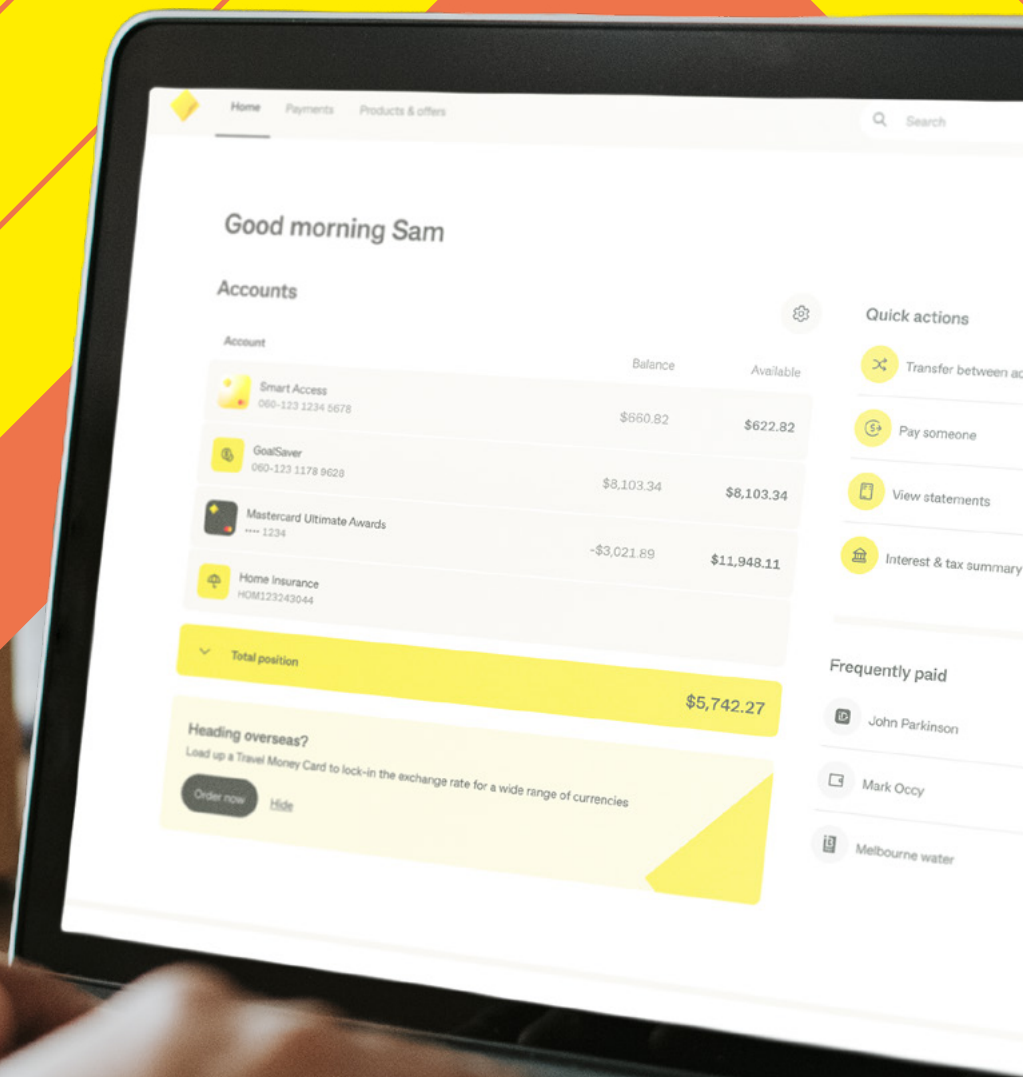


How to use NetBank

Step-by-step guides for everyday banking tasks



Welcome to the new NetBank

For almost 30 years, NetBank has helped Australians manage their everyday banking. Now, we've rebuilt it from the ground up to make banking simpler, smarter and more intuitive.

This guide will help you get familiar with the new NetBank so you can confidently manage your accounts, make payments, check balances and find what you need.

As we continue to improve NetBank, we'll regularly make updates to enhance your experience. That means you may occasionally notice small differences between this guide and what you see on screen.

NetBank is an electronic banking service provided by Commonwealth Bank of Australia. Use of NetBank is subject to the NetBank Terms of Use available at commbank.com.au/digital-banking/netbank/terms and the Electronic Banking Terms and Conditions available at commbank.com.au/electronic-banking.

Commonwealth Bank of Australia ABN 48 123 123 124 AFSL and Australian credit licence 234945.

NetBank user guide

Step-by-step help for everyday banking tasks

Each task in this guide includes:

- A short description of what you can do
- Step-by-step instructions
- Screenshots to help you follow along

In this guide

Accounts and Payments

→ Transfer between accounts	6
→ Add a new recipient	9
→ Set up a recurring payment	12
→ Pay someone (another bank account)	15
→ Pay with PayID	18
→ Pay with BPAY	21
→ Send money overseas	24

Transactions and Statements

→ View or download statements	28
→ See upcoming bills and payments	30
→ Search	32

Cards

→ Manage your card settings	34
-----------------------------------	----

Personal and business details

→ Update contact details	36
→ Update addresses	38
→ View business details	41
→ View and manage business account access and authorities	43

Getting started

Log on to NetBank

- Type **commbank.com.au** or **netbank.com.au** directly into your browser
- Enter your **Client number** and **Password**, then select **Log on**
- If prompted, approve the logon in the CommBank app for added security

Having trouble logging in?

- On the NetBank logon screen, select **Get help logging on** and follow the prompts



Tip

If you're using your own computer or laptop, select **Trust this browser?** before approving the logon. This reduces how often you'll need to approve future logons when using the same browser. For security, we'll occasionally ask you to approve your logon again.



**Confirm this logon in the CommBank app to
keep your account safe**

We've sent a notification to your CommBank app to confirm it's you.
Approve it within 15 minutes to finish logging on.

Trust this browser?



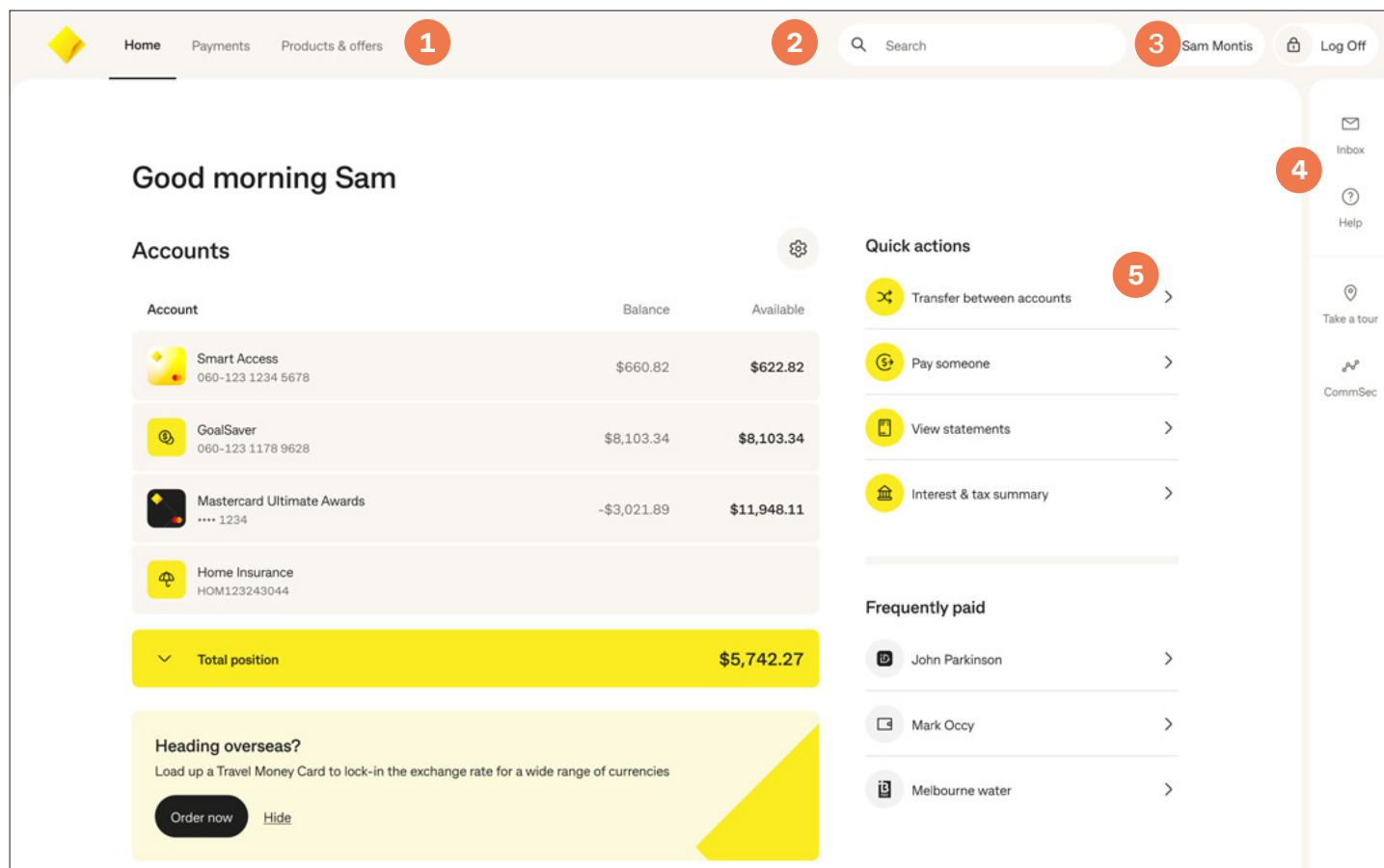
Log on without approving in the CommBank app when using this browser
Leave this option unchecked on shared or public devices to continue confirming logons

For security reasons, we'll periodically ask you to confirm your logon again using the CommBank app.

[Learn more about trusting browsers](#) ⓘ

Understanding the new NetBank home page

The new NetBank home page brings your accounts and key actions together in one place. Learn where to find the features you need to manage your banking.

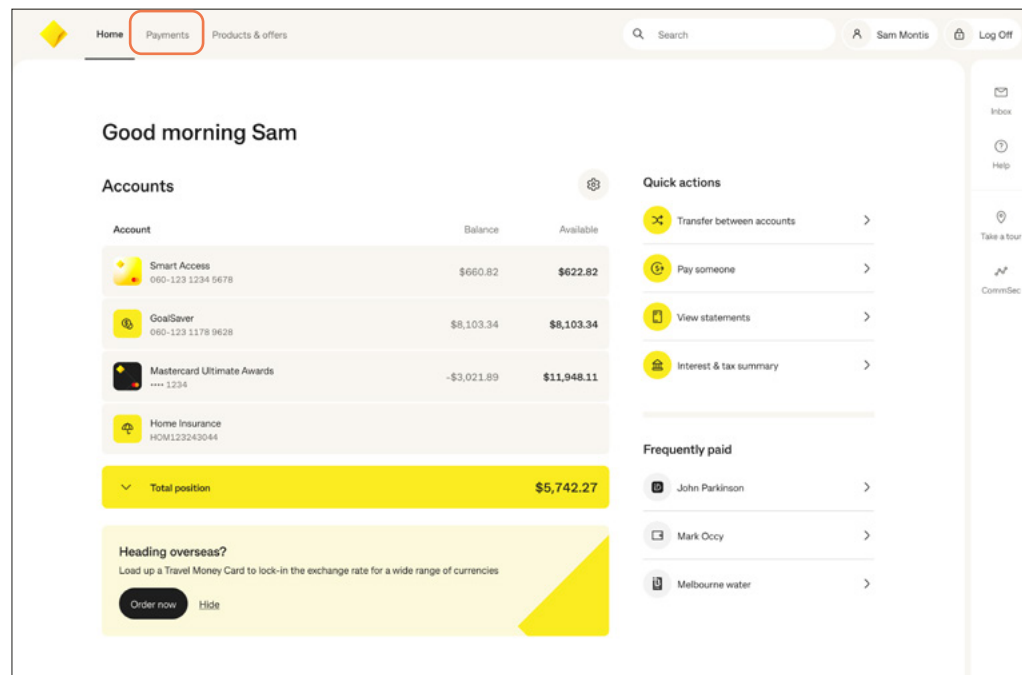


- 1 Menu bar**
Use the menu bar at the top of the screen to move between the main areas of NetBank.
 - **Home** – View your accounts and balances, and access quick actions for everyday banking tasks.
 - **Payments** – Make payments and transfers, and manage your recipients.
 - **Products & offers** – Explore and apply for eligible banking products and services.
- 2 Search**
Use search to quickly find features, information and support across NetBank.
- 3 Profile**
Manage your personal details, security settings and preferences.
- 4 Side bar menu**
Access helpful tools and support, including Inbox and CommSec, if you use it.
- 5 Quick actions**
Access common banking tasks with ease.

Accounts and Payments

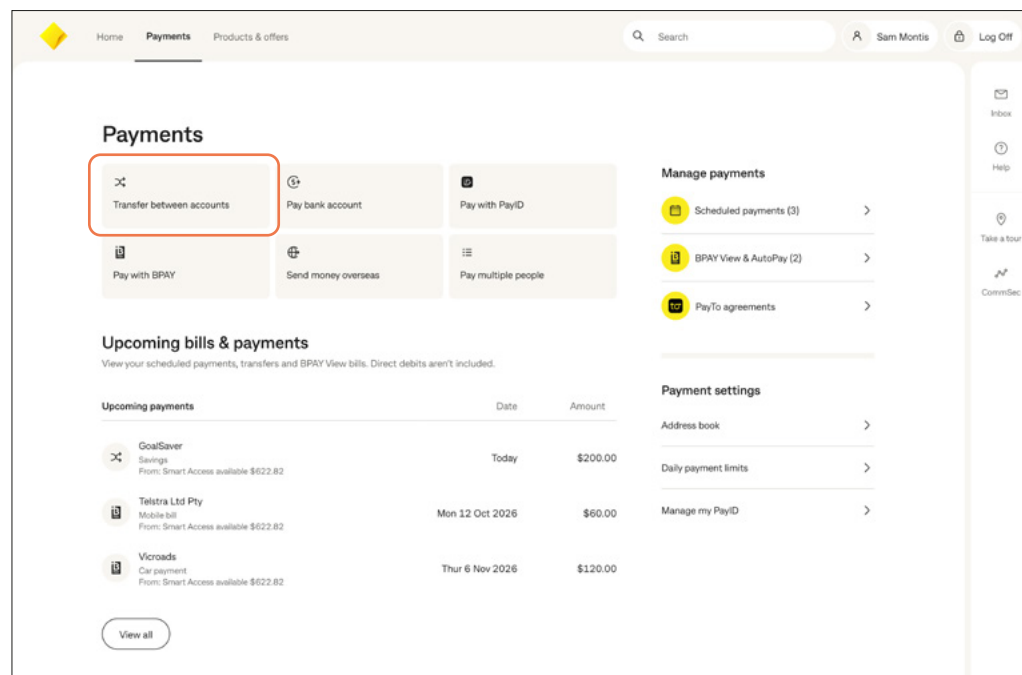
Transfer between accounts

Move money between your own accounts in just a few steps.



STEP 1

From the **NetBank Home** page, select **Payments**, then **Transfer between accounts**.



Transfer between accounts
Step 1 of 2 - Transfer details

Close X

Enter your transfer details

From

Smart Access
060-123 1234 5678 \$622.82

GoalSaver
060-123 1178 9628 \$8,103.34

To

Search or select account

STEP 2

Select the account you want to transfer money from.

Transfer between accounts
Step 1 of 2 - Enter details

Close X

Enter your transfer details

From

Smart Access
060-123 1234 5678 \$622.82

To

GoalSaver
060-123 1178 9628 \$8,103.34

STEP 3

Select the account you want to transfer money to.

Transfer between accounts
Step 1 of 2 - Enter details

Close X

Enter your transfer details

From

Smart Access
060-123 1234 5678 \$622.82

To

GoalSaver
060-123 1178 9628 \$8,103.34

Amount

\$ 100.00

Enter amount to pay

When

Now Later Recurring

Description (optional)

Savings

11 characters left

☐ Show a different description for recipient account

Next

STEP 4

Enter the transfer details, including:

- Amount
- Transfer date
- Description

Then select **Next**.

