CommBank Yello

Terms and Conditions

Effective 1 October 2026

Privacy Collection Notice

CommBank Yello

Neither this Privacy Collection Notice nor our Group Privacy Statement form part of any contract you have with us.

If you do not want to participate in CommBank Yello, opt out in accordance with the information provided at section 13.2 in the CommBank Yello Terms and Conditions.

1. What information we collect.

The information about you that we may collect includes:

- Information about your identity, such as your name and contact details.
- Information about your interactions with us and your use of the Yello program, such as your transactions, redemptions, enquiries and complaints.
- Information about what redemption offers you may be interested in and what you redeem your points on.
- Information about other loyalty programs that you belong to (e.g. your membership number), for instance where you chose to share this with us or where a Third Party shares it with us to fulfill a points-related request.
- Information about transactions from Third Parties, to enable points allocation.

You may give us information about others (such as family members or joint account holders). If you do, you must have their permission and inform them of the contents of this Privacy Collection Notice.

2. Why we collect your information and what we use it for.

We collect your information and use it to:

- Confirm your identity, determine your CommBank Yello eligibility and Tier, and manage our relationship with you.
- Calculate your CommBank Yello Points balance.
- Facilitate points transfers to Third Parties, where requested by you.
- Personalise Third Party redemption offers to you using models or Artificial Intelligence.
- Facilitate the redemption of your CommBank Yello Points on Third Party products or services.
- Detect, investigate, manage, and help prevent fraud, scams, financial crime, cybersecurity incidents and other unauthorised activity.
- Design, price, provide, manage and improve our products and services.
- Comply with applicable laws and other regulatory requirements.

Where you do not interact with us digitally, you can contact CommBank Yello on 1300 Yello1 (1300 935 561) from 1 October 2026 to discuss your Points balance and available redemption options.

3. Who we can share your information with.

We may share your information with other members of the Commonwealth Bank Group, who can use it for the purposes described in this Privacy Collection Notice and the Group Privacy Statement. We can also share your information with Third Parties, such as:

- Advisers and people who act on your behalf.
- Businesses who do some of our work for us, including rewards service providers (e.g. Ascenda) who use your information to provide personalisation of redemption offers, points calculation, redemption and administration, and marketing services to us.
- Third Party product or service providers, where doing so is necessary to fulfil your request (e.g. points transfers) or administer CommBank Yello.
- Other financial institutions (such as banks), auditors, insurers and re-insurers.
- Government and law enforcement agencies or regulators.
- Other joint account holders and people who have authority for your account, such as authorised operators.

Some of these service providers will hold your information outside of Australia, including in Singapore and the United States of America.

We may also send your information overseas, including to:

- CommBank Group members, which are located in China, India, Hong Kong, Singapore, Japan, the United Kingdom, the Netherlands, New Zealand and the United States of America.
- Comply with laws and assist government and law enforcement agencies or regulators.

4. Our Group Privacy Statement

Visit **commbank.com.au/privacy** for our Group Privacy Statement or ask for a copy at any branch. It tells you about:

- Other ways and reasons we may collect, use or share your information.
- How to access your information and correct it if it's wrong.
- How to make a privacy-related complaint and how we'll deal with it.

Sometimes we update our Group Privacy Statement. You can always find the most up-to-date version on our websites.

5. How to contact us about privacy concerns

Email

CBAcustomerrelations@cba.com.au

Phone

1800 805 605

Write to

CBA Group Customer Relations, Reply Paid 41, Sydney, NSW, 2001

Effective 1 October 2026

Contents

1. Overview of CommBank Yello

CommBank Yello is our customer recognition and loyalty program offering a range of CommBank Yello Benefits.

This may include:

- the ability to earn and redeem CommBank Yello Points for Rewards;
- discounts;
- offers from third-party providers; and
- opportunities to win prizes.

Satisfying CommBank Yello eligibility criteria (see section 3) provides you automatic access to the CommBank Yello Program.

1.1. What these terms and conditions cover

These terms and conditions cover the provision of the CommBank Yello Program to you. Participating in the Program is subject to these terms and conditions.

By participating in the CommBank Yello Program or accepting a CommBank Yello Benefit, you agree to be bound by these terms and conditions as amended from time to time. If there are any changes to these terms and conditions, we'll let you know (see section 16 for more details).

We may also publish information about the Program in our communication with you including but not limited to emails and notifications in the CommBank app or NetBank. If you have provided us with your address, email address or phone number, we may use that contact method to provide you with this information.

Please note that not all customers may be able to access CommBank Yello via NetBank immediately. Where a feature or functionality of CommBank Yello is not available to you via NetBank, it may later become available as we update our systems and processes.

Program details are available on the CommBank Yello website, including:

- CommBank Yello Benefits;
- Rewards you can redeem from time to time;
- how many CommBank Yello Points you need for a particular Reward; and
- specific terms and conditions for each CommBank Yello Benefit or Reward.

Acting reasonably and to protect our legitimate business interests, we may at any time change a Reward or Benefit, including removing or reducing the availability of a Reward or Benefit, and also change or cancel the ways you can accrue CommBank Yello Points. For the most up to date information, you should always check the CommBank Yello website or contact CommBank, prior to redeeming any Points.

1.2. Other terms and conditions that apply

The CommBank Yello Program, including CommBank Yello Benefits and Rewards, is provided subject to:

- these terms and conditions;
- terms and conditions specific to particular Benefits, Offers, and Rewards, whether provided by us or by a third party as detailed on the CommBank website, in the CommBank app, NetBank, or third-party terms and conditions (for example, when you earn Points or redeem a Reward through an approved Provider);
- the terms and conditions relating to the CommBank app or NetBank (for example, when you access the CommBank Yello Program via your mobile phone or computer); and
- the terms and conditions of banking products you hold (for example, if you satisfy certain CommBank Yello eligibility criteria, you may become entitled to product specific benefits, such as fee waivers).

You can get a copy of the CommBank Yello terms and conditions, terms and conditions applying to Benefits and Rewards, and your product terms and conditions online at commbank.com.au or by contacting us. Applicable third-party terms and conditions can be obtained by contacting that third party.

A summary of applicable terms and conditions is provided in the table below.

	Read	Covers
	CommBank Yello Program terms and conditions (this document)	These apply to the CommBank Yello program, covering key concepts and structure, including eligibility requirements, Benefits, and Points.
	CommBank Yello Benefit terms and conditions	These apply to a particular CommBank Yello Benefit, including additional eligibility criteria to qualify for a particular CommBank Yello Benefit (these can be found on the CommBank Yello webpage and form part of the terms that apply to you).
	Individual CommBank Yello Offer terms and conditions	These apply to a particular CommBank Yello Offer (in addition to the CommBank Yello program terms and conditions).
	Third-party terms and conditions, Provider terms and conditions	These apply to you when you redeem a particular Offer or Reward through a Provider.
	CommBank app terms and conditions, Electronic Banking terms and conditions	These apply when you access the CommBank Yello Program via a particular electronic platform (for example, the CommBank app or NetBank).
	CommBank product terms and conditions	These apply to product-specific Benefits, such as waivers, where you satisfy certain CommBank Yello eligibility criteria. Refer to your applicable product terms and conditions for more information.
	CommBank Credit Card Conditions of Use	These apply to a variety of different credit cards that can participate in the CommBank Yello Program.

2. Quick reference guide

Topic	What it means for you	Key takeaway	Where to read more
What is CommBank Yello?	CommBank's loyalty and recognition program offering Points, Rewards, discounts, Benefits, and Offers.	You earn value by engaging with eligible products and activities.	Section 1
Eligibility & Joining	You're usually automatically enrolled if you meet eligibility criteria.	No need to sign up manually, but you must remain eligible to access the Program.	Section 3
Tiers	Your Tier is based on your transaction activity, balance and products held, each Month.	Higher Tiers unlock more Benefits and Offers.	Section 3
Monthly Assessment	Your eligibility (including your Tier) is reviewed Monthly based on the previous Month's activity.	Your eligibility and Benefits can change over time depending on your activity.	Section 3
Points – Earning	You earn Points via Eligible Purchases, Benefits, and Offers.	Not all transactions or products earn Points. Exclusions may apply.	Section 4
Points – Usage / Redemption	Points can be redeemed for Rewards, such as cash, Gift Cards, or converted across to Provider programs.	You need enough Points to redeem them and must be eligible at time of redemption.	Section 7
Points Expiry	Points expire after 2 years of inactivity, for example if you don't earn or redeem Points.	Keep your CommBank Yello Account active to avoid losing Points.	Section 8
Offers	Personalised Offers from third parties (such as discounts, events, Points).	Offers may require activation and specific actions.	Section 6

Benefits on Products	Points, waivers, or loyalty payments available on specific CommBank products.	Benefits vary by product and Tier.	Section 5
Changes to Rewards & Program	CommBank can change Rewards, Points earning, or program features.	Always check the latest information before redeeming.	Section 1, 16
Opting Out	You can leave the program anytime.	You lose access to CommBank Yello Benefits.	Section 13
Account & Eligibility Risks	Accounts in default, closed, or restricted may impact Points earning or redemption, or program access.	Maintain accounts in good standing to retain Benefits.	Section 7, 12
Joint Accounts	Benefits or payments may be visible to other account holders.	Consider privacy when using shared accounts. You can leave the program anytime.	Section 5.1(e), 13.1
Third-Party Terms and Conditions	Some Benefits, Rewards and Offers are governed by Third-Party or Provider terms and conditions.	Always review Third-Party or Provider terms and conditions before using Offers or redeeming Rewards.	Section 1, 6, 7, 9
Liability Limits	CommBank is not responsible for third-party services or certain losses.	Use third-party Offers at your own risk.	Section 14

This summary is a guide only and does not replace the full terms and conditions detailed in this document. It does not constitute financial advice. To the extent of inconsistency, the full terms and conditions detailed in this document prevail.

