

# **Supporting your move to Australia.**



**Information for customers  
impacted by the COVID-19  
travel restrictions.**



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The Australian Government has announced temporary travel restrictions for people travelling to Australia from a number of countries. See the Australian Border Force website [abf.gov.au](http://abf.gov.au) for more information and the latest updates.

## Your questions answered.

We have prepared these Frequently Asked Questions (FAQs) to assist you if your travel plans have been impacted. They should answer any questions you may have about the potential impact to your Australian banking:

### I have opened a Commonwealth Bank (CommBank) bank account but I am now arriving at a later date – what should I do?

Providing you arrive within six months of the date you opened your account, then your bank account will remain open. Once you arrive in Australia you simply need to visit the branch that you selected when opening your bank account in order to identify yourself.

If you need to postpone your arrival for a longer period, then you may choose to allow your bank account to close and open a new bank account in a CommBank branch once you arrive in Australia. Alternatively, if you are certain that you are still coming, you may opt to deposit money into your CommBank bank account (this will extend the time that your bank account remains open – transfer fees will apply\*).

### I have opened a CommBank bank account but I am no longer coming to Australia – what should I do?

If you have deposited money into your bank account please email [iprb@cba.com.au](mailto:iprb@cba.com.au) to advise that you are no longer moving. They will assist you with your bank account closure.

If you have not deposited money into your account then no action is required – your bank account will be automatically closed six months after the date of opening.

### I have not opened a bank account yet. Can I open one before I arrive?

You can open a CommBank bank account up to three months before you arrive in Australia. Once your travel plans have been confirmed visit [commbank.com.au/movingtoaustralia](http://commbank.com.au/movingtoaustralia) for more information.

## Have other questions about Banking in Australia?

See our Banking in Australia FAQs below.

### FAQs for students.

- English:  
[commbank.com.au/studyingfaq](http://commbank.com.au/studyingfaq)
- Simplified Chinese:  
[commbank.com.au/chinesestudentfaq](http://commbank.com.au/chinesestudentfaq)

### FAQs for non-students.

- English:  
[commbank.com.au/bankingfaq](http://commbank.com.au/bankingfaq)
- Simplified Chinese:  
[commbank.com.au/chinesefaq](http://commbank.com.au/chinesefaq)

**Things you should know:** \*A fee of up to \$11 AUD for each international transfer received applies.  
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