

# Contact details for popular billers to help switch your direct debits and credits

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Ready to switch regular payments to your new Commonwealth Bank account? To give you a head start, here are the contact details for some of the most popular billers used by our customers.

You can contact them directly and give them your new account details, or ask us to do it for you.

If you need more information, find out more about [account switching](#) or read our [Frequently Asked Questions](#).

## Utilities

### AGL ENERGY

[www.agl.com.au](http://www.agl.com.au)

Find out how to create or update a payment arrangement [here](#) or [log in](#) to AGL Energy Online to update your direct debit details.

Call 13 12 45

### ALINTA

[www.alinta.net.au](http://www.alinta.net.au) or [www.alintadirect.com.au](http://www.alintadirect.com.au)

Call 13 37 02

### CLICK ENERGY

[www.clickenergy.com.au](http://www.clickenergy.com.au)

Call 1800 77 59 29 or email [service@clickenergy.com.au](mailto:service@clickenergy.com.au)

### COUNTRY ENERGY

[www.countryenergy.com.au](http://www.countryenergy.com.au)

Call 13 23 56

### ENERGY AUSTRALIA

[www.energyaustralia.com.au](http://www.energyaustralia.com.au)

Complete and post the SmarterPay Details form, available on the website.

For more information call 13 15 35 (NSW) or 13 15 02 (ACT, QLD or VIC).

### ERGON ENERGY

[www.ergon.com.au](http://www.ergon.com.au)

Call 13 10 46

### ORIGIN ENERGY

[www.originenergy.com.au](http://www.originenergy.com.au)

Call 13 24 61 for general queries or 1300 658 783 for credit card payments

### RED ENERGY

[www.redenergy.com.au](http://www.redenergy.com.au)

Call 13 18 06

### TRUENERGY

[www.truenergy.com.au](http://www.truenergy.com.au)

Call 13 34 66

## **Telecommunications**

### **AAPT LIMITED**

[www.aapt.com.au](http://www.aapt.com.au)  
Call 13 50 05

### **DODO AUSTRALIA**

[www.dodo.com](http://www.dodo.com)  
Call 13 36 36 (13 Dodo)

### **IINET**

[www.iinet.net.au](http://www.iinet.net.au) or [support@iinet.net.au](mailto:support@iinet.net.au)  
Call 13 22 58

### **OPTUS**

[www.optus.com.au](http://www.optus.com.au)  
Customers with eligible services can update their details online using My Account.  
Call 1300 478 249

### **TELSTRA**

[www.telstra.com.au](http://www.telstra.com.au)  
Update your details online using My Account

### **TPG**

[www.tpg.com.au](http://www.tpg.com.au)  
Call 13 14 23

### **VIRGIN MOBILE**

[www.virginmobile.com.au](http://www.virginmobile.com.au)  
Update your details online using My Account  
Call 1300 304 090

### **VODAFONE**

[www.vodafone.com.au](http://www.vodafone.com.au)  
Log on to My Vodafone and click Direct Debit  
Call 1300 650 410 or free call 1555 from Vodafone mobiles

### **WESTNET**

[www.westnet.com.au](http://www.westnet.com.au)  
Log on to My Account with your Westnet username and password.  
Call 1300 855 006

### **IPRIMUS**

[www.iprimus.com.au](http://www.iprimus.com.au)  
Download and return the Direct Debit Form for Consumer or Business.

## **Insurance**

### **AAMI**

[www.aami.com.au](http://www.aami.com.au)  
Update your details online using My Policy or make Payments online.  
Call 13 22 44

**ALLIANZ**

[www.allianz.com.au](http://www.allianz.com.au)

Call 13 26 64

**APIA**

[www.apia.com.au](http://www.apia.com.au)

Call 1300 301 799

**AUSTRALIAN UNITY**

[www.australianunity.com.au](http://www.australianunity.com.au)

Call 13 29 39

**AXA GROUP**

[www.axa.com.au](http://www.axa.com.au)

Call 13 72 92

**BUPA**

[www.bupa.com.au](http://www.bupa.com.au)

Call 13 41 35

**BUZZ INSURANCE**

[www.thebuzzinsurance.com.au](http://www.thebuzzinsurance.com.au)

Update your details online using MyBuzz.

