

# Common Banking Services.

**Standard Fees and Charges.**

1 December 2023



Commonwealth  
Bank

# Standard Fees and Charges for Common Banking Services.

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This booklet lists the standard fees and charges for a range of services commonly provided by the Commonwealth Bank of Australia ('the Bank'). Certain Government charges are also shown.

Copies and information about our fees and charges are available on request. Come into a branch, visit [commbank.com.au](http://commbank.com.au) or call us on 13 2221.

The Bank reserves the right to vary the amounts shown in this booklet. Where the Banking Code of Practice applies, variations will be notified to customers by advertisement in a leading daily newspaper in each State, or in writing to affected customers, no later than the day on which the variation takes effect.

The Bank may elect to waive a fee or charge (either partially or in full) which the Bank is otherwise entitled to charge as listed in this booklet. The failure by the Bank to charge any fee or charge (either partially or in full) does not constitute a waiver of that fee or charge in the future.

Effective 21 October 2023, CommBank will no longer offer Bank Cheques to non-Bank customers. Bank Cheques are available to CommBank customers with a CommBank transaction, savings, investment, commercial, business or passbook account. Cash payment for a Bank Cheque will no longer be accepted.

Effective 18 November 2023, the issuance fee for each Bank Cheque referenced in the table below will be \$50.00.

### Bank Cheques

Issue a Bank Cheque in branch	\$15.00
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Issue a Bank Cheque from a customer request by post	\$15.00
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Cheques issued in Norfolk Island also attract Government stamp duty.

### Bank Guarantees issued under the 'Assurance of Support' Bond or other types of immigration bond

Establishment fee for Term Deposit secured Bank Guarantees issued in favour of Centrelink or Department of Immigration and Citizenship	\$250.00 per bank guarantee issued
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### Certificates Supplied by the Bank (non-personal customers only)

For Bill Holdings, Deeds and Documents Held, Goods shipped or comprehensive certificates supplied for audit (minimum \$30.00 per certificate)	\$60.00 per hour
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Certificate of balance/interest received	\$15.00
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Letter of identification to Statutory/ Government Bodies	\$15.00
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### RTGS – Domestic Telegraphic Transfers

To branches of this Bank	\$30.00
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To other banks	\$30.00
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### Statements of Account

Issue of transaction list/ unstatemented transactions	\$2.50 each
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### Stop Payment Notice

When you ask us to stop payment on a cheque you have written	\$15.00 per request
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## Vouchers

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Production, return or inspection of paid  
cheques and deposit slips/duplicate butts

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Special request	\$4.00 per item (minimum \$12.00)
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Numerous vouchers involving search by Bank staff	\$60.00 per hour of time spent searching
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## International payment and Travel funds

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The Bank offers many international payment and travel funds products including International Money Transfers, Foreign Cash, Travellers' Cheques and Travel Money Card. Details of the fees applicable to these services can be obtained from the brochure 'International payment and Travel funds' available at any Branch or on our website at [commbank.com.au](http://commbank.com.au)

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# We're here to help.

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Contact us.

- **Message us** in the CommBank app
- **Call 13 2221** or visit [commbank.com.au/contactus](https://commbank.com.au/contactus)
- Overseas? Message us or call **+61 2 9999 3283**

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Visit our website.

**[commbank.com.au](https://commbank.com.au)**

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Visit your nearest CommBank branch during business hours.

For details, visit our website **[commbank.com.au/find-us](https://commbank.com.au/find-us)**

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Access telephone banking for hearing or speech-impaired customers.

Contact us using the National Relay Service — 24 hours a day, 7 days a week:

- TTY users phone **133 677** then ask for **13 2221**
- Speak and Listen (speech-to-speech relay) users phone **1300 555 727** then ask for **13 2221**
- Internet relay users connect to the National Relay Service via **[relayservice.com.au](https://relayservice.com.au)** then ask for **13 2221**

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Make a complaint.

Group Customer Relations  
Commonwealth Bank of Australia  
Reply Paid 41 Sydney NSW 2001  
Free call: **1800 805 605**

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Give us feedback.

Online at **[commbank.com.au/feedback](https://commbank.com.au/feedback)**

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Contact the Australian Financial Complaints Authority.

Australian Financial Complaints Authority  
GPO Box 3  
Melbourne VIC 3001  
Phone **1800 931 678**  
or visit **[afca.org.au](https://afca.org.au)**