



CommBank Transaction, Savings and Investment Account Terms and Conditions.

14 October 2020



These Terms and Conditions apply to these accounts:

- Smart Access
- Complete Access (with Everyday Offset)
- Pensioner Security
- Streamline Basic
- GoalSaver
- Youthsaver
- NetBank Saver
- Commonwealth Direct Investment

They also apply to these accounts, which are no longer available for sale:

- Complete Access (without Everyday Offset)
- AwardSaver
- Cash Investment
- Cash Management Call
- Passbook (Pensioner Security, Passbook Savings and Savings Investment)

Want more information about our accounts?

Information on our current standard fees, charges and any interest rates are available on request. Come into a branch, visit [commbank.com.au](https://www.commbank.com.au) or call us on **13 2221**.

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Concerned about a transaction?

Contact us straight away (see back page for contact details) if you think there's been an unauthorised transaction on your account or want to request a refund. If you don't tell us within 30 days of the statement date, we may not be able to get a refund for you. Time limitations may not apply in some cases, for example where the ePayments Code applies.

You may be liable if you don't sufficiently protect your cards, devices, PINs and passwords or you don't immediately tell us when something happens to them.






See section 4 for more information.

What these terms and conditions cover

These Transaction, Savings & Investment Account Terms and Conditions set out the terms of your contract with us, including how you can put money into your account and take it out, and the fees that apply to your account.

Other terms and conditions

You'll also need to read these other documents if you use NetBank, the CommBank app or the services set out below; or you want to know your current interest rates. These documents are available at commbank.com.au or from your local CommBank branch. The *CommBank app Terms and Conditions* are available when you download the app.

Read	Covers
 <i>Electronic Banking Terms and Conditions</i>	These apply when you use NetBank for online banking
 <i>CommBank app Terms and Conditions</i>	These apply when you use the CommBank app for mobile banking
 <i>Interest Rates on Transaction, Savings and Investment Accounts</i>	Our current interest rates (this document forms part of the terms that apply to your account)
 <i>Standard Fees and Charges for International Payments and Travel Funds</i>	Fees that apply for travellers cheques, foreign currency and sending money overseas
 <i>Common Banking Services: Standard Fees and Charges</i>	Fees that apply for special banking services, such as bank cheques and special clearance of cheques

1. How to use your account

1.1. Putting money in

Depending on your account type, you can put money in at ATMs that accept deposits, at our branches and most Australia Post offices or selected agencies, and through electronic or telephone banking or by arranging direct credits into your account.

1.1.1. Ways you can put money into your account

Account type	Account	Branch or post office	ATM	Electronic transfer	Phone banking	Direct credit	School Banking
Transacting	Smart Access, Complete Access, Pensioner Security and Streamline Basic	✓	✓	✓	✓	✓	-
Saving	NetBank Saver	-	-	✓	✓	✓	-
	GoalSaver	Branch only	-	✓	✓	✓	-
	Youthsaver	✓	✓	✓	✓	✓	✓
	AwardSaver	✓	✓	✓	✓	✓	-
Investing	Commonwealth Direct Investment, Cash Investment and Cash Management Call	✓	✓	✓	✓	✓	-
Passbooks	Pensioner Security, Passbook Savings and Savings Investment	✓	-	*	✓	✓	-

Please see overleaf for things you should know.

Things you should know about table 1.1.1

- You can only transfer money into your NetBank Saver from an eligible linked transaction account. Direct credits from other parties (e.g. other financial institutions, employers) are permitted.
- A daily deposit limit of \$10,000 applies per account, for cash deposits at our ATMs that accept instant deposits.
- For Youthsaver, you can deposit at a post office if you have an existing keycard.
- *Electronic transfer may be available for some passbook accounts.

1.2. Taking money out

Depending on your account type, you can take money out at an ATM, at our branches, most Australia Post offices or selected 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.

1.2.1. Ways you can take money out of your account

Account type	Account	Branch or post office	Cash withdrawal or purchase using a card	Electronic transfer	Phone banking	Cheque	BPAY or direct debit
Transacting	Smart Access, Complete Access and Pensioner Security	✓	✓	✓	✓	✓	✓
	Streamline Basic	✓	✓	✓	✓	–	✓
Saving	NetBank Saver	–	–	✓	✓	–	–
	GoalSaver	Branch only	–	✓	✓	–	BPAY
	Youthsaver	Branch only	–	✓	✓	–	BPAY
	AwardSaver	✓	✓	✓	✓	–	✓
Investing	Commonwealth Direct Investment, Cash Investment and Cash Management Call	✓	✓	✓	✓	✓	✓
Passbooks	Pensioner Security, Passbook Savings and Savings Investment	✓	–	*	✓	–	✓