**COMMINSURE**

[www.comminsure.com.au](http://www.comminsure.com.au)

Call:

13 24 23 Home Insurance

13 24 23 Car Insurance

13 10 56 Credit Card Insurance

13 10 56 Loan Protection

13 10 56 Comprehensive Life Insurance

1300 131 103 Simple Life Insurance

**CGU**

[www.cgu.com.au](http://www.cgu.com.au)

Call 13 15 32

**GIO GENERAL**

[www.gio.com.au](http://www.gio.com.au)

Call 13 10 10

**JUST CAR**

[www.justcarinsurance.com.au](http://www.justcarinsurance.com.au)

Call 13 13 26

**MAXXIA**

[www.maxxia.com.au](http://www.maxxia.com.au)

Call 13000 123 123

**MLC LIFE**

[www.mlc.com.au](http://www.mlc.com.au)

Call 13 26 52

**NRMA**

[www.nrma.com.au](http://www.nrma.com.au)

[www.nrma.com.au/qld](http://www.nrma.com.au/qld)

Call 13 21 32

**ONEPATH LIFE LIMITED**

[www.onepath.com.au](http://www.onepath.com.au)

Call 13 36 65

**QBE INSURANCE**

[www.qbe.com.au](http://www.qbe.com.au)

Call 13 37 23

**RAA INSURANCE**

[www.raa.com.au](http://www.raa.com.au)

Call 1300 724 312 with your payment reference number or policy number and your account details.

**RAC INSURANCE**

[rac.com.au](http://rac.com.au)

Call 13 17 03

**RACQ INSURANCE**

[www.racq.com.au](http://www.racq.com.au)

Call 13 19 05

**RACV INSURANCE**

[www.racv.com.au](http://www.racv.com.au)

Call 13 72 28

**SGIC**

[www.nrma.com.au/sa](http://www.nrma.com.au/sa)

Call 13 32 33

**SGIO**

[www.sgio.com.au](http://www.sgio.com.au)

Call 13 32 33

**SHANNONS INSURANCE**

[www.shannons.com.au](http://www.shannons.com.au)

Call 13 46 46

**SUNCORP METWAY**

[www.suncorp.com.au](http://www.suncorp.com.au)

Call 13 11 55

**SWAN INSURANCE**

[www.swanninsurance.com.au](http://www.swanninsurance.com.au)

Call 1300 307 926

**ZURICH**

[www.zurich.com.au](http://www.zurich.com.au)

Call 13 26 87

## **Health Insurance**

### **AHM**

[www.ahm.com.au](http://www.ahm.com.au)

Call 13 42 46

### **AUSTRALIAN UNITY**

[www.australianunity.com.au](http://www.australianunity.com.au)

Call 13 29 39

### **BUPA**

[www.bupa.com.au](http://www.bupa.com.au)

Call 13 41 35

HBA, MBF and Mutual Community now form part of BUPA.

### **CBHS HEALTH FUND**

[www.cbhs.com.au](http://www.cbhs.com.au)

Call 1300 654 123

### **DEFENCE HEALTH**

[www.defencehealth.com.au](http://www.defencehealth.com.au)

Call 1800 335 425

### **GMHBA**

[www.gmhba.com.au](http://www.gmhba.com.au)

Call 1300 44 64 22

### **HBF**

[www.hbf.com.au](http://www.hbf.com.au)

Call 13 34 23

### **HCF**

[www.hcf.com.au](http://www.hcf.com.au)

Call 13 13 34

### **MEDIBANK PRIVATE**

[www.medibank.com.au](http://www.medibank.com.au)

Call 13 23 31

### **NIB**

[www.nib.com.au](http://www.nib.com.au)

Call 13 14 63

## **Financial Services**

### **ADELAIDE BANK**

[www.adelaidebank.com.au](http://www.adelaidebank.com.au)

Call 1300 652 220

### **AMERICAN EXPRESS AUSTRALIA**

[www.americanexpress.com/australia](http://www.americanexpress.com/australia)

Log on to Online Services, click **Direct Debit** and complete the form.

