CommBank Business Transaction & Savings Accounts

Terms and Conditions

Effective 30th November 2021

These products are issued by the Commonwealth Bank of Australia ABN 48 123 123 124 AFSL and Australian credit licence 234945.
These terms and conditions apply to the following accounts:

- Business Transaction Account
- Premium Business Account
- Business Online Saver Account
- Society Cheque Account
- Statutory Trust Account
- Standard Business Cheque Account (interest bearing option)
- Standard Business Cheque Account (non-interest-bearing option)
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What these terms and conditions cover

These Business Transaction & Savings Accounts Terms and Conditions and, where applicable, the terms and conditions contained in the documents listed below, as published by us from time to time, set out the terms of your contract with us. They provide important information about how you can put money into your account, how you can take money out, and the fees that apply to your account. These documents are available at [commbank.com.au](http://commbank.com.au) or from your local CommBank branch. The CommBank app Terms and Conditions are available when you download the app.

<table>
<thead>
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<th>Read</th>
<th>Covers</th>
</tr>
</thead>
<tbody>
<tr>
<td>CommBiz Terms and Conditions</td>
<td>Additional terms and conditions that apply when you use CommBiz for online or mobile banking.</td>
</tr>
<tr>
<td>Electronic Banking Terms and Conditions</td>
<td>Additional terms and conditions that apply whenever you access your account electronically (excluding CommBiz), including through Telephone Banking, NetBank, Business Visa Debit Card, Debit MasterCard®, ATMs, EFTPOS or BPAY®.</td>
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Part 1: How to use your account

1.1. Who can use your account?
When you open a business account, you need to set up an Account Operating Authority. This tells us:

- who is authorised to use the account i.e. who is a signatory; and
- the method of operation (for example, 'any one to sign' or 'any two to sign').

1.1.1. What can the signatories do on the account?
Depending on the authority given to each signatory under the method of operation, they may be able to:

- draw cheques;
- overdraw to any limit we allow;
- withdraw money in any manner;
- make arrangements with us for Encashment Authorities, Documentary Credits and authorities to negotiate;
- give or cancel authorities for scheduled payments;
- use electronic banking terminals;
- access and operate the account through electronic banking;
- obtain cheque books;
- change the mailing or email address(es) used for receiving account statements and notices, which includes selecting to receive electronic statements through NetBank and nominating personal email addresses;
- open new accounts with us that have the same authorised signatories and method of operation;
- get account statements or any other information about the account(s);
- endorse cheques, bills, promissory notes or other instruments payable to the account holder;
- choose how to receive statements and notices (electronically or by mail);
- request a Business Visa Debit Card in NetBank – as long as they’re at least 18 years old and the method of operation is ‘any one to sign’;
- register and maintain a PayID for your account, including locking or closing a PayID or initiating a PayID transfer to another account in accordance with the PayID Terms and Conditions; and
- switch between Business Transaction Account price options and use CommBank Invoicing.

Where an account signatory registers and maintains a PayID for your account in accordance with these terms and conditions, you agree that the signatory may use account information including your name, account name, telephone number and email address. You also agree that we may use, store or share this information with the PayID service for others to access when facilitating payments or registering PayIDs, and for reasonable secondary purposes including transaction tracing and investigations.

1.1.2. Changing the account signatories
We will continue to act upon the Account Operating Authority until you remove or add signatories or cancel the authority. If you want to make changes to authorised signatories, you must contact us (see back page for contact details).

We will honour all cheques and other account instructions from a signatory that are dated prior to, and presented for action after, changes to authorised signatories have been made.
1.1.3. Our liability
We will not be liable for any loss or damage you or anyone else suffers where we act on instructions in
good faith, unless we have been negligent.

Where we agree to supply services to you as a consumer, as defined in the Australian Securities and
Investments Commission Act 2001 (‘the Act’), then our liability will be determined in accordance with
the Act. However, to the extent permitted by the Act, any such liability of the Bank is limited to the cost of
supplying services again.

1.1.4. How to give us instructions
You can give us instructions about your account at any time, either:
• online, through CommBank app, NetBank or CommBiz; or
• in writing (e.g. by signing a document in a branch).

In relation to instructions received by us by email or fax:
• we can accept and act on any instruction you or an authorised signatory appears to have made, if we’re
  satisfied that it meets the Account Operating Authority requirements;
• we do not have to contact you to confirm whether it was you or an authorised signatory who gave us
  the instruction; and
• we may choose not to act on an instruction for any reason, for example, if we’re not certain it came
  from you or a signatory. We will let you know if we refuse the instruction.

If you have an eligible Statutory Trust Account or other eligible trust account and have subscribed to
Property Exchange Australia Limited’s (PEXA’s) Electronic Lodgment Network (PEXA System), you can
authorise us to accept account instructions from signatories through the PEXA System in accordance
with the specified method of operation. Any such authorisation must be provided to PEXA in its usual
form of authority, which shall be binding until PEXA receives written notice from you (in accordance with
the method of operation) of the cancellation or variation of this authority and despite any prior notification
to us of the cancellation or variation of the authority removal of any signatory. Transactions carried out
through the PEXA System are subject to PEXA’s Financial Settlement Terms and Conditions and these
terms and conditions.

1.2. Conducting a business account in joint names
If you conduct a business account in joint names:
• it is governed by the Account Operating Authority;
• we will act on any instructions that any signatory provides in accordance with the Account
  Operating Authority;
• we will accept credit to your account from any cheque, bills and promissory notes payable to any of you;
• if we allow overdrawning, each of you will be jointly and individually responsible; and
• if one of you dies, the account belongs to the other account owner(s) (subject to certain exceptions for
  partnerships or trusts).
Part 1: How to use your account

1.3. Putting money in
Depending on your account type, you can put money in:

- at our branches, select Australia Post offices and authorised agencies;
- at CommBank ATMs that accept deposits;
- by arranging scheduled payments into your account; or
- by electronic transfer.

1.3.1. Ways you can put money into your account

<table>
<thead>
<tr>
<th>Account type</th>
<th>Account</th>
<th>Branch or post office&lt;sup&gt;2,3,4&lt;/sup&gt;</th>
<th>ATM&lt;sup&gt;4,5&lt;/sup&gt;</th>
<th>Scheduled payments&lt;sup&gt;4&lt;/sup&gt;</th>
<th>Electronic transfer&lt;sup&gt;4,6&lt;/sup&gt;</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transacting</td>
<td>Business Transaction Account</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td></td>
<td>Premium Business Account</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td></td>
<td>Standard Business Cheque Account</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td></td>
<td>Society Cheque Account</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Securing</td>
<td>Statutory Trust Account</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Saving</td>
<td>Business Online Saver Account&lt;sup&gt;1&lt;/sup&gt;</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>

1 You can only transfer money into your Business Online Saver Account from an existing CommBank business transaction account in the same name.