Transfer between accounts
Step 2 of 2 - Review details

Go back

Review transfer of \$100.00

From

Smart Access
060-123 1234 5678 Available \$622.82

To

GoalSaver
060-123 1178 9628 Available \$8,103.34

Description
Savings

When
Now

Transfer now Edit Cancel transfer

STEP 5

Review the transfer details and select ***Transfer now.***

Transfer between accounts
Complete

Save or share Print

✓

Your transfer of \$100 is complete

From

Smart Access
060-123 1234 5678

To

GoalSaver
060-123 1178 9628

Description Savings

Transaction date Thursday 04 Sep 2026, 07:15 PM (Syd/Melb time)

Receipt number N1234567890

Quick actions

Transfer between accounts Pay someone View transactions

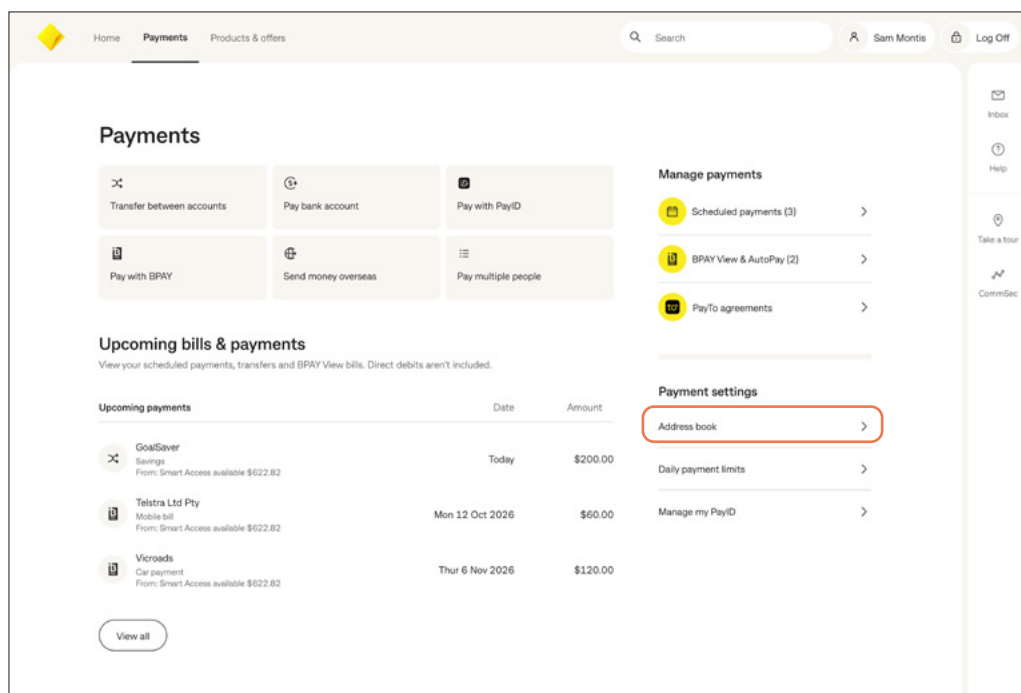
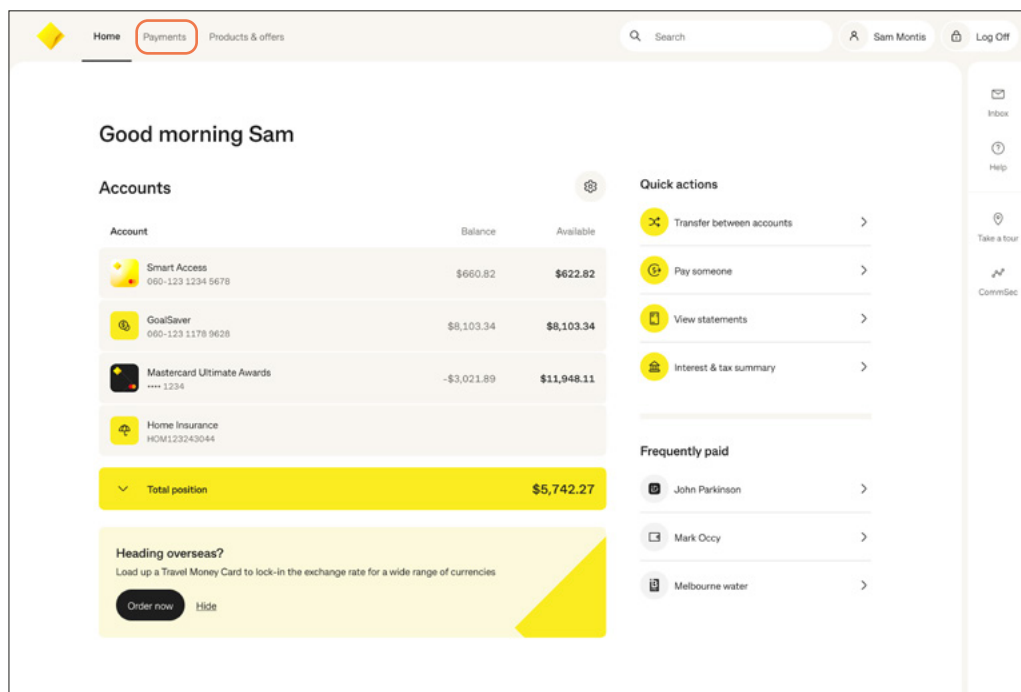
Return to Payments Go to NetBank home

STEP 6

A receipt is displayed confirming the transfer details.

Add a new recipient

Save a new payment recipient so you can make payments more easily.



STEP 1

From the **NetBank Home** page, select **Payments**, then **Address book**.

Payment settings

Address book

Daily payment limits

PayID

Address book

Add new recipient +

Search

All Bank account PayID BPAY International Import Export

A

Adam Magenot	0404 346 094	Edit Delete
Adam Neve	United Kingdom UK63BARC9403 9303302 33	Edit Delete
AGL	AGL SALES PTY LIMITED (E) 298743204073890	Edit Delete
Anna May	ING 923-100 1234 5678	Edit Delete

B

Billie Piper	Commonwealth Bank 062-062 1234 5678	Edit Delete
Billie Piper	0412 346 094	Edit Delete
Broadband (Home)	Telstra Broadband 28920 5555234 5678	Edit Delete

STEP 2

Select **Add new recipient**.

Add new recipient

Select payment method

Bank account PayID BPAY International

STEP 3

Select the payment method for the new recipient.

Add new recipient

Select payment method

Bank account PayID BPAY International

BSB

923-100

ING Bank (Australia) Limited (trading as ING)

Account number

67548754

Account name

Monoco Verso

We'll search the account details you've entered for typos or signs of a scam.

Check recipient details

STEP 4

Enter the recipient details, then select **Check recipient details**.

Add new recipient

Select payment method

☒ Bank account ☐ PayID ☐ BPAY

Details Match

✓ The account is in the name of Monoco Verso
The recipient bank has confirmed the name you entered matches the account holder's name.

You entered

BSB 923-100
Account number 6754 8798
Account name Monoco Verso

Anyone can fall victim to a scam. Learn the warning signs and only continue if you're sure it's safe.
[Learn more about scams](#)

Continue Edit recipient details

Check recipient details

STEP 5

Review the NameCheck result. If the recipient details are correct, select **Continue**.

Payment settings

Address book Add new recipient +

✓ Monoco Verso has been saved to your address book

Search

All Bank account PayID BPAY International Import Export

Name	Details	Edit	Delete
Adam Magenot	0404 346 094		
Adam Neve	United Kingdom UK63BARC9403 9303302 33		
AQL	AQL SALES PTY LIMITED (E) 298743204073890		
Anna May	ING 923-100 1234 5678		
Billie Piper	Commonwealth Bank 062-062 1234 5678		
Billie Piper	0412 346 094		

STEP 6

The recipient is now saved and ready to use for future payments.

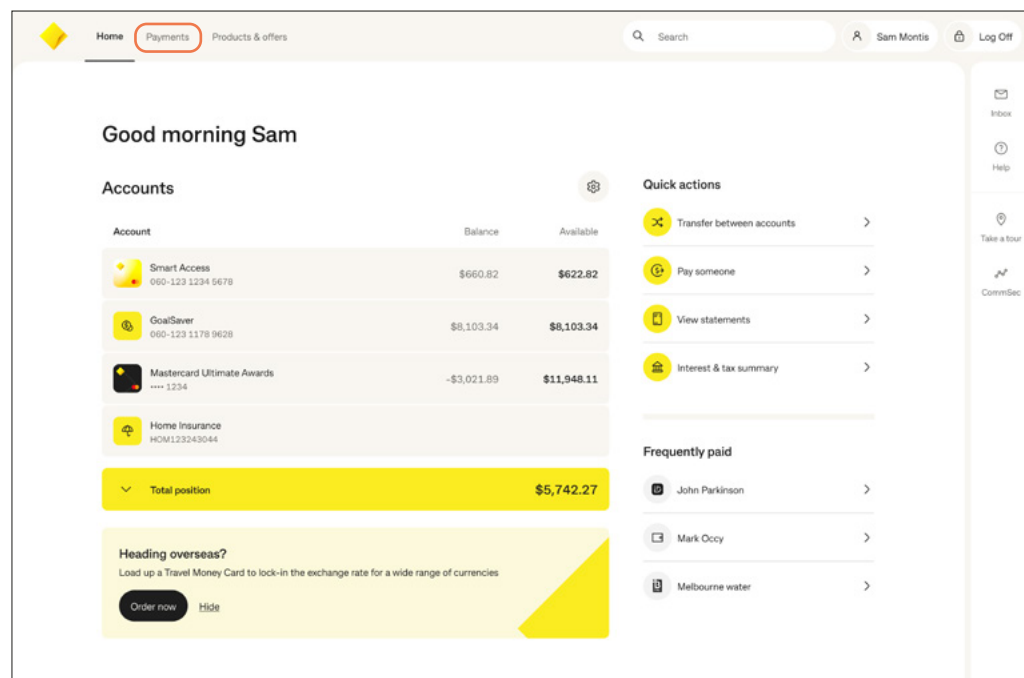


Tips

- Always check the recipient's details carefully before saving them.
- You may be asked to enter a NetCode to verify a new recipient.
- You can also add a new recipient directly from the recipient selection field while making a payment or international transfer.

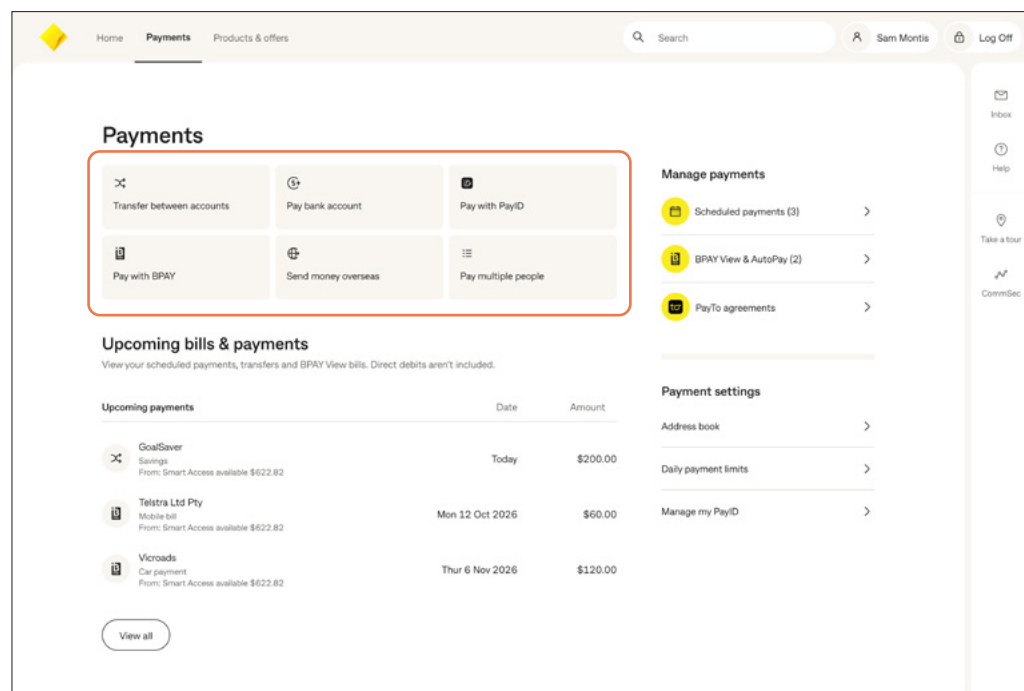
Set up a recurring payment

Set up a payment that repeats automatically on a regular basis, such as weekly, fortnightly or monthly.



STEP 1

From the **NetBank Home** page, select **Payments**, then select a payment method.



Pay someone
Step 1 of 2 - Enter details

Close X

Enter your payment details

To Add new recipient +

Search or select account

All Bank account PayID BPAY

A

- Annie May
060-123 12345678
- Alison June
+61-413123123
- American Express Australia
p23412345@americanexpress.com
- A Smith
amysmith@gmail.com

B

STEP 2

Select the recipient or account.

Pay someone
Step 1 of 2 - Enter details

Close X

Enter your payment details

To Add new recipient +

Annie May
060-123 12345678

From

Smart Access
060-123 1234 5678 \$622.82

GoalSaver
060-123 1178 9628 \$8,103.34

STEP 3

Select the account you want to pay from.

Pay someone
Step 1 of 2 - Enter details

Close X

Enter your payment details

To Add new recipient +

Annie May
060-000 12345678

From

Smart Access
060-000 0000 0001 \$622.82

Amount
\$ 100.00
Enter amount to pay

Remaining daily limit
\$1000 Change limit

When
Now Later **Recurring**

Frequency
Weekly

Start
02/07/2026
Enter the date in DD/MM/YYYY format

Choose when to stop
No end date

Description
Weekly cat cafe date
1 character remaining

Next

STEP 4

Enter the payment details, including:

- Amount
- Under **When** select **Recurring**, then:
 - Choose how often you want the payment to repeat
 - Select a start date
 - Select an end date, if required
- Description

Then select **Next**.

Pay someone
Step 2 of 2 - Review details Close X

[Go back](#)

Review payment of \$100.00

To
 Annie May
 060-123 12345678

From
 Smart Access
 060-123 1234 5678 Available \$622.82

Frequency
Weekly cat cafe date

Start
Thursday, 02 July 2026

End
No end date
Your scheduled transfer will continue until you change the end date or delete the schedule

Expected delivery
The money will be debited on the scheduled date and should arrive within 2 business days

Description
Weekly cat cafe date

Check details. Incorrect payment details could mean your money goes to the wrong account and you may not get it back.

STEP 5

Review the payment details and select **Pay now**.

Pay someone
Complete Close X

 [Save or share](#)  [Print](#) 

Your recurring payment of \$100.00 is scheduled

To
 Annie May
 060-123 12345678

From
 Smart Access
 060-123 1234 5678

Frequency	Weekly cat cafe date
Start date	Thursday, 02 July 2026
Ends	No end date
Expected arrival	Approx. two business days
Description	Weekly cat cafe date
Receipt number	A12345678987

 If there's no money in your account on the scheduled date, we'll keep trying for up to four days.

Quick actions

 Pay someone
  Transfer between accounts
  View transactions

STEP 6

A receipt is displayed confirming the recurring payment details. You can save, share or print the receipt for your records.