Call 1300 732 235

#### **AMP LIFE LIMITED**

[www.amp.com.au](http://www.amp.com.au)

Log on to My Portfolio, go to the **Manage My Account** page and click **Contributions**.

Call 13 12 67

#### **ANZ**

[www.anz.com/personal](http://www.anz.com/personal)

Call 13 13 14

[www.anz.com/personal/credit-cards](http://www.anz.com/personal/credit-cards)

Call 13 22 73

You can authorise regular repayments to your credit card using the CardPay Direct form.

#### **BANK OF QUEENSLAND**

[www.boq.com.au](http://www.boq.com.au)

Call 1300 55 72 72

#### **BANK OF SOUTH AUSTRALIA**

[www.banksa.com.au](http://www.banksa.com.au)

Call 13 13 76

#### **BANKWEST**

[www.bankwest.com.au](http://www.bankwest.com.au)

Call 13 17 18

#### **BENDIGO BANK**

[www.bendigobank.com.au](http://www.bendigobank.com.au)

Call 1300 236 344

#### **UBANK**

[www.ubank.com.au](http://www.ubank.com.au)

Call 13 30 80

#### **CITIBANK**

[www.citibank.com.au](http://www.citibank.com.au)

Call 13 24 84

#### **COLES GROUP CARDS**

[www.colesgroupcard.com.au](http://www.colesgroupcard.com.au)

Call 1300 366 625

#### **COMMONWEALTH BANK OF AUSTRALIA**

[www.commbank.com.au](http://www.commbank.com.au)

Call 13 22 21

#### **CPS CREDIT UNION**

[www.communitycps.com.au](http://www.communitycps.com.au)

Call 13 25 85

#### **CREDIT CORP GROUP**

[www.creditcorp.com.au](http://www.creditcorp.com.au)

Call 1800 221 414

### **CREDIT UNION AUSTRALIA**

[www.cua.com.au](http://www.cua.com.au)

Call 13 32 82

### **ESANDA FINANCE**

[www.esanda.com](http://www.esanda.com)

Call 13 23 73

### **ETRADE AUSTRALIA**

<https://invest.etrade.com.au/Home.aspx>

Call 1300 658 355

### **FOX SYMES DEBT RELIEF SERVICES**

[www.foxsymes.com.au](http://www.foxsymes.com.au)

Call 1300 361 204

### **GE MONEY**

[www.gemoney.com.au](http://www.gemoney.com.au)

Call:

1300 973 422 Personal Loans

1300 650 921 Home Loans

1300 137 759 Motor Loans

### **GREATER BUILDING SOCIETY**

[greater.com.au](http://greater.com.au)

Call:

1300 651 400 Customer Service

1300 721 253 Loan Enquiries

### **HSBC BANK**

[www.hsbc.com.au](http://www.hsbc.com.au)

Call 1300 308 008

### **ING DIRECT**

[ingdirect.com.au/index.htm](http://ingdirect.com.au/index.htm)

Call 13 34 64

### **KEYSTART LOANS**

[www.keystart.com.au](http://www.keystart.com.au)

Call:

1300 578 278 Metropolitan loans

1800 158 200 Country loans

### **LIBERTY FINANCE**

[www.liberty.com.au](http://www.liberty.com.au)

Call 13 11 33

### **MACQUARIE BANK**

[www.macquarie.com.au](http://www.macquarie.com.au)

Call 1800 806 310

**MECU BANKING**

[www.bankmecu.com.au](http://www.bankmecu.com.au)

Call 13 28 88

**MEMBERS EQUITY**

[www.membersequity.com.au](http://www.membersequity.com.au)

Call 13 15 63

**NATIONAL AUSTRALIA BANK**

[www.nab.com.au](http://www.nab.com.au)