2 QuickCash envelopes and Quick Deposit bags in branches allow you to deposit cash and cheques during business hours. They're cleared from the safe at the beginning of each working day and funds credited to your account on that day.

3 Ask your branch which Australia Post offices and other authorised agencies accept business customer deposits. To make a deposit at Australia Post, you'll also need a special barcoded deposit book in the business's name. If there's an electronic banking facility, you can use a Deposit Only Card and we will receive funds the same day. A deposit that is not processed electronically may take up to five business days for us to receive it. We process deposits overnight on business days once they have been received by us – if we receive a deposit after business hours, we will process it the next business day. If you use an Electronic Funds Transfer at a Point of Banking (EFTPOB) facility, transactions may take up to five business days to reach us. You would not be able to access the money until it's been processed to your account.

4 Usually, you cannot withdraw uncleared funds which are deposited through cheques and other payment instruments or credit transfers.

5 Cash Deposit limits may apply at ATMs. Please refer to the ‘Deposits at our ATMs’ section in the Electronic Banking Terms and Conditions at commbank.com.au for details.

6 We may place a hold on funds transferred to or from your account through NetBank/CommBiz or the CommBank app from an unlinked CommBank account. The hold may apply for:
   - 24 hours;
   - 48 hours, in some circumstances, where the transaction takes place after 7:30pm Sydney/Melbourne time; or
   - as long as we reasonably need to investigate the transaction.
1.4. Taking money out, purchases and payments
Depending on your account type, you can take money out:

- from an ATM;
- at our branches;
- at select Australia Post offices and authorised agencies (minimum withdrawal limits may apply);
- by using your card to make purchases or take cash out;
- by cheque; or
- by using NetBank, BPAY®, the CommBank app or telephone banking.

1.4.1. Ways you can take money out of your account

<table>
<thead>
<tr>
<th>Account type</th>
<th>Account</th>
<th>Branch or post office</th>
<th>ATM or purchase using a card</th>
<th>Cheque</th>
<th>Electronic or phone transfer</th>
<th>BPAY or Direct Debit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transacting</td>
<td>Business Transaction Account</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td></td>
<td>Premium Business Account</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td></td>
<td>Standard Business Cheque Account</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Society Cheque Account</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Securing</td>
<td>Statutory Trust Account</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Saving</td>
<td>Business Online Saver Account</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td>✓</td>
</tr>
</tbody>
</table>

1 When money is put into your account by cheque or direct debit, it needs to clear before you can access it. If the Bank allows you to access the money before clearance and then the cheque, payment or direct debit is dishonoured, the amount by which your account is overdrawn will be treated as an advance by us to you and you will owe us a debt of that amount (see section 1.9 for further details).

2 When taking money out of your account, daily limits may apply, depending on the channel the money is taken out of. For more information, refer to the Electronic Banking Terms and Conditions, CommBiz Terms and Conditions and CommBank app Terms and Conditions.

3 For EFTPOS and online purchases, the account must be linked to a Business Visa Debit Card or Debit MasterCard in the name of an authorised signatory and the method of operation must be ‘any one to operate’.

4 You can take out cash at any branch or at selected offices of Australia Post and authorised agencies of the Bank via Electronic Funds Transfer at a Point of Banking (EFTPOB) facility providing the account is linked to a Business Visa Debit Card or Debit MasterCard as a primary account and transactions are authorised by a PIN. Minimum withdrawal amounts may apply at Australia Post offices. We reserve the right to refuse cash withdrawals if the combined total exceeds $50,000 per week.

5 For Business Online Saver Accounts, transfers can only be made to a linked CommBank business transaction account in the same name. However, the Bank may consider, at its sole discretion, a request to redirect credit interest to a nonlinked bank account in a different name.

6 Any cheques paid from or into your account, or bank cheques and other documents given to us in connection with your account, become our property when we’ve completed the transaction (even if the transaction is dishonoured).

7 We may place a hold on funds transferred to or from your account through NetBank/CommBiz or the CommBank app from an unlinked CommBank account. The hold may apply for:
- 24 hours;
- 48 hours, in some circumstances, where the transaction takes place after 7:30pm Sydney/Melbourne time; or
- as long as we reasonably need to investigate the transaction.
All methods of withdrawals or payments are subject to applicable local laws or requirements of regulatory bodies.
Part 1: How to use your account

1.4.2. Mistaken payments
If you make a mistake (for example, you type in the wrong recipient details), let us know straight away and we’ll attempt to recover the money on your behalf using the processes set out in the Electronic Banking Terms and Conditions. If we are reasonably satisfied that funds have been paid into your account due to another party’s mistake and there are sufficient credit funds in your account, we may debit your account with the amount of the mistaken payment and return it to the other party without giving you notice. In some instances, we may prevent you from withdrawing the amount claimed to be a mistake while we investigate.

1.4.3. Direct debits and recurring payments
If you ask us to, we will give you a list of direct debits and recurring payments on your accounts for up to the previous 13 months. The list will include only those direct debits and recurring payments that are known to us from the information we receive about your transactions.

If you identify any unauthorised direct debit, or you would like to cancel your direct debit request, please contact us and we will promptly assist you. We suggest you also contact the person or organisation that debits the payment from your account. We may also cancel or stop any payment arrangement when it no longer complies with the terms of the authority you signed.

1.5. Cheques
1.5.1. Using your cheques
Unless you have a separate agreement with us for specially printed cheques, you must only use the cheques that we supply.

We will charge Stamp Duty (where applicable) to your account when we issue a cheque book.

You must always ensure that you draw a cheque in a way that does not facilitate fraud. If there is any improper conduct on the account, we can withdraw your cheque facility.

We may, at our discretion, require new and existing account holders to lodge a minimum opening balance or have a minimum balance before the cheque facility is provided.

You must notify us as soon as possible where you have (or ought to have had) reason to believe that your cheque book or a cheque form has been lost, stolen, forged or misused.

You must notify us within three months of receiving a statement, if there is any cheque noted on your statement which we have paid but you did not authorise. If you do not notify us within this period, you agree that you have no claim against us for paying that cheque and debiting your account.

You will be liable for losses caused by your failure to observe these conditions, but not where the loss was caused by the fraudulent conduct of our employees or agents. We will not be liable to you for accepting or paying a cheque which was signed by a person authorised to sign on your account, even if this was a result of that person acting in a fraudulent manner.

You authorise us to pay a cheque drawn on your account even though it is a stale cheque within the meaning of the Cheques Act 1986. A stale cheque is one which was dated more than 15 months earlier.

You authorise us to pay a post-dated cheque (one which is dated with a date in the future) drawn on your account and presented for payment at any time before the date of the cheque arrives. If you deposit or request us to cash a cheque which is payable to someone else, or it appears to us to belong to someone else (a third party cheque), we may, at our discretion, refuse to accept that cheque for deposit or refuse to cash it.
Part 1: How to use your account

1.5.2. How to make out a cheque
If you are writing a cheque, following these simple rules will help reduce the risk of unauthorised alteration:
- write only in pen – never use a pencil or ink that can be rubbed out;
- do not leave any spaces before or after the amount (both written and the figure);
- date each cheque you have signed;
- write legibly and ensure the amounts in words and figures agree; and
- never sign blank cheques.