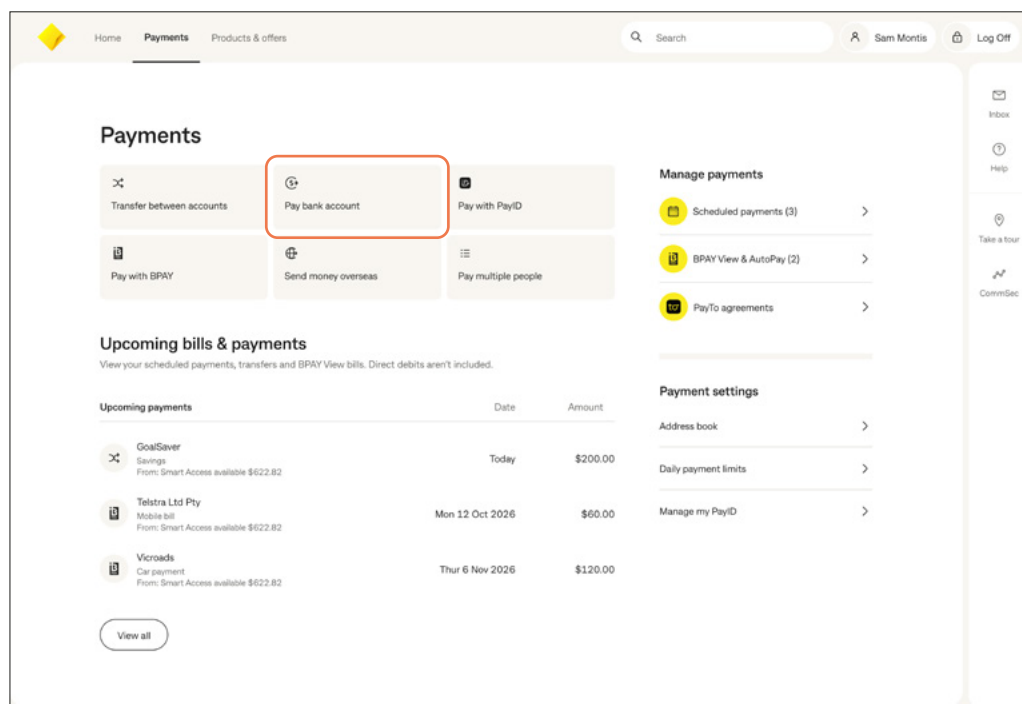
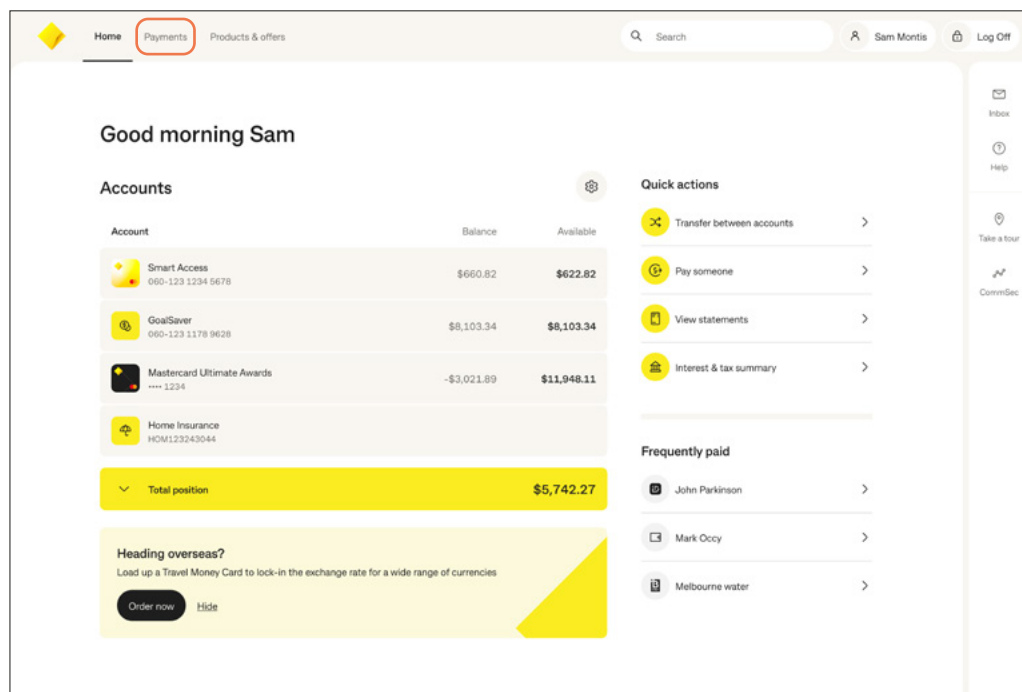


Tip

To view a list of your scheduled payments, view **Upcoming bills & payments** on the **Payments** page.

Pay someone (another bank account)

Send money to someone using their BSB and account number.



STEP 1

From the **NetBank Home** page, select **Payments**, then choose **Pay bank account**.

Pay someone
Step 1 of 2 - Enter details Close X

Enter your payment details

To Add new recipient +

Search or select account

From

Search or select account

STEP 2

Select a saved recipient, or choose Add a new recipient. If you're adding a new recipient, follow the relevant steps on page 9.

Pay someone
Step 1 of 2 - Enter details Close X

Enter your payment details

To

 Monoco Verso
923-100 6754 8788 Edit Delete

From

Search |

 Smart Access 062-005 1234 4679	\$622.82
 GoalSaver 062-376 1178 9628	\$45,000.00

STEP 3

Select the account you want to pay from.

Pay someone
Step 1 of 2 - Enter details Close X

Enter your payment details

To

 Monoco Verso
923-100 6754 8788 Edit Delete

From

 Smart Access
062-005 1234 4679 \$622.82

Amount
\$ 100 Remaining daily limit \$1000 [Change limit](#)
Enter amount to pay

When
Now Later Recurring

Description
Cat cafe
273 characters remaining
☐ Show a different description on the payee's statement

Next

STEP 4

Enter the payment details, including:

- Amount
- Payment date
- Description

Then select **Next**.

Pay someone
Step 2 of 2 - Review details Close X

[Go back](#)

Review payment of \$100.00

To
 Monoco Verso
 923-100 6754 8788

From
 Smart Access
 060-123 1234 5678 Available \$622.82

Description
Cat cafe

When
Now

Check details. Incorrect payment details could mean your money goes to the wrong account and you may not get it back.

Pay now Edit Cancel payment

© 2026 Commonwealth Bank of Australia ABN 48 123 123 124 AFSL and Australian credit licence 234945

STEP 5

Review the payment details and select **Pay now**.

Pay someone
Complete Close X

 Save or share Print

Your payment of \$100.00 is complete

To
 Monoco Verso
 923-100 6754 8788

From
 Smart Access
 060-123 1234 5678

Description	Cat cafe
Reference	123456789
Transaction date	Thursday 23 September 2026 at 2:07pm (Syd/Melb time)
Expected arrival	Immediately
Receipt number	A12345678987

Quick actions

 Pay someone  Transfer between accounts  View transactions

STEP 6

A receipt is displayed confirming the transaction details. You can save, share or print the receipt for your records.

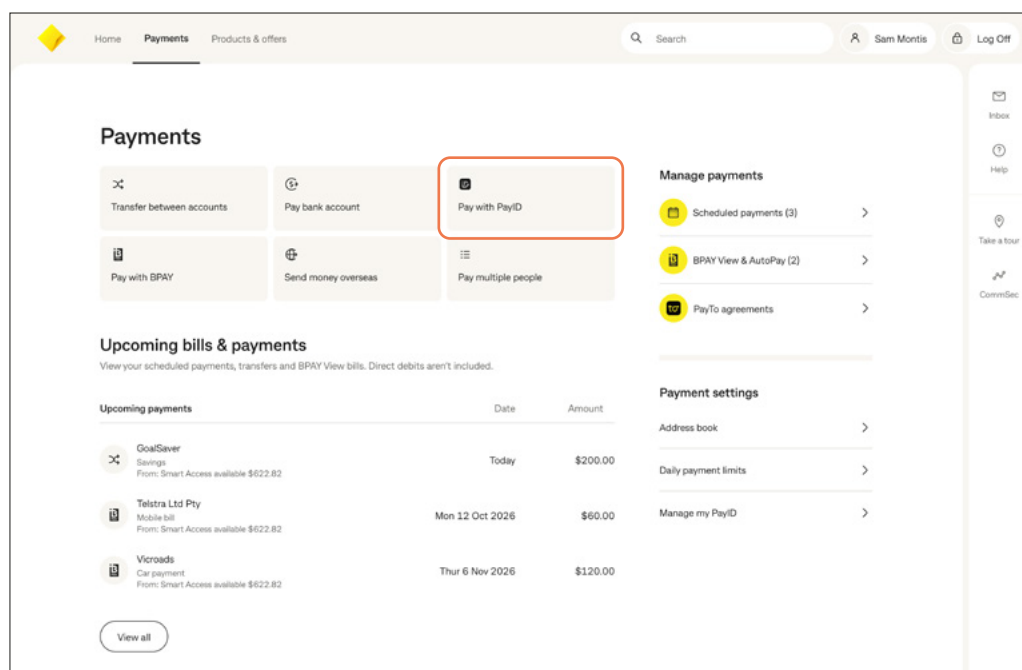
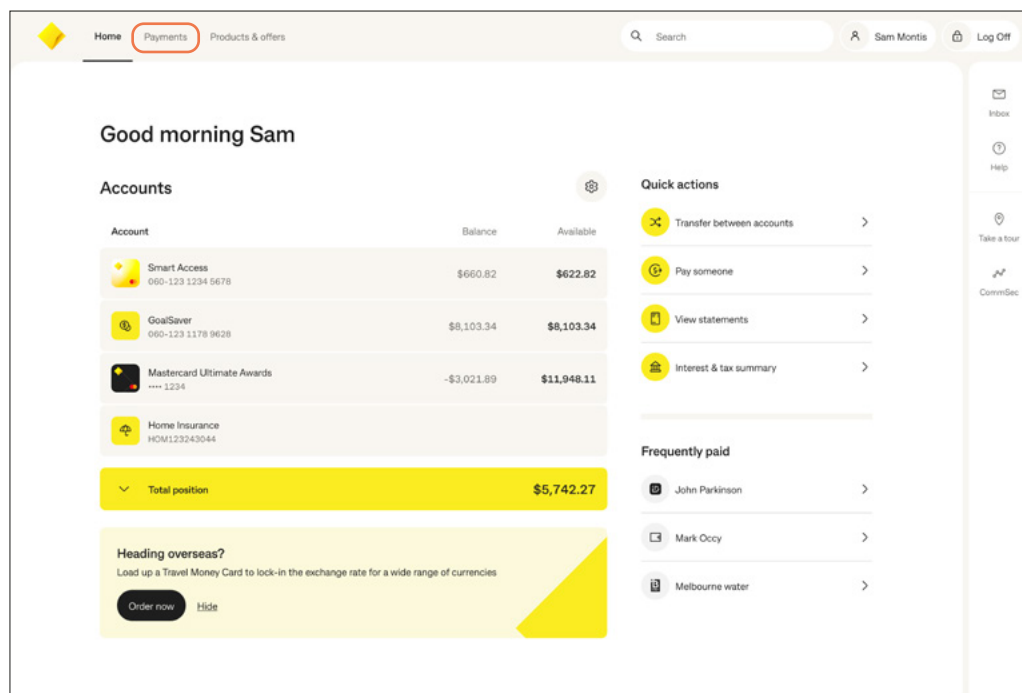


Tips

- If you're paying someone for the first time, make sure their BSB and account number are correct.
- Before confirming, you can edit or cancel the payment if needed.
- You may be asked to enter a NetCode to verify the payment. Follow the prompts to continue.

Pay with PayID

Send money using a PayID, like a mobile number or email address, without needing bank details.



STEP 1

From the **NetBank Home** page, select **Payments**, then choose **Pay with PayID**.

Pay someone
Step 1 of 2 - Enter details Close X

Enter your payment details

To Add new recipient +

Search or select account

All Bank account **PayID** BPAY

A

- Annie May
+61-412345678
- Alison June
+61-413123123
- American Express Australia
p23412345@americanexpress.com
- A Smith
amysmith@email.com

B

To

Search or select account

STEP 2

Select a saved recipient, or choose Add a new recipient.

Pay someone
Step 1 of 2 - Enter details Close X

Enter your payment details

To Add new recipient +

Annie May
+61-412345678

From

Smart Access
060-000 0000 0001 \$622.82

GoalSaver
060-000 0000 0002 \$8,103.34

STEP 3

Select the account you want to pay from.

Pay someone
Step 1 of 2 - Enter details Close X

Enter your payment details

To Add new recipient +

Annie May
+61-412345678

From

Smart Access
060-000 0000 0001 \$622.82

Amount

\$ 100.00 Remaining daily limit \$1000 [Change limit](#)

Enter amount to pay

Description

Cat cafe lunch

268 characters remaining

Next

STEP 4

Enter the payment details, including:

- Amount
- Description

Then select **Next**.

Pay someone

Step 2 of 2 - Review details

Close X

Go back

Review payment of \$100.00

To

Annie May
+61-412345678

From

Smart Access
060-123 1234 5678

Available \$622.82

Description

Lunch

When

Now

Check details. Incorrect payment details could mean your money goes to the wrong account and you may not get it back.

Pay now

Edit details

Cancel payment

STEP 5

Review the payment details and select ***Pay now***.

Pay someone

Complete

Close X

Saves or share

Print

Your payment of \$100.00 is complete

To

Annie May
+61-412345678

From

Smart Access
060-123 1234 5678

Description

Cat cafe lunch

Reference

123456789

Transaction date

Thursday 23 September 2026 at 2:07pm (Syd/Melb time)

Expected arrival

Immediately

Receipt number

A12345678987

Quick actions

Pay someone

Transfer between accounts

View transactions

Return to Payments

Go to NetBank home

STEP 6

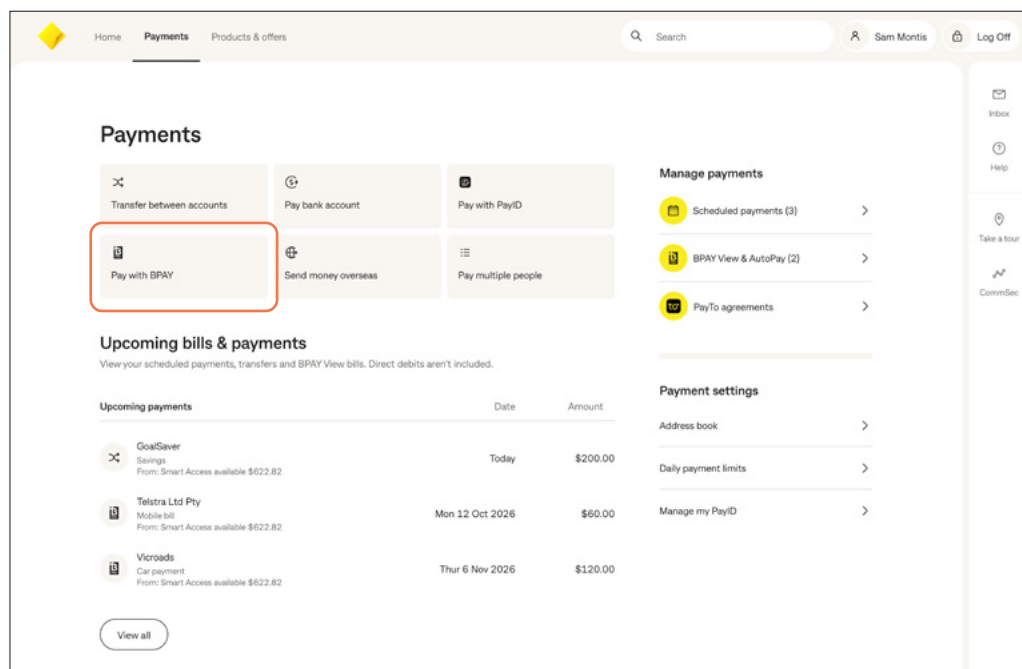
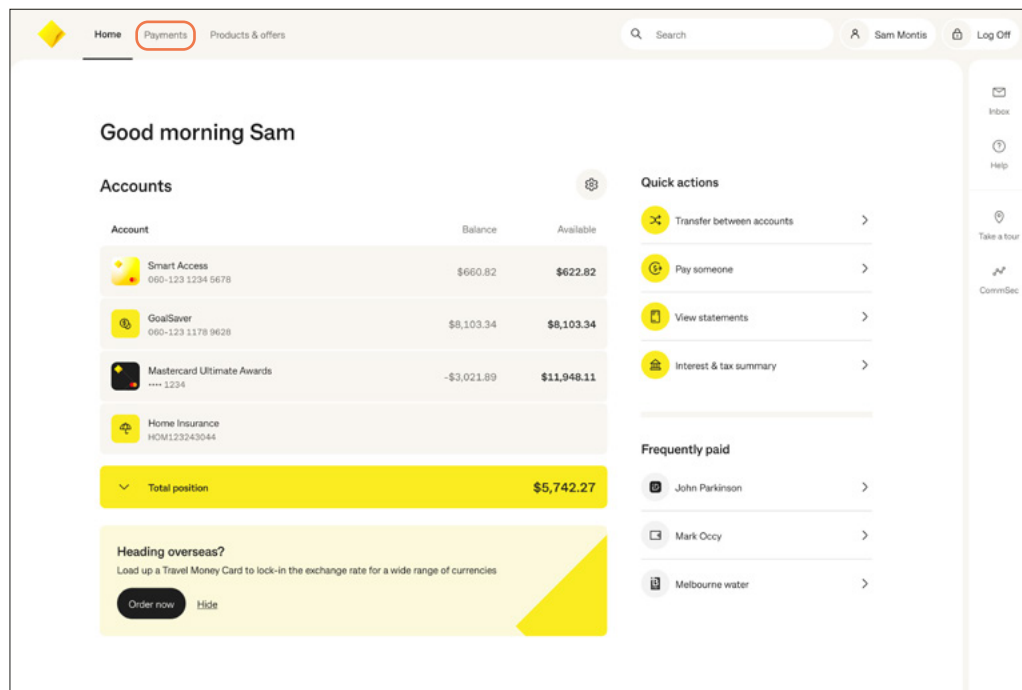
A receipt is displayed confirming the transaction details. You can save, share or print the receipt for your records.

