



Important Notice to Commonwealth Bank of Australia Awards Credit Card Customers

The CommBank Awards Program will terminate, pursuant to section 7 of the CommBank Awards Program Terms and Conditions dated 1 October 2025, on 29 September 2026.

On and from this date, you will no longer be able to earn or redeem Points through the CommBank Awards Program, and your participation in and the Program will end.

For further information about what this means for your remaining Points, and applicable timeframes, please visit commbank.com.au/card-updates.

Effective on 28 September 2026, the CommBank Awards Program Terms and Conditions dated 1 October 2025, are amended as follows:

Page 6, Section 1.2, How many Points you can earn

Under the heading ***Things you should know about earning Award Points*** in the table at 1.2 on page 10, add new sentence at the end of bullet point four, as follows:

If the CommBank Awards Program is terminated, any remaining Points will be automatically converted into Qantas Points on the date of program termination (see section 4).

Page 12, Section 2.1, How to redeem your Points

Insert the following sentence to the end of paragraph three of section 2.1, after the words “We publish what Awards are available and how many Points are necessary to redeem them, on the Awards website” as follows:

If the CommBank Awards Program is terminated, access to the Awards website will be removed on the program termination date.

Page 12, Section 2.2, When you won’t be able to redeem your Points

Delete second last paragraph of section 2.2, and replace with the following paragraph:

For what happens to your Points if your Card or Card Account is closed or cancelled and/or your membership in or the Program is terminated, see sections 6 and 7.

Insert additional sentence to the end of the final paragraph of section 2.2 as follows:

*If the Program is terminated before Points are redeemed in accordance with this paragraph, the beneficiary, Additional Cardholder, spouse or immediate family may submit a request to redeem any remaining Points for cash at the applicable conversion rate set by us and subject to change from time to time, by contacting us via phone (see **Contact details** on page 24) within 180 days of the date of death, after which time the remaining Points will be forfeited.*

Page 15, Section 4.1, Qantas Frequent Flyer Direct

Under the second sub-heading **How does it work**, insert a new hyphenated paragraph after the first hyphenated paragraph, as follows:

If the CommBank Awards Program is terminated, any remaining Points will be automatically converted into Qantas Points at the date of Program termination and, if the Program terminates before your opt in year is over, we'll credit to your Card Account (if open and active), a pro-rated refund of the most recent opt in fee you were charged.

Page 17, Section 5, Keeping track of your Points

Insert additional sentence to the end of the fourth paragraph:

If the CommBank Awards Program is terminated, your Points balance will be removed from NetBank and the CommBank App on the date of Program termination. Access to the Awards website will also be removed on the date of Program termination.

Page 18, Section 6, What happens to your Points when your Card Account is closed?

Insert new paragraph at the end of section 6 as follows:

*If the Program is terminated after your Card Account is closed but before your Points are redeemed in accordance with this section, any remaining Points may be redeemed by you for cash at the applicable conversion rate set by us and subject to change from time to time, within 90 days of account closure date, by contacting us via phone (see **Contact details** on page 24) and nominating an open and active account for payment, after which time the remaining Points will be forfeited.*

Page 18, Section 7, What happens to your Points when the Program or Program membership is terminated?

Delete final paragraph of section 7, and replace with the following:

Provided we don't have the right to suspend or forfeit your Points in accordance with section 2.2 and subject to the Exceptions below, if the Program is terminated under this section 7, any Points that you have not redeemed before termination, will be forfeited unless they are redeemed, either:

- a. *within 90 days from the date of Program termination, for cash at the applicable conversion rate set by us and subject to change from time to time, by contacting us via phone (see **Contact details** on page 24) and nominating an open and active account for payment; or*
- b. *within 2 years from the date of Program termination, as Yello Points in the CommBank Yello Program (we'll convert your Points into Yello Points, at a rate of 1 Point for every 1 Yello Point). **Please note:** You'll only be able to redeem your Points in the CommBank Yello Program if you're eligible to participate at the time of redemption. For full details about the CommBank Yello Program, including eligibility requirements, see the CommBank Yello Program Terms and Conditions dated 1 October 2026 by visiting their website at commbank.com.au/commbank-yello*

Any Points not redeemed within either of the time periods specified in the sub-paragraphs above, will be forfeited.

Exceptions

- a. *If one or more of the following applies to you as at the date of termination of the Program, your remaining Points at termination, will be automatically converted to cash at the applicable conversion rate set by us and paid to your Card Account if it is open and active:*
 - i. *you are under the age of 18;*
 - ii. *the residential address we hold for you is outside of Australia; or*
 - iii. *you have opted out of Comm Bank Yello entirely.*

- b. *For what happens if your Card is opted into Qantas Frequent Flyer Direct at termination, see section 4.1.*
- c. *For what happens to Points remaining following termination of the Program, if your Card Account is closed before termination of the Program, see section 6.*
- d. *For what happens to Points remaining following termination of the Program, if we are notified that the account holder is deceased prior to termination, see section 2.2.*

Whilst every effort will be made to ensure that the Points to which you are entitled at termination, are correctly calculated and converted into Yello Points or reimbursed for cash in accordance with these Terms and Conditions, 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, including for example, by adjusting the amount of Yello Points or cashback that you have been allocated or paid.

Page 24, Contact CommBank Awards

Delete first sentence of Contact CommBank Awards section and replace as follows:

For any Program enquiries or to redeem Points for Awards, you can contact us via the below. If the CommBank Awards Program is terminated your CommBank Awards points balance will no longer be shown on NetBank or the CommBank App at the date of program termination. Access to the Awards website, email (contactus@commbankawards.com.au) and mailing address (GPO Box 2674, Sydney NSW 2001) will also be removed at the date of program termination.

