



## The coronavirus - help for retirees

Commonwealth Bank



Easy English  
25/05/2020



## Hard words

This book has some hard words.

The first time we write a hard word

- the word is in **blue**
  
- we write what the hard word means.

## You can get help with this book



You can get someone to help you

- read this book
  
- know what this book is about

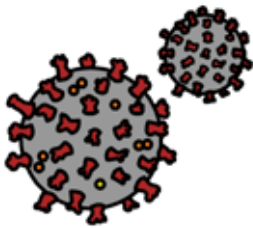


- find more information.

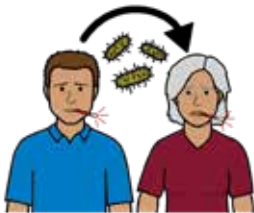
## About this book



This book is written by  
Commonwealth Bank of Australia.



This book is about tips for retirees to help with  
the **coronavirus**.



The coronavirus is a serious health problem  
you can get from other people.



The coronavirus might have changed some  
things in your life. For example, your income.



There are things you can do to get help.

## Government payments



You might be able to get help from the government if your income has changed.



There are 2 ways you can apply for payments from the government.



1 Update your income details on the Services Australia website.



2 Call the **Older Australians line**.

The Older Australians line is a phone number you can call if you are an older Australian for

- help
- information.



Contact information is at the end of this book.

## Change your assets



You might be able to change your **assets** to keep your money safe.

Assets are things you own that are worth money.

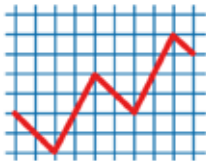
For example



- houses



- cars



- stocks.

Make sure you get advice before you make changes to your assets.

## Your pension



The government has changed the rules about your pension to help retirees keep more cash.



## Stay safe online

We want you to be safe online.

It is important to stay safe from **scams**.

Scams mean someone tries to trick you to give away your

- money



or

- personal details.

For example

- your passwords

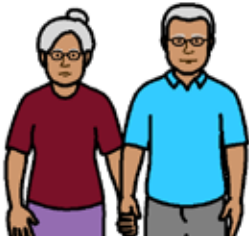


- your bank details.



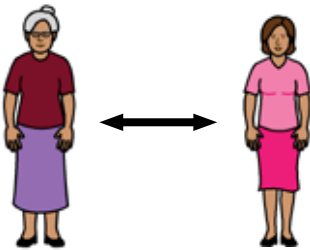
Do **not** give your personal information to anyone who contacts you directly.

## Stay healthy



Older Australians are more likely to get very sick from coronavirus.

You can do things to stay safe and healthy.



Keep a **social distance** from others.

A social distance means you stay away from other people so less people get the virus.



Wash your hands.



Do **not** go out in groups.

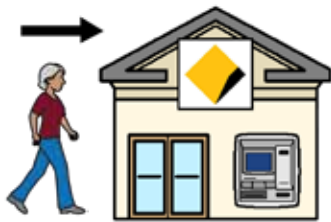
Only go out for very important things.

For example



- to go to your doctor appointment

- to buy food.



## Our branches

We know customers like to come into our branches and we will do our best to stay open.



We will make sure our staff and branches are as safe as they can be.



Some of our branches might have to close from time to time.



## More help

It is a good idea to get advice before you make changes to your money.



You might talk to an expert or support person.

You can see full information on the website for more information.

Website

[commbank.com.au/coronavirus](https://commbank.com.au/coronavirus)



## **National coronavirus Older Persons Information Line**



Call

1800 171 866

## **Learn how we can help you manage money and the coronavirus**



Website

[commbank.com.au/coronavirus](https://commbank.com.au/coronavirus)

## **Government payments**



The Services Australia website

[servicesaustralia.gov.au](https://servicesaustralia.gov.au)



Call

132 300

## **Protect yourself online**



Website

[commbank.com.au/support/security/how-to-spot-hoax-scam](https://commbank.com.au/support/security/how-to-spot-hoax-scam)

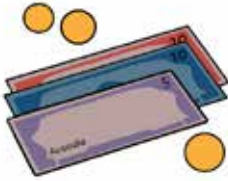


## Find an open branch

Website

[commbank.com.au/digital/locate-us](http://commbank.com.au/digital/locate-us)

## Help with money problems



We have services to help customers with money problems.



Call

13 30 95

Website

[commbank.com.au/support/  
financial-difficulty](http://commbank.com.au/support/financial-difficulty)



## More information

For more information contact  
Commonwealth Bank of Australia



Call  
13 22 21

6 am to 10 pm



Website  
[commbank.com.au](http://commbank.com.au)



If you are deaf or have a hearing or speech  
impairment you can use the  
National Relay Service

Website  
[nrschat.nrscall.gov.au/nrs/internetrelay](http://nrschat.nrscall.gov.au/nrs/internetrelay)

Call 1300 555 727



Give the relay officer the phone number you  
want to call.

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