



**Banking
services
at Australia
Post.**





Access to banking services at Australia Post.

We've proudly partnered with Australia Post for 110 years, and have recently extended this partnership until 2032.

As two of the nation's biggest organisations, CommBank's long-standing partnership with Australia Post ensures communities across Australia continue to have access to the widest range of banking options in the country including local access to over-the-counter banking services.

Our customers can access the largest bank branch and ATM¹ network in Australia, the leading CommBank app², our Australian-based contact centres plus access to over 3,300 Bank@Post Australia Post outlets.

At Australia Post, staff are trained to adhere to strict security and cash management practices, meaning you can easily, safely and securely complete your personal and business banking transactions such as withdrawals, deposits and balance enquiries (including passbooks) during normal business hours.

“The heartbeat of our business is our Post Office network and importantly, our extended long term partnership with Commonwealth Bank supports a sustainable future for the small business owners who run our Licensed Post Offices, also enabling easy access in rural and regional communities to vital banking services.”

**– Andrew Brickwood,
General Manager, Australia Post**

“By investing millions in the capability, technology and security of Bank@Post outlets, we make sure our customers can bank easily, safely and securely in a way that suits them.”

**– Mark Jones,
Executive General Manager,
Commonwealth Bank**

Use of the Bank@Post service is covered by the Banking Code of Practice and our Complaints handling procedure found at commbank.com.au

With Bank@Post, CommBank customers can conduct the following transactions:



Personal customers using their CommBank card.

- Deposit up to \$8,000 per transaction³ (cash & coin⁴).
 - Withdraw up to \$2,000 per transaction.
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Business customers using their CommBank card.

- Withdraw up to \$2,000 per transaction³.
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Business customers using their CommBank Deposit only card or Barcoded Deposit slip.

- Deposit up to \$8,000 per transaction (cash & coin⁴).
 - Deposits made using a barcoded deposit slip are available the next business day.
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Cheque deposit.

Please allow 7-10 working days for cheque deposits to be cleared.



Passbook.

- Deposit up to \$8,000 per transaction (cash & coin⁴).
 - Withdraw up to \$2,000 over a seven (7) day period.
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Credit card.

- Repayments up to \$8,000 per transaction.³
 - Cash advances up to \$2,000 per transaction.³
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CommBank customers can also use 'Cash Exchange' service of up to \$1,000 at participating post offices (a flat fee applies).

We're here to help.



Locate your nearest participating Post Office at auspost.com.au/banking



Visit us online at commbank.com.au



Message us 24/7 in the **CommBank app**²



Call us on **13 2221**



Locate your nearest branch at commbank.com.au/locateus



Things you should know:

- ¹ Transaction limits and fees may apply.
- ² The CommBank app is free to download; however, your mobile network provider charges you for accessing data on your phone. Terms and conditions are available on the app. NetBank access with NetCode SMS required.
- ³ For primary linked accounts.
- ⁴ Loose coin accepted up to \$20 otherwise coin must be in coin bags by denominations.

Bank@Post is an agency service provided by Australia Post on behalf of over 80 financial institutions. Bank@Post is available at participating Post Offices. Services available are cash withdrawals, deposits and balance inquiries. Consult your financial institution for terms and conditions of the Bank@Post service. Limits apply. The CommBank app is available on Android operating systems 6.0+ and iOS operating system 12.0+

As this information has been prepared without considering your objectives, financial situation or needs, you should, before acting on this information, consider its appropriateness to your circumstances.

Bank account terms and conditions are available from commbank.com.au or from any branch of the Bank.

If you have a complaint, the Commonwealth Bank's dispute resolution service can be accessed on 13 2221.

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