



COMMONWEALTH BANK PLEDGES \$1 Million TO VICTORIAN PREMIER'S BUSHFIRE RELIEF APPEAL AND ACTIVATES EMERGENCY PACKAGE FOR PEOPLE AFFECTED BY THESE FIRES

8 February 2009: The Commonwealth Bank has responded to disasters caused by bushfires in Victoria by pledging \$1 Million to assist victims and activating its special emergency assistance package to help customers and businesses affected by the disaster.

"The Commonwealth Bank is concerned at the devastation and tragic impact that these fires are having on all Victorians, particularly on local residents and businesses," said the Bank's Chief Executive Office, Ralph Norris.

"After speaking to our people on the ground in Victoria and after seeing pictures of the devastation, we understand the distress that is occurring and it is evident that an enormous amount of assistance is required. In recognition, I am pleased to announce the Bank's support of \$1 Million to assist the victims of this disaster."

"We've also put special arrangements in place for our customers, and our staff are ready to assist them promptly with their financial concerns and enquiries."

Key features of the Bank's special assistance package include:

- providing additional loans or changes to repayment arrangements for Commonwealth Bank home loan customers who may experience difficulties because of the bushfires,
- loan restructuring for business customers with existing loans, without incurring the usual bank establishment fees,
- review credit card instalments for customers of good standing and consideration of requests for emergency credit limit increases,
- expediting claims to *CommInsure* for customers seeking help through their home, contents and motor vehicle insurance,
- waiving prepayment charges over the next month for affected customers wishing to access term deposits, Commonwealth Investment Bonds and CBFC debentures ahead of the maturity date,
- waiving branch service fees where the customer is looking to obtain a service from the Bank as a result of the disaster.

Mr Norris on behalf of all in the Commonwealth Bank expressed sympathy to the families and communities affected by this disaster.



Media Release

Commonwealth Bank
Commonwealth Bank of Australia
ABN 48 123 123 124



“Our staff will be happy to discuss with customers their overall financial position, any change in repayment arrangements, or to consider options for additional loan funds,” Mr Norris said.

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