3. Accessing the program

CommBank Yello is available to customers who meet the eligibility criteria (see section 3.1). If you meet the eligibility criteria, you will generally be automatically enrolled into CommBank Yello.

We may communicate with you regarding your eligibility from time to time, but we are not obliged to inform you if your eligibility changes. Refer to section 3.3 on how to check your eligibility.

If you think that we have made an error as to how we have assessed your relevant Tier or your entitlement to a CommBank Yello Benefit, please message us in the CommBank app or visit your local branch.

We may, at our discretion, provide you temporary access to a CommBank Yello Tier, or Benefits associated with a Tier, even if you do not meet the relevant eligibility criteria for that Tier or those Benefits.

Temporary access does not mean you meet the ongoing eligibility criteria for that Tier, Benefit or the CommBank Yello Program.

Temporary access may be provided for a limited period, or for a transitional, promotional, operational or other purpose. It may end automatically when that period or purpose ends. When temporary access ends, your eligibility will be assessed under the relevant eligibility criteria.

Acting reasonably and to the extent necessary to protect our legitimate interests, we may:

- end or change your temporary access to a Tier or Benefit; or
- remove you from the CommBank Yello program,

at any time and without notice to you.

3.1. Eligibility criteria for CommBank Yello program

To participate in the CommBank Yello program, you must <u>both</u>:

(a) **qualify for CommBank Yello overall (see 3.2 below); <u>and</u>**

(b) **be eligible for a CommBank Yello Tier (see 3.3 below).**

3.2. Qualifying for CommBank Yello overall

Account requirement

You must hold an Eligible Transaction Account in your personal name (individually or jointly) to qualify for CommBank Yello overall.

You will qualify for CommBank Yello overall if you hold an Eligible Transaction Account in your personal name (individually or jointly) for the duration of the prior calendar Month.

When you won’t qualify for CommBank Yello overall

You will <u>not</u> qualify for CommBank Yello overall if any of the following apply:

- you are under the age of 18;
- we have been notified that you are deceased;
- the residential address we hold for you is outside of Australia;
- you have closed your Eligible Transaction Accounts; or
- you have opted out of CommBank Yello.

3.3. Eligibility for a CommBank Yello Tier

How your CommBank Yello Tier is determined

Your CommBank Yello Tier is determined based on your activity in the previous calendar Month.

When your Tier is assessed

We assess your eligibility at the beginning of each calendar Month based on your activity in the previous calendar Month. The exact date we complete the assessment and update your Tier may vary.

Some information we use to assess your eligibility, including Eligible Balance information and Eligible Transaction information for transactions made or processed near the end of a calendar Month, may be received, processed, updated or made available to us after that calendar Month has ended. We may delay, repeat, correct or adjust an assessment where we reasonably consider this necessary, including because of a system, processing, data or operational issue, or to correct an error, even after your Tier has initially been assessed or updated. Any correction or adjustment may affect your eligibility, Tier or Benefits, including the number of Points calculated or processed based on your adjusted Tier.

How long you stay in a Tier

If you meet:

- the eligibility criteria for a Tier (and you do not currently have access to a Tier);
- the eligibility criteria again for your current Tier; or
- the eligibility criteria for a higher Tier,

then you will gain access for the next three calendar Months to the highest Tier you are eligible for, provided you continue to qualify for the CommBank Yello program overall.

If you do not meet the eligibility criteria for your current Tier or a higher Tier

- **Three calendar Months Tier access**: If you do not meet the eligibility criteria for your current Tier or a higher Tier for three consecutive calendar Months, your Tier will move down to the next lowest Tier when we next update your Tier.
- **Lowest Tier**: If you are in the 'CommBank Yello' Tier (the lowest Tier) and do not meet the eligibility criteria for three consecutive calendar Months, you will no longer be eligible for the CommBank Yello program when we next update your eligibility.

You may rejoin the program if you again qualify for CommBank Yello overall and meet the eligibility criteria for a Tier.

See section 3.4 for examples showing how meeting eligibility criteria impacts how long you keep your Tier.

Other important things to know

- You can check your current Tier and Points balance in the CommBank Yello Hub, in the home screen of the CommBank app and NetBank (if that option is shown or made available to you in those channels) or by contacting us (see section 19 for information on how to contact us).
- You can only access one Tier at a time. If you meet the eligibility criteria for multiple Tiers, you will receive the highest Tier achieved.
- Eligibility is assessed individually, even if you hold joint products. For example, if you and someone else jointly hold an Eligible Transaction Account or Eligible Home Loan but one of you does not meet the eligibility criteria or chooses to opt out of CommBank Yello, the other customer will still have access to the program, provided that person meets applicable eligibility criteria.
- Some Benefits linked to specific CommBank products (for example, fee waivers) may have additional eligibility conditions in the relevant product terms and conditions.
- The Benefits and Offers you receive may vary depending on your Tier.

CommBank Yello Tiers – eligibility criteria

The table below sets out the eligibility criteria for each CommBank Yello Tier.

<table>
<tr><th>CommBank Yello Tiers</th><th>Eligibility criteria</th></tr>
<tr><td>CommBank Yello</td><td>You are eligible for this Tier of CommBank Yello if in the prior Month you:
made at least 5 Eligible Transactions.</td></tr>
<tr><td>CommBank Yello Plus</td><td>You are eligible for this Tier of CommBank Yello if in the prior Month you:
made at least 15 Eligible Transactions; and
you held at least $500 in your Eligible Balance for any 15 days (or more) of that Month (this requirement is waived if you are 25 years old, or younger).</td></tr>
<tr><td>CommBank Yello Gold</td><td>You are eligible for this Tier of CommBank Yello if in the prior Month you:
made at least 15 Eligible Transactions; and
satisfy <u>one</u> of the following criteria:
held at least $50,000 in your Eligible Balance for any 15 days (or more) of that Month; or
held one or more Eligible Home Loans, with a combined funded loan amount of less than $1,000,000 for the entire Month.
The requirement to make at least 15 Eligible Transactions in the prior Month is waived if, in the prior Month, you settled an Eligible Home Loan with us.</td></tr>
<tr><td>CommBank Yello Diamond</td><td>You are eligible for this Tier of CommBank Yello if in the prior Month you:
made at least 15 Eligible Transactions; and
satisfy <u>one</u> of the following criteria:
held at least $250,000 in your Eligible Balance for any 15 days (or more) of that Month; or
held one or more Eligible Home Loans, with a combined funded loan amount of at least $1,000,000 for the entire Month.
The requirement to make at least 15 Eligible Transactions in the prior Month is waived if, in the prior Month, you settled an Eligible Home Loan with us.</td></tr>
</table>

3.4. Eligibility criteria examples

Each time you qualify (or re-qualify) for a Tier, you keep that Tier for three calendar Months. If you do not re-qualify, you keep that Tier until the three-calendar Month period expires.

Don't forget, you need to qualify for CommBank Yello overall and meet the eligibility criteria for a Tier to participate in the CommBank Yello program (see section 3.1 above).

The examples below show how meeting eligibility criteria for a Tier, impacts how long you keep your Tier for.

Example 1 – You meet eligibility criteria each Month

Month assessed	Did you qualify for CommBank Yello Plus Tier?	Tier you receive
January (based on December activity)	Yes	CommBank Yello Plus for January, February, and March
February (based on January activity)	Yes	CommBank Yello Plus for February, March, and April
March (based on February activity)	Yes	CommBank Yello Plus for March, April, and May

Example 2 – You don't meet eligibility criteria each Month

Month assessed	Did you qualify for CommBank Yello Plus Tier?	Tier you receive
January (based on December activity)	Yes	CommBank Yello Plus for January, February, and March
February (based on January activity)	No	CommBank Yello Plus for February and March
March (based on February activity)	No	CommBank Yello Plus for March only
April (based on March activity)	No	Moved down to 'CommBank Yello' Tier from the beginning of April. You will remain in the 'CommBank Yello' Tier throughout April, May,

		and June, provided you qualify for CommBank Yello overall.

4. Earning Points

4.1. Who can earn Points

You can earn Points as part of the Program if you qualify for CommBank Yello overall and are eligible for a Tier (see section 3 generally).