20

How to use NetBank – Step-by-step guides for everyday banking tasks

Pay with BPAY

Pay bills from registered billers, such as utility providers, phone companies or local councils, directly from your account using the biller code and customer reference number shown on your bill.



STEP 1

From the **NetBank Home** page, select **Payments**, then choose **Pay with BPAY**.

Pay someone
Step 1 of 2 - Enter details

Close X

Enter your payment details

To Add new recipient +

Search or select account

All Bank account PayID BPAY

A

AGL
AGL SALES PTY LIMITED (E)
298743204073890

B

Big Paw's
BIG PAWS LIMITED

To

Search or select account

STEP 2

Select the BPAY biller you want to pay.

Pay someone
Step 1 of 2 - Enter details

Close X

Enter your payment details

To Add new recipient +

AGL
AGL SALES PTY LIMITED (E)
298743204073890

From

Smart Access
060-123 1234 5678 \$622.82

GoalSaver
060-123 1178 9628 \$8,103.34

STEP 3

Select the account you want to pay from.

Pay someone
Step 1 of 2 - Enter details

Close X

Enter your payment details

To Add new recipient +

AGL
AGL SALES PTY LIMITED (E)
298743204073890

From

Smart Access
060-090 0000 0001 \$622.82

Reference

0000 0001 9012

Reference number may change with each bill

Amount

\$ 100.00

Remaining daily limit
\$1000 Change limit

Enter amount to pay

When

Now Later Recurring

Description

Energy bill

8 characters remaining

Next

STEP 4

Enter the payment details, including:

- Reference number
- Amount
- Payment date
- Description

Then select **Next**.

Pay someone
Step 2 of 2 - Review details Close X

[Go back](#)

Review payment of \$100.00

To

 **AGL**
AGL SALES PTY LIMITED (E)
298743204073890

From

 **Smart Access**
060-123 1234 5678 Available \$622.82

Description
Energy bill

When
The money should go through within two business days

Check the biller code and reference number before continuing, we might not be able to get your money back if it's sent to the wrong account.

Pay now **Edit** [Cancel payment](#)

STEP 5

Review the details and select **Pay now**.

Pay someone
Complete Close X

 [Save or share](#) [Print](#)

Your payment of \$100.00 is complete

To

 **AGL**
AGL SALES PTY LIMITED (E)
298743204073890

From

 **Smart Access**
060-123 1234 5678

Description	Energy bill
Transaction date	Thursday 23 September 2026 at 2:07pm (Syd/Melb time)
Expected arrival	Approx. two business days
Receipt number	A12345678987

Quick actions

 **Pay someone**  **Transfer between accounts**  **View transactions**

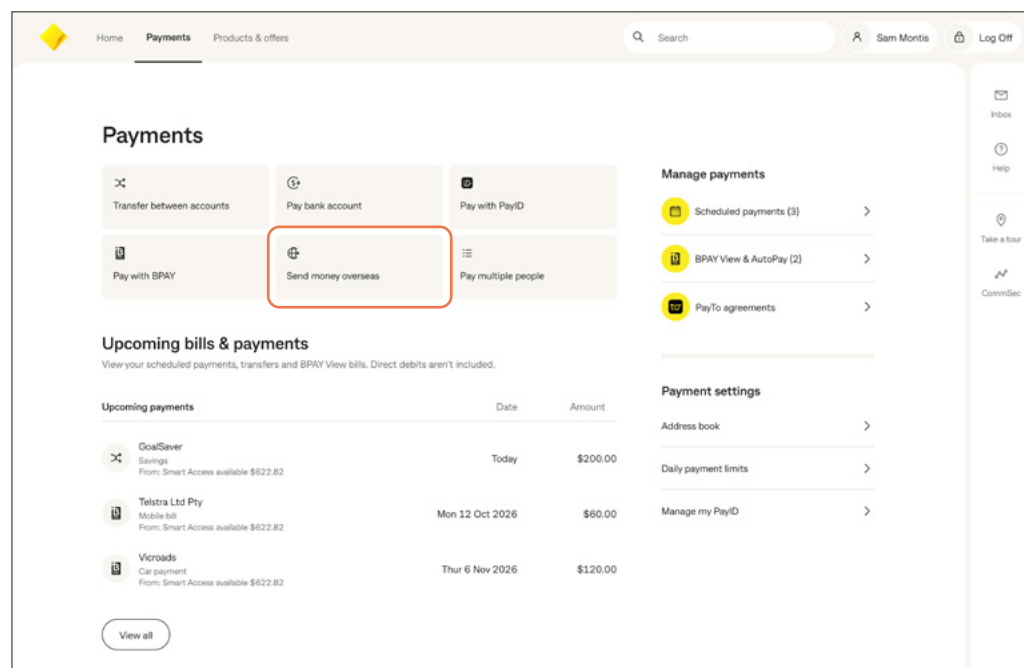
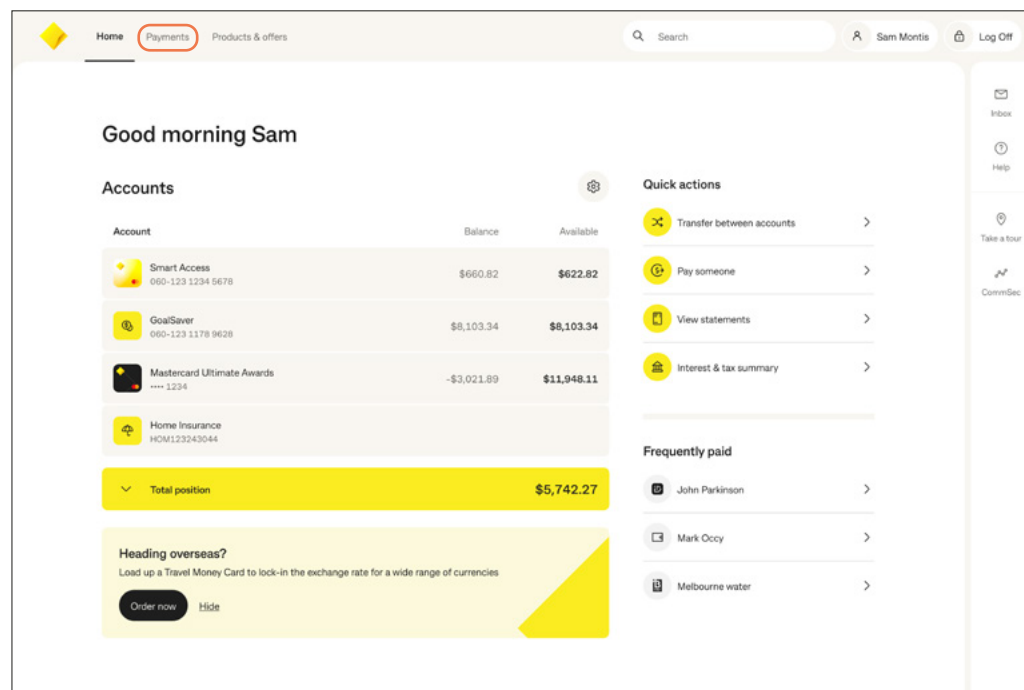
Return to Payments **Go to NetBank home**

STEP 6

A receipt is displayed confirming the transaction details. You can save, share or print the receipt for your records.

Send money overseas

Send money to an overseas bank account in a foreign currency.



STEP 1

From the **NetBank Home** page, select **Payments**, then choose **Send money overseas**.

International money transfer
Step 1 of 3 - Enter details

Close X

Enter your transfer details

To Add new recipient +

Search or select account

A

Annie Chan
Bank of America
1234567890

B

Bo Jon
Bank of England
2345678901

To

Search or select account

STEP 2

Select the account you want to send money to.

International money transfer
Step 1 of 3 - Enter details

Close X

Enter your transfer details

To

Annie Chan
Bank of America
1234567890

From

Smart Access
060-123 1234 5678 \$622.82

GoalSaver
060-123 1178 9628 \$8,103.34

STEP 3

Select the account you want to pay from.

International money transfer
Step 1 of 3 - Enter details

Close X

Enter your transfer details

To

Annie Chan
Bank of America
1234567890

From

Smart Access
064-496 8765 1234 AUD 622.82

Amount in Australian Dollar

AUD 500

Remaining daily limit
AUD 5000 [Change limit](#)

Currency

USD - UNITED STATES DOLLAR

Amount in United States Dollar

USD 345.02

AUD 1 = USD 0.69
Refreshes every minute

Estimated arrival
1-3 business days

CommBank transfer fee
Waived

Overseas bank fee
We don't have access to overseas bank fees. If they do charge a fee, this may reduce the amount your recipient gets.

Total debit amount
AUD 500

Next

STEP 4

Enter the payment details, including:

- Amount in AUD
- Currency you want to send

Then select **Next**.

International money transfer
Step 2 of 3 - Regulatory Questions

Go back

What's the reason for this transfer?

This is a legal requirement for international transfers.

Reason for transfer

Choose reason

Description (optional)

Add a description for the recipient

Next

STEP 5

Select the **Reason for transfer** and add an optional **Description** for the recipient. Then select **Next**.

International money transfer
Step 3 of 3 - Review details

Go back

Review your transfer of USD 345.02

To

Annie Chan
Bank of America
1234567890

From

Smart Access
064-496 8765 1234

Available
AUD 622.82

Exchange rate
AUD 1 = USD 0.69

CommBank transfer fee
Waived

Overseas bank fee
[Check with overseas bank](#)

Total debit amount
AUD 500

Estimated arrival
1-3 business days

Reason for transfer
Gift

Description
Nephew's birthday

Recipient address
1966 North Street, Salt Lake City, Utah

Recipient account number
AZZ1NABZ00000000137010001944

Recipient bank
Bank of America
Bank of America Corporate Center
100 North Tryon Street
Charlotte, NC 28255

Before transferring, make sure the details provided are correct as we might not be able to retrieve money sent to the wrong account.

By choosing "Transfer now", you acknowledge that you have read and agree to the Terms & Conditions.

[Read Terms & Conditions](#)

Transfer now Edit Cancel transfer

STEP 6

Review the payment details and select **Transfer now**.

International money transfer

Complete

Close

Save or share

Print

Your transfer of USD 345.02 is being processed

Payment tracking reference

UETR: 23c608d9-231a-844b-f936c1k8huc

You can track this payment in your NetBank transaction history. It's usually available next business day.

To

Annie Chan

Bank of America

1234567890

From

Smart Access

064-496 8765 1234

Balance

AUD 622.82

Exchange rate

AUD 1 = USD 0.69

CommBank transfer fee

Waived

Overseas bank fee

Check with overseas bank

Total debit amount

AUD 500

Estimated arrival

1-3 business days

Reason for transfer

Gift

Description

Nephew's birthday

Receipt number

A12345678987

Transaction date

Wednesday, 27 May 2025, 4:56pm (Syd/Mel time)

Recipient address

1966 North Street, Salt Lake City, Utah

Recipient account number

AZ21NABZ00000000137010001944

Recipient bank

Bank of America

Bank of America Corporate Center

100 North Tryon Street

Charlotte, NC 28255

Quick actions

Cancel or trace

View transactions

International Money Transfer

Go to payments

Go to NetBank home

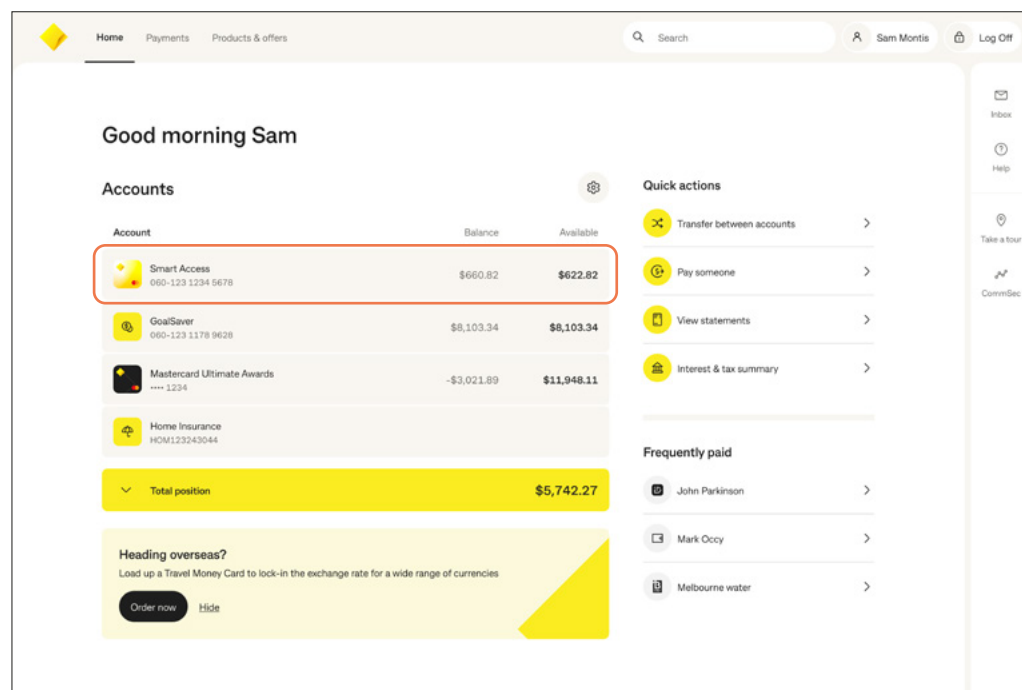
STEP 7

A receipt is displayed confirming the transaction details.

