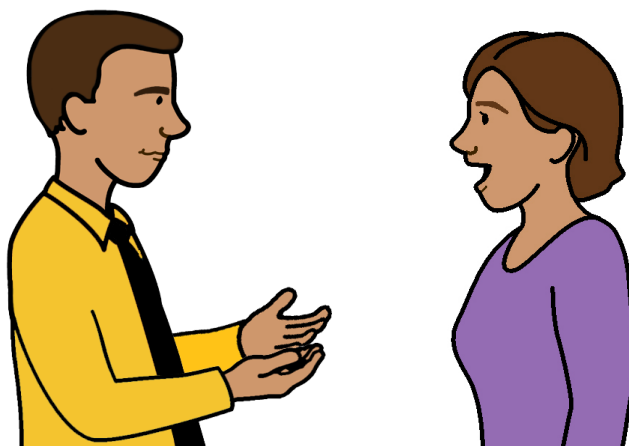




**Commonwealth  
Bank**

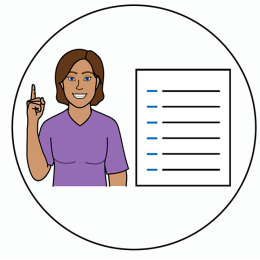


## **Support services**

**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



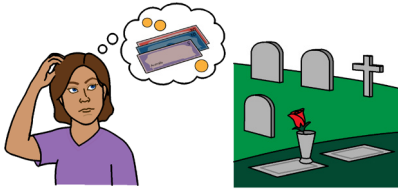
Commonwealth  
Bank

This book is written by Commonwealth Bank.



This book is about our support services.

## The death of a loved one

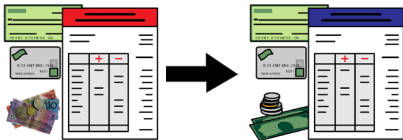


It is hard to think about money after a loved one dies.



If a loved one dies, we can help you to

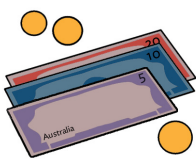
- do banking and paperwork



- change bank accounts

- manage the **estate**.

The estate is everything your loved one owned.

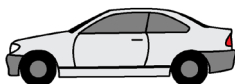


Things in an estate might be

- money



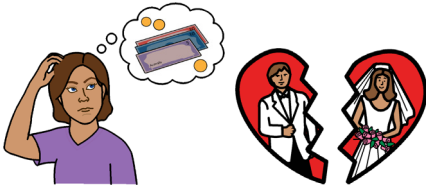
- a house



- a car.

Contact information is at the end of this book.

## Separation or divorce



It is hard to think about money after a separation or divorce.

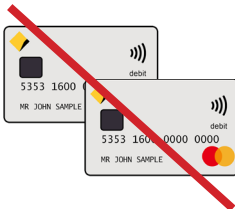


We can help you to

- open bank accounts in your name



- close joint accounts



- cancel joint credit cards

- manage a joint **mortgage**.

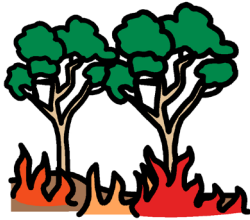


A mortgage is the money you owe to pay for your house.

Contact information is at the end of this book.

## Natural disaster

We can help if there is a **natural disaster**.



A natural disaster might be a

- bushfire



- flood



- storm.

Everyone will have different needs when there is a natural disaster.



You can tell us about your situation and we will do our best to give you the help you need.

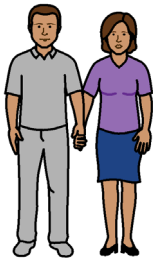
Contact information is at the end of this book.

# Financial abuse

Financial abuse means someone uses your money



- when you do **not** say yes
- when you do not want them to
- to control you.



**Domestic** financial abuse is financial abuse that happens between family members.



**Elder financial abuse** is financial abuse that happens to older people. For example, **scams**.

Scams are when someone tries to trick you to give away your



- money
- or
- personal details.

## How we can help with financial abuse

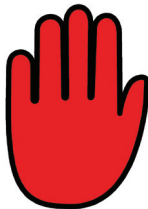


We made 2 guides to help you

- know if you are being abused



- find where to get help



- stop the abuse.

### 1 Recognise and Recover



A guide to help anyone who might be financially abused.

### 2 Safe and Savvy



A guide to help people with elder financial abuse.

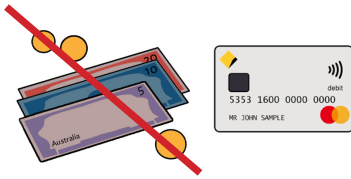
Contact information is at the end of this book.



# Gambling



We have a team of experts who can help you or someone you know with gambling problems.



We can block money on your CommBank card to help you manage what you spend on gambling.



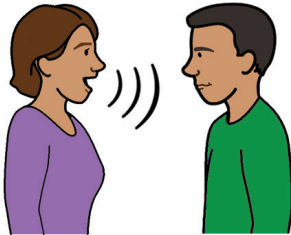
We can tell you other places to get help.

Contact information is at the end of this book.



## 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/supporting-you-and-your-family.html](http://commbank.com.au/support/supporting-you-and-your-family.html)

## Help if a loved one dies



Call

1800 686 153

Monday to Friday from 8.30 am to 5 pm.

## **Help with a natural disaster**



Call

1300 720 814

Monday to Friday from 8 am to 9pm

Saturdays from 9 am to 2 pm.



You can visit a Commonwealth Bank branch for more help.

## **Help with financial abuse**



Call

1800 222 387

Monday to Friday from 9 am to 6 pm

excluding public holidays.

We have the Next Chapter team who can help you with your money and financial abuse.

We do not tell anyone your information.

## **Help with gambling**



Call

1800 222 387

Monday to Friday from 9 am to 6 pm  
excluding public holidays.

## **Help for Indigenous customers in remote areas**

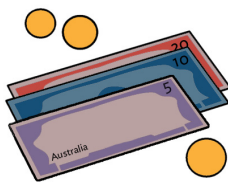


Call

1800 700 682 and press option 1

Monday to Friday from 9 am to 5pm

## Help with money problems



We have services to help customers with money problems.



Call

13 30 95



Website

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

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



## More information

For more information contact  
Commonwealth Bank of Australia



Call us 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.

[illegible]

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