4.2. How to earn Points

If you are eligible for the Program, you can earn Points through:

- Eligible Purchases using a CommBank Yello Earn Card; and/or
- CommBank Yello Benefits, including CommBank Yello Offers (see sections 5 and 6).

4.3. When you won't earn Points in the Program

You cannot earn Points as part of the Program if any of the following apply:

- you are under the age of 18;
- we are notified that you are deceased;
- the residential address we hold for you is outside Australia;
- you have closed all of your Eligible Transaction Accounts; or
- you have opted out of CommBank Yello.

You will not be entitled to earn, receive or be credited with any CommBank Yello Points that have not already been credited to your Points balance from the time any of the above apply. This applies even if those Points relate to transactions, purchases or other activity that occurred before that time, including where you become eligible for a Benefit to be provided as CommBank Yello Points before that time, but those Points have not yet been credited.

This does not affect Points already credited to your Points balance, which are dealt with under sections 8, 11 and 12 (and, on death, section 7.4(a)).

5. CommBank Yello Benefits

5.1. Benefits on CommBank products – general principles

Depending on your Tier, you may be eligible to receive Benefits on certain CommBank products and third-party products made available through CommBank. Benefits available may vary and may include Points credited to your CommBank Yello Account, cash paid into your bank account, or such other Benefits as we determine from time to time.

The type, value and availability of Benefits may vary depending on your Tier, product type and any applicable terms and conditions. Current details on Benefits, including applicable Benefit terms and conditions, are available at commbank.com.au/commbank-yello and may change from time to time. These Benefit terms and conditions apply in addition to the CommBank Yello Program terms and conditions. If there is any inconsistency, the CommBank Yello Program terms and conditions prevail in relation to Program eligibility and Program rules, and the applicable Benefit terms and conditions prevail in relation to the relevant Benefit.

Acting reasonably and to protect our legitimate business interests, CommBank reserves the right to vary, add or withdraw a Benefit at any time. Where any such change is unfavourable to you or otherwise material, we will give you reasonable prior notice before the change takes effect.

5.1(a) Benefit eligibility criteria may vary by product

Benefit eligibility criteria may vary depending on the relevant product. For example, some Benefits may be applied when you open an eligible product, while others may be applied on the anniversary date of that product or after satisfying other eligibility criteria.

Further details, including applicable eligibility requirements, are set out in the relevant Benefit terms and conditions available at commbank.com.au/commbank-yello or by contacting us.

5.1(b) When you receive Benefits

Benefits are generally provided within 31 calendar days of becoming eligible for the Benefit, unless the individual Benefit terms and conditions specify otherwise.

If we are unable to provide a Benefit within this timeframe, we will provide it as soon as reasonably practicable.

Where you become entitled to Points as a CommBank Yello Benefit, the number of Points is calculated by reference to the Tier you held at the time you met the eligibility criteria for that Benefit, and not any different Tier you may hold at the time the Points are calculated or credited. For example, if you qualify for a Benefit while in the Gold Tier but have moved to the Diamond Tier by the time we credit the Points, we will credit the Points at the Gold Tier rate applicable when you met the Benefit eligibility criteria.

5.1(c) Benefits are applied per product, not per customer

Benefits on CommBank products are applied per product, rather than per customer.

For example, if more than one person holds a product (such as a joint home loan), we determine which customer receives the Benefit in accordance with section 5.2 below.

Refer to section 5.2 below and individual product Benefit terms and conditions for more details, available online at commbank.com.au/commbank-yello or by contacting us.

5.1(d) Closed, stopped or restricted accounts

We are unable to provide Benefits and some Rewards (for example, where you redeem your Points for cash) to a CommBank Yello Account or your Eligible Transaction Account if this account has been closed, stopped, or subject to restrictions.

5.1(e) Payments to joint accounts

If we pay a Benefit or Reward into your joint account, this may inform the other joint account holder of the products you hold with us. If you are not comfortable with this, please consider opening an individual transaction account or opting out of CommBank Yello (see section 13.2).

5.1(f) Errors or overpayments

If we apply or credit a Benefit to you in error, we may reverse the transaction or application or offset the amount against any future Benefits you may receive without notice.

5.1(g) Rounding of Points

Points are calculated to the nearest 2 decimal places using standard decimal rounding rules. For example, 5.114 Points will be rounded down to 5.11, and 5.115 Points will be rounded up to 5.12. When you view your Points (for example, in the CommBank app), your Points will be displayed rounded down to the closest whole number.

5.2. Who receives a Benefit where there are multiple eligible customers?

Where more than one person may be eligible for a Benefit, we will provide the Benefit to:

- the eligible customer with the highest CommBank Yello Tier; or
- if we cannot determine the recipient based on Tier, we'll select an eligible account holder to receive the Benefit in our discretion.

Where the Benefit is cash, once the recipient has been determined, we will then determine which account the cash is paid into (see section 5.3).

5.3. How a Benefit or Reward is paid if it is cash

This section explains how cash is paid into your account where cash is available on a CommBank product or where you redeem your Points for cash. It also explains how your preferred account applies.

Selecting your preferred account

You can select a preferred account through the CommBank Yello Hub in the CommBank app. The CommBank app may show which of your accounts can be selected.

If you select a preferred account, where cash is available on CommBank products or you redeem your Points for cash, the cash will generally be paid into this account.

Your selection only applies to cash on CommBank products or where you redeem your Points for cash. It does not apply to third-party Benefits or Rewards (except where you redeem your Points for cash).

Any change to your selected account will take effect from the beginning of the following Month.

If you do not select a preferred account

If you do not choose an account, cash will be paid to:

- your most recently opened individual transaction account; or
- if you do not have one, your most recently opened joint transaction account.

If you share a transaction account with someone else, we recommend that all account holders choose the same preferred account in the CommBank Yello Hub.

Where we cannot pay cash into your selected account

While we make every effort to pay cash into your selected account, this may not always be possible (for example, if you closed the selected account at the time of payment or in other circumstances where we are unable to do so). In these cases, we will pay the cash to:

- your most recently opened individual transaction account; or
- if you do not have an individual transaction account, your most recently opened joint transaction account.

6. CommBank Yello Offers

6.1. General principles

6.1(a) What are CommBank Yello Offers?

Depending on your CommBank Yello Tier, you may be provided with CommBank Yello Offers from third-party Providers, including:

- discounts on goods and services;
- coupon codes or vouchers;
- Points or another prize;
- access to sales, events or exclusive experiences; or
- any other Offer or prize we make available from time to time.

Offers may operate in different ways. For example, an Offer may:

- give you a discount or access to a third-party promotion;
- require you to make a Qualifying Purchase to receive Points, cash or another Benefit; or
- require you to use a particular card, account, payment method, channel, code or link (for example, an Eligible Card).

The specific requirements for each Offer will be set out in the terms and conditions for that Offer.

6.1(b) How you receive CommBank Yello Offers

We generally automatically enrol you into CommBank Yello Offers if you:

- qualify for CommBank Yello overall; and
- have not opted out of the Program.

Some Offers may be made available to you automatically without activation. Other Offers may require you to activate the Offer, use a code or link, make a purchase, use a particular payment method, or meet other requirements set out in the Offer terms and conditions.

Offers are subject to eligibility criteria, availability, and the relevant Offer terms and conditions. Not all Offers will be available to all customers. For example, we may not make an Offer available to you, or may stop making an Offer available to you, where we consider it reasonably necessary to comply with law, manage fraud or security risk, prevent misuse of the Program, apply our internal policies, or protect our legitimate business interests. There are other circumstances where, acting fairly and reasonably, we may not make an Offer available to you.

6.1(c) CommBank Yello Offer terms and availability

Each Offer will have its own terms and conditions. These may be made available in:

- the CommBank app within the CommBank Yello Hub;
- the CommBank Yello website, available at commbank.com.au/yello;
- the third-party platform where the Offer is provided; or
- any other place we notify you from time to time.

The Offer terms may specify things such as:

- who is eligible for the Offer;
- whether the Offer needs to be activated;
- the Offer period and expiry date;
- the participating third party or Provider;
- any eligible or excluded goods or services;
- any minimum spend or other purchase requirement;
- any required card, account, payment method, channel, code or link;
- whether the Offer can be used more than once;

- any cap, limit or allocation that applies;
- when and how any discount, Points, cash or other Benefit will be provided; and
- any circumstances where the Offer may not be available or may be reversed or withdrawn.

Your participation in an Offer is subject to these Program terms and conditions, the Offer terms, and any other terms and conditions notified as applying to the Offer.

If there is an inconsistency between these Program terms and conditions and the Offer terms, the Offer terms apply to the extent of the inconsistency for that Offer, unless the Offer terms state otherwise.

We may, acting reasonably and to protect our legitimate interests, suspend, remove, withdraw or cancel an Offer at any time without notice, including but not limited to where there is an error, suspected misuse, fraud or security risk, a technical issue, a change in law, a third-party Provider withdraws or changes the Offer, or the Offer allocation has been exhausted.