Transactions and Statements

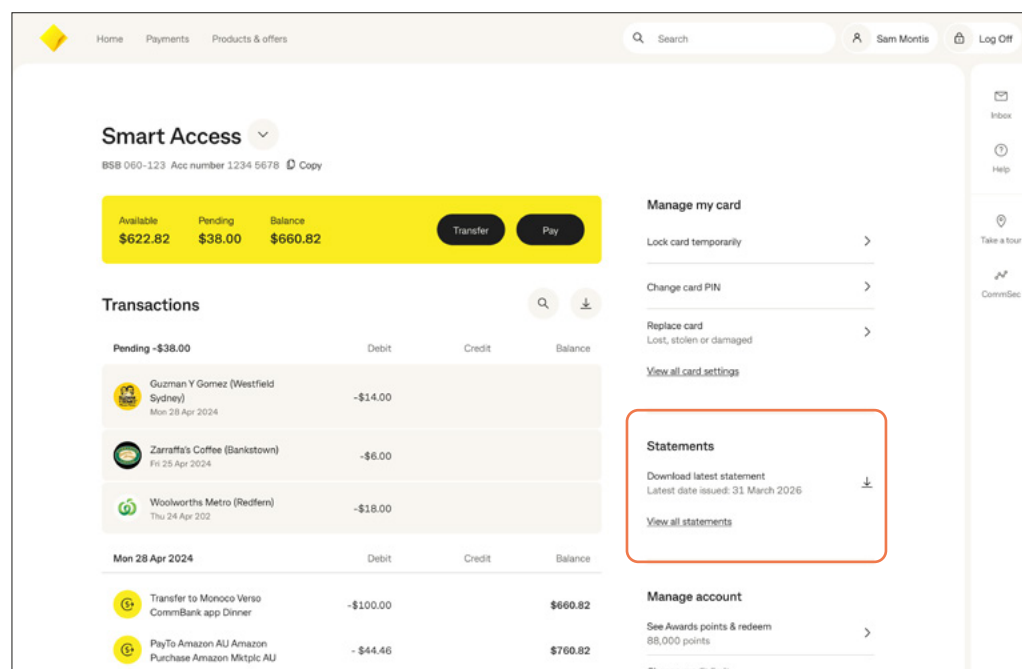
View or download statements

Access and download your account statements for your records



STEP 1

From the **NetBank Home** page, select the account for which you want to view or download statements.



STEP 2

From the **Account details** page, select **Download latest statement** to download your most recent statement, or **View all statements** to find a specific one.

Statements

Account: Smart Access 060-123 1234 5678 \$622.82

Financial year: 2024 - 2025

Select all | No items selected Download (PDF)

Date issued

☐ 31 March 2025

☐ 28 February 2025

Manage statements

Delivery method: Paper

Change

More actions

Order a statement before it's due

View interest & tax summary

Download account documents

STEP 3

Select the financial year.

Statements

Account: Smart Access 060-123 1234 5678 \$622.82

Financial year: 2024 - 2025

Select all | No items selected Download (PDF)

Date issued

☐ 31 March 2025

☐ 28 February 2025

☐ 31 January 2025

Manage statements

Delivery method: Paper

Change

More actions

Order a statement before it's due

View interest & tax summary

Download account documents

Go to account overview & transactions

STEP 4

Choose the statements you want to download:

- Click **Select all** to download all statements for that financial year, or
- Tick the box** next to specific statements.

Statements

Account: Smart Access 060-123 1234 5678 \$622.82

Financial year: 2024 - 2025

Select all | 1 item selected Download (PDF)

Date issued

☒ 31 March 2025

☐ 28 February 2025

☐ 31 January 2025

Manage statements

Delivery method: Paper

Change

More actions

Order a statement before it's due

View interest & tax summary

Download account documents

Go to account overview & transactions

STEP 5

Select **Download (PDF)**.

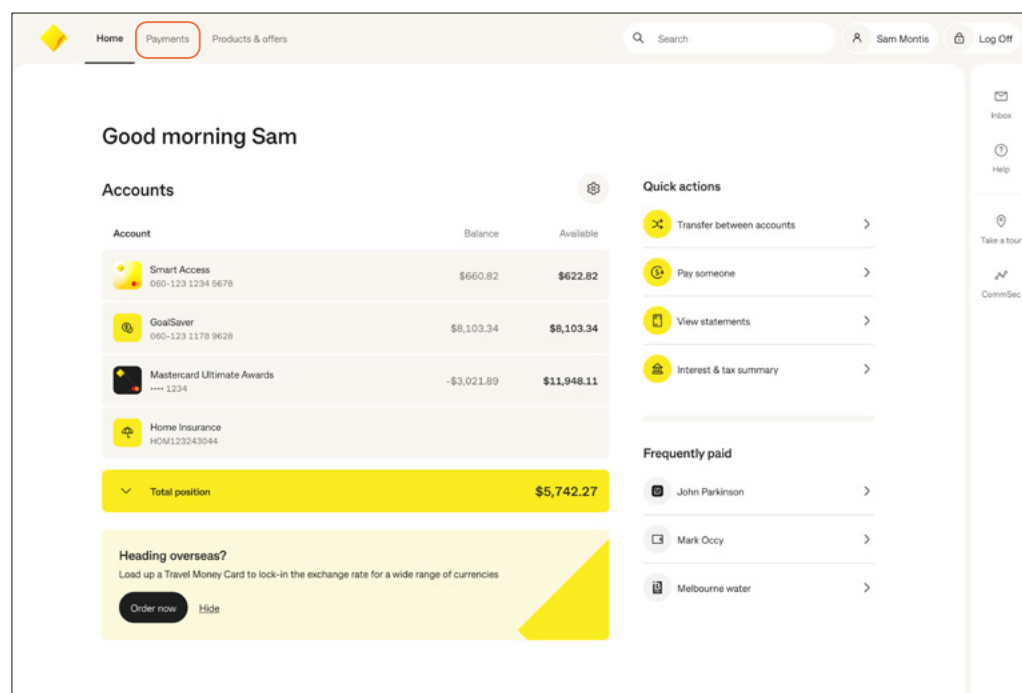


Tips

- You can download multiple statements at the same time.
- Statements are organised by financial year to make them easier to find.

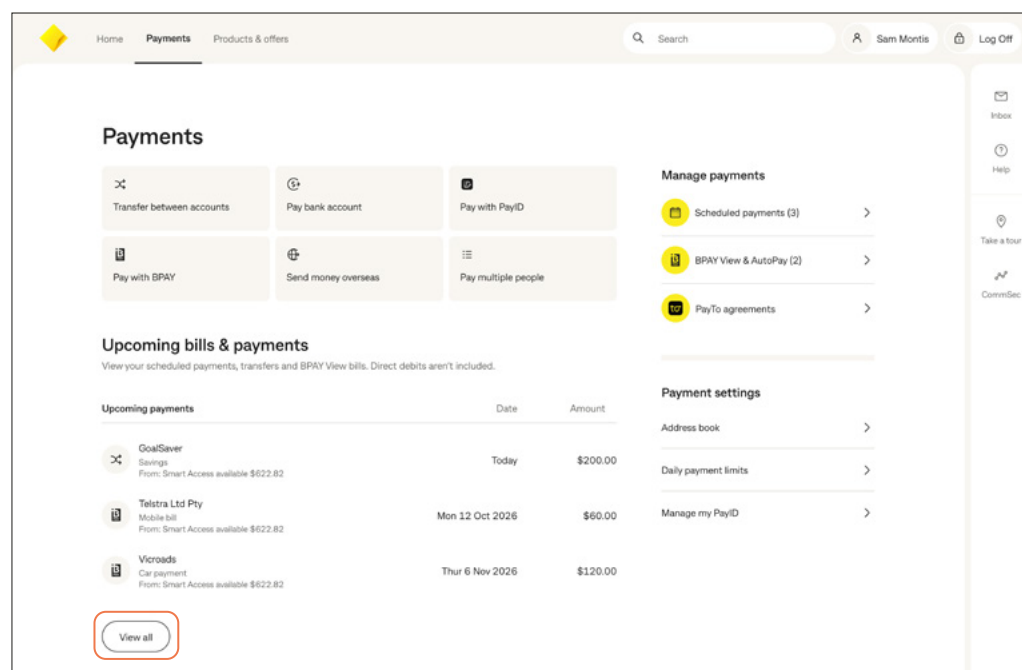
See upcoming bills and payments

Check your scheduled payments, transfers and bills to see what's coming up.



STEP 1

From the **NetBank Home** page, select Payments.



STEP 2

Under **Upcoming bills & payments**, you can see a list of upcoming payments. Select **View all** to see all your scheduled payments.

Home Payments Products & offers Search Sam Montis Log Off

Scheduled payments & BPAY

View your scheduled payments, transfers and bills for the next 6 months.

Some payments aren't shown here
Direct debits and PayTo agreements can be found in your transaction history or statements.

Group by

- Week
- Month
- Quarter

World Vision Australia Yearly Donation	From: Bills Account Available \$100.00	Today	\$50.00 Monthly
VIC Roads Toyota Car Registration	From: Saving Account Available \$1000.00	Tomorrow	\$100.00 Yearly
Powershop Smith street Gas bill	From: Smart Access Available \$10.00	Wed 18 Feb 2026	\$800.00 Yearly
Kids Saving Account Kids future savings	From: Bills Account Available \$100.00	Thur 19 Feb 2026	\$120.20 One off
Mum's expenses Yearly Donation	From: Savings account Available \$200.00	Fri 20 Feb 2026	\$1,000.00 Monthly
			\$920.00
	From: Saving Account Available \$1000.00	Mon 24 Feb 2026	\$100.00 Quarterly

STEP 3

Use the **Group by** filter to organise scheduled payments by time period.

Scheduled payment details Close X

World Vision Australia

Payment details

Amount \$120.00

From Smart Access
Available \$303.41

To World Vision Australia
000-001 0000 00001

Billers nickname World Vision

Description Yearly donation

Payment schedule

Frequency Monthly

Payment start date Thu 27 Aug 2025

Next payment date Fri 17 Mar 2026

End date No end date

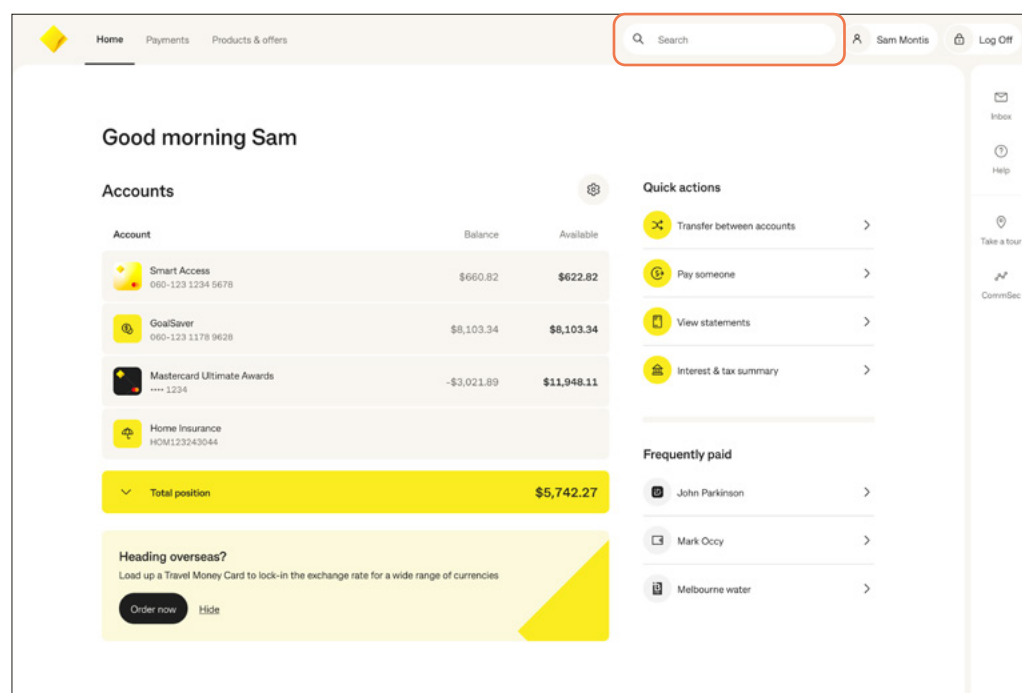
Edit details Pause payment Delete payment

STEP 4

Select a scheduled payment to view the details and manage the payment.

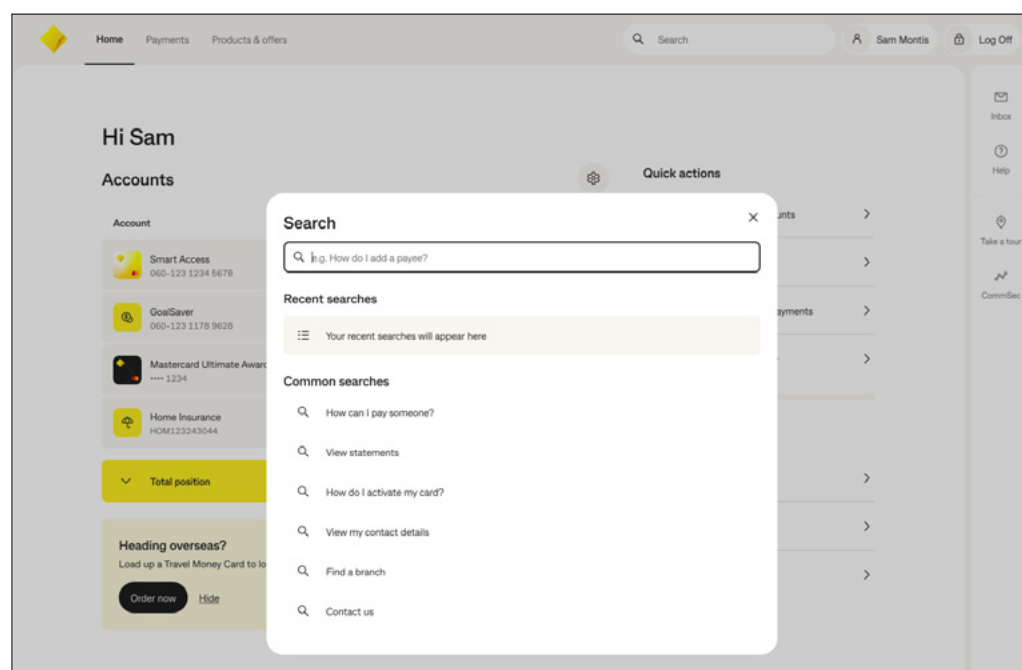
Search

Use Search to find transactions, features, products, support information and more from anywhere in NetBank.



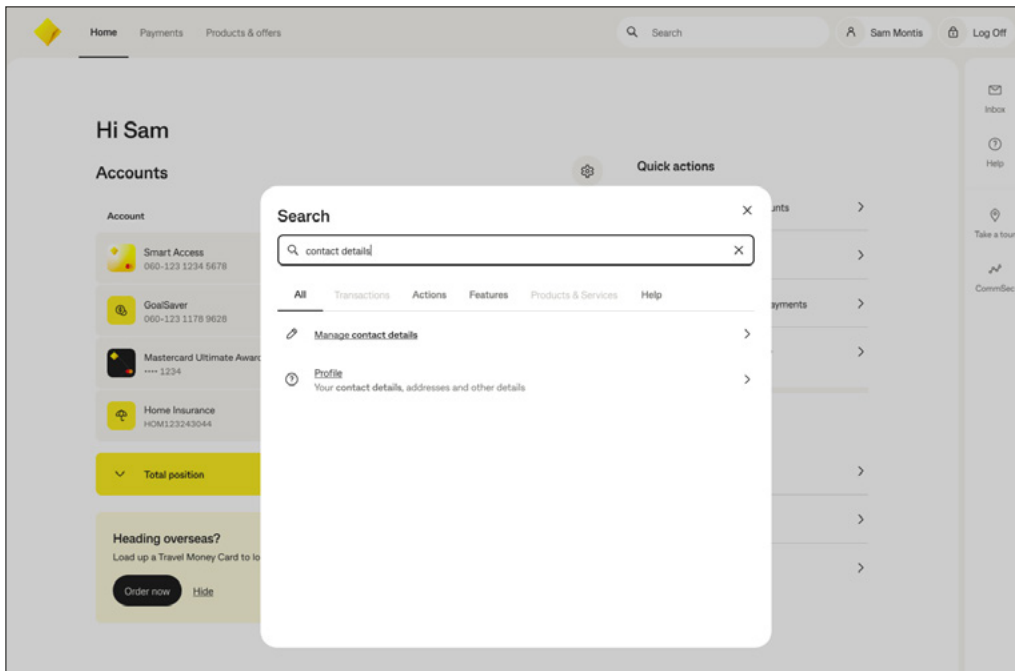
STEP 1

Select the **Search** bar at the top of the screen.



STEP 2

Enter a keyword, phrase or question.



