

Commonwealth Bank of Australia, Tokyo Branch Complaints and Dispute Resolution

- ◆ Please contact your Commonwealth Bank of Australia, Tokyo Branch Relationship Manager. Our staff will review the situation and, if possible, resolve it immediately.

If the matter has not been resolved to your satisfaction, please submit a request in writing to the Complaints Officer, Commonwealth Bank of Australia, Tokyo branch and we will respond to your complaint within 14 days.

Complaints Officer

Commonwealth Bank of Australia, Tokyo branch

13F Muromachi Furukawa Mitsui Bldg.,

2-3-1 Nihonbashi Muromachi,

Chuo-ku, Tokyo 103-0022 Japan

Email: ComplianceJapan@cba.com.au

(excluding weekends, public holidays, and the year-end/New Year business holidays)

- ◆ Alternatively, you can also contact the Japanese Banker's Association Counselling Office who handles various recommendations, inquiries, complaints about banks. Consultations and inquiries are free of charge. For more information, please visit their website <http://www.zenginkyo.or.jp/adr/> or call them at 0570-017109 or 03-5252-3772 (Monday-Friday excluding bank holidays 9:00-17:00 JST).