1.5.3. Cross your cheques for safety
A crossing is two parallel lines drawn vertically on a cheque with or without the words ‘not negotiable’ or ‘account payee only’ between them. The crossing acts as an instruction to bankers to accept the cheque only into a bank account and not to cash it. Including the words ‘not negotiable’ in the crossing helps protect the true owner of the cheque if it is lost or stolen. Anyone who accepts a lost or stolen ‘not negotiable’ cheque has no better right or title to the cheque than the finder or the thief and may be liable to refund the amount of the cheque to the true owner, even if he or she has given the finder or thief value for the cheque and is innocent of any wrong-doing.

The words ‘account payee only’ in the crossing serve as a warning to a bank not to accept deposit of the cheque except to the account of the named payee. An ‘open’ cheque is one that is not crossed. It allows a bank to pay the money to whoever presents it, even if that person found or stole it, unless the Bank is put on notice that the cheque might have fallen into the wrong hands. Accordingly, if you are writing a cheque, it is a good idea to cross it unless you propose to present it to the Bank for cashing.

1.5.4. The words ‘or bearer’
By deleting the words ‘or bearer’ or substituting the words ‘or order’, the drawer is directing the bank to pay the amount of the cheque only to the payee or in accordance with the written endorsement (i.e. signed direction) of the payee.

1.5.5. Stopping payment of a cheque
The drawer of a cheque may ask his or her bank to stop payment on it, provided the cheque has not already been paid. If you want to stop payment on a cheque you should immediately telephone us on 13 2221 between 8am and 8pm, Monday to Friday, or visit a branch. We will need to know the date of the cheque, the amount, the payee and the cheque number. A stop payment fee may apply.

1.5.6. Dishonour of cheques
Cheques can be dishonoured (not paid) because there are insufficient available funds in the cheque account to cover the amount of the cheque, because they have been stopped or because the cheque is irregular in some way. The more common irregularities are:
- the cheque has not been signed by the drawer;
- the cheque has not been signed in accordance with the authority held by the drawer’s bank;
- there has been a material alteration (e.g. an alteration to the amount) that shows no evidence of having been authorised by the drawer; and
- the cheque appears to be more than 15 months old when it is presented, i.e. it is a stale cheque, and the cheque bears a date that is in the future. This is known as a post-dated cheque and it cannot be paid until that date arrives.
Part 1: How to use your account

1.5.7. Cheque clearance times
If you deposit a cheque to your account it will generally be cleared in about three days, although it may take longer to clear individual cheques. It is no longer possible to clear a cheque faster by requesting special clearance as special clearance requests have been removed from service.

1.6. Business Transaction Account alerts
You can set alerts in the CommBank app or NetBank for when your Business Transaction Account balance is low, high, overdrawn or if you've just been paid.

Business Transaction Account alerts are an optional feature. You can set up alerts by changing your preferences in your NetBank settings.

Alerts may be suspended or discontinued at any time without notice. Before relying on an alert, you should check its accuracy by referring to your transaction information in NetBank.

1.7. Scheduling future payments and transfers
In NetBank, you can ‘schedule’ a payment or transfer to take place on a future date that you nominate. However, this is not available for a Business Online Saver Account.

If you tell us in time, by calling or visiting a branch, you may be able to cancel a scheduled transaction. Otherwise, we will process the payment or transfer as originally instructed by you. If you have scheduled a transaction through NetBank, you can only cancel this transaction through NetBank.

1.8. Credit interest
1.8.1. Does your account earn interest?
If your account is in credit, we may pay credit interest. The amount and type we pay depends on the type of account you have.

If you do not want us to pay interest on your account, you need to contact us so we can make other arrangements.

Interest rates are variable, and we may change them at any time. We provide more information in the brochure Interest Rates on Transaction, Savings and Investment Accounts. To get a hard copy, call us or visit any of our branches.

1.8.2. How we calculate interest and when we pay it

<table>
<thead>
<tr>
<th>Account type</th>
<th>Account</th>
<th>How we calculate interest</th>
<th>When we pay interest</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transacting</td>
<td>Premium Business Account</td>
<td>Daily on any portion of the balance from $5,001</td>
<td>Monthly on the first day of the following month</td>
</tr>
<tr>
<td></td>
<td>Statutory Trust Account – interest bearing option</td>
<td>Monthly on the minimum monthly balance</td>
<td></td>
</tr>
<tr>
<td>Saving</td>
<td>Business Online Saver Account</td>
<td>Daily on the full balance if the balance is $10,000 or more</td>
<td>Monthly on the first day of the following month</td>
</tr>
</tbody>
</table>
Part 1: How to use your account

It’s important to keep in mind that:

• we don’t pay interest on Business Transaction Accounts, non-interest-bearing Standard Business Cheque Accounts or Society Cheque Accounts;

• any interest earned on Statutory Trust Accounts is paid to the relevant state or territory authority;

• interest rates may be zero;

• the daily interest rate is the annual rate divided by 365 (even in a leap year); and

• while we may display transactions in order of when they have been cleared, interest is calculated from the date the transaction was made, which may be noted as the ‘value date.’

1.8.3. Your Tax File Number (TFN)

You do not have to provide your TFN/ABN for your account. However, by law, we must withhold tax from the interest earned on your account if:

• you have not provided a TFN/ABN or TFN exemption; or

• you are a non-resident.

1.9. Overdrawn accounts, overdraft facilities, ‘temporary excess’, and automatic overdrawing limit

At times, your account may fall below zero. There are four scenarios where this can occur, being (1) informal overdrawing requests; (2) formal overdraft facilities; (3) agreed temporary lending limits (“temporary excess”); and (4) automatic overdrawing limits. Scenarios (2), (3) and (4) are referred to below as “formal lending limits”.

1.9.1. Informal overdrawings

Informal overdrawing requests

This section is applicable to all transaction accounts.

An informal overdrawning occurs where you exceed your available funds (including any formal lending limit).

Honouring payments

We may at our absolute discretion decide whether we honour a payment which would cause you to exceed your available funds. Our discretion is exercised on a transaction by transaction basis. Whether an overdrawing payment is approved or declined is not an indication of how we will treat future overdrawing payment requests.

If you have a Business Transaction Account or a Society Cheque Account and you do not want us to honour payments which will cause that account to become informally overdrawn, you can request that we disable this overdraw feature on your account by:

• using your account settings in the CommBank app or NetBank;

• calling us on 13 2221; or

• visiting your nearest branch.