STEP 3

Review the search results, grouped into categories such as:

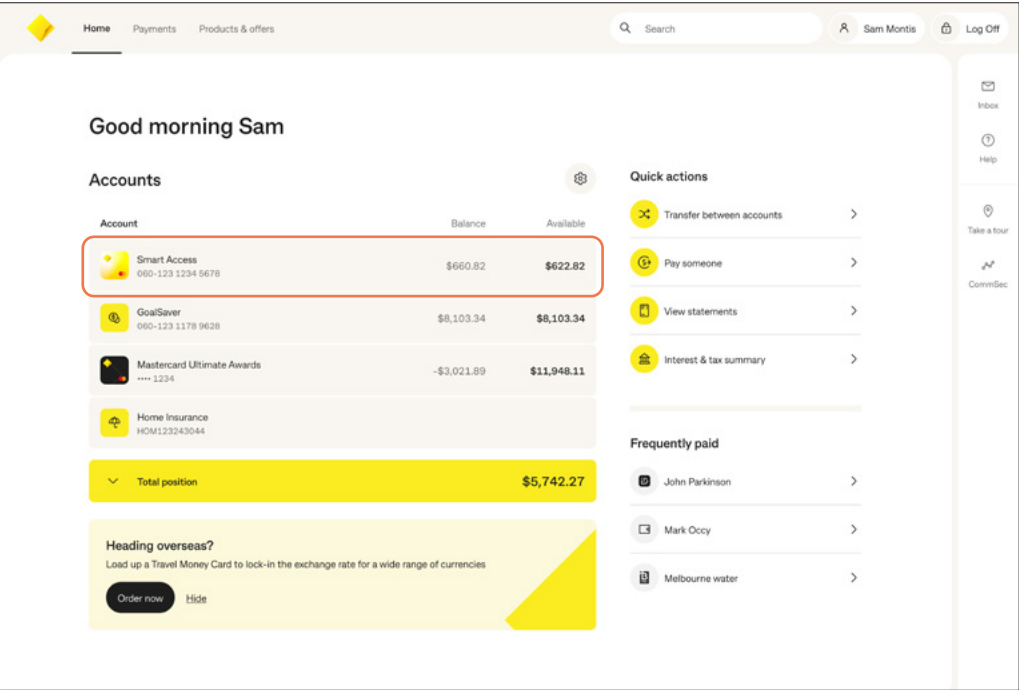
- Transactions
- Actions
- Features
- Products & services
- Help

Select a result to open it or learn more.

Cards

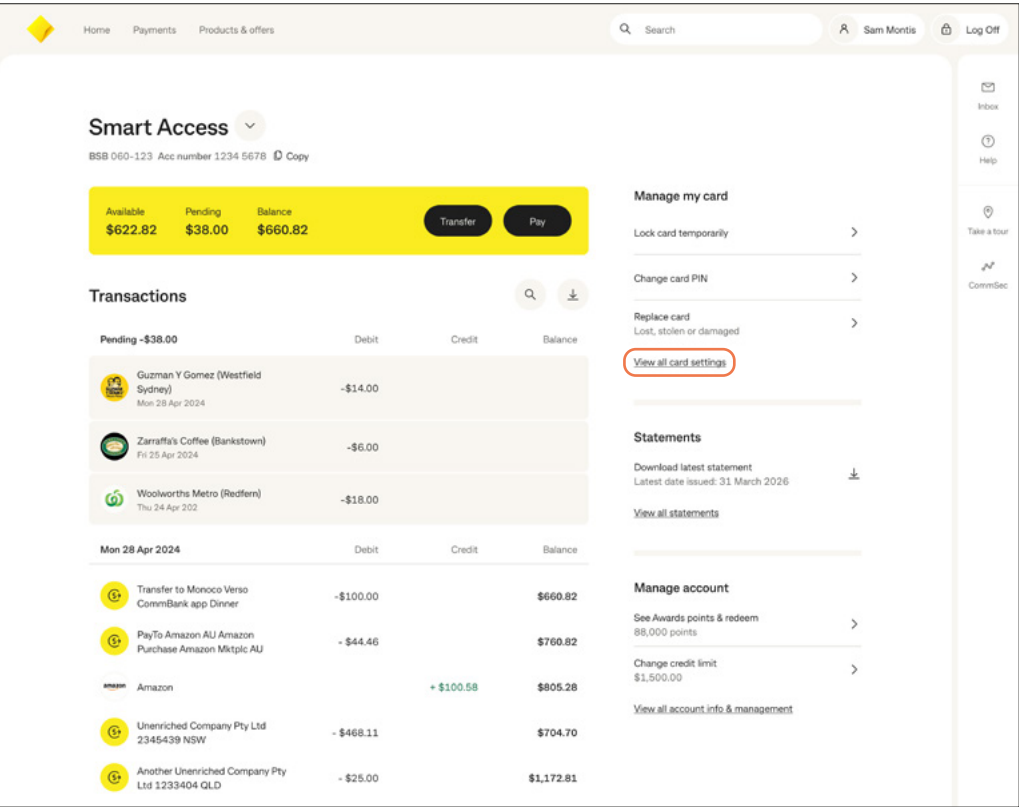
Manage your card settings

Access your card settings and manage your debit or credit card in one place.



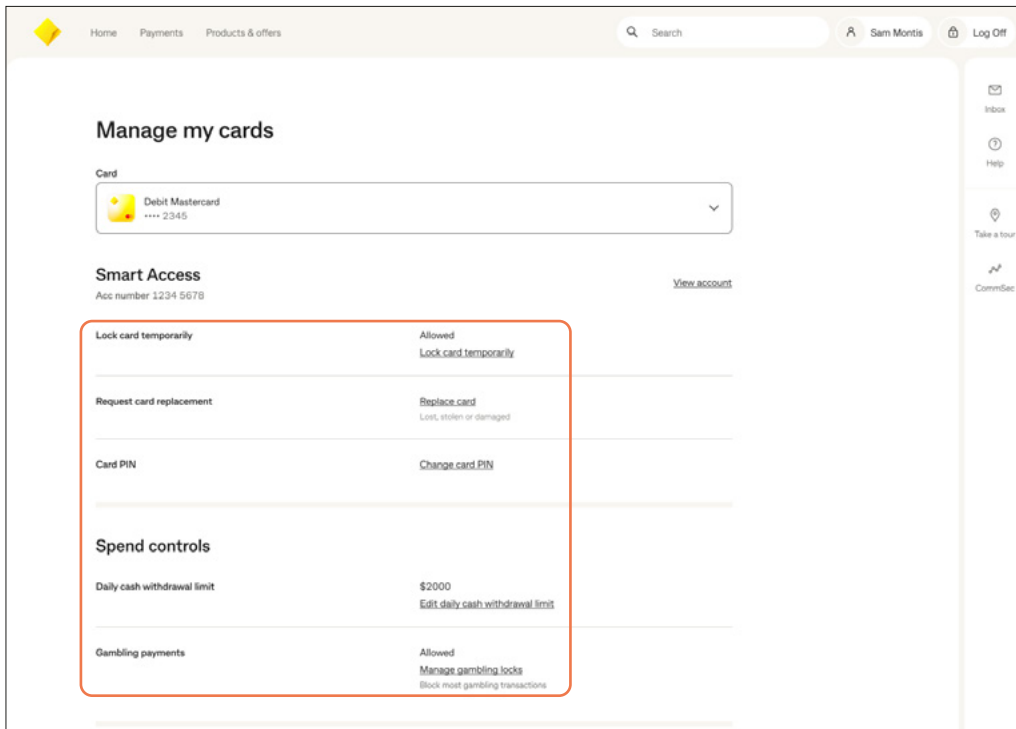
STEP 1

From the **NetBank Home** page, select the account linked to the card you want to manage.



STEP 2

On the account details page, select **View all card settings** under **Manage my card**.



STEP 3

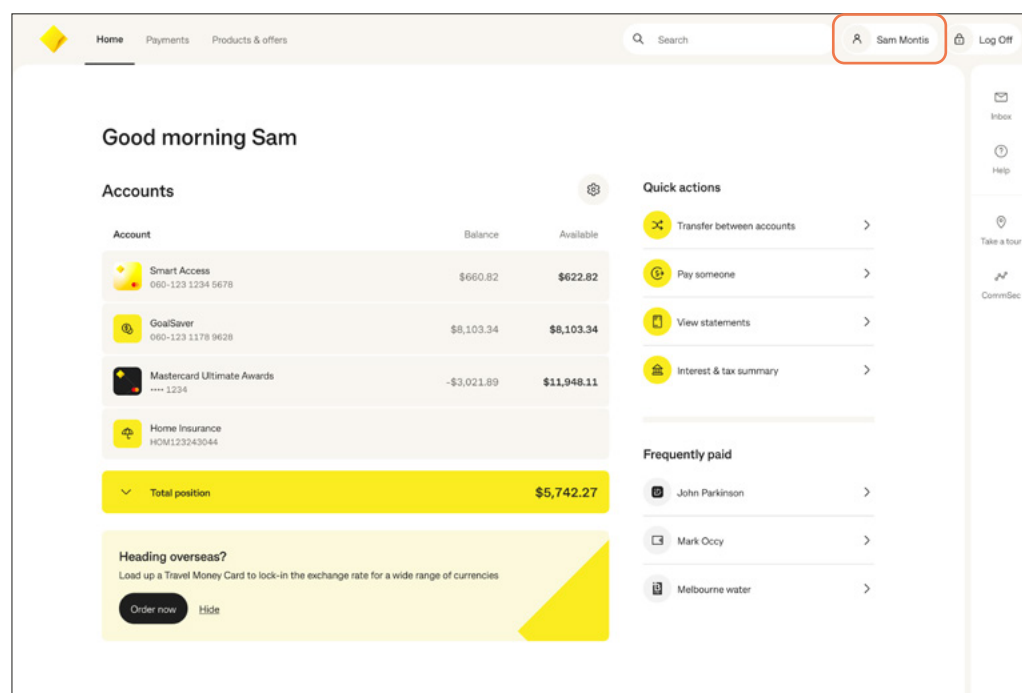
From the **Manage my cards** page, you can manage your debit or credit card settings, including:

- temporarily locking your card
- changing your card PIN
- updating your card locks and limits

Personal and business details

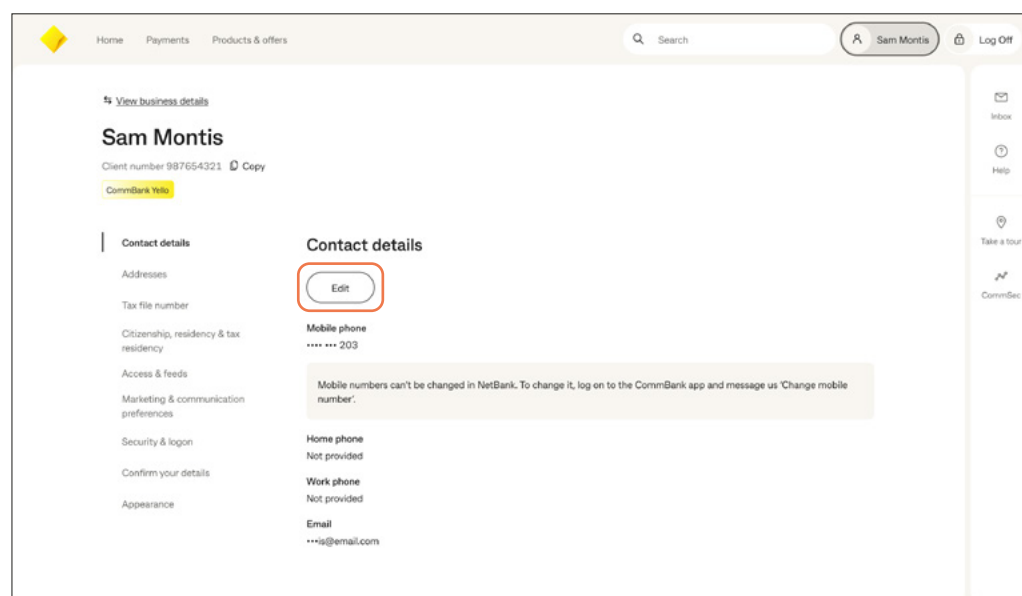
Update contact details

Update your email address and other contact details linked to your profile.



STEP 1.

Select ***your name*** in the top-right corner of the screen.



STEP 2

On the **Contact details** page, select ***Edit***.

Edit contact details

Mobile phone
0432 123 453

To change your mobile number, message us in the CommBank app

Home phone (optional)
0416 000 111
e.g. 0412 345 678 or 02 1234 5678

Work phone (optional)
e.g. 0412 345 678 or 02 1234 5678

Email
sam.montis@email.com
e.g. jane.smith@email.com

Save

STEP 3

Update your contact details, then select **Save**.

Edit contact details

Mobile phone
0432 123 453

To change your

Home phone (optional)
0416 000 111
e.g. 0412 345 678 or

Work phone (optional)
e.g. 0412 345 678 or

Email
sam.montis@email.c
e.g. jane.smith@email.c

Save

Enter NetCode

For your security, you'll need to enter the 6-digit code we sent to your mobile number ending in 509

1 2 3 4 5 6

Resend NetCode

Verify **Cancel**

[Didn't get your NetCode?](#)

STEP 4

Enter your NetCode to confirm it's you making this change.

Home Payments Products & offers Search Sam Montis Log Off

Sam Montis
Client number 12345678 Copy
CommBank Value

Contact details

Edit

Your updates have been saved

Mobile phone
... 203

Mobile numbers can't be changed in NetBank. To change it, log on to the CommBank app and message us 'Change mobile number'.

Home phone
... 111

View business details

Addresses
Tax file number
Citizenship, residency & tax residency
Security & login
Access & feeds
Marketing & communication preferences
Appearance

Inbox
Help
Take a tour
CommSec

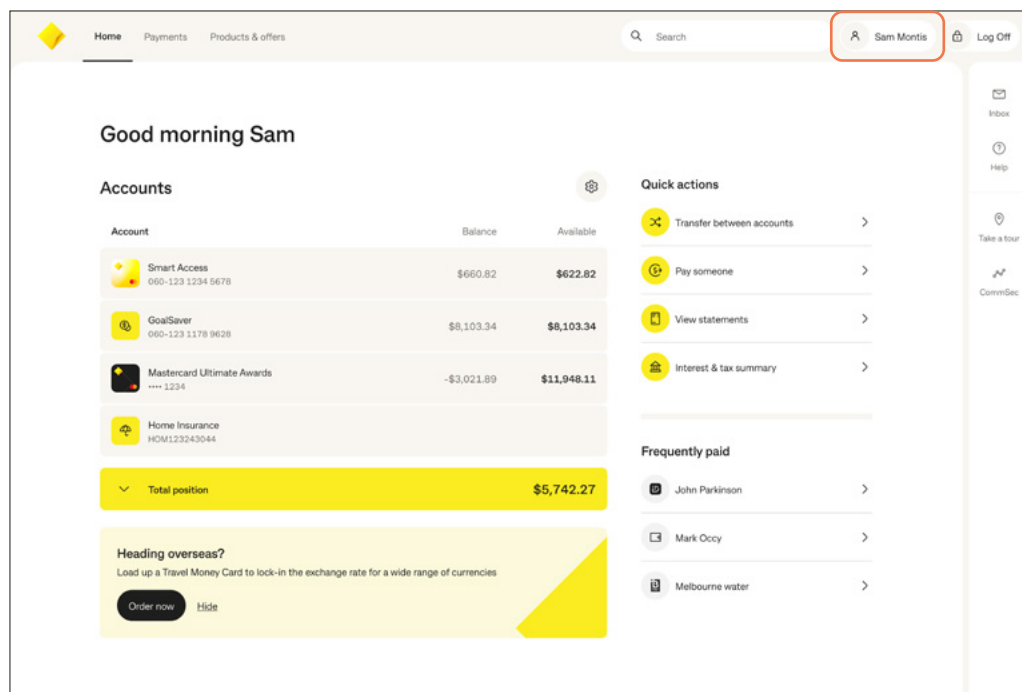
STEP 5

You'll see a confirmation message to let you know your changes have been saved.

Note: You can't change your mobile number in NetBank. To update it, log on to the CommBank app and message us **"Change mobile number"**.

