



Commonwealth
Bank

Banking in Australia.

Frequently asked questions.

1. Opening a bank account.

a) Can I organise my banking before I arrive in Australia?

Yes. A Commonwealth Bank (CommBank) Everyday Account can be opened up to three months before you arrive.

Once you've been identified at a CommBank branch in Australia your account will be active, allowing you to transact on your account including banking on your mobile with the CommBank app.

b) Can I open an account without an Australian address?

Yes. You can open an account without an Australian address.

To use your account in Australia, an Australian residential address will need to be provided when you're identified in branch.

c) Do I have to pay fees on my account?

The monthly fee is waived for the initial 12 month period and may be waived for a further period if you're eligible. A monthly account fee waiver will apply if you're under 25 years of age, or if you deposit at least \$2,000 each calendar month (excludes Bank-initiated transactions).

Find out more about rates and fees at commbank.com.au

d) My English is limited, can I ask someone else to help me set up my banking on my behalf?

No. You must fill out any banking application forms by yourself to protect your privacy and security.

However, if your English is limited, you may wish to seek translation support from someone you trust or the company assisting with your move to Australia. You can also visit one of our branches once you arrive in Australia, where we can assist you to access translation services.

e) What information is required to set up my banking before I arrive?

1. You'll need to provide your full name and date of birth as per your passport, current address (in home country or in Australia), email address, mobile number and nominated arrival date.
2. You'll be prompted to register for online banking (NetBank) access which requires you to create a security password. Please remember your password as this can only be reset after you've been identified in a branch in Australia.

f) When opening an account online, which CommBank branch should I nominate to visit once I arrive in Australia?

CommBank has one of the largest branch networks in Australia. It's recommended you choose a branch close to where you'll be living or working in Australia. You can find your closest branch at commbank.com.au/locateus



2. Keeping your bank account secure.

a) How do I choose a safe security password for online banking access?

- Use a mix of letters, numbers and symbols.
- Use as many characters as you can – a longer password is harder to decipher.
- Avoid anything that can be easily guessed such as your address or birthday, or common quotes and phrases.
- Consider a passphrase: similar to a password, but instead of creating a string of letters, numbers and symbols, use words that tell a story. For example: MyPetGo@tHa\$@PhD. It tells a silly story that's easy to remember, while increasing the unpredictability of your password and making it difficult to guess.

b) How do I keep my password secure?

- Don't share your passwords with anyone.
- Don't write your passwords down anywhere.
- Make them unique – reusing a password multiple times makes it less secure, as it only requires one breach to compromise all the accounts with the same password.
- If you have many accounts, setting alphanumeric passwords for each can become a difficult exercise for your memory. In this instance, you may want to consider using passphrases instead. See previous question for an example of a passphrase.
- Change your passwords regularly.

3. Accessing your bank account.

a) Can I get access to my account before I arrive in Australia?

After your account is opened, you'll be given your new bank account details. You should not try and deposit money into your account until you've been appropriately identified in a CommBank branch.

After this you will be able to transact on your account and will be able to register to bank on your mobile with the CommBank app.

b) What do I need to do once I arrive in Australia?

Visit the CommBank branch mentioned in your Welcome Letter to confirm your identification and CommBank will activate your account. If you need help finding the branch, visit commbank.com.au/locateus and type in the name of the branch to get a map showing its location.

You'll need to bring the following documents with you for the identification process:

- Current passport (original document required).
- Tax Identification Number (TIN) for each country of foreign tax residency.
- Copy (physical or digital) of your visa document.

Those who apply online within seven days before arriving in Australia won't receive their debit card in branch. Instead CommBank asks you to confirm the address you'd like your card sent to after you've been appropriately identified in branch.

Once CommBank has confirmed your identity you can withdraw money from the account and will have access to all of their digital features like NetBank and the CommBank app.

c) What if my documents required for the identification process aren't in English?