Things you should know about table 1.2.1

- You can only use your account for online shopping or mail order if you have a Debit Mastercard.
- You can't make scheduled payments from GoalSaver or Youthsaver accounts.
- You can only move money or schedule payments from your NetBank Saver into a linked transaction account.
- For Youthsaver accounts, you can't use phone banking for BPAY transactions.
- For Youthsaver accounts, if you had a card issued before 21 July 2017, your card functionality will remain as it was prior to this date.
- For Passbook accounts, you can't schedule a future payment or transfer through BPAY or NetBank.
- Cheques and other transaction documents become our property when the transaction is processed or cheque is presented.
- *Electronic transfer may be available for some passbook accounts.
- For Streamline Basic accounts, if you switch to a Streamline Basic account from another CommBank account which allows cheque book access and you've been utilising that facility to access your account, you may be permitted to continue using your cheque book to access your Streamline Basic account.

1.3. Limits on the amount you can take out

There are limits on the amount of cash you can take out each day using a card at an ATM or in store at an EFTPOS terminal. The daily limit is the total you can take out from all accounts linked to your card. Your daily limit depends on when you got your card and what type of card you have. Replacement cards have the same limit, except that any replacement Debit Mastercard issued on or after 9 February 2015, has a \$2,000 daily withdrawal limit.

If you got your card	Debit Mastercard daily limit	Keycard daily limit
Before 28 July 2008	\$800	\$800
From 28 July 2008 to 8 February 2015	\$1,000	\$1,000
From 9 February 2015 onwards	\$2,000 (including replacement cards)	\$1,000

You can change your card limit at any time. If you ask for a higher limit, your liability for unauthorised transactions may increase.

For Passbook accounts, withdrawals from post offices or agencies are limited to a maximum of \$2,000 over a seven day period.



There are also withdrawal limits for online and mobile banking. See the *Electronic Banking Terms and Conditions* and the *CommBank app Terms and Conditions*.

1.4. How to set up and cancel direct debits

You can arrange for direct debits to automatically come out of your account. You can ask us to cancel a direct debit and we'll do this promptly — we suggest you also contact the third party debiting your account.

You can also arrange for direct debits to automatically come out of your Debit Mastercard. You must contact the third party debiting your account to cancel these type of direct debits. If the recipient still continues debiting money, contact us so we can try to get your money back.

1.5. Overdrawing your account

At times, your account balance may fall below zero (be “overdrawn”) – for example:

- Where we decide to honour a direct debit, a scheduled BPAY payment, a purchase using a card linked to your account or a cheque, at our discretion.
- When a card purchase does not require our authorisation, systems are unavailable or a merchant settles a transaction late.

If this happens, you'll need to pay us the overdrawn amount immediately, along with interest and an overdrawn approval fee, if applicable to your account (see 3.1 and 3.2). Any deposits into your account will be first applied to pay the overdrawn amount and any interest owed on that amount.

We are under no obligation to allow a payment that would overdraw your account. If we decide not to allow it, we may charge a dishonour fee (see 3.2).

If you don't want us to honour payments which cause your account to become overdrawn you can disable the overdraw feature on your account at any time using any of the methods below:

- By calling **13 2221**
- By visiting your nearest branch

Disabling the overdraw feature will not stop transactions that are processed in the event a card purchase does not require our authorisation, our system is unavailable or a merchant settles a transaction late.

You should only keep the overdraw feature if you use it irregularly to cover any unplanned shortfall in funds to meet a payment. If you need ongoing credit, one of our credit products are likely to be suitable.

If you choose to disable this feature, any payments that exceed the money available in your account will not be allowed, and a dishonour fee may apply (see 3.2).

Effective 13 November 2020 replace section 1.5, Overdrawing your account with:

“At times, a transaction may cause the available funds in your account to fall below zero (be “overdrawn”) – for example:

- If you have a Smart Access, Complete Access or Everyday Offset account, we may decide to honour a direct debit, a scheduled BPAY payment, a purchase using a card linked to your account or a cheque via the Overdraw feature (see further information below).
- When a card purchase does not require our authorisation, systems are unavailable or a merchant settles a transaction late.

If this happens you will need to pay us the overdrawn amount immediately, and you may be charged an overdraw fee and interest if applicable to your account (see 3.1 and 3.2). Any deposits into your account will first be applied to pay the overdrawn amount.

2. Managing your account

For accounts with the Overdraw feature:

- At our absolute discretion, we may decide to honour a transaction but we are under no obligation to do so. If you turn the Overdraw feature off, or we decline to honour a payment, a dishonour fee may apply (see 3.2).
- You can turn the Overdraw feature off at any time using the CommBank app, NetBank, in branch or by calling **13 22 21**.
- Turning off the Overdraw feature will not stop transactions that are processed in the event a card purchase does not require our authorisation, our system is unavailable or a merchant settles a transaction late.
- You should only keep the Overdraw feature to assist in the event of an accidental shortfall in funds. If you need ongoing credit, one of our credit products may be more suitable.

