

Commonwealth  
Private

# Financial Services Guide

**4 September 2025**

Version 15

Commonwealth Private Limited

ABN 30 125 238 039 AFSL 314018

Registered office: Level 1, 11 Harbour Street,  
Sydney NSW 2000 Australia

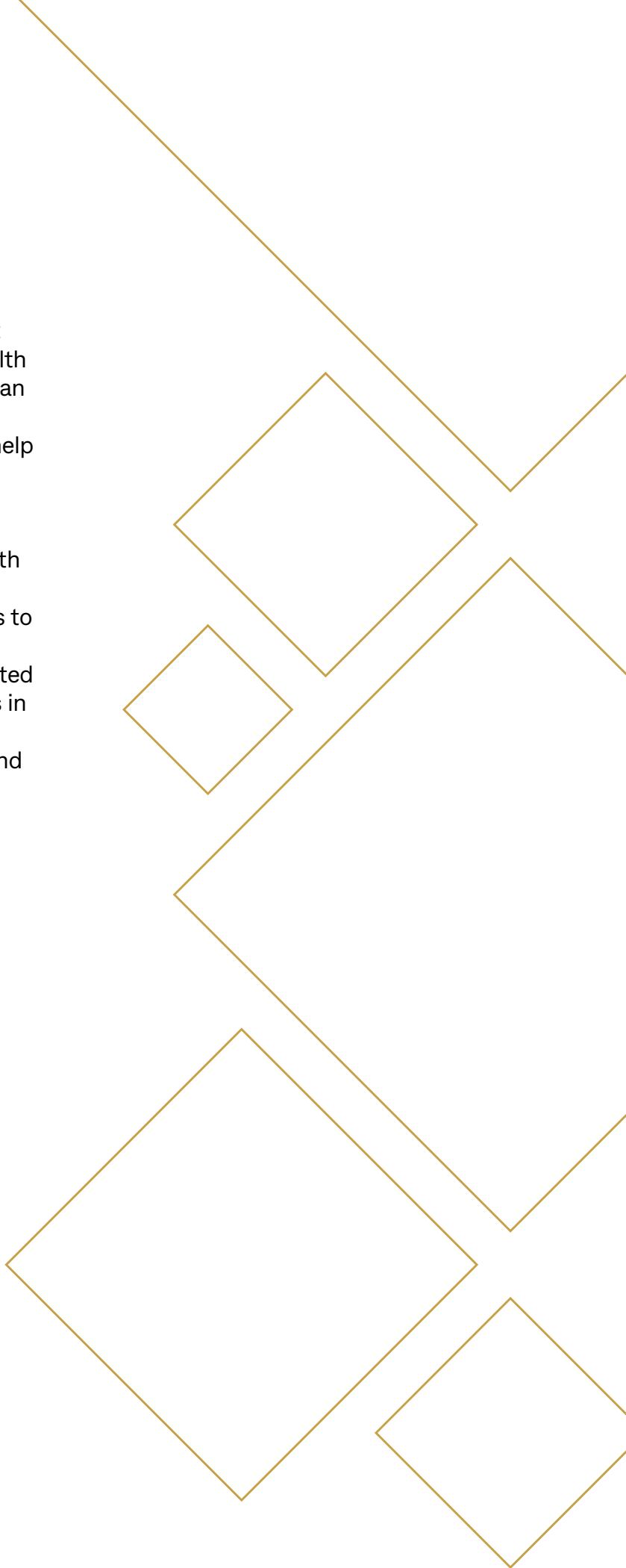
Phone: 1300 362 081

# About this Financial Services Guide

The purpose of this Financial Services Guide ('FSG') is to provide you with information about the financial services provided by Commonwealth Private Limited ABN 30 125 239 039, Australian Financial Services Licence ('AFSL') 314018 ('Commonwealth Private', 'we', 'us', or 'our'), to help you decide if you want to use these services.

This FSG provides you with information about:

- who we are and how you can get in touch with us;
- the services we will provide and the products to which those services relate;
- the relationships we have with any other related companies or organisations affiliated with us in providing these services to you;
- the fees we may charge for these services; and
- what to do if you have a complaint.



# 1 Who we are and what we offer

## 1.1 Our services

Commonwealth Private produces podcasts and publishes content (such as economic and research reports) on social media platforms which are generally available to the public and their content may include general financial product advice.

General advice that we provide may be in relation to the following financial products:

- Basic deposit products
- Non-basic deposit products
- Non-cash payment products
- Government debentures, stocks and bonds
- Interests in managed investment schemes
- investor-directed portfolio services
- Securities (domestic and international)
- Derivatives
- Superannuation
- Standard margin lending facility
- Foreign exchange contracts

## 1.2 Our relationship with the Commonwealth Bank Group

Commonwealth Private is a wholly owned but non-guaranteed subsidiary of Commonwealth Bank of Australia ('CBA' or, 'the Group') and is associated with other Commonwealth Bank Group companies.

Commonwealth Private has associations with and may deal in products issued by a range of financial product providers, including the following related product providers within the Commonwealth Bank Group:

- Commonwealth Bank of Australia
- Commonwealth Securities Limited ('CommSec')

Commonwealth Private is not an authorised deposit-taking institution for the purposes of the Banking Act (Cth) 1959. Our obligations don't represent deposits or other liabilities of the Commonwealth Bank.

## 1.3 Other associations

Commonwealth Private may also provide you with financial services and products from other providers.

The Commonwealth Bank of Australia (CBA) has entered into a Distribution Agreement with AIA Australia Limited for the provision of life insurance products to customers in Australia. Under the terms of the Distribution Agreement, CBA will receive a fee for the provision of services by CBA under the agreement including services to raise awareness and understanding of AIA products and services to improve these for customers.