Call 13 22 65

**UBANK**

[www.ubank.com.au](http://www.ubank.com.au)

Call 13 30 80

**NEWCASTLE PERMANET BUILDING SOCIETY**

[www.newcastlepermanent.com.au](http://www.newcastlepermanent.com.au)

Call 13 19 87

**POLICE ASSOCIATION CREDIT CO-OP**

[www.policecredit.com.au](http://www.policecredit.com.au)

Call 13 63 73

**SMART SALARY**

[www.smartsalary.com.au](http://www.smartsalary.com.au)

Call 1300 476 278

**ST GEORGE BANK**

[www.stgeorge.com.au](http://www.stgeorge.com.au)

Call 13 33 30

**SUNCORP**

[www.suncorp.com.au](http://www.suncorp.com.au)

Call 13 11 55

**VIC TEACHERS CREDIT UNION**

[www.victeach.com.au](http://www.victeach.com.au)

Call 1300 654 822

**WESTPAC**

[www.westpac.com.au](http://www.westpac.com.au)

Call 13 20 32

**WOOLWORTHS EVERYDAY MONEY**

[www.everydaymoney.com.au](http://www.everydaymoney.com.au)

Call 1300 10 1234

**Car Finance****BMW AUSTRALIA FINANCE**



[www.bmw.com.au](http://www.bmw.com.au)

Call 03 9264 4422

#### **CAPITAL FINANCE AUSTRALIA LIMITED**

[www.capitalfinance.com.au](http://www.capitalfinance.com.au)

Call 1300 300 309

#### **TOYOTA FINANCIAL SERVICES**

[www.toyota.com.au/finance](http://www.toyota.com.au/finance)

Call 13 72 00

#### **VOLKSWAGEN FINANCIAL SERVICES**

[www.volkswagenfinance.com.au](http://www.volkswagenfinance.com.au)

Call 1300 734 567

#### **Government**

##### **AUSTRALIAN TAXATION OFFICE**

[www.ato.gov.au](http://www.ato.gov.au)

Call 13 28 65

##### **DEFENCE HOUSING AUSTRALIA**

[www.dha.gov.au](http://www.dha.gov.au)

Call 13 93 42

##### **DEPARTMENT OF VETERANS AFFAIRS**

[www.dva.gov.au](http://www.dva.gov.au)

Call 13 32 54

##### **MEDICARE**

[www.humanservices.gov.au](http://www.humanservices.gov.au)

Call 13 20 11

##### **CENTRELINK**

[www.humanservices.gov.au](http://www.humanservices.gov.au)

#### **Super and Investments**

##### **ABERDEEN ASSET MANAGEMENT**

[www.aberdeenasset.com.au](http://www.aberdeenasset.com.au)

Call 1800 636 888

##### **ADVANCE ASSET MANAGEMENT**

[www.advance.com.au](http://www.advance.com.au)

Call 1800 819 935

##### **ASTERON LIFE LIMITED**

[www.asteronlife.com.au](http://www.asteronlife.com.au)

Call 1800 819 499

**AUSTRALIAN UNITY FUNDS MANAGEMENT**

[www.australianunityinvestments.com.au](http://www.australianunityinvestments.com.au)

Call 13 29 39

**BT LIFE**

[www.bt.com.au](http://www.bt.com.au)

Call 1300 653 553

**CHALLENGER FINANCIAL SERVICES GROUP**

[www.challenger.com.au](http://www.challenger.com.au)

Call 13 35 66

**CLEARVIEW FINANCIAL MANAGEMENT**

[www.clearview.com.au](http://www.clearview.com.au)

Call 13 29 77

**COLONIAL FIRST STATE**

[www.colonialfirststate.com.au](http://www.colonialfirststate.com.au)

Call 13 13 36

**COMMONWEALTH FINANCIAL PLANNING**

[www.commbank.com.au/personal/financial-planning](http://www.commbank.com.au/personal/financial-planning)

Call 1800 241 996

**COMPUTERSHARE INVESTOR SERVICES**

[www.computershare.com](http://www.computershare.com)