1.6. When money deposited in your account may not be immediately available

When money is deposited into your account, you may have to wait for it to become available. For example, we may place a hold on funds when someone puts money in your account, you deposit a cheque or you make a deposit at a post office where the transaction can't be processed electronically. If we do let you draw on uncleared funds but then the deposit doesn't clear, we charge it back to your account. This may cause your account to become overdrawn.

When you deposit a cheque into your Passbook account, you won't be able to transfer any money online or make online B_{PAY} payments for the next three business days. This applies to your available funds, as well as uncleared funds.



For more information about holds on electronic transfers, see the *Electronic Banking Terms and Conditions*.

1.7. International transactions

You'll be charged in Australian dollars for purchases and cash advances in other currencies. These are typically converted to Australian dollars by the relevant card scheme, which determines the exchange rates and conversion process. In some cases overseas merchants or ATM operators may allow you to transact in Australian dollars, in which case they set the exchange rate.

We charge an access fee (see 3.2) for international transactions you make:

- While overseas
- In Australia (e.g. online), where the merchant, or the financial institution or entity processing the transaction, is located overseas.

Mastercard and Visa convert purchases and withdrawals made in foreign currencies into Australian dollar equivalents at the rates set by them on the day they process the transactions (which is not necessarily the day that the transaction was performed).

2.1. How you'll receive your account statements

We provide statements and notices electronically where:

- you have selected an account or service which only offers statements and notices electronically;
- you have not told us that you don't want to receive your statements and notices electronically. You can let us know at any time, that you don't want to receive your statements and notices electronically by updating your preferences on NetBank or calling us on **13 22 21**; or
- these terms and conditions do not otherwise provide that your statements or notices will be provided in another way.

Where applicable, we will give you your statements and notices electronically through:

- (a) NetBank - To receive your statements and notices electronically, you must give us your current email address and you must register for NetBank. If you don't, we may switch your delivery method to paper, and you may incur a paper statement fee. We'll let you know when the information is there by:
- Email to an email address you have given us for contacting you;
 - SMS message to a mobile telephone number you have given us for contacting you; or
 - Push notification from the CommBank App that the information is available for retrieval by you; or

(b) Any other means we agree with you.

You can change your electronic address at any time on NetBank or by calling us on **13 22 21**.

We record that you received an electronic statement or notice on the day that our notification enters the first information system outside CommBank (e.g. the server of your email address).

Even if we normally provide electronic statements or notices, we may occasionally send you a paper statement or notice instead (e.g. if we are unable to provide the information electronically).

We'll send you statements every six months (standard cycle). If your account has a Passbook, then your Passbook is your statement. You can ask us to send you statements more frequently (a fee may apply, see 3.2.).

The statements will be sent to email addresses last notified to the Bank by you and if your details have changed you must update your contact details immediately.

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 (it may be the day we process the transaction — or, for overseas transactions, the transaction date in the relevant country).

If you have a joint account, and the same email or postal address, we will send one statement or notice addressed to all of you at that address.

At any time, you can ask for a statement by logging into NetBank or calling us. For some accounts, you can get limited information from an ATM. A fee may apply.

2.2. How to protect your account

Make sure you protect your account so other people can't use it. We've set out some suggestions below. If your card, cheque book or Passbook is lost or stolen, or you think someone else knows your PIN or password or has used your account, let us know straight away. If you don't, you may be responsible for any financial losses (see section 4).

Do	Don't
<ul style="list-style-type: none"> • Sign the back of your card as soon as you get it • Memorise your PIN or password as soon as possible, then destroy or delete it • Destroy old or unused cards • Regularly change your PIN. 	<ul style="list-style-type: none"> • Write down your PIN or password • Keep a copy of your PIN or password on your computer, mobile or tablet • Tell your PIN or password to anyone — not even family or friends • Use a number or word that someone can easily guess (for example, your date of birth, '1234' or 'password') • Let anyone see your PIN when you're using it.



For more information about protecting your account online, see the *Electronic Banking Terms and Conditions*.

