals each month.	Branch, online banking, phone banking and BPAY. Fees apply to International Money Transfers and bank cheques.	Up to 5 free electronic withdrawals and 2 assisted withdrawals each calendar month (excludes Access Fees and NetBank Service Fees).
<b>Opening Deposit</b>	No minimum	No minimum	No minimum	\$10,000
<b>Interest Paid</b>	Quarterly	Quarterly	Monthly	Monthly
<b>Statement Frequency</b>	Quarterly / 6 Months	Quarterly / 6 Months	Quarterly	Monthly

Accounts can be opened either in one name or jointly with another person.

### Are you eligible for a fee exemption on your Everyday Account?

We'll waive the monthly account fee if any of the following apply to you:

- You are under 21 years old.
- You opened your account on or after 1 June 2010 and deposit at least \$2,000 each calendar month.
- You have a Relationship Balance of \$50,000 or more.
- You let us know that you're studying or undertaking an apprenticeship in Australia.

\*\* Monthly Account Fee – charged to your account on the first day each month for the previous calendar month. For a full list of product fees and charges please visit [www.commbank.com.au](http://www.commbank.com.au) or refer to the Terms and Conditions booklet available by calling +61 13 2221 or from any branch of the Bank.

<sup>†</sup> Excludes all ATMs overseas, EFTPOS transactions overseas, transfer group payments to third parties, International Money Transfers and separate services such as bank cheques, periodic payments and transfers/deposits to other banks. Smart Access also excludes assisted withdrawals and cheques written.

<sup>^</sup> If you set up a regular savings plan when you open your account, you can reduce the required opening balance from \$100 to just \$1.

## Student accounts save on fees.

No one wants to pay bank fees, especially students. So don't. Apply for an Everyday Account with Student Options and you could save heaps.

We have more branches within university campuses than any other bank, and to make it even easier, you can set up your student bank account before you have even arrived in Australia.

### Everyday Account with Student Options

- No monthly account and withdrawal fees\* within our network, saving you at least \$48 per year.
- 24 hour access to your money with an ATM card, NetBank and Telephone Banking.
- Worldwide ATM and EFTPOS access.

### Credit Card\*\*

- No annual fee.
- Up to 55 days interest free on purchases.
- Optional membership to Commonwealth Awards.
- Credit limits from \$400 for those just starting out.

You will need to verify your student status by showing your letter of enrolment or student ID at your nominated Commonwealth Bank branch on arrival in Australia to qualify for Student Options.

\* We will charge you an Access Fee when you use an ATM overseas, EFTPOS transactions overseas or involving currency conversions.

\*\* You need to be 18 years or over to apply for a credit card. Applications for finance are subject to the Bank's normal credit approval. Full Terms and Conditions will be included in the credit card offer. Other fees and charges may apply.



# Open an Australian bank account before you arrive.

## How to Apply

### Apply Online

Simply visit [www.commbank.com.au/movingtoaustralia](http://www.commbank.com.au/movingtoaustralia) and complete the online application form. If you are a student you can select the Everyday Account with Student Options.  
or

### Contact our International Customer Services team

Call or email our International Customer Services team (see Contact Us section) and we'll inform you of any requirements and answer your questions.

## Application Process

<b>Step One</b>	Select the transaction or savings account that is suitable for your banking needs.
<b>Step Two</b>	Submit application online or by contacting our International Customer Services team.
<b>Step Three</b>	We will open your account and pre-order your ATM card within 2 working days. Note: ATM cards for student accounts will not be ordered until arrival in Australia.
<b>Step Four</b>	We will contact you with your new account details, instructions on what to do on arrival in Australia and the details required to transfer funds to your account before you leave your home country. We can also help with any other enquiries you may have relating to your new account.
<b>Step Five</b>	<p>On arrival in Australia attend your nominated branch in order to:</p> <ul style="list-style-type: none"><li>■ Provide proof of identification (your passport is sufficient ID).</li><li>■ Have your account activated which will give you access to your funds and banking services immediately.</li><li>■ Collect your Debit MasterCard.</li><li>■ Update your address details to an Australian address (if not done already).</li></ul> <p><b>For Students</b></p> <ul style="list-style-type: none"><li>■ Order your Debit MasterCard.</li><li>■ Provide proof of study in order to receive Student Options.</li></ul> <p>Note: For joint accounts both applicants must be identified to activate the account.</p>

## 7 easy ways to access your account.

With the rapid expansion of electronic banking there are many ways to access your bank accounts and conduct transactions.

