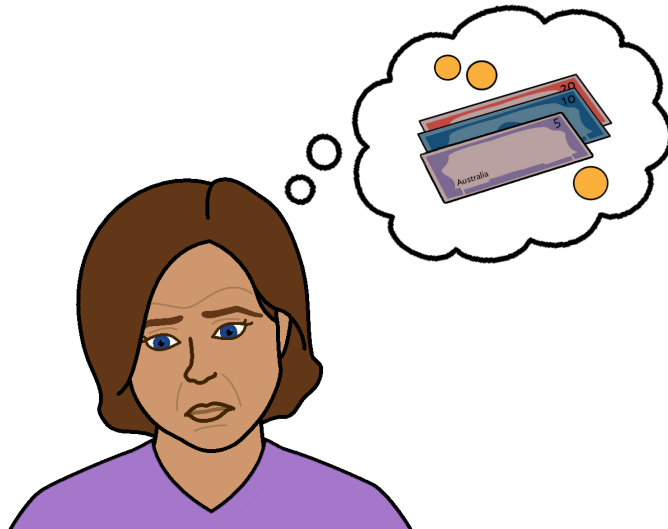




Commonwealth
Bank



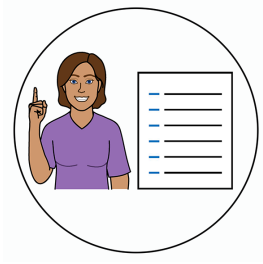
Financial difficulty

Help with money problems

Commonwealth Bank



Easy English



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 tells you where to get help for
financial difficulty.

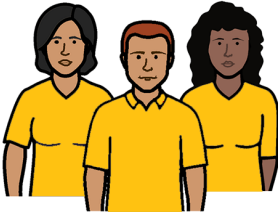
Financial difficulty means money problems.

You can get help if you

- have had money problems for a long time
- just started to have money problems.



How we can help

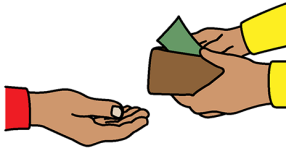


We have a team of experts who can help with money problems.



We will ask you how much money you

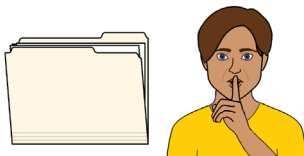
- make
- spend.



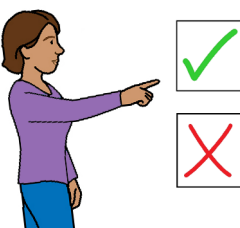
We might ask to see documents.

For example, medical certificates.

Everything you tell us is **confidential**.



Confidential means we do **not** tell anyone your information.

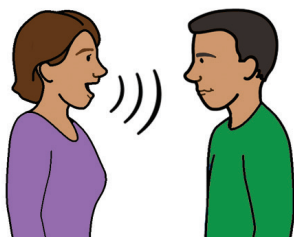


You can ask someone to talk to us for you but we will make sure you say **yes** first.



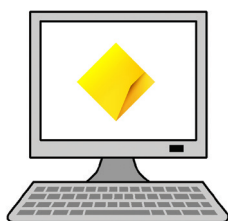
More help

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 the full information on our website.



Website

commbank.com.au/support/financial-difficulty

Help with gambling



Call Gambling Help Online support service
1800 858 858



To apply a gambling and cash block call our
Next Chapter team on
1800 222 387

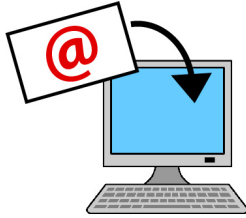
Monday to Friday from 9 am to 6 pm.

Help with money problems



Call

1300 720 814



Email

financialassist@cba.com.au



Website

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

Help for Indigenous customers in remote areas



Call

1800 700 682 and press option 1

Monday to Friday from 9 am to 8pm

Saturday from 8 am to 2 pm

Help from our Complaints Team

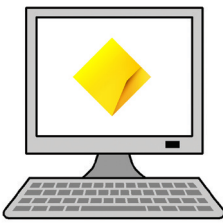


Complaints mean you tell us you are **not** happy.



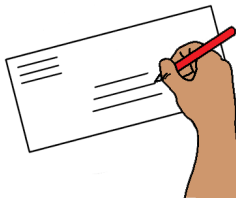
Call

1300 720 814



Website

[commbank.com.au/support/compliments
-and-complaints](http://commbank.com.au/support/compliments-and-complaints)



Write to us

Customer Relations

Reply Paid 41

Sydney NSW 2001

You do **not** need to use a stamp.

We will pay for the postage.

Help with insurance



For general insurance information call

13 24 23

For life insurance information call

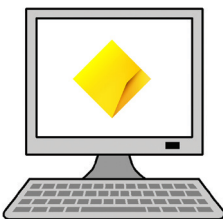
13 10 56

Help with NetBank

Call

13 22 21

Monday to Sunday from 8 am to 8 pm



Website

my.commbank.com.au/netbank/Logon/Logon.aspx



Other places to get help

There are other places to get help that are **not** part of Commonwealth Bank including

- the National Debt Helpline

ndh.org.au

- Uniting Care – Kildonan

unitingkildonan.org.au

- ASIC Money Smart

moneysmart.gov.au

- Government crisis payment

[servicesaustralia.gov.au/individuals/
subjects/crisis-and-special-help](http://servicesaustralia.gov.au/individuals/subjects/crisis-and-special-help)

- Australian Banking Association

ausbanking.org.au



More information

For more information contact
Commonwealth Bank of Australia



Call us 13 22 21

8 am to 8 pm

Website

commbank.com.au



You can also send us a message on the
CommBank App.

commbank.com.au/support/messaging

Website

commbank.com.au

If you need help to speak or listen.



The National Relay Service can help you make a phone call.

Call 1800 555 660



Commonwealth
Bank



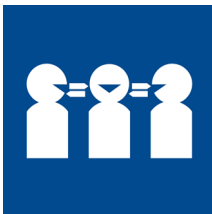
Give the relay officer the phone number you want to call.



Website

accesshub.gov.au/nrs-helpdesk

If you need help with English



Use the free Translating and Interpreting Service or TIS to make a phone call.

You can call the TIS in your language.



Call 13 14 50

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

© Commonwealth Bank of Australia 2024. ABN 48 123 123 124. All rights reserved, except as permitted under the Australian Copyright Act 1968. Text, images and information incorporated in this Easy English publication created by Scope (Aust) Ltd at www.scopeaust.org.au and Tobii Dynavox.

Commonwealth Bank of Australia has undertaken reasonable enquiries to identify where material or content is owned by third parties and to secure permission for its use and reproduction. Permission may need to be obtained from third parties to use, reproduce or modify this material. The Picture Communication Symbols ©1981–2020 by Tobii Dynavox. All Rights Reserved Worldwide. Used with permission. Boardmaker™ is a trademark of Tobii Dynavox.

Commonwealth Bank of Australia.