



CommonwealthBank

Switch your regular payments over with ease.

Now that you've opened your everyday banking account with Commonwealth Bank, there's only one more thing left to do – move your regular payments, such as your direct debits and salary credit over to us.

The banking industry has implemented assisted switching services that make it easier to switch your regular payments to your new account with your new bank.

To find out what you need to do, please turn over.

STAY CONNECTED



Commonwealth Bank of Australia ABN 48 123 123 124. CBC3133

Getting started.

What are regular payments?

They are regular recurring payments you've set up on your old account with various organisations:

- Direct Debits - gym membership, electricity, gas or phone bill; or
- Direct Credits – your salary or pay

To make it easier to stay on top of your regular payments, you can choose to move them over to your new Commonwealth Bank account.

When you sign the *Switch of Regular Payments Arrangements* form, we will contact your old financial institution to obtain a list of your regular direct debits and credits for the past 13 months, (allow up to 13 business days to receive the list).

Once we receive this, we'll send it to you for review. You'll then need to choose the direct debits or credits that you would like to move to your new Commonwealth Bank account.

Three options to switch your regular payments

There are a number of different ways you can switch using the list we send to you.

1. Contact the organisations directly that currently debit and credit your account	Ask them to update their records with your new banking details.
2. Use our Online Switching tool	Visit commbank.com.au/switching to find templates and information to help you draft letters to email, mail or fax, to the organisations who currently debit and credit your account.
3. Ask us to help	<p>a. Mark the list which you'll receive from us to show the transactions you would like to switch or cancel</p> <p>b. Complete and sign the <i>Notice of Variation of Account Details</i> form that we'll send along with the list</p> <p>c. Return the marked list and your signed form to us</p> <p>We'll contact the organisations marked on the list and ask them to update their records. This process usually takes a further 15 business days.</p>

NOTE: Completing the switching process will not close your account at your previous bank. You will need to do this yourself, but you should ensure that there are sufficient funds retained in that account until all regular payments have been transferred or cancelled.

If you still have any questions, feel free to drop into a branch, visit commbank.com.au/payments or phone **13 2221**, 24 hours day, 7 days a week.