Please note: disabling the overdraw feature will not stop transactions that are processed where:

• A card purchase does not require our authorisation;

• Our system is unavailable; or

• A merchant settles a transaction late.
Part 1: How to use your account

Instructions to disable the overdraw feature in this manner are not available to relationship managed customers. Relationship managed customers wishing to disable the processing of overdrawing transactions can discuss their overdrawing preferences with their relationship manager.

Interest
If you do not have a formal lending limit and overdraw your account, interest is charged at the prevailing Excess Debit Interest Rate for business accounts on the amount by which your account is overdrawn.

If you have a formal lending limit and you exceed that limit, interest is charged at the prevailing Excess Drawing Interest Rate for business accounts on the amount that exceeds your formal lending limit.

These interest rates can be found on the CommBank website and are updated from time to time at https://www.commbank.com.au/business/rates-fees.html.

Interest will be calculated daily and charged to your account monthly on the first day of each month, or when the account is closed or switched to another account.

While we may display transactions in order of when they have been cleared, interest is calculated from the date the transaction was made, which may be noted as the ‘value date.’

Fees
If we allow you to exceed your available funds, we are entitled to charge an Overdraw Fee (refer to section 3.1 for details of this fee).

If we do not allow you to exceed your available funds, we will charge a Dishonour Fee (refer to section 3.1 for details of this fee).

Repayments
Any amount by which your available funds are exceeded will be treated as an advance by us to you and you will owe us a debt of that amount.

You must repay that advance and applicable interest and fees on demand by us. Whenever possible, we will give you prior notice, but we may require you to repay without notice.

We apply any payments to your accounts first in repayment of any debit balance advances provided to you. Once your debit balance is repaid in full, further deposits will move your account into credit.

1.9.2. Formal lending limits
Formal overdraft facility
You may apply to establish a formal overdraft facility on an eligible account. Applications are subject to our normal credit approval. For more details, please contact your relationship manager or phone us on 13 2221. If approved, such overdrafts are subject to the current Terms and Conditions for Business Finance found at www.commbank.com.au/ctcbf.

Temporary Excess
You may apply to establish a temporary excess on an eligible account. Applications are subject to our normal credit approval. For more details, please contact your relationship manager or phone us on 13 2221. If approved, such temporary excesses will be confirmed to you with an account confirmation document that will set out the additional terms and conditions of the temporary excess that are specific to your facility (including the amount of the advance (i.e. the temporary lending limit), relevant interest rate or rates, the repayment date and certain applicable fees and charges).
Not included in the offer confirmation document is an establishment fee that is payable when the temporary excess is approved. The fee will be debited to your account. The amount of the establishment fee can be found at https://www.commbank.com.au/business/rates-fees.html.

**Automatic overdrawing limit (no longer available for sale)**

Business Transaction Accounts and Premium Business Accounts may have an automatic overdrawing limit which is available on a maximum of two accounts per customer.

While the automatic overdrawing limit is being used, you are required to make a credit to your account every month:

- Equal to the full debit balance if it is $200 or less; or
- $200 if the full debit balance is greater than $200.

You may repay all or part of your debit balance on your account at any time.

Any such overdrawing limit is $500 and subject to change. We can reduce or cancel the limit by giving you 30 days' written notice.

Interest is charged at the prevailing Automatic Overdrawing Interest Rate. This interest rate can be found at https://www.commbank.com.au/business/rates-fees.html.

### 1.10. Making payments through PEXA

Payments through the PEXA System from your eligible Statutory Trust Account or other eligible trust account can only be made if you are a subscriber to PEXA and have provided PEXA with the necessary authority. In addition to these terms and conditions, transactions carried out through the PEXA System are subject to PEXA's Financial Settlement Terms and Conditions. We are entitled to treat instructions received by PEXA which are authorised by your signatories' log in and password through the PEXA System as duly authorised by you.
Part 2: Managing your account

2.1. Keeping your details up-to-date
You must ensure that we always have your most up-to-date contact details, especially your postal address and email address. You can update your details by contacting us (see back page for contact details).

2.2. How you’ll receive account statements and notices
We provide statements and notices electronically if:

- you have an account or service which only offers statements and notices electronically;
- you have not told us that you do not want to receive your statements and notices electronically by updating your preferences on NetBank or CommBiz, visiting a branch or by calling us on 13 2221; or
- these terms and conditions do not otherwise state that your statements or notices will be provided in a non-electronic way.

Providing statements and notices to you electronically can mean making the information available on NetBank or CommBiz after first notifying you (including through any one of your authorised signatories or CommBiz Authorisers) that the information is there by:

- sending an email to the email address you (or the authorised signatory or CommBiz Authoriser) have given us;
- sending an SMS to a mobile phone number you (or the authorised signatory or CommBiz Authoriser) have given us; or
- a push notification from the CommBank app.

You, an authorised signatory or CommBiz Authoriser, can change your/their electronic contact details in NetBank or CommBiz, by visiting a branch or by calling us on 13 2221. You must give us your updated details on a timely basis if the electronic contact details you have previously provided are no longer valid.

We record that you received an electronic statement or notice on the day that our notification enters the first external information system, such as the server of the relevant email address. Even if we normally provide statements in one of the manners provided above, we may occasionally send you a statement or notice by another method described above instead – for example, if we’re unable to provide the information via the first channel.

2.2.1. How to ask for a statement
At any time, you can ask for a statement by logging into NetBank or CommBiz, by going to ‘Manage accounts’ and selecting ‘Order statements’. You can also call us on 13 2221 or visit a branch. For some accounts, you can get limited information from an ATM. A fee may apply.

2.2.2. When we send account statements – standard cycle
This table shows when we provide statements and notices for your account.

<table>
<thead>
<tr>
<th>Account type</th>
<th>Account</th>
<th>How often we send statements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transacting</td>
<td>Business Transaction Account Premium Business Account</td>
<td>Every three months</td>
</tr>
<tr>
<td></td>
<td>Account Standard Business Cheque Account</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Society Cheque Account</td>
<td>Every four months</td>
</tr>
<tr>
<td>Securing</td>
<td>Statutory Trust Account</td>
<td>Every month</td>
</tr>
<tr>
<td>Saving</td>
<td>Business Online Saver Account</td>
<td>Every three months</td>
</tr>
</tbody>
</table>
You can ask us to send you additional account statements outside the standard cycle.

When you request a paper copy of an account statement outside the standard cycle, a Paper Statement Fee may apply (refer to section 3.1 for details of this fee). However, if you tell us, and we are reasonably satisfied that you do not have access to electronic statements, then we will waive or refund that fee.

For a Business Online Saver Account, a Paper Statement Fee applies if you request a paper copy of an account statement at any time.

2.2.3. Checking the transactions on your statement
Check your statement as soon as you get it. If you see any transactions you're unsure about, let us know straight away. Remember that the date you made a transaction could be different to the date on the statement.

2.3. Account password
When you apply for a password, it's the same password for all existing accounts in your name. You can use the password to:

• get account information and statements;
• update any details for your account; and
• stop cheques being paid from your account(s).

