

## CUSTOMER DISABILITY SUPPORT

Approximately four million Australians have a disability, representing around 20 per cent of our population. As one of Australia's largest employers and providers of financial services, we have made a commitment to provide access and support for our customers and employees with disability.

This fact sheet provides a snapshot of support we offer for customers with a disability and guides you where to go to obtain assistance.

It brings together information already on CommBank and NetBank into one easy reference guide to assist you to find specific products and services available for customers with a disability.

Find out more about the initiatives currently underway or being planned that aim to improve accessibility to our banking services for people with a disability in our [Disability Action Plan \(DAP\)](#). If you would like to find out more information about our DAP, please contact [diversity.support@cba.com.au](mailto:diversity.support@cba.com.au)

## SUPPORTING CUSTOMERS WITH VISION IMPAIRMENT

### Accessible statements

Customers who are blind or have low vision can request their banking statements in audio, Braille or e-text formats as an alternative to our standard print based statements.

To request accessible statements, please call 13 2221 or visit your local branch.

### Accessing NetBank with a screen-reader guide

Customers that use a screen-reader can find a [netbank guide](#) on our CommBank internet site. Developed by Vision Australia, it provides easy tips and step-by-step instructions on how to navigate and use NetBank using screen-reading technology.

### NetCode Comfort Voice Token and NetCode SMS

Customers who are blind or have low vision can request a Voice Token from NetBank Help by calling 13 2221. The token, which is provided by the Bank free of charge, is the size of a calculator (approx 14cmx8cm).

It provides the customer with a voice output and large print LCD display to access the numbers on the screen. Earphones are also provided to allow the one time password to be discreetly received. NetCode SMS sends a six digit number to the customer's mobile phone, which they can access if using a mobile phone with speech.

For more information visit [CommBank](#).



## SUPPORTING CUSTOMERS WHO ARE DEAF, OR HEARING OR SPEECH IMPAIRED

### National Relay Service

The National Relay Service (NRS) provides support to customers who are hard of hearing or have difficulty with speech.

It is a government sponsored service that allows people who are deaf, have a hearing or speech impairment to contact us via a special phone or the internet. They use an NRS intermediary to speak with us on their behalf. The customer will be on the line at the same time but will use a typewriter to convey their request via the NRS officer who will then speak to us for our customer. They will then type our response back to our customer.

NRS Contact details:

Voice: 1800 555 660

Text telephone (TTY): 1800 555 630

Internet: [www.relayservice.com.au](http://www.relayservice.com.au)

## ATMS WITH ACCESSIBILITY FEATURES

Customers with disability who need to find Commonwealth Bank ATMs with accessible features (including wheelchair access and audio enabled functionality) can visit the [Locate Us](#) page on CommBank and tick the relevant box in the ATM features section.

Note: For customers using screen reading technology and using the search function, it may be more efficient to use the search by State option (links to each State located further down the page) than the standard search edit fields.

## SPECIAL FEE EXEMPTIONS

We provide a range of fee exemptions for special groups in the community. Customers who rely on over-the-counter services because they have a disability that prevents them from using self-service facilities may be exempt from paying Monthly Account Fee or Withdrawal Fees, depending on the customer's nominated account. Customers must apply for this exemption at the branch.

Please ask for more information about exemptions you may be entitled to when you next visit your local branch or call us on 13 2221.