Avanteos Investments Limited and Colonial First State Investments Limited are subsidiaries of Superannuation and Investments HoldCo Pty Limited (HoldCo) and are part of Colonial First State, which refers to HoldCo and its subsidiaries. The Bank holds a significant minority interest in HoldCo.

Commonwealth Private has a relationship with JPMorgan Asset Management (Australia) Limited (JPMAM) for research, investment consulting, preferential access to JPMAM products and strategies, and other services.

## 2. Remuneration, Commissions and benefits

### 2.1 Fees that you may pay

We do not charge any fees for you to listen to the podcasts or to view the published content that we produce.

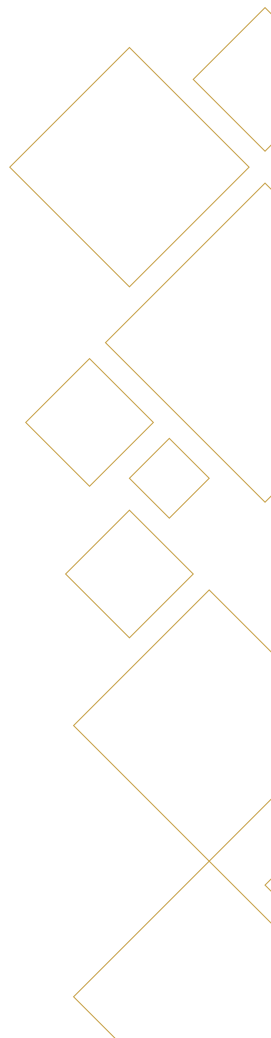
### 2.2 Remuneration or other benefits received by Commonwealth Private staff

Our representatives are paid a salary – they don't directly receive any commissions or fees or other benefits from the podcasts or published content that we produce. However, they may receive an annual bonus payment if they achieve agreed objectives around client advocacy, business outcomes, leadership, strategic execution and risk management.

Our representatives may also be eligible to:

- share in monetary and non-monetary incentives rewarded for outstanding service
- receive a free grant of Commonwealth Bank shares under the Employee Share Acquisition Plan
- participate in our long-term incentive program, based on the representative's contribution to our business over time – which offers Commonwealth Bank shares that only vest at a specified time in the future once CBA achieve a certain share performance
- receive non-monetary benefits – for example, business lunches, tickets to sporting and cultural events, national or international study tours, corporate promotional merchandise and other non-monetary benefits from product providers.

All benefits given or received are subject to CBA's policies and procedures for Gifts & Entertainment.



# 3. Protecting your privacy

## 3.1 CBA Group privacy statement

We are committed to ensuring the privacy and security of your personal information. As part of our continuing commitment to client service and maintenance of client confidentiality we have adopted the principles set out in the Privacy Act 1988. The Group's Privacy Statement will assist you in ascertaining how to complain, how your complaint is dealt with and provide further information on our personal information handling practices. Please refer to the Group's Privacy Statement available at <https://www.commbank.com.au/privacy> or ask a Commonwealth Private representative for a copy.

## 3.2 Collecting your information

We collect personal information about you when you meet with us, or a Group representative, request or use our products or services, email us, phone us or visit our website.

To access your personal information, please contact a Commonwealth Private representative. If your personal information is incorrect, we can correct it.

## 3.3 Using and storing your information

We collect, exchange and use your information so that we can:

- price, design and administer our services or inform you about other products and/or services that may be of interest to you
- manage our risks, help identify and investigate illegal activity, comply with our legal obligations, and assist government and law enforcement agencies.

The law requires us to establish your identity and assess applications for products and services by verifying your full name, date of birth and residential address and to do so, we need to sight and maintain records of various identification documents, such as a drivers licence or passport.

## 3.4 Exchanging your information

We may exchange your personal information with other members of the Commonwealth Bank Group who can use this information in the same way we can. We disclose information to third parties as permitted by law or for the uses listed above in section 3.3. Third parties include service providers where we outsource activities, persons acting on your behalf, other entities of the CBA Group, product providers, other financial institutions, auditors, insurers, employers and government agencies or their appointed representatives. We may disclose your information overseas to overseas Group members, service providers or other third parties who operate or hold data outside Australia, or when required for a particular transaction or by overseas law. Australian law may not apply to some of these overseas parties.

Please see the CBA Privacy Statement for more information on the circumstances in which your information may be sent overseas and which countries your information may be sent to.

# 4. Complaints and Contact

## 4.1 Making a complaint

If you're not satisfied with our services, products, staff or have any feedback on something we can improve, you can contact us:

- Online at: [commbank.com.au/feedback](http://commbank.com.au/feedback)
- By phone on 1800 805 605
- From overseas by phone on +61 2 9687 0756
- Writing to:

### **CBA Group Customer Relations**

Reply Paid 41  
Sydney NSW 2001

If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution service that is free to consumers.

Free call: **1800 931 678**  
Online: [www.afca.org.au](http://www.afca.org.au)  
Email: [info@afca.org.au](mailto:info@afca.org.au)  
In writing to:

**Australian Financial Complaints Authority**  
GPO Box 3  
Melbourne VIC 3001

## 4.2 Compensation arrangements

Our professional indemnity insurance satisfies the compensation arrangements required under Australian law, section 912B of the Corporations Act. We are also covered for claims against former representatives while they acted on our behalf.

## 4.3 How to contact us

You can contact us using the contact details below:

Toll free call: **1300 362 081**

[commbank.com.au/commonwealthprivate](http://commbank.com.au/commonwealthprivate)  
Commonwealth Private  
GPO Box 5229  
Sydney NSW 2001

[commonwealthprivate@cba.com.au](mailto:commonwealthprivate@cba.com.au)