6.1(d) CommBank Yello Offers – if you become ineligible

If you become ineligible for the Program (for example, you opted out of the Program or you are no longer eligible for a Tier), then you will lose access to all Offers, including those you have activated.

You are not eligible to receive any outstanding Points or Offers once you become ineligible. See section 3 for more information on eligibility and section 13.2 on opting out of the Program.

6.2. CommBank Yello Offers – discount, code and access Offers

6.2(a) How discount, code and access Offers work

Some Offers may give you access to a discount, coupon code, voucher, promotional link, sale, event, exclusive experience or other third-party promotion.

The Offer terms will explain how to use the Offer. For example, you may need to:

- activate the Offer in the CommBank app;
- use a coupon code, voucher or promotional link;
- access the Offer through a third-party platform;
- purchase particular goods or services;
- use a particular card, account, payment method or checkout channel; or
- meet any other requirements set out in the Offer terms.

Unless the Offer terms say otherwise, a discount, code or access Offer does not entitle you to Points or cash.

6.2(b) Payment method requirements for discount, code and access Offers

A discount, code or access Offer may require you to use a particular card, account, payment method or payment channel. For example, an Offer may require payment using a specified CommBank card, digital wallet, or another payment method stated in the Offer terms.

The Offer terms will specify any required payment method. The Eligible Card and additional cardholders rules in sections 6.3(b) and 6.3(c) only apply to a discount, code or access Offer if the individual Offer terms and conditions say that an Eligible Card, or another specified card type, is required.

6.3. CommBank Yello Offers – Spend-based Offers

6.3(a) What are Spend-based Offers?

Some Offers require you to make one or more Qualifying Purchases using a particular payment method (for example, using an Eligible Card) with a participating third party to receive Points or another Benefit (‘**Spend-based Offers**’).

A Qualifying Purchase is a purchase that meets all requirements of the relevant Offer terms and conditions.

A Spend-based Offer may require you to:

- activate the Offer before making the purchase;
- spend a minimum amount;
- make the purchase during the Offer period;
- purchase from a participating third party or merchant;
- purchase particular goods or services;
- use a required card, account, payment method or channel (for example, complete a purchase in-store or use an Eligible Card); and/or
- meet any other requirements set out in the Offer terms.

6.3(b) Making a Qualifying Purchase

To receive Points or other Benefits under a Spend-based Offer, you must satisfy the Offer terms before the Offer expires, including (where relevant) making a Qualifying Purchase using an Eligible Card or other payment method specified in the Offer terms and conditions.

Unless the Offer terms say otherwise:

- the Qualifying Purchase must be made after you activate the Offer, if activation is required;
- the Qualifying Purchase must be made using the required card, account, payment method or payment channel (for example, an Eligible Card);
- the Qualifying Purchase must be made directly with the participating third party or merchant;
- the Qualifying Purchase must not be returned, cancelled, refunded, reversed or disputed;
- any minimum spend must be met in a single transaction; and
- any amount paid using Points, credits, vouchers, Gift Cards or other discounts will not count towards the minimum spend.

We may reverse Points or other Benefits applied to your CommBank Yello Account if a Qualifying Purchase is returned, cancelled, refunded, reversed or disputed. Purchases made via payment platforms (such as PayPal, Afterpay, Zip) are not considered a Qualifying Purchase (even where an Eligible Card is linked to that payment platform), unless the Offer terms and conditions specifically allow it.

6.3(c) Additional cardholders and linked cards

Where an Offer requires a Qualifying Purchase using an Eligible Card:

- if you are the primary cardholder, purchases made by an additional cardholder on your Eligible Card may be treated as a Qualifying Purchase for you;
- if you are an additional cardholder on someone else's Eligible Card, purchases you make may be treated as a Qualifying Purchase for the primary cardholder, but will not be treated as a Qualifying Purchase for you; and
- any Points or other Benefit earned from a Qualifying Purchase made by an additional cardholder will be provided to the primary cardholder.

Where multiple debit Mastercards are linked to an account, an Offer may apply separately to each debit Mastercard. If so, any Qualifying Purchase must be made using the debit Mastercard linked to the activation of the Offer, and not another debit Mastercard linked to the same account.

6.4. CommBank Yello Offers – Card and payment method requirements

6.4(a) Required payment methods

An Offer may require you to use a particular card, account, payment method or payment channel. The Offer terms will specify what is required for that Offer.

A required payment method may include:

- an Eligible Card;
- a specified CommBank card or account;
- a particular type of card, such as a Mastercard;
- a digital wallet;
- a particular checkout option or payment channel; or
- another payment method specified in the Offer terms.

Different Offers may have different payment method requirements. An Offer may also include or exclude particular cards, accounts, payment methods or payment channels, even if they are included or excluded for other Offers.

Where a Mastercard is specified as the Eligible Card in the Offer terms and conditions, tap or select 'Credit' or in-store purchases. For purchases made with a digital wallet, select 'Mastercard' as your payment method. We cannot guarantee that a purchase will be treated as a Qualifying Purchase if you select 'Savings' or 'Cheque'.

6.4(b) Eligible Cards

Where an Offer terms and conditions say that an Eligible Card is required, Eligible Cards include the following, unless the Offer terms say otherwise:

- a CommBank consumer credit or debit Mastercard;
- a CommBank business credit card:
- a StepPay digital card.

The Offer terms and conditions will specify which cards are eligible for that Offer, including whether you need to use that specific card to complete a Qualifying Purchase.

Unless the Offer terms say otherwise, the following are not Eligible Cards:

- travel money cards;
- keycards, including eftpos-only cards;
- corporate credit cards;
- Qantas Business Rewards Business credit cards;
- business debit cards; and
- prepaid Mastercards.

A particular Offer terms and conditions may include, exclude, broaden, narrow or replace the cards listed in this section. For example, an Offer may require a specific CommBank card, a digital wallet, or another payment method.

6.5. Receiving Points or other Benefits from Offers

6.5(a) When you receive Points or other Benefits from Offers

If you meet the Offer terms and conditions for an Offer, we will provide the Points or other Benefit specified in the Offer terms and conditions.

Benefits from Offers are provided:

- where a Qualifying Purchase is required, typically within 31 calendar days after the Qualifying Purchase occurs and the transaction is fully processed, unless the Offer terms and conditions specify another timeframe; or
- where the Offer does not require a Qualifying Purchase, typically within 31 calendar days after meeting the Offer terms and conditions, unless the Offer terms and conditions specify another timeframe.

In some cases, it may take longer to provide Points or other Benefits from Offers. For example, delays may occur because of public holidays, transaction processing times, delays in receiving information from third parties, disputes, refunds, reversals, or technology issues.

If we are unable to provide Points or other Benefits from Offers within the expected timeframe, we will provide it as soon as reasonably practicable after that time.

Using your CommBank Yello Earn Card to complete a Qualifying Purchase

Points earned through CommBank Yello Offers are separate from, and may be in addition to, any Points earned on Eligible Purchases made with a CommBank Yello Earn Card.

Where you use a CommBank Yello Earn Card to complete a Qualifying Purchase under a CommBank Yello Offer, you may earn Points both from the Offer and from your card spend, provided the transaction also meets the Eligible Purchase criteria for your CommBank Yello Earn Card.

Some transactions that are excluded from earning Points under the CommBank Yello Earn Card may still be considered a Qualifying Purchase for a CommBank Yello Offer, depending on the Offer terms. For example, BPAY transactions may be excluded from earning Points on your CommBank Yello Earn Card but may qualify for Points under a specific CommBank Yello Offer.

6.5(b) When Points or other Benefits from Offers will not be provided

We are unable to provide Points or another Benefit if:

- you do not meet the Offer terms;
- the relevant purchase is not a Qualifying Purchase;
- the relevant card or account is closed, stopped, suspended or otherwise restricted;
- you are no longer eligible for the Program before the Benefit is provided (including where you opt out of the Program before the Benefit is provided);
- the Offer is withdrawn, cancelled or suspended in accordance with these Program terms and conditions or the Offer terms; or
- we cannot reasonably verify that you have met the Offer terms and conditions.

6.5(c) Reversing Points or other Benefits from Offers

We may reverse, cancel or adjust Points or another Benefit if:

- the Qualifying Purchase is returned, cancelled, refunded, reversed or disputed;
- the Points or other Benefit was provided in error;
- you did not meet the Offer terms and conditions;
- we reasonably suspect fraud, misuse or abuse of the Offer or the Program; or
- we are required to do so by law.

6.5(d) Reissued cards

If your Eligible Card used for a Qualifying Purchase is reissued (for example because it is lost, stolen, damaged or replaced), you may still be eligible to receive Points or another Benefit if you otherwise meet the Offer terms and conditions.

However, there may be delays in identifying the transaction or providing the relevant Benefit.

6.6. Third-party Offers, goods and services

Some Offers are provided by third party Providers. Third-party Offers, goods and services may be subject to the third party's own terms and conditions, privacy arrangements, availability, exclusions, refund policies and complaints processes.