2.3. Using a joint account or an account with more than one signatory

If you are joint account owners, you can let us know your preferred method of operation, that is, whether authorisation from only one (sole operation) or all (joint operation) joint account owner(s) or (in the case of non-personal accounts, for example, corporate or Self-Managed Super Fund accounts) one or all account signatories, is required before we can act on an instruction (for example, withdraw or transfer money, change your daily withdrawal limit, set up or cancel direct debits or close the account). If you don't let us know your preferred method of operation, we will take instructions from any joint account holder or account signatory – that is, sole operation applies. The method of operation that you instruct us to apply is subject to the following exceptions:

(a) Any joint account holder (or authorised signatory) acting on their own will always be permitted to:

- Change the account from sole to joint operation.
- Change the method of delivery for account statements and notices – for example, from paper to electronic or electronic to paper.

- Change the account address. The account address is the address you nominate, when you open your account, as the address to which you want us to deliver your account statements and notices.
- Switch your account type to another account type to which these terms and conditions apply. You agree that these terms and conditions (as amended from time to time), will apply to the new account type that your account is switched to.
- Place a stop on the account, for example in case of a dispute between account owners.

(b) Authorisation from all account holders (or authorised signatories in the case of a non-personal account) is required before we will change your method of operation from joint to sole operation.

(c) Even if your method of operation is sole operation, we will never permit an account signatory (in the case of a non-personal account) to appoint or remove another account signatory. Account signatories can only be appointed or removed by the account holder(s).

(d) All account holders will need to provide consent when appointing an authorised operator on a personal account, regardless of the preferred method of operation.

If an account owner or signatory takes out more money than is currently available in the account, we can ask any account owner to repay it.

If a joint account owner passes away, the account belongs to the other account owner(s).

A signatory may 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 specified method of operation and the PayID Terms and Conditions. For this purpose, you agree that the signatory may use 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. A copy of the PayID terms and conditions is available at commbank.com.au/payid

2.4. Using your account if you're under 18

If you're younger than 14, you'll need a parent or guardian's permission to use your account.

If your parent or guardian gives you permission to use your account or open a new one, you can also use any other accounts in your name — including accounts opened in the future.

When you turn 14, you will be able to operate all accounts which have been opened in your name. You can also ask us to remove your parent's or guardian's access at this time, otherwise we will automatically remove it when you turn 18.

If you have a Youthsaver account, we'll contact you in the year you turn 18 to transfer your balance to one of our other savings or transaction accounts. We may make contribution payments to schools for participating in the School Banking program and processing School Banking deposits.

These payments may include:

- An establishment payment when the first ever School Banking deposit is processed, or if a school re-joins after 12+ months.
- An annual contribution payment each calendar year when the first School Banking deposit is processed based on the number of students who made at least one School Banking deposit in the prior year.
- A regular savers contribution payment for every 10 School Banking deposits processed per student.

If you're under 18, where permitted by law, we may allow any parent or guardian to act on your behalf in relation to your account.

2.4.1. Parental controls and limits when you're under 18

The person(s) who is listed with us as the parent or guardian authorised to operate your Smart Access account, can set a weekly limit on the withdrawals that can be made from your Smart Access account using a card.

Only the following withdrawals are included in the weekly limit (a week is the full period between midnight and midnight on Sunday in Australian Eastern Standard time):

- Cash withdrawals from ATMs, through EFTPOS and in branch; and
- Purchases made through EFTPOS and online.

If a parent or guardian operating authority is added to your Smart Access account:

- Before 4 April 2017, the person(s) who is listed with us as the parent or guardian authorised to operate your Smart Access account can set an initial weekly limit at any amount
- On or after 4 April 2017, the person(s) who is listed with us as the parent or guardian authorised to operate your Smart Access account can set an initial weekly limit of \$20.

You can view the limits and locks on cards linked to your Smart Access account at any time via the Youth app.

The person(s) listed with us as the parent or guardian authorised to operate your Smart Access account can lock card access to your Smart Access account (including branch transactions) and view or change the limits and locks on cards linked to your Smart Access account at any time via the CommBank app, via NetBank, in branch or by calling **13 2221**.

2.4.2 Using a Debit Mastercard when you're under 14

If you're under 14, you can apply for a Debit Mastercard linked to your Smart Access account only if your Smart Access account has a parent/guardian operating authority attached to it. When your account has a parent/guardian operating authority attached to it, then no other person, including any person with a parent/guardian or any other operating authority attached to your account, can apply for any of their cards to be linked to your account. If the parent/guardian operating authority is removed after we've issued you with a Debit Mastercard but before you turn 14, your Debit Mastercard will be cancelled.

If your Debit Mastercard is issued while a parent/guardian operating authority applies to your Smart Access account, your Debit Mastercard will be automatically locked against all online transactions and all in-store transactions outside Australia. The person with parent/guardian operating authority can change the locks applied to your Debit Mastercard at any

time via the CommBank app. They can also add other locks to your card, including a temporary lock on your Debit Mastercard if you misplace it and a lock on contactless Debit Mastercard payments. You can view the locks on your Debit Mastercard at any time via the Youth app. The CommBank app Terms and Conditions (available when you download the app) and the Electronic Banking Terms and Conditions (available at commbank.com.au or from your local CommBank branch) apply when you use the CommBank app.