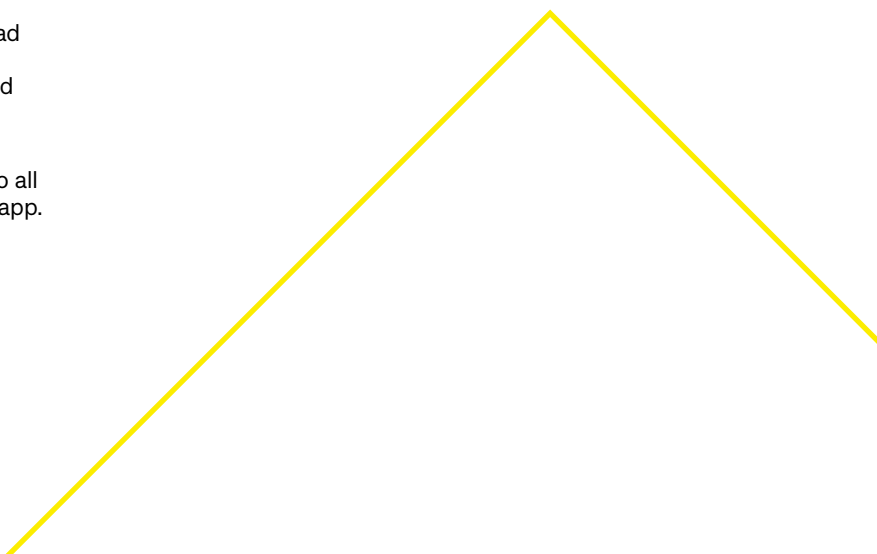
If any of your documents aren't in English you'll need to get them translated into English when you arrive in Australia by a translator who's accredited by the National Accreditation Authority for Translators and Interpreters (NAATI). Visit naati.com.au for further information.

d) Can I visit any CommBank branch for identification?

CommBank recommends you visit the branch mentioned in your Welcome Letter given your debit card will most likely be waiting there for you. You can find the CommBank branch at commbank.com.au/locateus

e) Will I be able to collect a debit card on my first branch visit?

In most cases, the CommBank branch nominated by you when opening your account online will have your debit card. This will be provided to you once you've been identified by branch staff and the account activated.



4. Putting money into your bank account.

What information do I need to transfer money into my CommBank account?

You can transfer money from your bank account in your home country, usually via your financial institution's online or mobile banking portal, or by visiting a branch. A transfer fee may apply.

You'll need:

- **Bank name:** Commonwealth Bank of Australia.
- **Account name and number:** your full name (if it's a joint account, you'll need both account holders' full names).
- **BSB (Bank-State-Branch):** the six-digit number that identifies banks and branches across Australia.
- **Branch name:** the branch where the account is located.
- **BIC/SWIFT code:** CTBAAU2S.

All the information that you'll need to transfer money is available in your account Welcome Letter that you'll receive after opening your CommBank Everyday Account.

If you opened your account online, download your Welcome Letter from NetBank, print it out and keep it for reference as it contains the information for the CommBank branch you've nominated to visit.

Do not try to deposit money into your account until you have identified yourself in branch – otherwise the money will be returned.

5. General.

a) Can I see CommBank's website in a different language?

No. CommBank's website is in English. However, you may wish to consider viewing it in other languages using Google Translate. CommBank doesn't take any responsibility for the accuracy of the translation using Google Translate or other translation services.

Visit translate.google.com and follow the instructions to instantly translate text and web pages. Your browser may also let you change to another language under the browser settings.

CommBank has other foreign language services to help you with your banking once you've arrived in Australia, such as:

- Multi-lingual staff at some branches, or over the phone.
- ATMs with foreign language capabilities.

b) What's NetBank?

A secure, online place for you to manage your finances with CommBank.

You can manage all your accounts from one place, and do your banking whenever or wherever it suits you.

c) Can I still open a bank account after I arrive in Australia?

Yes. You can open an account online or visit a CommBank branch once you arrive in Australia.

d) In case of a change in travel plans, will the account still be open and what should I do if I don't come?

If you don't move to Australia or aren't identified in branch within 6 months of your account opening date, we'll close your account automatically. If you've deposited funds into the account, we'll contact you to advise the process to credit those funds back to you. Alternatively you can email iprb@cba.com.au to advise that you're no longer moving. They'll advise what you need to do next.

