



Commonwealth
Bank



Help from an interpreter

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.



We will write contact information at the end of this book.

About this book



Commonwealth
Bank

This book is written by Commonwealth Bank.

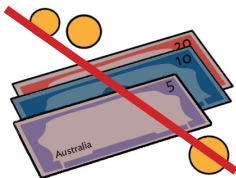


This book is about how to get help from
an **interpreter**.



An interpreter is a person who can

- speak your language
- help you understand us
- help us understand you.

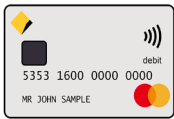


It is **free** to get help from an interpreter at
our bank.

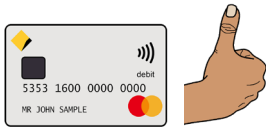
Why use an interpreter at the bank?



Interpreters can help you understand a bank product. For example a credit card.



It is important that you understand the product before you say **yes**.



You should understand

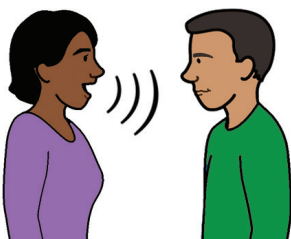
- the good things



- the rules

- the risks.

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



You might talk to an expert or support person.

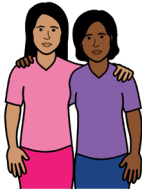
Who can be your interpreter?

If you need help for something simple

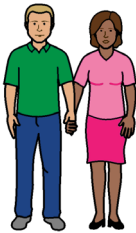


You can ask for a Commonwealth Bank staff member who speaks your language.

You can also ask someone you know to be your interpreter. For example



- a friend



- a family member



- a support worker.

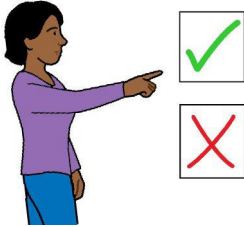
Your interpreter must be over 18 years old.

If you need help for something hard



Your interpreter might be a person from the Translating and Interpreter Service or TIS.

What happens when you use an interpreter?



We will ask for your **consent** to get help from an interpreter.

Consent means you say **yes**.



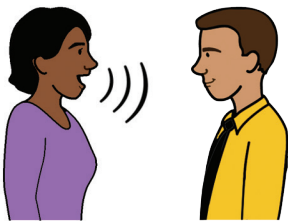
The interpreter who helps you can be

- in a meeting room with you

or

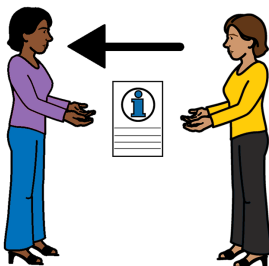


- on the phone.



We will give you lots of time to

- get your message across

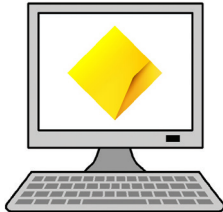


- get the information you need.



More information

For more information contact
Commonwealth Bank.



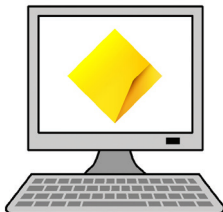
Website

commbank.com.au/contactus



From Australia

Call us 13 22 21



Message us in the CommBank app

commbank.com.au/support/messaging



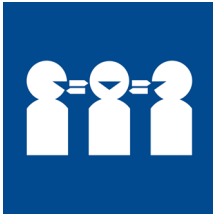
From another country

Call us +61 2 9999 3283



Message us in the CommBank app

commbank.com.au/support/messaging



If you do not speak English

Use the free Translating and Interpreting Service or TIS.



Call 131 450

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



If you need help to speak or listen

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



Call 1800 555 660



Website [accesshub.gov.au/nrs-helpdesk](https://www.accesshub.gov.au/nrs-helpdesk)

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

Notes

Notes

© 2023 Commonwealth Bank of Australia. 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 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.