2.5. Streamline Basic accounts

These accounts are only available to customers with one of these Australian government cards:

- Commonwealth Seniors Health Card
- Pensioner Concession Card
- Health Care Card

— and where your government pension or payments are paid into this account.

If you no longer have a valid concession card, let us know straight away. If you're unable to show your concession card when we ask for it, we may close the account or switch it to another account type.

You can only have one Streamline Basic account per customer.

2.6. Using Complete Access with an Everyday Offset Feature

A Complete Access account with Everyday Offset feature is a transaction account that is linked to an eligible CommBank home loan.

A Complete Access with Everyday Offset feature charges no Monthly account fees or Withdrawal fees but other fees may apply. Refer to 3.2. below for details.

A Complete Access account with an Everyday Offset feature will automatically revert to a Smart Access when you:

- Close your home loan
- Switch your home loan to a home loan type that isn't eligible for the Everyday Offset
- Have an overdraft on your account.

See your Consumer Mortgage Lending Products Terms and Conditions for further details on how the Everyday Offset feature operates.

2.7. Self-Managed Super Fund accounts

Each trustee of a Self-Managed Super Fund (SMSF) is an owner of the account. If any of the trustees change, you need to let us know straight away.

2.8. Commonwealth Direct Investment Accounts

If your account is linked to a CommSec trading account, you authorise us to debit your account for costs relating to your dealings in securities through CommSec, including brokerage and other fees.

Unless you tell us otherwise, each owner or signatory may operate the account independently of each other. If you have a business account password, it can be used for all accounts related to that business and can be used to get account information, update details and stop cheques.

2.9. Information on accounts with Cheque access

1. Generally, cheques will be cleared in about three days.
2. If you require faster clearance, known as special clearance, inform the teller when you are depositing the cheque to your account – a fee is charged for this service.
3. The drawer of a cheque may ask their bank to stop a cheque - we will act on these instructions if the cheque has not already been paid. If you need to stop payment on a cheque you must contact us immediately with the cheque number – a fee may be charged for this service.
4. Crossing a cheque – that is, drawing two parallel lines vertically on a cheque - acts as an instruction to a bank to accept the cheque only into a bank account and not to cash it.
5. Including the words 'not negotiable' in the crossing helps protect the true owner of the cheque if it is lost or stolen. Including the words 'account payee only' in the cheque serves as a warning to a bank not to accept the deposit of the cheque except to an account of the named payee.
6. The deletion of the words 'or bearer' from a cheque directs the bank to pay the cheque only to the payee or in accordance with the written endorsement of the payee.
7. To reduce the risk of unauthorised changes to a cheque make sure that you write only in non-erasable pen, complete the cheque carefully and fully, do not sign blank cheques, add appropriate crossings and make sure there are no spaces left before or after the amount.
8. Cheques may be dishonoured if they are irregular in some way, including but not limited to, if the cheque is not signed by the drawer or with the drawer's authority, has been altered without authority from the drawer, is older than 15 months (stale) or if the cheque bears a date in the future (post-dated).

3. Interest and fees

3.1. Interest

Depending on your account type:

- We pay credit interest and bonus interest, calculated on the daily positive closing account balance
- We charge interest on overdrawn amounts, calculated on the daily negative closing account balance.

We pay or charge interest regularly at the times shown in tables 3.1.1 and 3.1.2 below, as well as when you switch accounts or an account is closed.



For our current interest rates, see *Interest Rates on Transaction, Savings and Investment Accounts* or visit commbank.com.au

3.1.1. Interest we pay on positive balances

Account type	Account	We pay interest	When we pay it
Transacting	Smart Access, Complete Access and Streamline Basic	On your balance at a tiered interest rate	Quarterly on the first day of March, June, September and December
	Pensioner Security	At a banded interest rate, with interest paid on the portion of the balance within each band	Quarterly on the first day of March, June, September and December
Saving	NetBank Saver	On your balance	Monthly on the first day of the month
	GoalSaver	On your balance at a tiered interest rate. Bonus interest will be paid if you: <ol style="list-style-type: none"> 1. Make at least one deposit each calendar month into your account; and 2. Have a higher account balance at the end of the month compared to the account balance at the start of the month (excluding interest and bank-initiated transactions) 	Monthly on the first day of the month
	Youthsaver	<ul style="list-style-type: none"> • On your balance • Bonus interest on credit balances up to \$50,000 if you put money in and don't take money out in a month. 	Monthly on the first day of the month
	AwardSaver	<ul style="list-style-type: none"> • On your balance at a tiered interest rate • Bonus interest if you put money in and don't take money out in a month 	Quarterly on the first day of March, June, September and December