<b>ATMs</b>	<p>ATMs can be used to withdraw cash using your ATM card which is connected to your bank account. Your ATM card will be security protected by a PIN (Personal Identification Number) that you will need to enter into the ATM when prompted.</p> <p>ATMs can also be used to:</p> <ul style="list-style-type: none"> <li>■ Obtain an account balance.</li> <li>■ Obtain recent transaction records.</li> <li>■ Transfer money between your linked accounts.</li> <li>■ Change your PIN.</li> <li>■ Some ATMs also allow you to deposit cash and cheques into your account.</li> </ul>
<b>EFTPOS</b>	<p>Use your ATM card to pay for purchases or withdraw cash at the same time (at the retailer's discretion). There are more than 550,000 EFTPOS terminals in Australia.</p>
<b>Maestro, Cirrus and Visa Plus</b>	<p>Maestro is an international EFTPOS system. Cirrus and Visa Plus are international ATM networks. Use your Commonwealth Bank ATM card and existing PIN to purchase goods and services, withdraw cash and obtain balances. Just look for the Maestro, Cirrus or Visa Plus logo.</p>
<b>Telephone Banking</b>	<p>Use a touch-tone telephone or VoIP to pay bills, obtain information on your accounts, transfer funds to linked accounts, activate your ATM card or credit card and change your password. For telephone banking call <b>(+61) 13 2221</b>.</p>
<b>NetBank – Online Banking</b>	<p>NetBank is the Commonwealth Bank's online banking system. NetBank is a quick, cost-efficient, simple and secure way to do your banking. With NetBank you can conduct a wide range of online transactions.</p> <p>Via NetBank you can:</p> <ul style="list-style-type: none"> <li>■ View and check your accounts.</li> <li>■ View recent transaction history.</li> <li>■ Transfer money between your accounts and to third parties.</li> <li>■ Pay bills.</li> <li>■ Conduct IMTs (International Money Transfers).</li> <li>■ Schedule automatic payments from your designated accounts.</li> </ul>
<b>BPAY® and BPAY View™</b>	<p>Most bills can be paid using BPAY over the telephone or with NetBank. With BPAY View you can also receive some bills electronically instead of in the mail and then view and pay them using NetBank.</p>
<b>In Branch</b>	<p>Many people still enjoy the face-to-face contact with bank staff. You can go into the branch of your bank and with the assistance of branch staff conduct transactions, apply for banking products or simply request information. Performing over the counter transactions may incur a fee.</p>



## How to transfer your money to your new account.

One of the safest and most effective ways to receive money from overseas is to have it paid directly into your Commonwealth Bank account.

### Arranging an International Money Transfer

To make an International Money Transfer (IMT) to your Commonwealth Bank account, your overseas bank will need the following details:

- **SWIFT payment to:** CTBAAU2S
- **Bank:** Commonwealth Bank of Australia
- **Beneficiary Name:** Your full name as it appears in your passport
- **Branch Name:** Supplied by ICS once account is opened
- **Bank/State/Branch Code:** Supplied by ICS once account is opened
- **Account Number:** Supplied by ICS once account is opened

### Transferring from the US and Canada

For transfers from the US and Canada, the following information is required:

- **Agent Bank:** BNY Mellon
- **ABA:** 021000018
- **SWIFT Address:** IRVTUS3N

Please note, all funds transferred into a Commonwealth Bank account will be charged an acceptance fee.

# Credit Cards and Personal Loans.

Need to pay rent, buy a car or pay tuition fees when you arrive in Australia? Make the move easier with a Commonwealth Bank credit card or personal loan<sup>3</sup>.

Commonwealth Bank is pleased to offer a MasterCard with a minimum credit limit of \$1,000 and personal loans to new arrivals to Australia who fulfil the following eligibility criteria:

## Eligibility criteria

- Have confirmed employment in Australia.
- Have confirmed income over \$50,000 per annum in Australia.
- Have a Commonwealth Bank transaction account with a minimum balance of \$600

## Additional eligibility criteria for personal loans

- Hold a 457 visa.
- Have a Commonwealth Bank transaction account with a minimum balance of \$1000.
- Have salary credited to a Commonwealth Bank transaction account.