We are not responsible for:

- the availability, quality, suitability or performance of goods or services provided by a third party;
- statements, representations or claims made by a third party about its goods or services;
- a third party refusing or being unable to process, apply or honour an Offer;
- faults or issues with a third party's systems, including payment, booking, checkout, fulfilment or delivery systems; or
- any act or omission of a third party,

except to the extent caused by our negligence, fraud or wilful misconduct or that of our agents.

Nothing in these Program terms and conditions excludes, restricts or modifies any rights you may have under law that cannot be excluded, restricted or modified.

7. Redeeming CommBank Yello Points

7.1. Who can redeem Points

You must meet the following requirements to redeem Points:

- satisfy the eligibility requirements for CommBank Yello in section 3.1; and
- have a positive Points balance.

Additional cardholders, joint accountholders or authorised operators are unable to redeem your Points.

7.2. How to redeem your Points

Subject to 7.1 ‘Who can redeem Points’, you can redeem your Points if:

- a Reward is available at the time of redemption; and
- you have the required number of Points to redeem that particular Reward at the time of redemption.

Points can be redeemed:

- online via the CommBank Yello Hub in the CommBank app;
- online via NetBank (if that option is shown or made available to you); or
- by contacting CommBank Yello on 1300 Yello1 (1300 935 561) from 1 October 2026.

We may publish what Rewards are available and how many Points are necessary to redeem them, on the CommBank Yello website, available at commbank.com.au/yello.

Important things to know about redeeming your Points for a Reward

- The number of Points required to be redeemed for a Reward will be determined and notified to you at the time of the redemption.
- Rewards are subject to availability and substitutions may be necessary.
- Acting reasonably and for a legitimate business purpose, we may at any time and in our sole discretion, withdraw, limit, modify or cancel the continued availability of a Reward or change the number of Points required to obtain a particular Reward. For the most up to date information, you should check the CommBank Yello website or CommBank app prior to redeeming any Points.
- Once you place a redemption request for a Reward, it cannot be withdrawn or amended (including by exchanging the Reward requested for a different Reward).
- Rewards directly fulfilled by a Provider cannot normally be exchanged. Please refer to the Provider terms and conditions for further details about your rights and obligations regarding Rewards provided by a Provider.
- Rewards cannot be returned for Points to your CommBank Yello Account or for any other consideration.
- Rewards will not be replaced if lost, stolen or otherwise destroyed, except to the extent required by law.
- Additional terms and conditions that apply to particular Rewards, including available delivery requirements, locations, methods, timing and Provider Terms and Conditions, are set out on the CommBank Yello website or in a relevant document that we specify contains this information.

7.3. Using Points Plus Pay to redeem Rewards

We may allow you to redeem a Reward with a combination of Points plus another form of payment acceptable to us. This is referred to as Points Plus Pay. Points Plus Pay is available on selected Rewards listed on the CommBank Yello website.

If you use a CommBank Yello Earn Card for the “Pay” component of a Points Plus Pay Reward, you can earn Points for each dollar (equivalent to Australian dollars) spent on that CommBank Yello Earn Card for that Reward, subject to these terms and conditions and other applicable terms and conditions.

7.4. When you won't be able to redeem your Points

You won't be able to redeem your Points:

- if you do not meet the requirements in section 7.1 'Who can redeem Points' (for example, where you qualify for CommBank Yello overall but are not eligible for a Tier because you have not made the required number of Eligible Transactions); or
- in any other circumstances described below in this section 7.4.

Even if you meet the requirements in section 7.1, there may be circumstances that cause you to be unable to redeem your Points. For example, your CommBank products or accounts (including your CommBank Yello Account) may be suspended or cancelled for various reasons under the applicable terms and conditions, including (without limitation) to protect you or us from fraud or other losses, to manage regulatory risk, or for any other reason after reasonable notice is given.

If your CommBank product or account (including your CommBank Yello Account) is:

- suspended for any of these reasons, we may suspend your ability to redeem your Points;
- cancelled or terminated, we may terminate your participation in the CommBank Yello program and forfeit your Points,

in each case without notice to you (other than any notice we may give in connection with the suspension or cancellation of your CommBank product or account).

Your Points may also be forfeited without notice if you do any of the following, in a way or with an outcome which in our reasonable opinion, we consider is material or materially increases our exposure to credit, legal or reputational risks:

- fail to comply with these terms and conditions;
- use your CommBank products or accounts (including your CommBank Yello Account) in a manner designed to achieve an unlawful or improper purpose;
- provide us with information which is false or misleading; or
- engage in fraudulent or other conduct that causes a loss to us.

7.4(a) In the event a customer passes away

Despite sections 3, 4, 8, 11 and 12, and any other provision of these terms and conditions to the contrary, this section 7.4(a) governs what happens to your CommBank Yello Points if we are notified that you are deceased and prevails to the extent of any inconsistency. Although being notified of your death means you no longer qualify for CommBank Yello overall (section 3) and no further Points can be earned, received or credited to you from that time (section 4), the Points already credited to your Points balance at that time will not expire or be forfeited under section 8 ('Points expiry'), section 11 ('What happens to your Points when you close your CommBank accounts or don't meet eligibility requirements') or section 12 ('What happens to your Points when the Program is terminated or your participation in the Program is terminated'). Instead, those Points will be dealt with in accordance with this section 7.4(a).

In the event of the death of a customer, we will automatically convert the deceased customer's CommBank Yello Points into cash within 30 calendar days of being notified that the customer is deceased. Points will be converted into cash based on a default Conversion Rate determined in our discretion and acting reasonably.

The cash amount will be paid into an individually held Eligible Transaction Account in the deceased customer's name. If an Eligible Transaction Account is not available, we may otherwise distribute the cash amount to the deceased estate through another available method.

8. Points expiry

Your Points expire two (2) calendar years from the date you last:

(a) **earned Points (for example, from using your CommBank Yello Earn Card); or**

(b) **redeemed Points (for example, to redeem a Reward), whichever is later.**

Each time you earn or redeem Points during the 2-year period, the expiry period resets and a new 2-year period commences from that later date.

If you do not earn or redeem Points to reset the expiry period, your Points will be forfeited without notice once the 2-year period ends.

9. Types of Rewards

The following terms apply to the Rewards listed in this section. Some Rewards can only be accessed or redeemed through the CommBank app or NetBank (if that option is shown or made available to you in that channel).

Not all Rewards are contained in this section. For the most up to date information about a Reward (including any applicable Third-party or Provider terms and conditions), see the CommBank Yello website.

Any applicable Third-party or Provider terms and conditions apply in addition to the CommBank Yello Program terms and conditions. If there is any inconsistency, the CommBank Yello Program terms and conditions prevail in relation to Program eligibility and Program rules, and the applicable Third-party or Provider terms and conditions prevail in relation to the relevant Reward.

9.1. Conversion Provider

If you are a member of a participating Conversion Provider loyalty program, you may convert your Points into a Conversion Provider loyalty program.

- You do not automatically qualify for membership in a Conversion Provider loyalty program and must separately join a Conversion Provider's loyalty program.
- Membership in a Conversion Provider loyalty program is subject to their terms and conditions, and fees may apply to join their loyalty program (e.g. an annual fee).
- The name on your CommBank account(s) must exactly match the name of your account in the Conversion Provider loyalty program and be held in the same capacity.
- You can only convert your Points into your own account in a Conversion Provider loyalty program. You cannot convert your Points into the account of an additional cardholder, joint accountholder or any other account not held solely in your name.

Important things to know

- Conversion Rates vary by Conversion Provider and are shown at the time of redemption or in the CommBank app and are subject to change.
- Points can only be converted into whole Conversion Provider loyalty program points. For example, you cannot redeem a Point for half a Conversion Provider loyalty program point. Points will normally be available in your Conversion Provider loyalty program account within 31 calendar days after being redeemed. However, we accept no responsibility for any loss or damage if points are not available in your Conversion Provider loyalty program account within this time. Once Points have been converted, they are governed by the terms and conditions of the relevant Conversion Provider loyalty program and cannot be converted back to Points or redeemed in the Program.
- We make no representation regarding the merits of converting your Points for points in a Conversion Provider loyalty program and we are not liable if, once you redeem Conversion Provider loyalty program points you are unable to use the relevant Conversion Provider loyalty program points as you expected.
- A minimum redemption amount may apply which may also differ by Conversion Provider.
- A fee may be required to convert Yello Points into a Conversion Provider loyalty program.
- Conversion Providers may be added or removed at our discretion with notification provided in accordance with section 16.
- You should refer to the applicable Provider terms and conditions for further information, available at commbank.com.au/yello.

9.2. Redeeming Points for cash

You may redeem Points for cash credited into your account.

- Cash is paid into your nominated transaction account or your most recently opened individual transaction account if you haven't chosen one.
- Refer to sections 5.2 and 5.3 for more information about nominating your transaction account, including what account we pay into where you haven't selected a nominated transaction account.

- Cash is usually credited within 31 calendar days from redemption.
- The minimum redemption amount for Points to cash is $20 Australian dollars.

9.3. Gift Cards

You may redeem your Points for Gift Cards available in the Program subject to Provider Terms and Conditions.