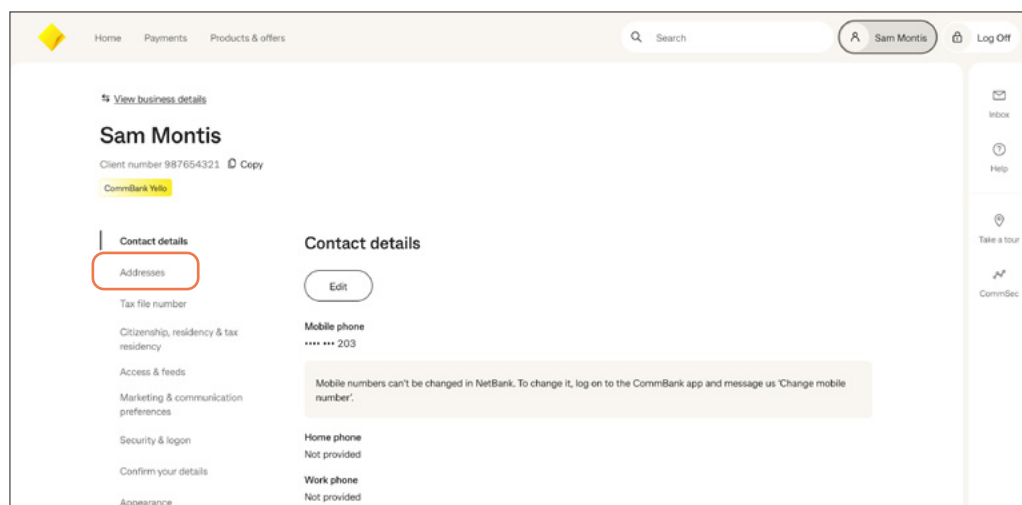
Update addresses

Update your residential or mailing address.



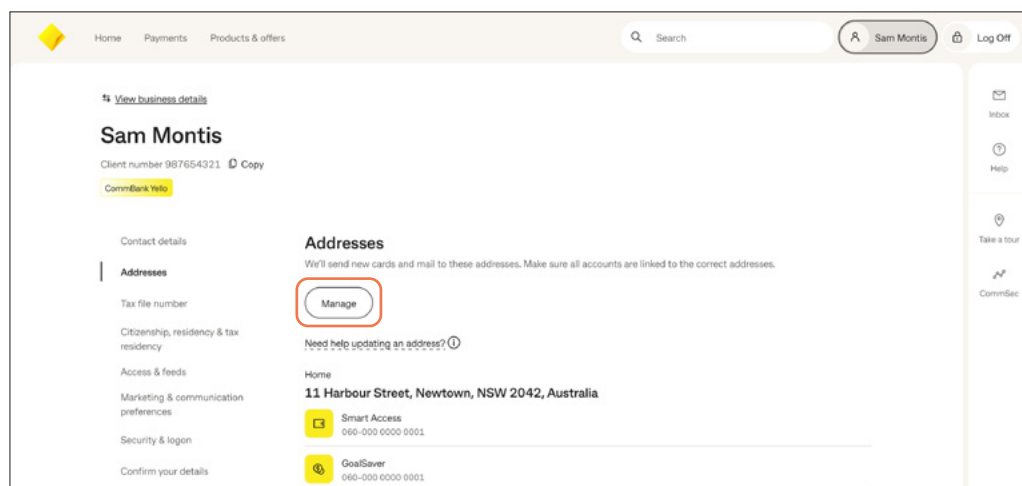
STEP 1

Select ***your name*** in the top-right corner of the screen.



STEP 2

Select ***Addresses***.



STEP 3

Select ***Manage***.


Close X

Manage Addresses

If you update an address, we'll apply it to any linked accounts or cards.



Home
11 Harbour Street, Newtown, NSW 2042, Australia





Postal
PO Box 1234, Sydney, NSW 2000, Australia



Link addresses to accounts

Choose where important mail gets sent for each account or card.



Smart Access
060-123 1234 5678

Home: 11 Harbour Street, Newtown, NSW 2042, Australia



GoalSaver
060-123 1234 5678

Home: 11 Harbour Street, Newtown, NSW 2042, Australia



Mastercard Ultimate
3455 5678 8765 3456

Home: 11 Harbour Street, Newtown, NSW 2042, Australia



Awards Saver
456-456 3456 3457

Home: 11 Harbour Street, Newtown, NSW 2042, Australia



Home Loan
060-123 1234 5678

Postal: PO Box 1234, Sydney, NSW 2000, Australia

Save

STEP 4

Select the address you want to update.


Close X

[Go back](#)

Edit home address

Use a street address. PO boxes, building names and international addresses aren't accepted.

22 Ocean View Drive, Bondi Beach, NSW Australia

Enter address manually

☐ Use this address for postal
We'll use the same address for home and postal.

Confirm

STEP 5

Make your changes and select **Confirm**.

Close X

Manage Addresses

If you update an address, we'll apply it to any linked accounts or cards.

Home

22 Ocean View Drive, Bondi Beach, NSW Australia

Postal

PO Box 1234, Sydney, NSW 2000, Australia

Link addresses to accounts

Choose where important mail gets sent for each account or card.

Smart Access

060-000 0000 0001

Home: 22 Ocean View Drive, Bondi Beach, NSW Australia

GoatSaver

060-000 0000 0001

Home: 22 Ocean View Drive, Bondi Beach, NSW Australia

Mastercard Ultimate

3455 5678 8765 3456

Home: 22 Ocean View Drive, Bondi Beach, NSW Australia

Awards Saver

060-000 0000 0004

Home: 22 Ocean View Drive, Bondi Beach, NSW Australia

Home Loan

060-000 0000 0001

Postal: PO Box 1234, Sydney, NSW 2000, Australia

Save

STEP 6

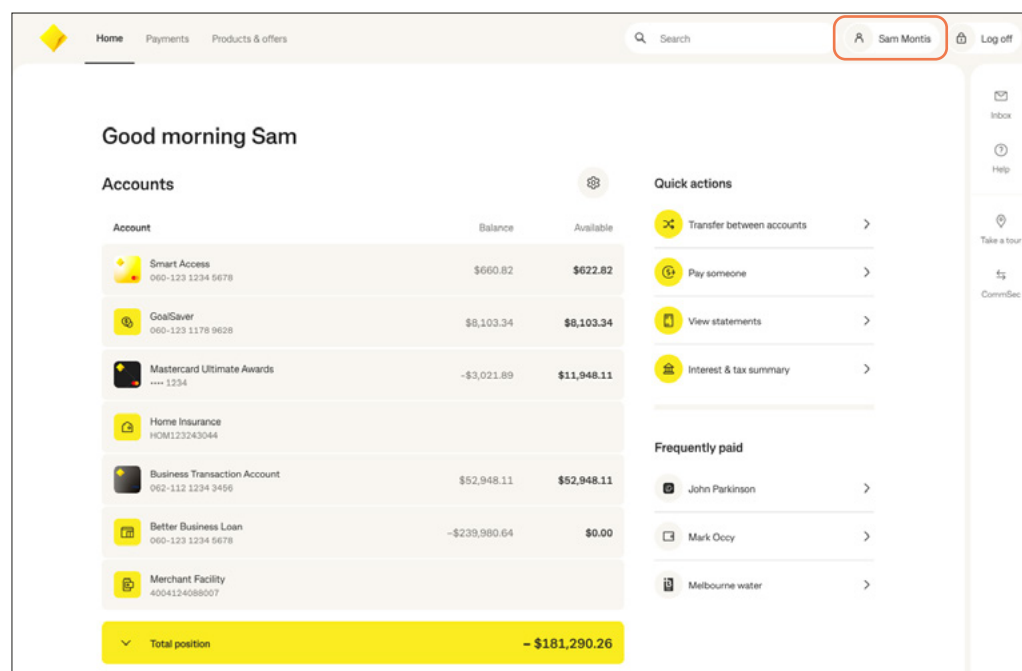
Select **Save** to save your updates. You'll receive a **NetCode** to confirm it's you making the change.

40

How to use NetBank – Step-by-step guides for everyday banking tasks

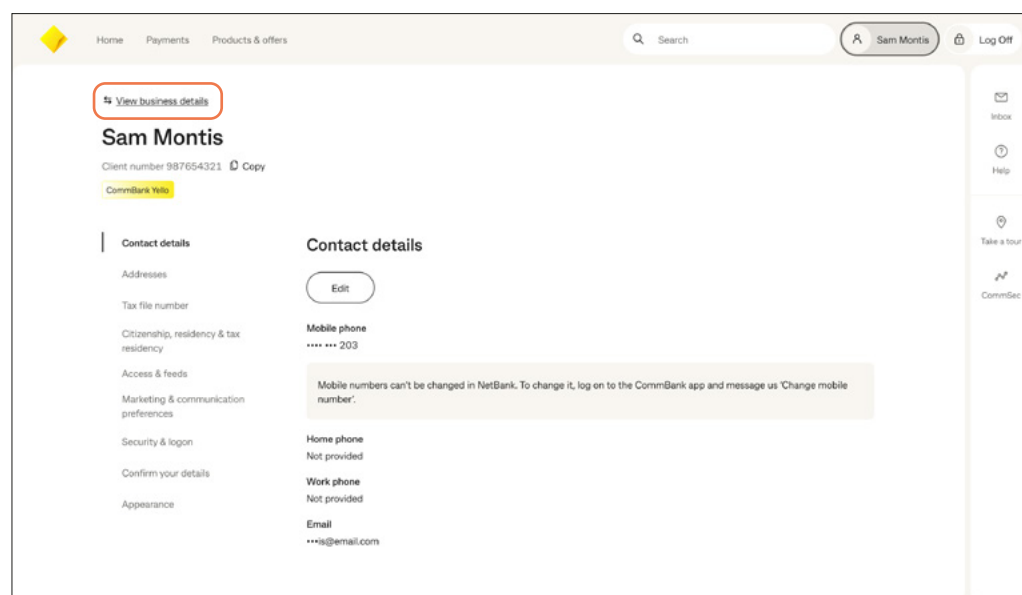
View business details

Access business information and make eligible updates, including addresses and account authorities.



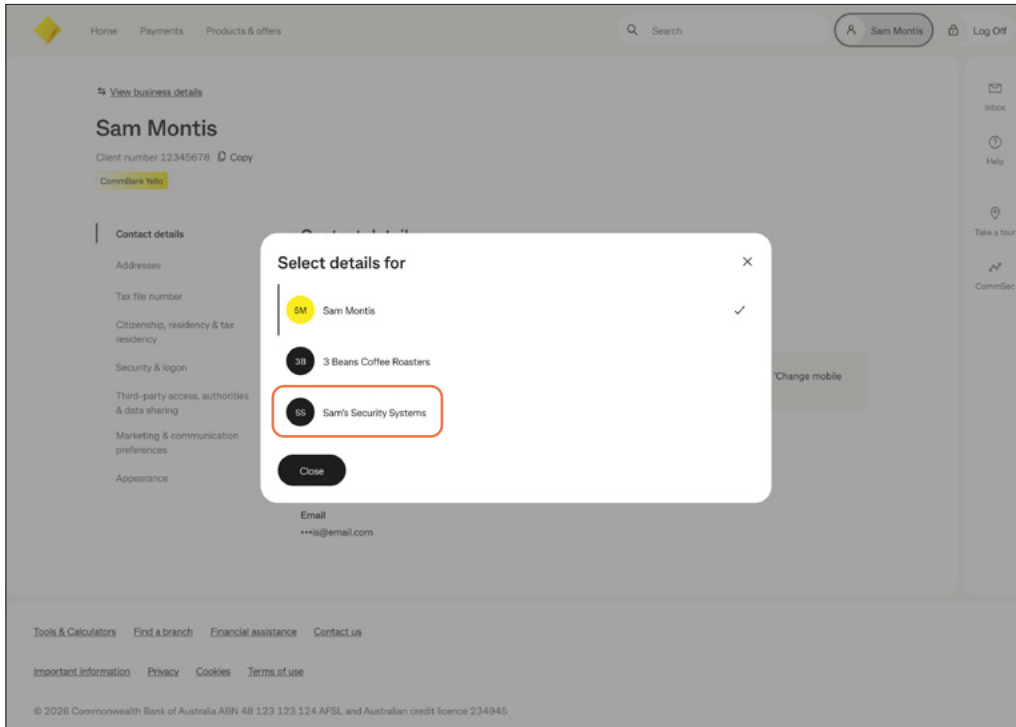
STEP 1

Select ***your name*** in the top-right corner of the screen.



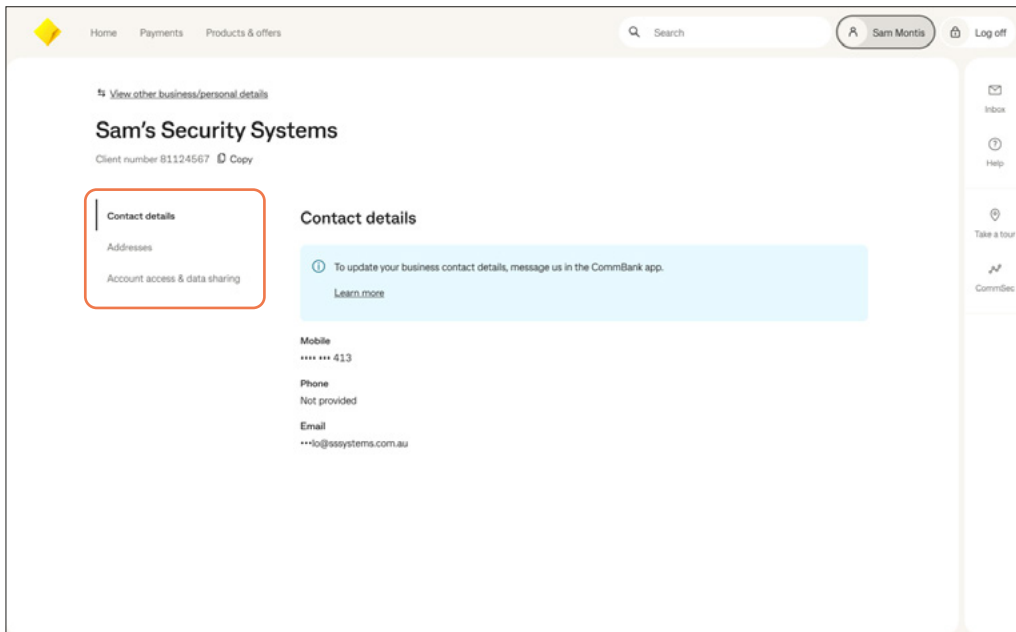
STEP 2

Select ***View business details***.



STEP 3

Select the business account you want to view the details for.



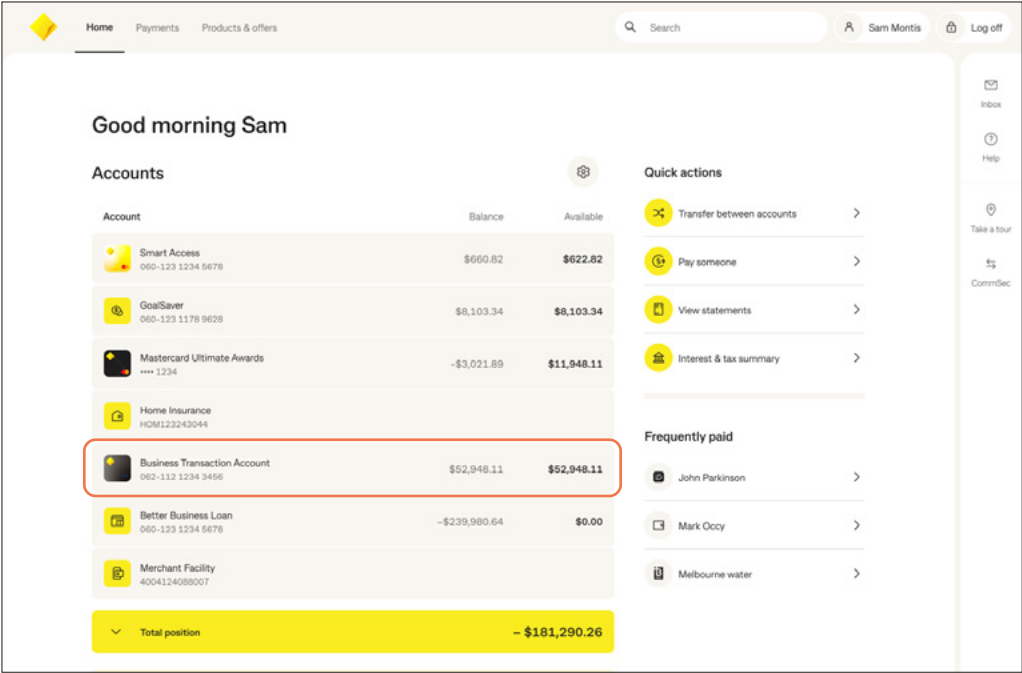
STEP 4

Use the options on the left to view the selected business account's contact details, addresses, account access, and data sharing settings.