You can change or cancel this password at any time.

We will carry out any instructions given by someone using the password according to your Account Operating Authority.

We will not be liable for any loss or damage that you, or anyone else, suffers if we carry out those instructions in good faith, unless we are negligent.

Where the Bank agrees to supply services to you as a consumer, as defined in the Australian Securities and Investments Commission Act 2001 (‘the Act’), then the Bank's liability will be determined in accordance with the Act. However, to the extent permitted by the Act, any such liability of the Bank is *limited to the cost of supplying services again.

2.4. Set-off and account combination
If at any time, you owe us money which is due but not paid, or if you are in default under an arrangement with us, we may without prior notice:

• set off the whole or any part of your account balance against any amount you owe us; or
• combine your account with other accounts in your name.

The rights conferred on us by this clause are in addition to and not instead of our rights at law or any other agreement and are subject to our obligations under the National Credit Code and Banking Code of Practice (where applicable). For example, we will not exercise rights conferred on us if we are actively considering your financial situation under any hardship provisions or while you are complying with an agreed repayment arrangement.
2.5. Managing electronic devices and placing stops on your account

2.5.1. Electronic devices
Refer to the Electronic Banking Terms and Conditions for more information about:

- cancelling or stopping your card or other device;
- when we can cancel or stop your card, PIN, other code or device; and
- processing EFT transactions.

2.5.2 Account stops
You can place a stop on your account by contacting us on 13 1998, 24 hours a day, 7 days a week or visiting a branch. Any account holder is permitted to place a stop on the account.

While there's a stop on your account:
- you won't be able to withdraw or transfer money out until we remove the stop;
- we may remove or restrict your account access; and
- your direct debits and scheduled payments will be stopped as well.

While there is a stop on your account, we will continue to debit fees, including fees for other products or services you have with us (unless a particular law or court order prevents us from doing so).

2.6. When we may suspend or close your account, cancel your card, PIN, password or device or decide not to process a transaction

We may close your account after giving you reasonable notice.

In some circumstances, we may suspend or close your account, cancel your card, PIN, password or device, or not process a transaction without providing you with prior notice. When we do so, we will act fairly and reasonably towards you. Such circumstances may include where:

- Your account has a balance of less than $10 and you have not used it for at least three months;
- You have not made a deposit or withdrawal on your account for seven years and within that period you, a signatory or your agent, has not notified us that you wish us to treat the account as active. In this case:
  - balances over a specified amount go to the Commonwealth Government’s unclaimed money fund where they may earn interest; and
  - balances below the specified amount will not earn interest and you may apply for the transferred balance to be returned to you at any time;
- Your account has been operated in a manner we reasonably consider is unsatisfactory or inconsistent with these terms and conditions;
- You do not provide us with any document or information we reasonably request from you;
- We think your account is being used fraudulently or in a way that might cause you or us to lose money;
- We reasonably consider necessary to comply with, for example our financial crimes policies, any laws in Australia or overseas or card scheme rules or to manage any risk or, for a transaction, if your instructions are not clear; or
Part 2: Managing your account

- We believe on reasonable grounds that you may be (or a signatory using your account may be) a person, acting for or conducting business with a person:
  ° with whom we are not permitted to deal with by law or a regulatory authority;
  ° in breach of laws relating to money laundering and terrorism financing.

If you are travelling to a sanctioned jurisdiction, we may without notice suspend your account and any account access methods while you are in that jurisdiction. Should we reasonably suspect you are residing in a sanctioned jurisdiction, we may without notice close your account or any account access methods. A list of sanctioned jurisdictions may be found at commbank.com.au/sanctionedcountries.

Once your account has been closed, you’ll still be responsible for any transactions you or a signatory make to that account even after closure. If money is left in your account, we will transfer it to another account in your name or send you a cheque – except where we transfer your money to an unclaimed money fund. If your account has a negative balance, that balance and any accrued interest or fees are payable by you on demand. These terms and conditions will continue to apply while your balance remains negative.

Where we suspend your account:
- you won’t be able to withdraw or transfer money out until we remove the suspension;
- we may remove or restrict your account access;
- your direct debits and scheduled payments will be stopped as well; and
- we may continue to debit fees, including fees for other products or services you have with us (unless a particular law or court order prevents us from doing so).

2.7. Changes we can make without your agreement
We may change various features of your account. This includes making changes to:

- The changes we can make without your agreement are listed in the table below with the minimum notice period and the way we’ll let you know of the changes.
- Each of the type of changes below is a separate right and this section 2.7 is to be read as if each change was a separately expressed right.
- If you don’t like any of the changes, you may close your account without fee or charge.
- We’ll act reasonably in exercising these rights.
- If we make many important changes over a short time, we will issue an updated brochure.

<table>
<thead>
<tr>
<th>What we can change</th>
<th>How we can change it</th>
<th>Minimum notice period</th>
<th>How we will notify you about the change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fees and charges</td>
<td>Introduce a new fee or, increase an existing fee or apply it existing fee in new circumstances</td>
<td>30 days, sometimes less¹</td>
<td>In writing² or by advertising in the national or local media</td>
</tr>
<tr>
<td></td>
<td>Introduce or change a government charge</td>
<td>Reasonably promptly after the government notifies us³</td>
<td>In writing² or by advertising in the national or local media</td>
</tr>
<tr>
<td></td>
<td>Reduce or remove a fee</td>
<td>No later than the day of the change</td>
<td>In writing² or by advertising in the national or local media</td>
</tr>
</tbody>
</table>
## Part 2: Managing your account

<table>
<thead>
<tr>
<th>What we can change</th>
<th>How we can change it</th>
<th>Minimum notice period</th>
<th>How we will notify you about the change</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Interest</strong></td>
<td>Change an interest rate</td>
<td>No later than the day of change, or sometimes after that day¹</td>
<td>In writing² or by advertising in the national or local media</td>
</tr>
<tr>
<td></td>
<td>Change how we calculate interest, how often we charge or pay interest, or which part of your balance interest applies to</td>
<td>If we believe the change is unfavourable to you, 30 days, (sometimes less); otherwise, no later than the day of the change.</td>
<td>In writing² or by advertising in the national or local media</td>
</tr>
<tr>
<td><strong>Any other feature or term or condition that applies to your account</strong></td>
<td>Make any change to: • reflect changes to the cost of providing the account to you; • reflect changes in technology or our processes, including computer systems; • include new product features or services or to ensure that the terms and conditions match our operational processes; • discontinue or replace a product, and for this purpose we may change your product to a different product with similar features to the discontinued or replaced product; • to consolidate or simplify our terms and conditions and contractual documents; • to add, change or remove any concessions or benefits; • to bring us into line with our competitors, industry or market practice or best practice in Australia or overseas; • to manage risks including credit risk, fraud, operational or regulatory risk;</td>
<td>30 days, sometimes less¹: • for changes to introduce, remove or change transaction limits; • for changes to increase your liability for losses on transactions with a card, PIN, password or other code; or • a change of product; or • if we believe the change is unfavourable to you Otherwise no later than the day the change takes effect.</td>
<td>In writing² for: • changes to introduce, remove or change transaction limits; • changes to increase your liability for losses on transactions with a card, PIN, password or other code, • a change of product; or • changes specific to you not and generally applicable to other customers. Otherwise, in writing² or by advertising in the national or local media.</td>
</tr>
</tbody>
</table>
### Part 2: Managing your account