Account type	Account	We pay interest	When we pay it
Investing	Commonwealth Direct Investment, Cash Investment and Cash Management Call	On your balance at a tiered interest rate	Monthly on the first day of the month
Passbooks	Pensioner Security	At a banded interest rate, with interest paid on the portion of the balance within each band	Quarterly on the first business day of March, June, September and December
	Savings Investment	On your balance at a tiered interest rate	Quarterly on the first business day of March, June, September and December
	Passbook Savings	At a banded interest rate, with interest paid on the portion of the balance within each band.	Yearly on the last business day of May

Things you should know about table 3.1.1

- A tiered interest rate means, one interest rate applies to your entire account balance. The interest rate which applies to the account will depend on your account balance.
- A banded interest rate means, interest is paid on the portion of the account balance within each balance band, at the applicable rate for that band. For example, the interest we pay on the first \$9,999 of your account balance may be different to the interest we pay on your remaining balance between \$10,000 and \$49,999.
- For GoalSaver accounts, one variable bonus interest rate applies to the entire balance, the interest rate depends on your account balance (a tiered interest rate). The standard variable interest applies to the entire account balance (a tiered interest rate).
- Bank-initiated transactions include, but are not limited to; bank fees and interest redirected from other CommBank accounts.
- For Commonwealth Direct Investment accounts opened before 1 November 2012, interest is paid quarterly.
- You don't have to provide your Tax File Number (TFN) for your account. However, by law, we must withhold a portion of the interest earned on your account if you have not provided a TFN, a TFN exemption or an ABN, or you're a non-resident.
- Interest rates including bonus interest rates may be zero. For more information about what rates apply, see *Interest Rates on Transaction, Savings Investment Accounts* document.

- For Youthsaver accounts, the standard interest rate applies to any portion of the balance above \$50,000.
- The time that we start calculating the introductory interest for NetBank Saver accounts may be up to 15 days from the account opening date. The 5 month period that the introductory rate applies commences at the time we start calculating interest.
- Effective 13 November 2020, your daily positive closing balance takes into account all deposits and withdrawals performed on that day. At times, transactions may be processed or settled on a different day to the day on which they are performed. Where this occurs, the date on which deposits and withdrawals are performed may be shown as the “value date” on your account statement.

3.1.2. Interest we charge on negative balances

Account type	Account	When we charge it
Transacting	Smart Access and Complete Access	On the first day of the month
	Pensioner Security	Quarterly on the first day of March, June, September and December
Saving	AwardSaver	Quarterly on the first day of March, June, September and December
Investing	Commonwealth Direct Investment, Cash Investment and Cash Management Call	On the first day of the month

Things you should know about table 3.1.2

- Commonwealth Direct Investment accounts opened before 1 November 2012 are charged interest quarterly.
- We don't charge interest if you have a GoalSaver, NetBank Saver, Youthsaver or Streamline Basic account or are under 18.
- Effective 13 November 2020, your daily negative closing balance takes into account all deposits and withdrawals performed on that day. At times, transactions may be processed or settled on a different day to the day on which they are performed. Where this occurs, the date on which deposits and withdrawals are performed may be shown as the “value date” on your account statement.

3.2. Fees that apply to your account

Fee	What is it?	How much is it?
Monthly account fee	A monthly fee charged on some accounts	\$4.00 to \$6.00 depending on your account type
Assisted withdrawal fee	A fee charged on some accounts when you take money out: <ul style="list-style-type: none"> • At a CommBank branch or a post office or agency • With telephone banking, if using an operator • By cashing a cheque 	\$3.00
Paper statement fee	A fee charged when you ask us to give you an additional account statement outside the standard cycle	\$2.50
Overdrawing approval fee	A fee charged on some accounts when your balance falls below zero or your negative balance exceeds any agreed overdraft limit.	\$15.00 per account per day we honour a transaction, regardless of the number of transactions honoured.
Effective 13 November 2020, Overdraw fee	Effective 13 November 2020, a fee charged when you exceed the available funds in your account or any agreed overdraft limit on a given day. This is charged once per account per day, irrespective of the number of overdrawing transactions that day.	Effective 13 November 2020, \$15.00 per account per day an overdrawing transaction occurs.
Unpaid cheque or debit fee	When we dishonour a cheque or debit presented to us because there isn't enough money in your account	\$5.00
Unpaid scheduled payment fee	If you don't have enough money in your account for a payment or transfer you scheduled — we try to make the payment or transfer on five successive business days before charging you. This does not include Scheduled Payments that you arrange between your individual and/or joint accounts.	\$5.00
Cheques negotiated fee	When you write a cheque that needs to be negotiated through the clearing system	\$3.00