Call 1300 555 159

**FIDUCIAN PORTFOLIO SERVICES**

[www.fiducian.com.au](http://www.fiducian.com.au)

Call 1300 853 743

**INVESCO AUSTRALIA**

[www.invesco.com.au](http://www.invesco.com.au)

Call 1800 813 500

**IOOF**

[www.ioof.com.au](http://www.ioof.com.au)

Call 13 13 69

**LINK MARKET SERVICES**

[www.linkmarketservices.com.au](http://www.linkmarketservices.com.au)

Call 1300 554 474 (toll free)

**MLC LIMITED**

[www.mlc.com.au](http://www.mlc.com.au)

Call 13 26 52

**ONEPATH LIFE LIMITED**

[www.onepath.com.au](http://www.onepath.com.au)

Call 13 36 65

**PERPETUAL TRUSTEES VIC**

[www.perpetual.com.au](http://www.perpetual.com.au)

Call 1800 022 033

**STATE SUPER SAS TRUSTEE**

[www.statesuper.nsw.gov.au](http://www.statesuper.nsw.gov.au)

1300 130 096 State Super Scheme (SSS)

1300 130 095 State Authorities Super Scheme (SASS)

1300 130 097 Police Superannuation Scheme (PSS)

1300 652 113 Pensioners

1300 130 094 Deferred Benefits

**Subscriptions and Memberships****AUSTAR ENTERTAINMENT**

[www.austar.com.au](http://www.austar.com.au)

Call 13 24 32

Update your details online using My Account.

**COMMUNITY AND PUBLIC SECTOR UNION**

[www.cpsu.org.au](http://www.cpsu.org.au)

Call 1300 137 636

**COMPASSION AUSTRALIA**

<http://www.compassion.com.au>

Call: 1300 22 44 53

**FOXTEL**

[www.foxtel.com.au](http://www.foxtel.com.au)

Call 13 19 99

Update your details online using My Account.

**QUEENSLAND NURSES UNION**

[www.qnu.org.au](http://www.qnu.org.au)

Call:

07 3099 3210 Brisbane

1800 177 273 Outside Brisbane

**STAY IN BED MILK AND BREAD**

[www.aussiefarmers.com.au](http://www.aussiefarmers.com.au)

Call 1300 645 562

**WORLDVISION OF AUSTRALIA**

[www.worldvision.com.au](http://www.worldvision.com.au)

Call 13 32 40

**Transport****CITYLINK MELBOURNE LIMITED**

[www.citylink.com.au](http://www.citylink.com.au)

Call 13 26 29

**EWAY - TOLLPAY**

[www.tollpay.com.au](http://www.tollpay.com.au)

Call 1300 555 833

Update your details with E-way online or email [info@seta.com.au](mailto:info@seta.com.au)

**E-TOLL MOTOR REGISTRY NSW**

[www.rta.nsw.gov.au](http://www.rta.nsw.gov.au)

Call 13 18 65

**MYKI**

[www.myki.com.au](http://www.myki.com.au)

Call 13 69 54 (13 MYKI)

**QUEENSLAND MOTORWAYS**

[www.qldmotorways.com.au](http://www.qldmotorways.com.au)

Call 13 33 31

**Other****AUSTRALIA POST**

[auspost.com.au/index.html](http://auspost.com.au/index.html)

Call on 1300 858 747

**AUSTRALIAN SCHOLARSHIPS GROUP**

[www.asg.com.au](http://www.asg.com.au)

Call:

1800 338 237 Outside Melbourne

(03) 9276 7777 Melbourne

**CASTLE HAMPERS**

[www.castlehampers.com.au](http://www.castlehampers.com.au)

Call 1800 132 132

**FLEXIRENT CAPITAL LIMITED**

[www.flexirent.com.au](http://www.flexirent.com.au)

Call 1800 647 461

**RADIO RENTALS**

[www.radiorentals.com.au](http://www.radiorentals.com.au)

Call 08 8269 0318