- Gift Cards issued through the Program are digital Gift Cards only.
- Gift Cards will not be reissued or replaced if deleted, lost, stolen, accessed by another person, or otherwise unable to be accessed, except where required by law.
- All Gift Card redemptions are final and cannot be cancelled, reversed, refunded or exchanged for any other payment and redemptions.
- By making a Gift Card redemption you acknowledge and accept the terms and conditions displayed or made available to you via the checkout process.
- We require, at a minimum, the following information from you in order to facilitate a Gift Card redemption:
    - the Gift Card recipient's first and last names; and
    - any other information that we may require in order to fulfil your Gift Card redemption, for example the Gift Card recipient's mobile phone number.
- Gift Cards must be used by the expiry date displayed on the Gift Card or otherwise notified.
- Gift Cards are accessible through the CommBank app or NetBank only (if that option is shown or made available to you in NetBank).
- If you opt out of the Program or become ineligible for any Tier, you may lose access to view your Gift Card in the CommBank app or NetBank. You should save or print your Gift Card details or add the Gift Card to your digital wallet promptly after redemption.
- You may redeem Points for Gift Cards with a total value of up to $5,000 Australian dollars in any 24-hour period. Once this limit is reached, you will not be able to redeem Points for additional Gift Cards until the relevant 24-hour period has passed.
- You acknowledge and agree that you must not:
    - re-sell, or permit the re-sale of, any Gift Cards;
    - use the Gift Card in any manner that will breach any applicable laws, these terms and conditions or any Provider terms and conditions.

9.4. Pay with Points

You may redeem Points for goods and/or services at participating Pay with Points Providers, in-store or online.

- To pay using your Points, you must provide your CommBank Yello Earn Card (excluding World Debit Mastercard) and request to Pay with Points in-store or select to Pay with Points online.
- The number of Points required for each dollar may vary for each Pay with Points Provider.
- The rate of redemption applicable to a particular purchase, will be notified to you at the time of purchase. We set the redemption rate and may change the redemption rate at any time.
- All goods and services paid for using Pay with Points are subject to the Pay with Points Provider's terms and conditions, including, minimum requirements to facilitate a redemption, and if applicable, booking, cancellation, and amendment conditions.
- We are not responsible for the goods or services acquired using Pay with Points. See section 14 below.

10. Tracking your Points balance

The Points balance accrued to your CommBank Yello Account is increased when you earn Points and decreased when you redeem Points for a Reward. You can check your current Tier and Points balance in the CommBank Yello Hub, or in the home screen of the CommBank app and NetBank (if that option is shown or made available to you in those channels), or by contacting us (see section 19 for information on how to contact us).

Viewing your Points balance

You can view your Points balance by:

- checking the CommBank app;
- checking NetBank (if that option is shown or made available to you);
- calling us on 1300 Yello1 (1300 935 561) from 1 October 2026; or
- visiting your local branch.

Viewing your Points history

Your Points history is available via NetBank (if that option is shown or made available to you), or the CommBank app, and shows the balance of all Points earned and redeemed within the last 2 years on your CommBank Yello Account, including any adjustments.

Updates to your Points balance

Your Points balance is usually updated within 31 calendar days after an Eligible Purchase is processed or you become eligible for a CommBank Yello Benefit (including CommBank Yello Offers), unless the Offer or Benefit terms and conditions specify otherwise. When we are not able to adhere to this time estimate, we will instead, update your Points balance as soon as reasonably practicable.

Important things you should know

We will adjust your Points balance when you get a refund or reimbursement to your CommBank Yello Earn Card, Eligible Card, or to another CommBank account (for example, for returned goods or services, card fraud, or theft). We will adjust your Points balance retrospectively for refunds and reimbursements by deducting the number of Points you previously earned for that transaction. If we cannot:

- pinpoint the exact transaction being reversed in your transaction listing; or
- you are no longer eligible for a Tier (for example, you did not meet eligibility requirements or opted out of the Program),

then we will deduct the number of Points from your Points balance that can be earned based on a default rate determined in our discretion, acting reasonably and to protect our legitimate business interests. Refunds or reimbursements may cause your Points balance to become negative.

We may change how frequently your Points are updated.

Sometimes, for example due to invalid merchant or transaction information, Points will need to be corrected retrospectively and may in some cases, be corrected outside of the Month in which the relevant transaction or event occurred.

11. What happens to your Points when you close your CommBank accounts or don't meet eligibility requirements?

You will retain your Points balance for 2 years from the date you last earned or redeemed Points (whichever is later) if you:

(a) close all your CommBank accounts;

(b) are ineligible for a Tier;

(c) do not qualify for CommBank Yello overall; or

(d) opt out of the CommBank Yello program.

Your Points will be forfeited without notice once this 2-year period ends. See section 8 for more information about Point expiry.

You will not be entitled to earn, receive or be credited with any CommBank Yello Points that have not already been credited to your Points balance at the time you close your CommBank accounts, become ineligible for a Tier, stop qualifying for CommBank Yello overall, or opt out of the CommBank Yello program. This applies even if those Points relate to transactions, purchases or other activity that occurred before that time. The Tier used to calculate any Points to be provided as a Benefit that are still to be processed, and the treatment of those Points if your eligibility changes before they are credited, are dealt with in sections 4.3 and 5.1(b). This section 11 does not apply to Points dealt with under section 7.4(a) (where a customer passes away).

Don't forget, you must qualify for CommBank Yello overall and be eligible for a Tier to be able to redeem your Points.

12. What happens to your Points when the Program is terminated or your participation in the Program is terminated?

We may terminate the Program at any time. We will give you reasonable notice when we do this.

We may terminate your participation in the Program if you:

(a) **materially fail to comply with these terms and conditions or the terms and conditions of your CommBank products;**

(b) **use your CommBank products or CommBank Yello Account in a manner designed to achieve an unlawful or improper purpose;**

(c) **provide us with information which is false or misleading, and which results in a materially adverse commercial risk or regulatory or compliance risk for us; or**

(d) **engage in fraudulent or other conduct that causes a loss to us.**

If your participation in the Program is terminated for any of the reasons described above or otherwise in these terms and conditions, your Points will be forfeited without notice (other than any notice we may give in connection with the suspension or cancellation of your CommBank product or account).

If you no longer wish to participate in the Program, you can terminate your membership at any time by opting out of the Program in accordance with section 13.2. Your Points will be treated in accordance with section 11.

If the Program is terminated, your Points must be redeemed within 30 days from the date of termination or your Points will be forfeited. These terms and conditions will apply to those Points until they are redeemed or forfeited.

13. Managing your account

13.1. Check that your CommBank products are under the same Customer Record

We maintain a separate Customer Record for each customer and determine your eligibility for CommBank Yello overall, Tiers, and CommBank Yello Benefits based on the products and services held under your Customer Record.

If you have multiple separate Customer Records (for example, because you applied for products at different times and the products were not linked) you may not qualify for, or may experience a delay in receiving, the CommBank Yello Program. We try our best to link new products to your existing Customer Record.

If we identify that you hold multiple separate Customer Records, we may try to contact you to ask for your permission to combine them. We can only combine records that are held by the same individual customer under the same name and in the same capacity. If you don't want us to combine your Customer Records, or we can't contact you, we may keep the records separate.

If your separate Customer Records are combined:

- we will not backdate your eligibility for the CommBank Yello Program;
- we will combine any existing Points balances into the combined Customer Record;
- the combined Points balance typically takes 31 calendar days to become available, but in some circumstances may take longer; and
- we will assess your eligibility based on the combined Customer Record when we next assess your eligibility.

If you think you may have more than one Customer Record and this might impact your eligibility for the CommBank Yello Program, contact us on 13 22 21 and we'll check for you. You can also check yourself by logging into the CommBank app or NetBank and seeing if you can view all of your CommBank products and services (including general insurance products provided by Hollard and distributed by CommBank) using your single CommBank app or NetBank login.

13.2. Opting out of CommBank Yello

Opting out of receiving marketing communications from CommBank will not remove you from the CommBank Yello Program.

You can opt out of the CommBank Yello Program via the CommBank Yello Hub in the CommBank app, in NetBank (if that option is shown or made available to you in NetBank), or by visiting a branch.

If you opt out of CommBank Yello Program entirely:

- you won't be entitled to any further CommBank Yello Benefits, including CommBank Yello Offers.
- you will retain your Points earned as part of the program, but they will expire in accordance with section 8.
- you will not be entitled to any CommBank Yello Points that have not been credited to your account before you opt out, even if those Points relate to activity before you opted out.
- you will not be able to redeem your Points earned as part of the program, unless you meet Program eligibility criteria again (see section 3).
- you may still see CommBank Yello Offers in your CommBank app for a short period of time while we give effect to your request to opt out.
- you may continue to receive messages about the CommBank Yello Program generally, as part of the normal business operation of your use of our products or services but you will no longer be a member of the CommBank Yello Program.