<table>
<thead>
<tr>
<th>What we can change</th>
<th>How we can change it</th>
<th>Minimum notice period</th>
<th>How we will notify you about the change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Any other feature or term or condition that applies to your account (continued)</td>
<td>• as necessary or desirable to comply with or reflect any law, code of conduct, regulator guidance or requirement, or decision of a court or other dispute resolution process; or • to correct errors, omissions, inconsistencies or ambiguities.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Make any other change.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

---

1. We may give you a shorter notice period, or no notice, of a change if it is reasonable for us to manage a material and immediate risk, for example a change to immediately restore or maintain the security of a system or an individual facility, including the prevention of systemic or individual criminal activity, including fraud.

2. Notices in writing may be provided electronically – see section 2.2.

3. We do not have to tell you about this type of change if the government publicises the introduction or change.

4. We do not have to tell you about an interest rate change if we are unable to because the interest rate is calculated according to a money market or some other external reference rate, or a rate otherwise designated as a variable or floating rate.
2.8. Protecting your privacy

2.8.1. What information we collect
The information we may collect about you includes:

- information about your identity, such as your name and contact details;
- financial information you give us;
- information about your interactions with us, such as your transactions, payments and use of our websites; and
- information from public registers or third parties, such as service providers.

You may give us information about others (such as a joint applicant or, if you are an organisation, its officers or owners). If you do, you must have their permission and tell them what’s in these privacy sections.

2.8.2. Why we collect your information and what we use it for
We collect your information and use it to:

- confirm your identity and manage our relationship with you;
- minimise risks;
- facilitate payment receipts and instructions;
- design, price, provide, manage and improve our products and services;
- let you know about products or services you may be interested in;
- comply with relevant laws, for example, the Anti-Money Laundering and Counter-Terrorism Financing Act 2006, the Autonomous Sanctions Act 2011, Taxation Administration Act 1953 and Income Tax Assessment Act 1936.

If you give us your contact details, you agree we may use these to communicate with you, including providing updates, reminders and marketing information. If you do not want to receive marketing information or want to change your contact preferences, call us on 13 2221.

2.8.3. Who we may exchange your information with
You give us permission to share your information with other members of the Commonwealth Bank Group, who can use it for any of the purposes we can. We also share your information with others, such as:

- brokers, advisers and people who act on your behalf;
- service providers, such as product distributors;
- payment service operators, the PayID service and PayID participants;
- businesses who do some of our work for us;
- other financial institutions (such as banks), auditors, insurers and re-insurers;
- government and law enforcement agencies or regulators and relevant public registers; and
- Property Exchange Australia Limited (PEXA), if you have applied to transact through the PEXA System on your eligible Statutory Trust Account or other eligible trust account.
Part 2: Managing your account

Sometimes we might need to send your information overseas, for example:

- where we outsource particular functions;
- to overseas businesses in our Group;
- if we need to complete a transaction for you; and
- to comply with laws and assist government and law enforcement agencies or regulators.

See our Privacy Policy for information about which countries information may be sent to.

2.8.4. Our Group Privacy Policy

Our Group Privacy Policy is available on our website at commbank.com.au Privacy Policy or on request from any CommBank branch and should be read in conjunction with these terms and conditions. It contains further details about our information collection and handling practices including information about:

- other ways we may collect, use or exchange your information;
- how you may access and seek correction of the information;
- how we process any personal data you provide us that is covered by the General Data Protection Regulation ("GDPR") and your rights under the GDPR; and
- how to make a complaint about a breach of your privacy rights, and our complaint handling procedures.

We encourage you to check our website regularly for any updates to the Policy.

2.8.5. Want to speak to us about your privacy?

See contact details on the last page.

2.9. Additional obligations

To comply with laws in Australia or overseas, we may:

- require you to provide information about you or your product;
- disclose any information we are required to concerning you (including sending your information overseas);
- withhold an amount from a payment to you if required to do so, and if we do, we will not reimburse you for the amount withheld; and/or
- take such other action as is reasonably required, including, for example, closing your account.

2.10. Codes and laws that apply to your account

The terms and conditions that are set out in this brochure comply with relevant codes and laws.

2.10.1. Banking Code of Practice

The Banking Code of Practice applies, where relevant, to your account if you are a small business, as defined in the Banking Code of Practice, or an individual.

If you would like a hard copy of the Banking Code of Practice, please visit one of our branches, otherwise please call us and we will send a copy to you for free.

2.10.2. ePayments Code

The ePayments Code governs e-banking transactions. It does not apply to accounts which are only available for business purposes.
Part 2: Managing your account

2.10.3. Financial Claims Scheme
The Financial Claims Scheme, under the Banking Act, covers deposit amounts you hold in a bank in aggregate up to a statutory prescribed limit (please note that for the purposes of calculating this total joint accounts are considered to be held in equal shares). You may be entitled to a payment in some circumstances. Payments under the scheme are subject to a limit for each depositor.

You can find more information about the Financial Claims Scheme at www.fcs.gov.au.

2.10.4. Common reporting standard requirements
As part of Australia’s international obligations in relation to combating tax evasion, tax laws may require us to provide information about you to the revenue authorities about you. For us to do so we may require you to provide additional information. Until you provide this information, we may prevent you from withdrawing any funds that you deposit.

For example, if you are the trustee of a trust, you need to tell us if the settlor or any beneficiary of the trust is a tax resident of a country other than Australia. If the settlor or any beneficiary is itself an entity, this requirement applies to all individuals who are an ultimate beneficial owner of that entity.

We may then require you to obtain (and/or provide on their behalf) each individual’s name, address, date of birth and tax residency details.

Where you are a trustee, you do not have to give us this information in relation to the settlor if their identity is not known or, if they have no ongoing involvement with the trust and their tax residency is not known. In this case, you confirm that after reasonable enquiry, you have no reason to believe that the settlor is a tax resident in a country outside Australia.

You must keep this information up to date and notify us promptly of any change. If you need to get in touch with us:

From Australia: call 1300 077 141 between 9am and 5pm, Monday to Friday (your local state time).

From overseas: call +61 2 9283 6096 between 9am and 8pm, Monday to Friday (Sydney/Melbourne Time). Call charges may apply.