Fee	What is it?	How much is it?
Access fee	When you take out money at: <ul style="list-style-type: none"> ASB Bank ATMs in New Zealand CommBank ATMs outside Australia 	\$2.00
	Any other cash withdrawal overseas	\$5.00 plus 3% of transaction value
	Purchases made: <ul style="list-style-type: none"> Overseas In Australia (for example online), where the merchant is located overseas or the financial institution or entity processing the transaction is located overseas. 	3% of transaction value
Stamp duty on Norfolk Island cheques	A fee on cheques issued in Norfolk Island	\$0.20 per cheque
Transaction listing or ad-hoc paper statement fee	Issue of paper copy of transaction listing, past statements or ordered statements.	\$2.50 each
Stop payment fee	When you ask us to stop payment on a cheque	\$15.00 per request

Things you should know about table 3.2

- Refer to 3.2.1 to see if monthly account, withdrawal or overdraw fees apply to your account and, for the monthly account fee, which fee amount applies.
- Paper statements fees don't apply to Complete Access, Smart Access, Pensioner Security, Youthsaver and Streamline Basic accounts.
- All issued paper statements on accounts designed exclusively for electronic use (e.g. NetBank Saver) will be charged the paper statement fee.
- Third parties (such as third-party ATM owners) may charge a fee for use of a card.
- The access fee may be shown on your statement by another name, such as an international transaction or bank withdrawal fee.
- The access fee for cash withdrawal overseas applies to the purchase of items that we consider equivalent to cash, such as money transfers, traveller's cheques or prepaid cards.



For more information about fees, read:

- Electronic Banking Terms and Conditions*
- CommBank app Terms and Conditions*
- Standard Fees and Charges for International Payments and Travel Funds*
- Common Banking Services: Standard Fees and Charges*



3.2.1. Do monthly account fees, overdraft fees or withdrawal fees apply?

Account type	Account	Monthly account fee	Overdraw fee	Withdrawal fee (after exceeding monthly limit)	Monthly fee-free limit
Transacting	Smart Access	\$4	✓	✓	Unlimited electronic withdrawals
	Complete Access	\$6	✓	–	Unlimited withdrawals
	Pensioner Security	–	–	✓	Unlimited electronic and 2 assisted withdrawals
	Streamline Basic	–	–	–	Unlimited withdrawals
Saving	NetBank Saver and Youthsaver	–	–	–	Not applicable
	GoalSaver	–	–	✓	Unlimited electronic and 1 assisted withdrawal
	AwardSaver	–	✓	✓	Unlimited electronic withdrawals
Investing	Commonwealth Direct Investment	\$5	✓	✓	Unlimited electronic and 2 assisted withdrawals
	Cash Investment and Cash Management Call	\$5	✓	✓	Unlimited electronic and 2 assisted withdrawals
Passbooks	Pensioner Security	–	–	✓	Unlimited electronic and 2 assisted withdrawals
	Passbook Savings and Savings Investment	\$5	–	✓	Unlimited electronic and 2 assisted withdrawals

Things you should know about table 3.2.1

- You may qualify for a waiver of your monthly account fee or withdrawal fees — see 3.2.2.
- Other fees may apply to withdrawals, such as the access fee for cash withdrawal overseas. See 3.2 for details.
- If you have a GoalSaver account and receive an Australian Age, Service or Disability Pension credited directly into the account, you will receive 2 extra assisted withdrawals.
- For Passbook Savings and Savings Investment accounts, the monthly account fee doesn't apply while the account is inactive.
- Electronic withdrawals are purchases made via EFTPOS in Australia, cash withdrawals and transfers made at a CBA ATM in Australia, NetBank transfers and BPAY, direct debits/scheduled payments, and withdrawals made using self-service telephone banking.

3.2.2. When we won't charge monthly account fees or withdrawal fees

In these situations, if **M** is listed for your account type, we won't charge you a monthly account fee. If **W** is listed for your account type, we won't charge a withdrawal fee.