- subject to your product terms and conditions, you won't be entitled to any product specific Benefits under CommBank Yello, such as fee waivers or discounts for CommBank products.
- you can opt back into CommBank Yello in the CommBank app or by visiting your local branch.

You are not required to opt out again after each CommBank app update.

Opting out of CommBank Yello, does not opt you out of CommBank Yello for Business, if you are eligible for that Program. Separate terms and conditions apply for CommBank Yello for Business.

13.3. Communications about the Program

You can manage your communication preferences via the CommBank app or NetBank settings, or by contacting us. Additionally, you may opt out the Program at any time in accordance with section 13.2.

We may send you commercial electronic messages and direct marketing about CommBank Yello, including about CommBank Yello Benefits, CommBank Yello Offers, your Tier, and Points balance, and you may also see such content within the CommBank app or NetBank (for example, when you access the home screen or Yello Hub). By participating in the Program, you acknowledge and consent to seeing and receiving such materials.

14. Limitations on our liability

The limitations of liability described in this section 14 apply in addition to any other rights, discretions or limitations otherwise described in these terms and conditions and do not in any way limit their operation:

(a) CommBank may advertise the goods and services of third parties through the CommBank app or website, which may include discounts provided by such third parties. Such inclusion on the CommBank app or website is not an endorsement by us of the goods or services. If you follow the links to the applications or websites of such third parties, you will be leaving the CommBank platform. We take no responsibility and will not be liable in relation to the accuracy or completeness of any claims made by third parties (including claims published in the CommBank app, NetBank or on the CommBank website), except to the extent caused by our negligence, fraud or wilful misconduct or that of our agents.

(b) We take no responsibility for the accuracy, currency, reliability and correctness of any information regarding CommBank Yello which is included in material created, provided or managed by third parties (including third party websites), except to the extent caused by our negligence, fraud or wilful misconduct or that of our agents.

(c) Your use of any third-party applications or websites and the receipt of any goods and/or services from any third-party is at your own risk and may be governed by any applicable terms and conditions, collection notices, and privacy policies as between you and the relevant third-party. We accept no liability for any acts or omissions of third parties in connection with the goods and services provided to you by any third party, except to the extent caused by our negligence, fraud or wilful misconduct or that of our agents.

(d) Acting fairly and reasonably, we may prevent any individual from receiving CommBank Yello Offers, or reverse any Benefits applied or paid, to the account linked to the Eligible Card, without notice and at any time. Circumstances in which we may take such action include, but are not limited to, suspected fraud, gaming or tampering of the CommBank Yello program which may result in, or is likely to result in, any loss or damage to us or a third party. There are other circumstances where, acting fairly and reasonably, we may not present CommBank Yello Offers to you.

(e) We may change how frequently your Points are updated.

(f) If we apply, credit or overpay a Benefit to you in error, we may reverse the application, credit or overpayment, or offset it against any future Benefits you may receive.

(g) If your Points balance is negative, we may, acting reasonably, reduce, withhold or offset any future Points or other Benefits you may become entitled to receive against that negative balance, where those Benefits are capable of being reduced, withheld or offset. If your Points balance remains negative, we may, acting reasonably and to protect our legitimate business interests, require you to pay us the monetary value of the negative Points balance, as reasonably determined by us.

(h) Except as described in this section 14 or as may be otherwise required by law, we make no warranty or representation either expressed or implied and expressly disclaim any and all liability (including for consequential damages), with respect to type, quality, standard, fitness or suitability for any purpose of Rewards provided under the Program. Warranty claims relating to Rewards provided by a third party should be directed to the manufacturer or Provider in accordance with their warranty information (if applicable).

(i) Where we supply services to you as a consumer under consumer protection laws, those services come with non-excludable warranties. Nothing in this document shall be taken to exclude liability which may not be excluded under the Australian Consumer Law.

(j) However, to the extent permitted under the Australian Consumer Law and except as otherwise specified in these terms and conditions, in relation to any loss you have suffered:

   a. our liability is limited to the cost of providing the relevant services again; and

   b. we have no liability for any indirect, special or consequential loss (including loss of profits, actual or anticipated revenue).

(k) We will make every effort to provide accurate information on the CommBank Yello website and in other communications about the Program, and to operate our systems and processes consistently with these terms and conditions. However, sometimes errors do occur (for example, due to limitations in our systems and processes). Where that happens, without limiting any rights you may have relating to the error, we may, as appropriate, at a later time but as soon as practicable after the error has been identified, make adjustments to put you in the same or similar position had the error not occurred. To the extent permitted by law, we are not responsible for any inaccuracies or misdescriptions except to the extent caused by our negligence, fraud or wilful misconduct.

(l) We will not be liable for any disruption to the Program or any delay to or inability to provide any of the Rewards caused by circumstances beyond our control including, but not limited to, strikes or industrial disputes, acts of God, flood, weather, aircraft unserviceability or unavailability, war, terrorism or civil disturbance.

15. Tax and other important matters

There may be tax implications associated with participating in the Program (such as earning Points, redeeming Rewards, receiving Benefits, or winning prizes). CommBank does not accept any taxation liability which could arise from or in connection with your participation in the Program. You should seek independent tax advice if you are unsure about the tax consequences to you. Commonwealth Bank does not provide tax (financial) advice under the *Tax Agent Services Act 2009* (Cth).

16. Changes to these terms and conditions

At any time we may, acting reasonably, change these terms and conditions in accordance with this clause.

How we tell you about changes

We will notify you that a change has been made and when the change takes effect:

- If we consider that the changes are favourable or non-material to you, we will tell you no later than the day on which the change takes effect.
- If we consider the changes are unfavourable or material, we will give you at least 30 days' advance notice of the change (unless notice is impracticable or shorter notice is necessary to manage a material and immediate risk).

Circumstances may arise where prior notice is not possible, including where there is a material fraud, operational or regulatory risk for us or where we are affected by events outside our control (for example, our third-party suppliers terminate their arrangement with us or can no longer perform their obligations).

When we change these terms and conditions, we will either:

- give you notice of the changes such as through the CommBank app, by email, SMS, or advertisement in the national or local media; or
- publish the change or an updated version of these terms and conditions and let you know where to find them using any of the methods set out above.

You can always find the most up-to-date version of these CommBank Yello terms and conditions at commbank.com.au/commbank-yello.

Any changes we make to these terms and conditions will apply prospectively from the effective date only and will not impact the Benefits you may have already received prior to the effective date.

If you are not happy with the changes to these terms and conditions, you may opt out of CommBank Yello at any time in accordance with section 13.2 of these terms and conditions.

Other CommBank terms

Other terms and conditions relating to the CommBank Yello program may be set out on the CommBank Yello website, in the CommBank app, in the CommBank product terms and conditions or on third-party platforms ('**Other CommBank Terms**'), changes to which will be made in accordance with those Other CommBank Terms.

17. Key terms explained

Term	Meaning
CommBank, we, us, our	Commonwealth Bank of Australia (ABN 48 123 123 124). These references (e.g. to "CommBank") don't include Bankwest and Unloan, which are separate divisions of Commonwealth Bank.
CommBank Yello, CommBank Yello Program, Program	CommBank's customer recognition and loyalty program, the terms and conditions for which are set out in this document, on commbank.com.au/commbank-yello, in the CommBank app, in the terms and conditions for any products to which a CommBank Yello Benefit relates, or in third party terms and conditions.
CommBank Yello Account	The customer profile we set up for you under your contract with us. Your Points balance accrues to this Customer Record and can be exchanged in the Program.
CommBank Yello Benefit, Benefit, Perk	Benefits made available by us to eligible customers, as notified by us from time to time in these terms and conditions, on commbank.com.au/commbank-yello, in the CommBank app, in the CommBank product terms and conditions or in third party terms and conditions. Benefits may include: • Loyalty payments, Points or waivers on CommBank products or products from CommBank subsidiaries • Entry into Prize Draws • CommBank Yello Offers • Any other Benefits as we determine from time to time
CommBank Yello Earn Card, Earn Card	A credit or debit card determined by us to be a CommBank Yello Earn Card that allows you to earn Points on Eligible Purchases at the applicable earn rate. Points earned are based on your Tier, purchase type, card type and any applicable Monthly limit. A CommBank Yello Earn Card includes any one of the following card types held with us: • Smart credit card • Ultimate credit card • Awards credit card (no longer available for sale) • Gold Awards credit card (no longer available for sale) • Platinum Awards credit card (no longer available for sale) • Diamond Awards credit card (no longer available for sale) • Business Platinum credit card • Business Awards credit card (no longer available for sale) • Business Gold Awards credit card (no longer available for sale) • World Debit Mastercard The following account types are not considered CommBank Yello Earn Card accounts:

	• accounts in respect of which you have notified us that you hold the account as a trustee; • business accounts (excluding Business Platinum credit card, Business Awards credit card (no longer available for sale) and Business Gold Awards credit card (no longer available for sale); or • accounts opened in the name of a company or an association. At our discretion, we may change CommBank Yello Earn Card types from time to time, such as where we discontinue, rename, or introduce new credit or debit cards. For a current list of CommBank Yello Earn Cards and current earn rates, please refer to commbank.com.au/commbank-yello.
CommBank Yello Points, Points	Points are units which accrue to a CommBank Yello Account and can be exchanged in the Program for a Reward in accordance with these terms and conditions, and any other terms and conditions notified as applying.
CommBank Yello Offer, Offer	Benefits provided by participating third parties, including on insurance products provided by AIA and Hollard and distributed by CommBank. Offers may include providing you with Points, discounts, cash, or access to events available to eligible CommBank Yello customers.
Completed Transaction	A transaction that has been fully processed. A transaction that is pending is not considered a Completed Transaction.
Conversion Provider	A Provider that eligible CommBank Yello customers can convert their Points to in that Provider's loyalty program.
Conversion Rate	The rate at which Points are converted to a Conversion Provider's points.
Customer Record	Our record of the products you hold with us and your contact information.
Eligible Transaction Account	A transaction account product determined by us to be an 'Eligible Transaction Account'. For a current list of Eligible Transaction Accounts, please refer to commbank.com.au/commbank-yello. An Eligible Transaction Account may include one of the following account types held with us: • Smart Access • Complete Access • Everyday Offset • Pensioner Security (excluding Pensioner Security Passbook accounts) • Private Bank Account • Streamline Basic The following account types are not considered Eligible Transaction Accounts:

	• accounts in respect of which you have notified us that you hold the account as a trustee; • business accounts; or • accounts opened in the name of a company or an association At our discretion, we may change the Eligible Transaction Account types from time to time, such as where we discontinue, rename, or introduce new transaction accounts.
Eligible Transaction	Any outbound Completed Transaction that you make from an Eligible Transaction Account or eligible credit card account, including: • Payments or other purchases made using a debit or credit card; • StepPay purchases, where a purchase is treated as one outbound transaction (StepPay instalment payments are not considered an eligible outbound transaction); • Cash withdrawals at an ATM or CommBank branch; • Payments or transfers to non-CommBank accounts and third parties, including BPAY payments. The following are not considered Eligible Transactions: • Transfers between your own CommBank accounts. This includes transfers to another account which you are a joint account holder of, or to an account that is associated with your Customer Record. For example, such as where you are a director of a business and make payments from your personal account to the business account, or where you make a payment from your personal account to another account for which you are a signatory or authorised third party. • Any fees or interest debited from your account(s). • StepPay instalment payments are not considered an eligible outbound transaction. • Cash advance transactions on a credit card. An eligible credit card account includes any one of the following account types held with us: • Smart credit card • Ultimate credit card • Awards credit card (no longer available for sale) • Gold credit card (no longer available for sale) • Platinum credit card (no longer available for sale) • Diamond Awards credit card (no longer available for sale) • Low Fee credit card • Low Fee Gold (no longer available for sale) • Low Rate credit card

	• Low Rate Gold (no longer available for sale) • Essentials credit card (no longer available for sale) • CommBank Neo credit card • Interest-free Low Fee • StepPay – we treat this as a credit card account for the purposes of CommBank Yello. The following account types are not considered eligible credit card accounts: • accounts in respect of which you have notified us that you hold the account as a trustee; • business accounts; or • accounts opened in the name of a company or an association At our discretion, we may change eligible credit card account types from time to time, such as where we discontinue, rename, or introduce new credit cards. For a current list of eligible credit card accounts, please refer to commbank.com.au/commbank-yello. We may at our discretion also consider other transactions to be Eligible Transactions. For joint transaction accounts and credit card accounts with additional cardholders, all Eligible Transactions on the account will be attributed to each account holder / cardholder when determining that account holder's / cardholder's eligibility under CommBank Yello.
Eligible Balance	Your Eligible Balance is made up of your combined daily closing balance (taking into account Completed Transactions) in accounts determined by us as counting towards your Eligible Balance, including the following, held by you individually or jointly: • GoalSaver • NetBank Saver • Pensioner Security (excluding Pensioner Security Passbook accounts) • Youthsaver • Commonwealth Private Bank • Commonwealth Direct Investment • Smart Access • Complete Access • Term Deposit • Streamline Basic The balance of an account you hold will not be considered part of your Eligible Balance if any account holder for that account

	is a non-personal entity (for example a trustee, a company, association or business). We determine your Tiering under CommBank Yello using your Eligible Balance at the end of each day but will not backdate your Tiering based on changes or circumstances beyond the Month within which they occur. For example, if you receive a remediation payment, disputed transaction payment, unauthorised or mistaken transaction payment, refund or other type of goodwill compensation for any past error, failure, fraud, scam, unauthorised or disputed transaction or wrong of any kind, these payments will be credited into one of the above accounts and will contribute to the Eligible Balance, next time your Tiering is determined. At our discretion, and acting reasonably, we may change how your Eligible Balance is assessed from time to time, including but not limited to the accounts across which we assess Eligible Balance, such as where we discontinue, rename, or introduce new transaction or saving accounts. For a current list of accounts that are considered for the purposes of your Eligible Balance, please refer to commbank.com.au/commbank-yello.
Eligible Home Loan	A home loan account you hold (individually or jointly) with us which we determine to be an 'Eligible Home Loan', including any one of the following types of home loan accounts: • Standard Variable Rate • Fixed Rate • Extra • Base Variable Rate (Economiser) • No Fee (Low Rate) • Green Loan • Bridging Loan • Digi Home Loan • Simple Home Loan Your home loan account is not an Eligible Home Loan if it is: • paid off or closed; • refinanced into another home loan that is not eligible under CommBank Yello; or • refinanced to another bank. For joint and split Eligible Home Loans, each account holder is eligible if the aggregate balance in their home loan accounts meet the minimum balance required. When we consider which Tier you are eligible for, we consider the most recent funded amount for your home loan. When you restructure or top-up your home loan, your funded amount may change.

	At our discretion, and acting reasonably, we may change the Eligible Home Loan account types from time to time, such as where we discontinue, rename, or introduce new home loans. For a current list of Eligible Home Loan accounts, please refer to commbank.com.au/commbank-yello.
Eligible Purchase	An Eligible Purchase is any purchase made using a CommBank Yello Earn Card, except for excluded purchases. Excluded purchases differ based on whether the CommBank Yello Earn Card you used to complete the purchase is a credit or debit card. You won't earn Points for excluded purchases. At our discretion, and acting reasonably, we may change Eligible Purchases (including excluded purchases) from time to time. For a current list of Eligible Purchases, please refer to commbank.com.au/commbank-yello.
Gift Card	A Gift Card or gift voucher issued by us to you which can be redeemed at its face value for goods or services sold or provided by selected Providers. Unless specified otherwise, references to Gift Cards are digital Gift Cards only.
Group	CommBank and its subsidiaries.
Hollard	Hollard Insurance Partners Limited, formerly known as CommInsure. Hollard is not part of CommBank.
Month	A calendar Month.
Pay With Points	Pay with Points means being able to purchase goods or services from a Pay with Points Provider using Points as set out in section 9.4.
Provider	Provider means the operator of a business who has agreed with us to provide options for Reward redemptions and/or Offers in the Program.
Prize Draw	If you are eligible for the CommBank Yello program you will be able to opt-in to Prize Draws, we may run from time to time. These draws are governed by terms and conditions that will be made available to you in the CommBank app or on the CommBank Yello website, or on third party platforms.
Qualifying Purchase	A purchase that you may need to make in order to qualify for a CommBank Yello Offer. This term also has the meaning given in section 6.3.
Reward	A good or service, or entitlement to a good or service, which may be acquired using Points accrued to a CommBank Yello Account.
Third-party terms and conditions, Provider terms and conditions	The terms and conditions of a third-party or Provider which may apply to you, if you choose to redeem Rewards or an Offer, from or through a third-party or Provider.
Tier	A level of eligibility for CommBank Yello Benefits in the CommBank Yello program (detailed in section 3.3 of these terms and conditions).
you, your	The person or persons who hold an account.

18. Giving us feedback

If there's something we can improve, or you're not satisfied with our products, services, staff or complaint-handling process, it's important we hear about it so we can make things right.

Talk to us

Most problems can be resolved quickly and simply by talking to us. You can contact us:

Visit a branch

Phone: 1800 805 605

Toll-free fax: 1800 028 542

Online: commbank.com.au/feedback

Our staff will do their best to resolve your complaint within 5 business days.

If you're not satisfied

If you're not satisfied with our handling of your complaint or our decision, you can refer your complaint to the Australian Financial Complaints Authority ('**AFCA**'). AFCA provides a fair and independent dispute resolution service that is free for customers. It's important you raise your concerns with us first before going to AFCA, as AFCA will generally encourage this before they will investigate.

Visit: afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678 from 9am to 5pm (Sydney/Melbourne time), Monday to Friday

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

19. Contact us

Visit us online
commbank.com.au

Message us in the CommBank app

Call us
13 22 21 (in Australia)
or +61 2 9999 3283 (from overseas), 6am to 10pm

Drop into a branch
commbank.com.au/locateus

For more contact options, including accessibility services, visit commbank.com.au/contact