2.11. Protecting your account and liability for transactions
Refer to the Electronic Banking Terms and Conditions for more information about:

- safeguarding your account against unauthorised access;
- safeguarding your cards and devices (including NetCode tokens);
- safeguarding your PINs or other codes;
- handling disputes with other parties;
- what happens if the equipment does not work properly;
- when you are liable (and not liable) for losses from unauthorised transactions; and
- the limits on your liability for losses.

2.12. Deletion of unenforceable terms
If any part of these terms and conditions is found to be void or unenforceable for unfairness or any other reason (for example, if a court or other tribunal or authority declares it so), the remaining parts of these terms and conditions will continue to apply to the extent possible as if the void or unenforceable part had never existed.
Information on current standard fees, charges and any interest rates is available on request.

### 3.1. Fees, rebates and inclusions

<table>
<thead>
<tr>
<th>Types of fees you may be charged</th>
<th>Transacting</th>
<th>Securing</th>
<th>Saving</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Monthly Account Fee</strong></td>
<td>“$0 Monthly Account Fee” option</td>
<td>“$10 Monthly Account Fee” option</td>
<td></td>
</tr>
<tr>
<td><strong>Calculation</strong></td>
<td>Calculated at the end of each month and charged to your account on the first day of the following month. Monthly Account Fee payable for partial months is calculated pro-rata on a daily basis</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Fee</strong></td>
<td>$0</td>
<td>$10</td>
<td>$15 Fee is not charged if account balance remains at or above $15,000 during the month</td>
</tr>
<tr>
<td><strong>Number of Quick Deposit, Cheque and Assisted transactions each month included in Monthly Account Fees</strong></td>
<td>0</td>
<td>20</td>
<td>40</td>
</tr>
<tr>
<td><strong>Quick Deposits</strong></td>
<td>$3 each*</td>
<td>$3 each*</td>
<td>$3 each*</td>
</tr>
<tr>
<td><strong>Deposits made via the Quick Deposit Box or QuickCash envelope banking</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Types of fees you may be charged</td>
<td>Transacting</td>
<td>Securing</td>
<td>Saving</td>
</tr>
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<td>--------------------------------</td>
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</tr>
<tr>
<td></td>
<td>“$0 Monthly Account Fee” option</td>
<td>“$10 Monthly Account Fee” option</td>
<td></td>
</tr>
<tr>
<td><strong>Cheque transactions</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cheques written by you and negotiated through the clearing system. Cheques deposited to your account (including cheques deposited via Quick Deposits or QuickCash envelope banking)</td>
<td>$3 each*</td>
<td>$3 each*</td>
<td>$3 each*</td>
</tr>
<tr>
<td><strong>Assisted transactions</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Deposits made over the counter at a CommBank branch, Australia Post office or private agency (including EFTPOB/Bank@Post)</td>
<td>$3 each*</td>
<td>$3 each*</td>
<td>$3 each*</td>
</tr>
<tr>
<td>Withdrawals made over the counter at a CommBank branch, Australia Post office or private agency (including EFTPOB/Bank@Post)</td>
<td>$3 each*</td>
<td>$3 each*</td>
<td>$3 each*</td>
</tr>
<tr>
<td>Cheques drawn on your account and cashed overthe-counter at any CommBank branch</td>
<td>$3 each*</td>
<td>$3 each*</td>
<td>$3 each*</td>
</tr>
</tbody>
</table>
## Part 3: Fees

### Types of fees you may be charged

<table>
<thead>
<tr>
<th>Account type</th>
<th>Transacting</th>
<th>Securing</th>
<th>Saving</th>
</tr>
</thead>
<tbody>
<tr>
<td>“$0 Monthly Account Fee” option</td>
<td>“$10 Monthly Account Fee” option</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>$3 each*</td>
<td>$3 each*</td>
<td>$3 each*</td>
<td>$0</td>
<td>$3 each*</td>
<td>N/A</td>
<td></td>
</tr>
</tbody>
</table>

### Rebates

<table>
<thead>
<tr>
<th>Eligible for rebate on Account Fee and Transaction Fees Deducted from accumulated fees i.e. sum of Monthly Account Fee and Transaction Fees (Fee Rebates do not apply to Access Fees)</th>
<th>Business Transaction Account</th>
<th>Premium Business Account</th>
<th>Standard Business Cheque Account</th>
<th>Society Cheque Account</th>
<th>Statutory Trust Account</th>
<th>Business Online Saver Account</th>
</tr>
</thead>
<tbody>
<tr>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>

### Other fees

<table>
<thead>
<tr>
<th></th>
<th></th>
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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>N/A</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Cash Handling Fee (see section 3.4)</th>
<th>Business Transaction Account</th>
<th>Premium Business Account</th>
<th>Standard Business Cheque Account</th>
<th>Society Cheque Account</th>
<th>Statutory Trust Account</th>
<th>Business Online Saver Account</th>
</tr>
</thead>
<tbody>
<tr>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>N/A</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>$15 per day, irrespective of the number of overdrawning transactions we honour on that day.</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
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<th></th>
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<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>$5 per payment</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>
### Types of fees you may be charged

<table>
<thead>
<tr>
<th>Types of fees you may be charged</th>
<th>Transacting</th>
<th>Securing</th>
<th>Saving</th>
</tr>
</thead>
<tbody>
<tr>
<td>Paper Statement Fee</td>
<td>$2.50 each</td>
<td>$0</td>
<td>$2.50** each</td>
</tr>
<tr>
<td>When you request a paper copy of an account statement outside the standard cycle, a paper statement fee may apply</td>
<td>$2.50 each</td>
<td>$0</td>
<td>$2.50** each</td>
</tr>
</tbody>
</table>

Non-chargeable transactions (transactions which do not attract transaction fees)

| Non-chargeable transactions include:                                                             |            |          |         |
|                                                                                                  |            |          |         |
| • debits for bank and government charges;                                                       |            |          |         |
| • daily merchant reconciliations from CommBank EFTPOS facilities;                               |            |          |         |
| • BPAY summary credits; and                                                                     |            |          |         |
| • Bank initiated transactions.                                                                    |            |          |         |

** For a Business Online Saver Account, this fee applies for any paper statement request.

* Fees apply when the number of Quick Deposit, Cheque and Assisted transactions for the month exceed the relevant number of transactions included in the Monthly Account Fee.
3.2. Transaction Fees
Transaction fees are calculated at the end of each month and charged to your account on the first
day of the following month. These fees are charged on the different types of transactions you make on
your account.

3.2.1. Business Transaction Account
Customers with a Business Transaction Account are able to switch between the available fee options at
any time.

When you switch between available fee options, any included transactions do not accrue and are lost
once the switch takes effect. At the end of each month, the Bank will rank these transactions in the
following order:

1. Quick Deposits - cash and cheque deposits
2. Cheque transactions
3. Assisted transactions

Refer to section 3.1 for details of the charges that apply.

