



Commonwealth
Bank

Terms & Conditions for CommBank AdvancePay.

CommBank AdvancePay is a short term facility applied to your Everyday Account that gives you access to money you expect to be paid, before your next pay day. You must have your income paid into a CommBank transaction account to be eligible, but we do not involve your employer.

CommBank AdvancePay is offered at our discretion and may not be available for every pay cycle. If you need ongoing or longer term credit, other borrowing options may be more suitable.

Your contract with us

- Your contract will start on the day we establish your CommBank AdvancePay limit.
- Your obligations are set out in these terms and conditions.
- The Banking Code of Practice sets out the standards of practice and service in the Australian banking industry and applies to your CommBank AdvancePay.
- As transactions you make using your CommBank AdvancePay are processed through your transaction account, your *Transaction, Savings and Investment Accounts Terms and Conditions* also apply. This document is available at commbank.com.au or from your local CommBank branch. It tells you what fees may be charged, as well as things like:
 - How to access and deposit money.
 - What happens if there's a problem on your account, such as an unauthorised transaction.
 - How your account can become overdrawn.

Fees and charges

- A fee will be charged to your account at the same time your CommBank AdvancePay limit is established. The fee depends on your chosen limit.
- This fee is included in the final limit established so you have access to the full amount you asked for.
- This is charged regardless of whether the temporary limit is accessed or not.

If you don't repay on time or you exceed your limit:

- If your CommBank AdvancePay limit is not fully repaid once your chosen pay date arrives, or you exceed your CommBank AdvancePay limit, your account will be considered overdrawn and debit excess interest will apply. Overdraw Fees may also be charged. See 'Overdrawing your account' in the *Transaction, Savings and Investment Accounts Terms and Conditions*.

Information on current interest rates, fees and charges are available on commbank.com.au and in NetBank.

Using CommBank AdvancePay

- CommBank AdvancePay allows you to draw money from your transaction account past your own available funds up to an agreed limit (your CommBank AdvancePay limit).
- You can access money from your CommBank AdvancePay the same way you access your own funds in your transaction account.
- You can access this money, including any amounts previously repaid, until the expiry date.

Repaying by the expiry date

- CommBank AdvancePay will expire on your chosen pay date.
- You repay your CommBank AdvancePay by putting money into your transaction account. Any money deposited into your transaction account is automatically used to repay your CommBank AdvancePay.
- You'll need to repay any amounts drawn down, bringing your transaction account back to or above zero on or before your chosen pay date.
- Check if any direct debits or scheduled payments are due close to your chosen pay date. Your account balance needs to be above zero on your chosen pay date otherwise it'll be considered overdrawn.
- If your account is in negative when the facility expires, debit excess interest will apply. See above under Fees and charges 'If you don't repay on time or you exceed your limit'.
- We can also require you to repay the entire balance of your CommBank AdvancePay or any part of it on demand. Where practical, we'll give you advance notice.

Closing your CommBank AdvancePay

- You can close your CommBank AdvancePay any time by visiting one of our branches with appropriate identification or by calling **13 2221**. You'll need to repay any amounts drawn down before it's closed.
- We can reduce, suspend or cancel your CommBank AdvancePay limit:
 - If you're in default.
 - To manage risk or our legal or regulatory requirements.
 - If your CommBank AdvancePay balance is zero.
 - As part of our right to make changes to your contract.
- Where we reduce, suspend or cancel your CommBank AdvancePay limit, we'll notify you as soon as practical (no notice is required if you're in default).
 - If we reduce your limit, we may require you to reduce your CommBank AdvancePay balance to that limit.
 - If we cancel your limit, we may require you to repay the entire balance of your CommBank AdvancePay on demand.
- You'll be in default if you don't adhere to these Terms and Conditions.
- If you're in default, we may send you a notice requiring you to fix the default.

Accounts with a Personal Overdraft

If you have a Personal Overdraft and a CommBank AdvancePay limit at the same time:

- When you access money in your account, you'll be given access to your CommBank AdvancePay first before your Personal Overdraft.
- Any money paid into your account after accessing your CommBank AdvancePay limit and Personal Overdraft will first be used to repay your Personal Overdraft and then to repay your CommBank AdvancePay.
- When your CommBank AdvancePay expires, any amounts not repaid will be treated as part of your Personal Overdraft balance in accordance with the *Personal Overdraft Terms and Conditions*.

Statements

- We'll give you a combined statement for your transaction account and CommBank AdvancePay.
- We'll give you a statement at least every:
 - Six months – as per your *Transactions, Savings and Investment Accounts Terms and Conditions*, or
 - Three months – if you have a Personal Overdraft on your transaction account, as per your *Personal Overdraft Terms and Conditions*.
- We'll send you statements electronically or by post according to your nominated statement preference on your transaction account.
- You can also ask us to send you statements more frequently and at any point you may request a statement of account or alternative.

Privacy and credit reporting

- We may share information about your CommBank AdvancePay with credit reporting bodies. This includes information about:
 - Your identity
 - The type and amount of credit you have applied for, or have, with us
 - If you have committed fraud or another serious credit infringement

Your privacy is important to us. For details of when and how we collect, use and disclose your information, and rights you have (for example, to choose how you want us to communicate with you), see our Privacy Policy at [commbank.com.au](https://www.commbank.com.au) or contact us on **13 2221**.

Changes to terms and conditions


- We can reduce or cancel your CommBank AdvancePay limit and make other changes to our terms and conditions.
- If we do, we'll tell you about the change as soon as possible.
- If we believe a change is unfavourable to you, we'll give you prior notice.
- We may give you a shorter notice period, or no notice, of an unfavourable change if:
 - The change is to reduce, suspend or cancel your CommBank AdvancePay limit – in this case, we'll notify you as soon as practical (no notice is required if you're in default)
 - It's reasonable for us to manage a material and immediate risk; or
 - There's a change to, or introduction of a government charge that you pay directly, or indirectly, as part of your banking service. In that case, we'll tell you about the introduction or change promptly after the government notifies us.
- We'll tell you about these changes either by advertising in a newspaper or by giving you written notice. Where we notify by advertising in a newspaper, we confirm the change no later than in your next statement. Writing includes electronic notice (if you've agreed to receiving notices that way).

Further help

If you have any questions, call **13 2221** or visit your local branch.

If you have any concerns or a complaint, you should first discuss the matter with us to see whether we can satisfactorily resolve it.

You may tell us of your concerns by:

-  Visiting one of our branches.
-  Calling our Customer Complaints team on **1800 805 605** or, if you're overseas, calling **+61 2 9687 0756**.
-  Completing the online feedback form at [commbank.com.au/feedback](https://www.commbank.com.au/feedback)
-  Writing to us at: Customer Complaints, Commonwealth Bank Group, GPO Box 41, Sydney, NSW, 2001.

If we're unable to resolve the matter to your satisfaction, you may lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA is a fair, independent and free external dispute resolution scheme to resolve disputes.

Before AFCA can investigate the matter, you must have first given us the opportunity to review it.

The contact details for AFCA are:

Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

Tel: **1800 931 678**

Email: info@afca.org.au

Web: [afca.org.au](https://www.afca.org.au)