

Change Account Address

About this guide

This guide takes you through the process of submitting a service request to change an account address.

Important information

If you are unable to view/create Service Requests in CommBiz, please contact your Administrator to enable the permission.

Administrators can refer to the 'Enable Service Requests' user guide for instructions.

Changing an Account Address

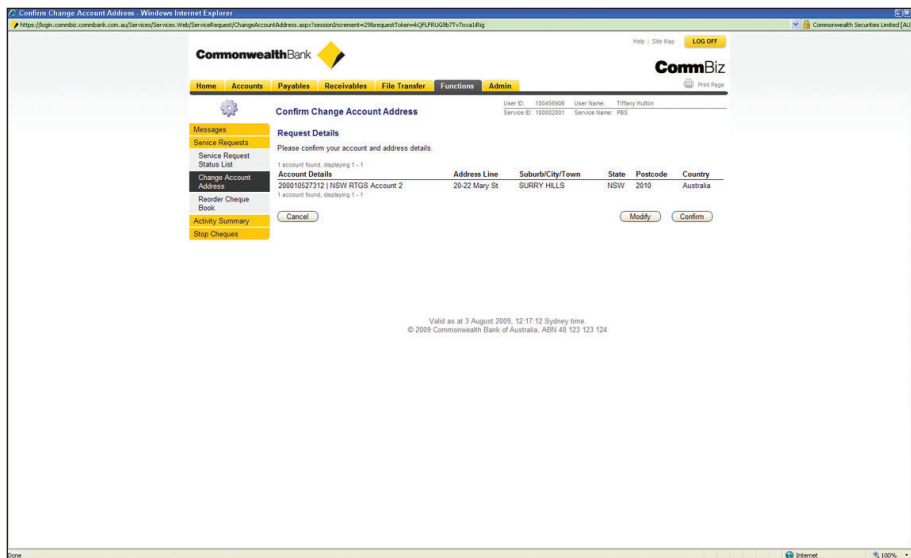
1. Open your internet browser, visit www.commbiz.com.au and log in to CommBiz.
2. On the top menu, click **Functions > Service Requests**.
3. On the left-hand menu, click **Change Account Address**.
4. The Change Account Address page is displayed.

The screenshot shows the 'Change Account Address' page in the CommBiz system. The page has a navigation menu on the left with options like 'Messages', 'Service Requests', 'Change Account Address', 'Reorder Cheque Book', 'Activity Summary', and 'Stop Cheques'. The main content area is titled 'Change Account Address' and includes a 'New Account Postal Address' section with input fields for Address, Suburb/City/Town, State, Postcode, and Country. Below this is a table of accounts with columns for Account Details, Address Line, Suburb/City/Town, State, Postcode, and Country. The table lists various accounts, including Admin Fund, RTOS, QLD Account 1, QLD Account 2, RBS Test Card, Rental Collection, Settlement Trust, and VIC Account 1. There are 'Update', 'Cancel', and 'Next' buttons at the bottom of the table.

Changing Address Details

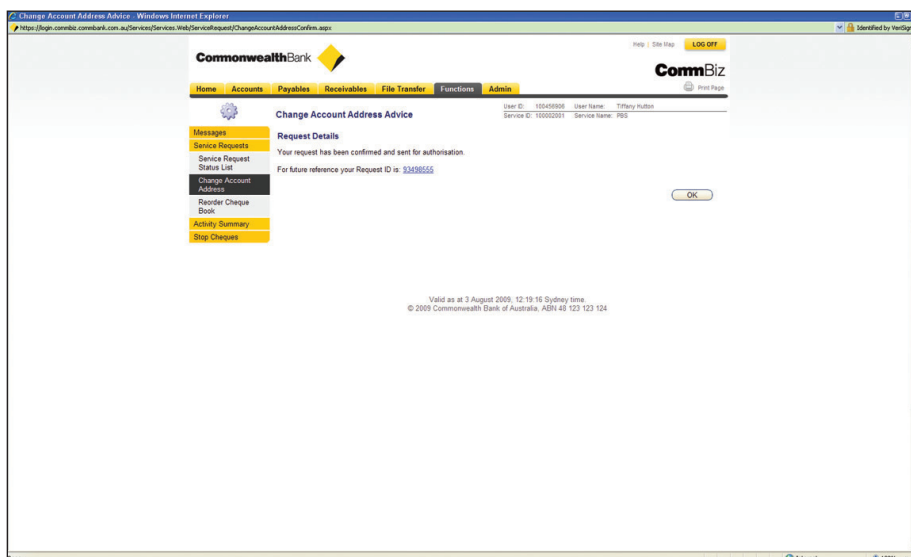
5. Enter your new address and then select the accounts you wish to update from the list shown.
6. If you wish to change all account addresses displayed check the **Update** tickbox. If there are more accounts to display, go to the next page and select the accounts for which you wish to change the address details.
7. When you have selected all the accounts to be changed, click the **Next** button.