## Credit card options

Credit card type	Minimum Limit	Commonwealth Awards	Annual Fee
<b>Gold Credit Card</b>	\$4,000	Yes	\$114 <sup>1</sup> or \$144 <sup>1</sup>
<b>Standard Awards Credit Card</b>	\$1,000	Yes	\$59 <sup>1</sup> or \$89 <sup>1</sup>
<b>Low Rate Gold Credit Card</b>	\$4,000	No	\$90 <sup>1</sup> or \$120 <sup>1</sup>
<b>Low Rate Credit Card</b>	\$1,000	No	\$48 <sup>1</sup> or \$78 <sup>1</sup>
<b>Low Fee Gold Credit Card</b>	\$4,000	No	\$0 <sup>2</sup> or \$90 <sup>2</sup>
<b>Low Fee Credit Card</b>	\$1,000	No	\$0 <sup>2</sup> or \$24 <sup>2</sup>

Note:

<sup>1</sup> The lower annual fee is payable if you hold a qualifying Commonwealth Bank account or loan at the time you apply for a new credit card.

<sup>2</sup> The annual fee will be waived in the first year if you hold a qualifying Commonwealth Bank account or loan at the time you apply for your Low Fee credit card and in subsequent years if you spend (purchases and cash advances only) at least \$1,000 per annum.

<sup>3</sup> The loan cannot be funded until after the first salary payment has been credited to the transaction account. Loan maturity date is a minimum of 6 months prior to visa expiry.



## How to Apply

Contact our International Customer Services (ICS) team. They'll explain the offer and send you an application form. Once completed, fax or email copies of the following documents to the ICS team:

### **Required documents:**

- Completed application form.
- Passport including visa (New Zealand passport holders do not require a visa).
- Letter of Employment (must include your salary and length of employment).
- Evidence of existing liabilities.
- Evidence of a Commonwealth Bank day-to-day transaction account.

### **Additional documents required for personal loan applications:**

- Passport must include 457 visa.

Then fax to **+61 2 9151 8399** or email to **ics@cba.com.au**

## Home Loans.

Make Australia your new home with a Commonwealth Bank Home Loan

We offer a complete range of home loan options designed to meet your needs, whatever they are.

### Eligibility criteria

You may be considered for a Commonwealth Bank Home Loan if you are at least 18 years of age and can provide:

- Evidence of an ongoing regular income and existing liabilities.
- Proof of sufficient funds (loans and savings not with Commonwealth Bank) to cover the legal and government fees that come with buying a property in Australia.
- Sufficient personal identification and in some cases, other details.

If you are not a resident of Australia, you'll require approval from the Foreign Investment Review Board (FIRB) before buying residential property in Australia. For more information, visit the FIRB website at [www.firb.gov.au](http://www.firb.gov.au)

### How to Apply

Once you have arrived in Australia, contact **13 2224**, 24 hours, 7 days a week or visit any Commonwealth Bank branch to arrange an appointment.

If you are interested in arranging an appointment prior to arrival in Australia, contact the ICS team (see Contact Us section for details).

Applications for finance are subject to the Bank's normal credit approval. Full Terms and Conditions will be included in the loan offer. Fees and charges are payable.



# Contact Us.

Talk to our ICS team at a time that suits you – toll free.

Country calling from	Toll Free Number
Canada	1866 547 0817
China	00 800 3368 8866
Fiji	00 800 2526
Hong Kong	001 800 3368 8866
India	000 800 610 3122
Indonesia	001 803 0612 128
Malaysia	1800 181 018
New Zealand	0800 229 888
Philippines	1800 161 20131
Singapore	800 6162 219
South Africa	0800 980 339
South Korea	0079 8612 1062
Taiwan	00 801 232429
United Kingdom	0808 234 8969
USA	1800 793 4199
Vietnam	1800 1507

**International Phone** +61 2 9762 0920  
**Australia Toll Free** 1800 188 888  
**Website** [www.commbank.com.au/movingtoaustralia](http://www.commbank.com.au/movingtoaustralia)  
**Email** [ics@cba.com.au](mailto:ics@cba.com.au)



