

Credit Card Switch Request



You can switch your existing CommBank Mastercard credit card by logging on to NetBank, or by visiting commbank.com.au/retail/netbank/cardswitch to see the cards available to you. Otherwise, complete this form and return to your nearest branch.



Important Information:

- You will not be eligible for any Bonus Awards Points or Qantas Points offers. Any special promotion or campaign offers will not be transferred to the new card.
- You will receive a new credit card with new credit card number, and you will need to update your regular direct debit payments with your new credit card details. Log on to NetBank or the CommBank app to get a list of your **regular payments** and check out our **online switching service** for help.
- If you use Autopay currently, it will be automatically transferred to the new account.
- Any outstanding balance (excluding balances currently on SurePay instalment plan/s) and transactions not yet processed at the time of transfer may be processed at the new interest rate.
- If you're switching from a card that has an annual fee, you will be charged a monthly fee from the date when your next annual fee is due. Exceptions may apply.
- Annual fees charged in advance and monthly fees are non-refundable including if your card is switched or closed before that time period expires.
- If moving from an Awards card to a non-Awards card you have 3 months from the date of closure to redeem any outstanding Awards points, excluding cashback redemption. You can do this by calling 13 16 61. If you have opted in to transfer your points to Qantas Points, this will continue until your account is closed.
- If you're on a Mastercard credit card, you cannot move to a Visa credit card.
- Switches are not available to or from a CommBank Neo Credit Card, CommBank Neo Business Credit Card or StepPay.
- If you have a SurePay instalment plan on your card, the interest rate and repayments on your instalment plan/s will transfer across to your new account. If you have a purchase and/or purchase balance plan and switch to a card with a lower standard purchase interest rate, the rate on your instalment plan/s may be higher than the interest rate available on your new credit card. You can cancel your instalment plan any time in NetBank, the CommBank app, by calling 13 2221 or by visiting any branch.
- For Business credit cards, you can only switch between Business Awards and Business Platinum Awards products.
- Your existing account number will change when requesting to change your statement bill day.
- **Note:** If you have Credit Card Plus insurance and switch to Smart Awards your Credit Card Plus Insurance will be cancelled. Your premium charges will stop and you won't be able to make a claim for any events that occur after the policy is cancelled. The policy cannot be reinstated. By continuing with this application you agree to your Credit Card Plus Insurance being cancelled upon activation of your new card.

Section 1 – Primary cardholder

Title Mr Mrs Miss Ms Other

Full given name(s)

Surnames

Current address

		State
		Postcode

Business phone number

Home phone number

Mobile number

Mastercard or Visa card account number

Section 2 – Bill Day Change

Complete this section if you are requesting to change your bill day.

Current bill day (if known)

Preferred bill day

If you're only requesting for a bill day change, proceed to Section 4.

Section 3 – New credit card account

Select the new Credit Card type. Tick (✓) one box only

Value Credit Cards	Awards Credit Cards	Business Credit Cards
<input type="checkbox"/> Low Rate	<input type="checkbox"/> Awards	<input type="checkbox"/> Business Awards
<input type="checkbox"/> Low Fee	<input type="checkbox"/> Smart Awards (min. \$3,000 credit limit)	<input type="checkbox"/> Business Platinum Awards (min. \$5,000 credit limit)
	<input type="checkbox"/> Ultimate Awards (min. \$6,000 credit limit)	<input type="checkbox"/> Complete Section 3a below

Section 3a – Business details

If you have selected a Business Card above you must complete this section.



Please Note:

Primary Cardholder must be the Business Owner, Director or Partner. Applicant must be an Australian Citizen or an Australian Permanent Resident. If ABN belongs to a Trust, a copy of the Trust Deed must be provided.

Full registered business name

ABN or ACN

Business name to appear on card (optional – maximum 21 characters)

Section 4 – Declaration

Transfer the balance and limit from my existing account to the new card. I acknowledge that my existing Credit Card Conditions of Use will continue to apply to my new credit card. The bank may decline my request if my existing account is overlimit or in arrears.

Primary cardholder's authorisation

Date (DD/MM/YYYY)

/ /

Bank use only

Branch number

Branch name

Before signing, ensure that signature and address has been verified, and the existing account is not overlimit or in arrears.

Bank Officer signature

Staff number

Arrange for the signed form to be imaged as 'Authorities Other' against the customer's profile.

Issue CommSee Request Work Item: Select 'Request' option from Customer Chevron. Select 'Credit Cards' from category field. Select 'Account Migration' from request type. Select 'Migration Details' from Template and then select apply.