8. The Confirm Change Account Address page is displayed.



9. Check the change account address details and click the **Confirm** or **Modify** button. If you modify the address details, repeat steps 5-8.

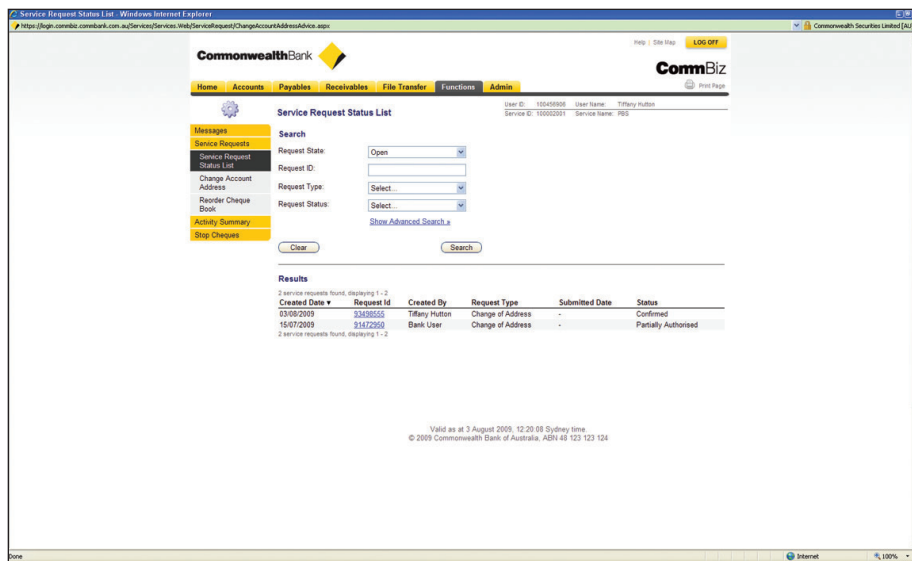
10. When you have clicked the Confirm button, the Change Account Address Advice page is displayed, advising that the request has been confirmed and is now awaiting authorisation. A request ID reference number is displayed which can be used to search and track the request.



11. Click the **OK** button.

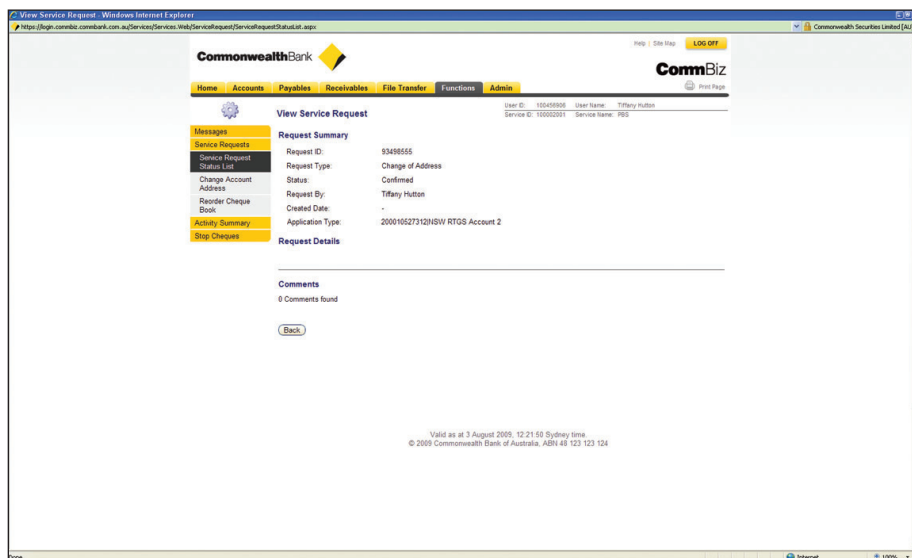
12. The Service Request Status List page is displayed. To track the progress of your Service Request, click on the Request ID from the Service Request Status List.

Note: You can review, track and locate all service requests created in CommBiz via the Service Request Status List.



Tracking service requests

13. The View Service Request page is displayed.



14. Details of the progress of this request are provided by the Bank in the Comments section on this page.