3.2.2. Premium Business Account
Customers also receive 40 Quick Deposit, Cheque and Assisted transactions each calendar month. At the end of each month the Bank will rank these transactions in the following order:

1. Quick Deposits - cash and cheque deposits
2. Cheque transactions
3. Assisted transactions

Refer to section 3.1 for details of the charges that apply.

3.2.3. Statutory Trust Account
Fees and charges are not charged to the Statutory Trust Account but are charged to the transaction
account nominated by you. If you have a Statutory Trust Account, you must maintain and nominate a
valid transaction account with us for the redirection of any applicable fees and charges. Where you do not
provide us with a transaction account, we will select a valid account owned by you and debit the applicable
fees and charges to that account.

3.3. Access Fees

<table>
<thead>
<tr>
<th>Account type</th>
<th>How often we send statements</th>
</tr>
</thead>
<tbody>
<tr>
<td>CommBank ATMs outside Australia</td>
<td>AUD $2. The fee is charged to the account at the time of the withdrawal.</td>
</tr>
<tr>
<td>Any other cash withdrawal overseas (or any purchase using your Business Visa Debit Card or Debit MasterCard overseas or that involves currency conversion)</td>
<td>Maestro (EFTPOS) or Visa Debit Card or Debit MasterCard purchase transaction in foreign currency: 3% of the transaction value. Maestro (EFTPOS) or Visa Debit Card or Debit MasterCard purchase in Australian dollars: 3% of the transaction value. Any other cash withdrawal overseas: AUD $5 plus 3% of the transaction value.</td>
</tr>
</tbody>
</table>
Access fee is charged for each withdrawal you make through ATMs and Maestro, Cirrus, MasterCard or Visa Plus networks mentioned above. No fee rebates, exemptions or concessions apply to access fees. No fee is charged for any transaction that fails, either as a result of customer or network error.

The Bank does not charge access fees on withdrawals or account balance enquiries on transaction and savings accounts through non-CommBank ATMs in Australia. However, ATM owners may charge a fee, which will be disclosed at the time of the transaction. If you proceed with the transaction, the ATM owner’s fee will be debited to your account (in addition to the withdrawal amount, if applicable). You should carefully check the ATM owner’s fees that apply before completing transactions at non-CommBank ATMs in Australia.

3.4. Cash Handling Fee
This fee is charged on the total value of cash deposit and withdrawal transactions made through tellers, and QuickCoin Deposit Centres (where available), in CommBank branches.

The Cash Handling Fee:
• for coin handling is 1% of the total value of the coin component of all deposit and withdrawal transactions, where the total value of coins handled exceeds $1,000 per day;
• for note handling is 0.25% of the total value of the notes component of all deposit and withdrawal transactions, where the total value of notes handled exceeds $50,000 per day;
• is debited on the day the transactions are processed;
• applies to all accounts other than Society Cheque Accounts; and
• does not apply to deposits made via QuickCash envelopes.

For a Standard Business Cheque Account - Non-interest Bearing, any unused portion of the Transaction Fee Rebate will be applied to reduce the Cash Handling Fee.

3.4.1. Examples
Coin transactions:
Total value of coin included in all deposit/withdrawal transactions performed in one day = $2,000. Cash Handling Fee is calculated at 1%. Fee charged = $20.

Note transactions
Total value of notes included in all deposit/withdrawal transactions performed in one day = $56,000. Cash Handling Fee is calculated at 0.25%. Fee charged = $140.

3.5. Government charges
Any Government taxes, duties and charges that accrue in a calendar month will be charged to your account on the first day of the following month. Stamp Duty of $0.20 is payable on cheques in Norfolk Island.
Part 4: Meaning of words

Available funds
Means the funds that you have in your account that are presently available for you to use. For example, the amounts of your pending card transactions are not available, but unused formal lending limits are available.

BPAY
The electronic payment facility you use to instruct us to make BPAY payments on your behalf to participating organisations (Billers).

Business day
A work day in the relevant location – which is not a:
• Saturday or Sunday; or
• public holiday, special holiday or bank holiday.

Our
Belonging to the Commonwealth Bank of Australia ABN 48 123 123 124.

PayID
An identifier you can register to receive payments, by linking your bank account to a memorable piece of information, such as your phone number, email address, ABN, ACN or Organisation ID. PayID is also the name of the service that enables direct payment through this identifier so you can send payments to a PayID without the need to remember BSB and account numbers.

PIN
Personal Identification Number.

Recurring payments
Where you have given your credit or debit card details (card number, expiry date and security code) to allow a merchant or service provider to charge your card regularly to pay for the services they provide you.

Schedule (NetBank only)
A request you make to process a payment or transfer of funds at a future date.

We, us, CommBank and the Bank
Commonwealth Bank of Australia ABN 48 123 123 124.

You and your
The account holder.
Part 5: Help and advice

Visit one of our branches
Monday to Thursday — 9.30 am to 4 pm. Friday — 9.30 am to 5 pm.
Some branches open outside these standard hours and on weekends. For details, visit our website.

<table>
<thead>
<tr>
<th>Call us – within Australia</th>
<th>Call us – from overseas</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call 13 2221 6am to 10pm (local time) for general enquiries.</td>
<td>+61 13 2221</td>
</tr>
</tbody>
</table>

Visit our website
www.commbank.com.au

Access Telephone Banking for hearing or speech impaired customers
• Contact us using the National Relay Service: TTY users phone 133 677 then ask for 13 2221.
• Speak and Listen (speech-to-speech relay) users phone 1300 555 727 then ask for 13 2221.

Complaints
If you have a complaint about our services, products, facilities or any other aspect of Commonwealth Bank, we'd like to hear from you.
To make a complaint, please contact us on 1800 805 605. You can also make a complaint in the following ways:
• verbally or in writing directly to your relationship manager or at any one of our Commonwealth Bank branches;
• by visiting www.commbank.com.au/contact-us/compliments-complaints and completing the online complaint form; or
• by writing to us, care of:
  CBA Group Customer Relations
  Reply Paid 41
  Sydney, NSW 2001
We strive, wherever possible, to resolve your complaint within 5 working days.
You will be advised of the details (including the timeframes) of our internal dispute process, and an officer with the appropriate authority to resolve the dispute will investigate your complaint thoroughly. We will do our best to resolve your complaint promptly.
If you’re not satisfied with our handling of your matter, you can refer your complaint to external dispute resolution. The Australian Financial Complaints Authority (AFCA) scheme is a free service established to provide you with an independent mechanism to resolve specific complaints.
Complaints (continued)

The contact details for AFCA are:

- Website: [www.afca.org.au](http://www.afca.org.au)
- Email: [info@afca.org.au](mailto:info@afca.org.au)
- Phone: 1800 931 678 (free call)
- Postal address: GPO Box 3, Melbourne, VIC, 3001


Contact the Ombudsman

Australian Financial Complaints Authority (AFCA)
GPO Box 3
Melbourne VIC 3001

Phone 1800 931 678 or visit [afca.org.au](http://afca.org.au).