View and manage business account access and authorities

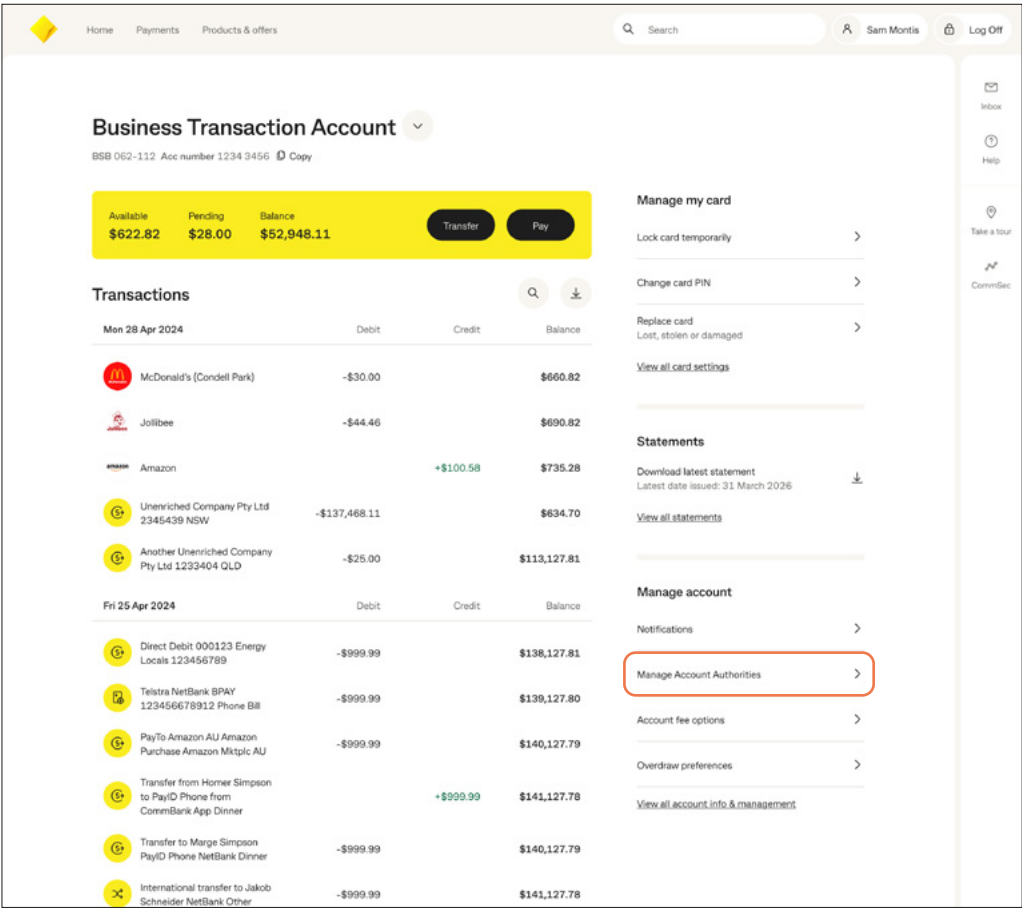
Add, remove or update business authorities for eligible business accounts. You can manage business authorities in two ways:

Option 1: From an account



STEP 1

Select the business account you want to manage.



STEP 2

Under **Manage account**, select **Manage account authorities**.


[Home](#)
[Payments](#)
[Products & offers](#)

 Sam Montis
  Log Off

[Back](#)

Business account authorities

Check who has authority to access your accounts.

Sam's Security Systems

Business Transaction Account
062-112 1234 3456

Method of operation: 1-to-sign

Add authority

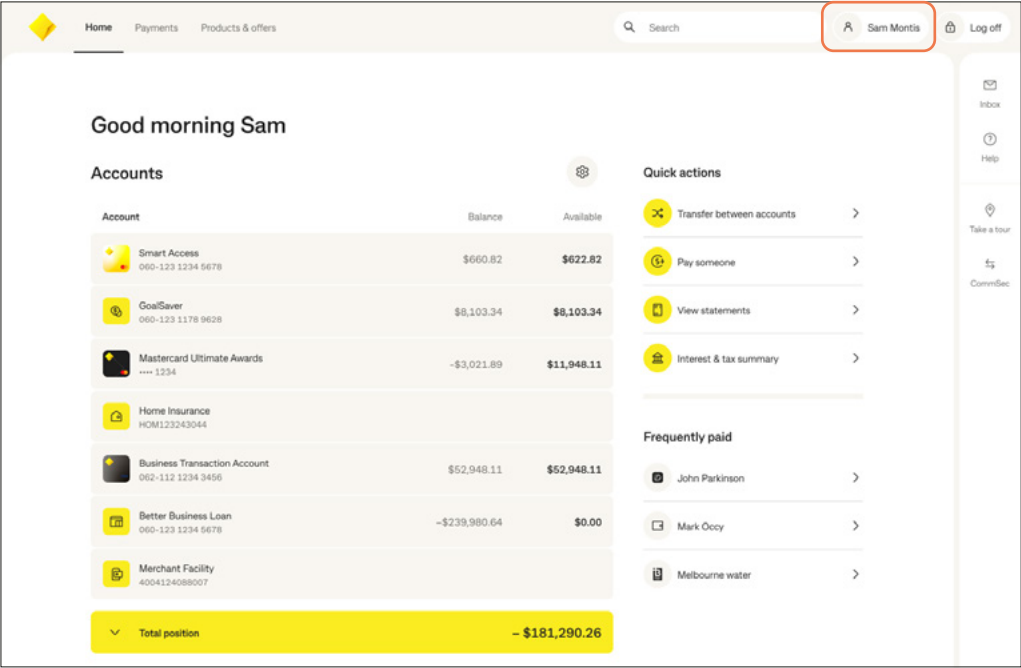
Name	Access type	Status	Date granted	Action
Aluna Tindyebwa	Full access	Active	08/05/2020	Remove
Sam Montis	Full access	Active	08/05/2020	Visit branch to remove
Sally Moore	Full access (Pending)	In progress Awaiting invitee to accept invitation	-	None

[Inbox](#)
[Help](#)
[Take a tour](#)
[CommSec](#)

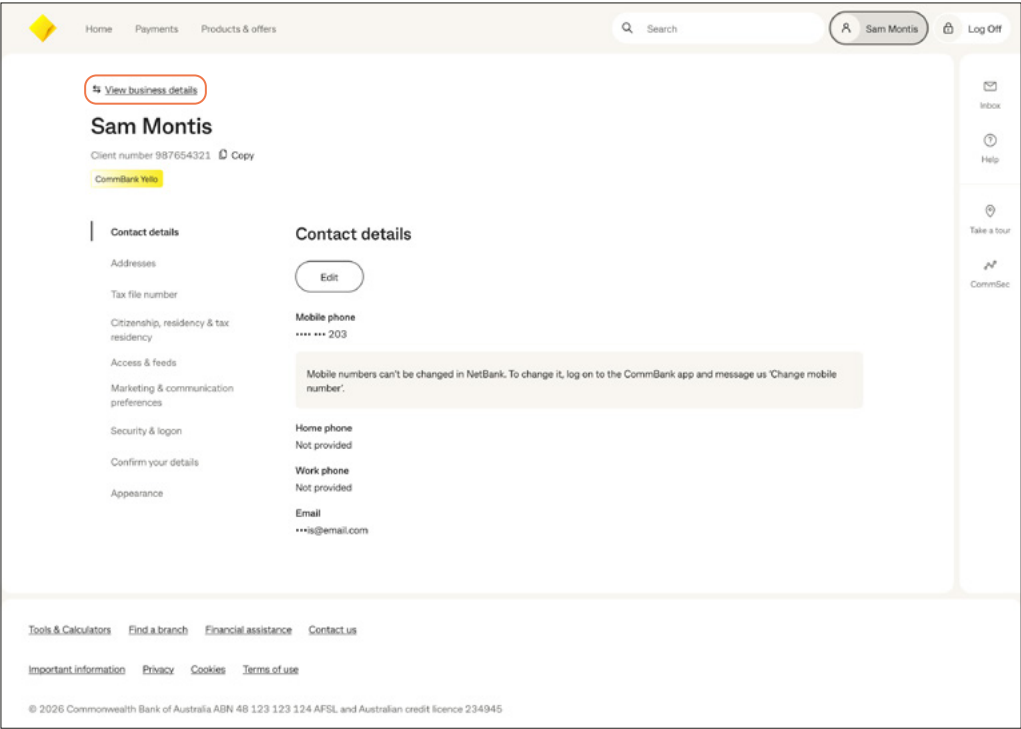
STEP 3

Follow the prompts to add or remove business account authorities.

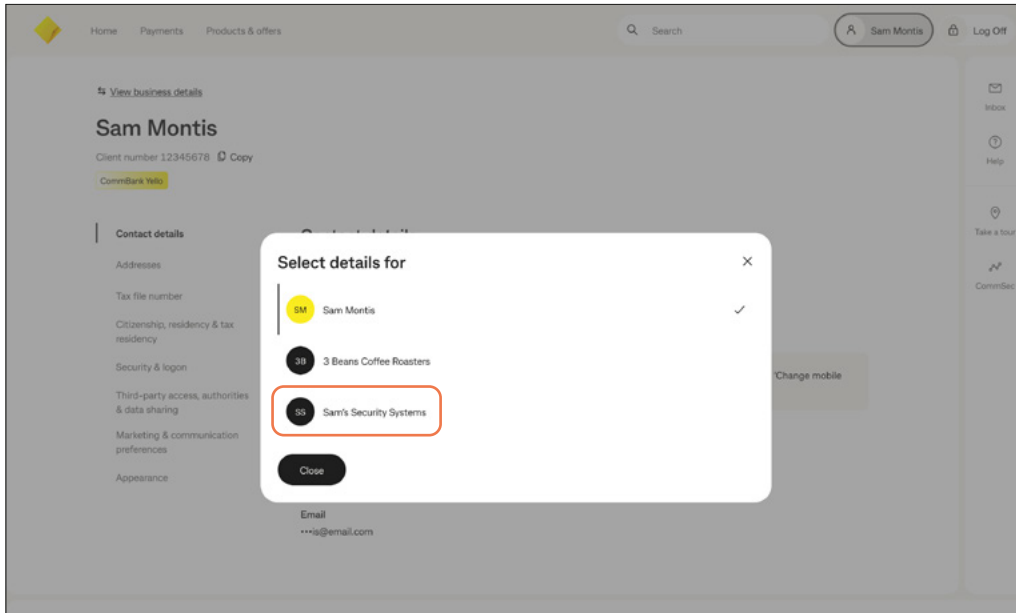
Option 2: From your profile



STEP 1
Select **your name** in the top-right corner of the screen.

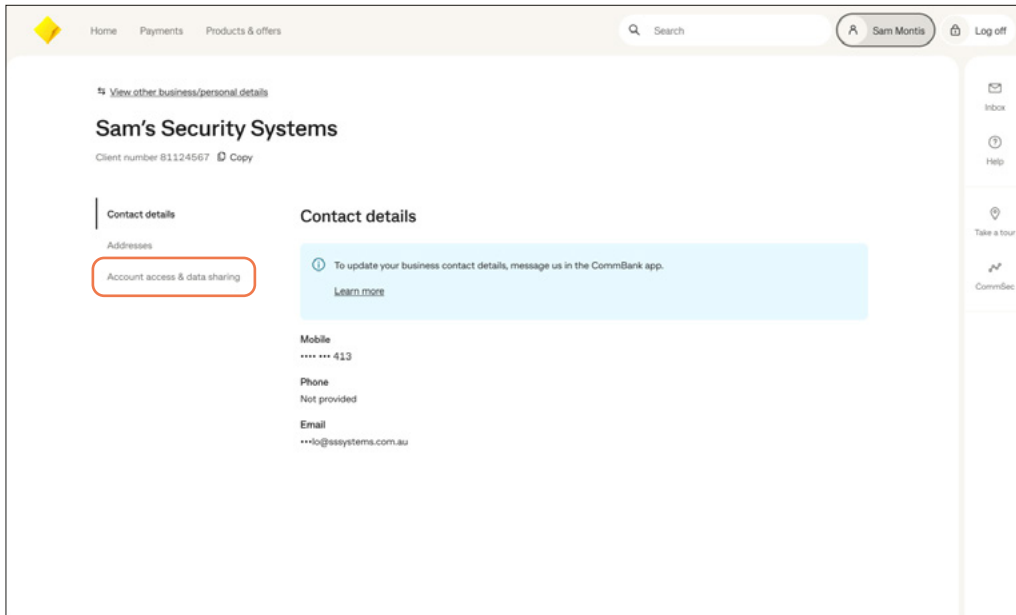


STEP 2
Select **View business details**.



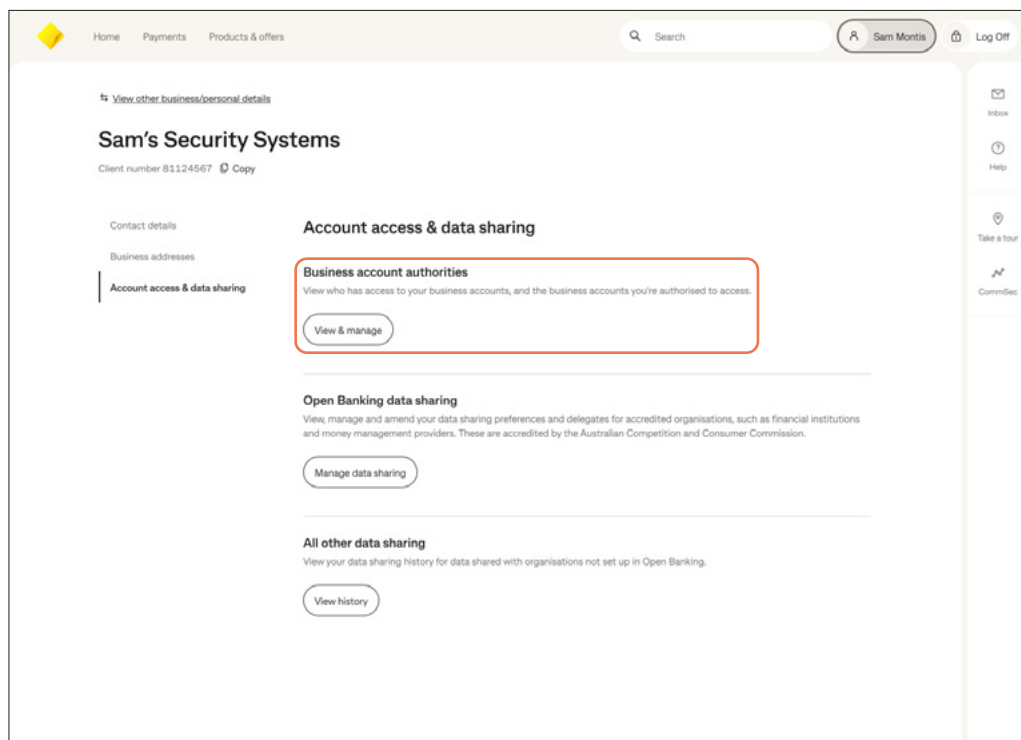
STEP 3

Choose the business profile you want to manage.



STEP 4

Select **Account access & data sharing**.



STEP 5

Follow the prompts to add or remove business account authorities.