Transacting accounts

If...	Smart Access	Complete Access	Pensioner Security
Your Relationship Balance (see definition below) is \$50,000 or more	M, W	M	W
You have an Eligible CommBank Home Loan (see definition below) Effective 1 November 2020, replace cell with: "You have a CommBank Home Loan and meet the eligibility criteria (see eligibility criteria below)"	M	M	–
You put in at least \$2,000 each month	M	M	–
You're under 25	M, W	M	–
An Australian Age, Service or Disability Pension is directly credited to your account	M + 2 extra assisted withdrawals	M	2 extra assisted withdrawals
You have a disability that requires you to use a branch (visit a branch to apply)	M, W	M	W

Investing and Passbook accounts

If...	Commonwealth Direct Investment, Cash Investment	Cash Management Call	Passbook Savings and Savings Investment	Pensioner Security with Passbook
Your Relationship Balance (see definition below) is \$50,000 or more	M	M, W	M, W	W
You have an Eligible CommBank Home Loan (see definition below) Effective 1 November 2020, replace cell with: "You have a CommBank Home Loan and meet the eligibility criteria (see eligibility criteria below)"	M	M	–	–
You're under 18	M	M, W	M, W	W
An Australian Age, Service or Disability Pension is directly credited to your account	–	M + 2 extra assisted withdrawals	M + 2 extra assisted withdrawals	2 extra assisted withdrawals
An Australian Disability Pension is directly credited to your account	–	M + 2 extra assisted withdrawals	–	–
You have a disability that requires you to use a branch (visit a branch to apply)	M, W	M, W	M, W	W

Things you should know about section 3.2.2

- Relationship Balance: we won't charge you the monthly account fee (**M**) and/or withdrawal fee (**W**) on an account if:
 - the account:
 - is covered by these terms and conditions
 - is held solely or jointly in personal name(s),
 - has been held by you for at least one calendar month since:
 - you opened the account or
 - the pricing offer applicable to the account changed and
 - you have a total of \$50,000 or more in Contributing Accounts (Relationship Balance).

– Contributing Accounts are all of the accounts covered by these terms and conditions as well as Accelerator Cash, Farm Management Deposit, Passbook Savings, Private Banking, Term Deposit and Viridian Line of Credit accounts that are held either solely or jointly, in personal name(s)

– An account is not a Contributing Account if any account holder is a non-personal entity (for example a trustee, company, association or business) or the account is for business purposes.

– We assess whether you qualify for a Relationship Balance waiver as at the second last business day of each month, with any waiver applying to the fees for that month. For Passbook accounts, any waiver is applied to the fees for the following month.
- Age: for joint accounts, we base the exemption on the age of the oldest account holder.
- If, during a month, you switch account types or price options or your account is closed, the fee exemptions set out in section 3.2.2 do not apply. Fees are instead calculated and charged as outlined in section 3.2.3
- Eligible CommBank Home Loan: With reference to the table in section 3.2.2, we won't charge you the monthly account fee (M) on the specified account if:
 - the account:
 - is covered by these terms and conditions
 - is held solely or jointly in personal name(s)
 - has been held by you for at least one calendar month since:
 - you opened the account or
 - the pricing offer applicable to the account changed and
 - you have a CommBank Home Loan (excluding Viridian Line of Credit, Equity Unlock for Seniors or Staff Housing Loans) with a debit balance of greater than \$1, that is held either solely or jointly, in personal names.
- the criteria set out in sub-paragraph (a) and (b) above, is satisfied on the business day prior to the last calendar day of that month with any waiver applying to the fees for that month.

Effective 1 November 2020, replace section titled 'Eligible CommBank Home Loan' with:

"CommBank Home Loan Eligibility Criteria: With reference to the table in section 3.2.2, we won't charge you the monthly account fee (M) on the specified account if:

- the account:
 - is held solely or jointly in your personal name(s)
 - has been held by you for at least one calendar month since:
 - you opened the account or
 - the pricing offer applicable to the account changed and
- you have a CommBank Home Loan that:
 - is held solely or jointly in your personal name(s)
 - has been held by you for the full calendar month."

3.2.3. When we charge fees and how they are calculated

Monthly account fees and withdrawal fees for transactions made in a month are ordinarily charged to your account on the first day of the following month (including if you switch price options during a month). However, when you switch account types or your account is closed you will be charged these fees on the day the account is switched or your account is closed. For Passbook accounts, these fees are charged on the first business day of the following month.

The other fees are debited on or after the day the service is provided or the event (for example, cheque dishonour) occurs.

If, during a month, you switch account types or price options or your account is closed:

- The monthly account fee is calculated on a pro-rata basis, based on the account type and price options you hold on the account during the month.
- Withdrawal fees are calculated based on the account type and price option you hold at the time of charging.

Things you should know about section 3.2.2 and 3.2.3

- In this section 3, "month" means each calendar month, "day" means each calendar day and "business day" excludes weekends and national holidays.

4. What happens if there is a problem?

Call us straight away on **13 2221** (from Australia) or **+61 13 2221** (from overseas). You need to tell us as soon as:

- Your card or device is lost or stolen
- You think someone else has used your account without your permission
- You think someone else may know your PIN, password or code
- You notice a mistake or a transaction you didn't make
- You make a mistake when making a payment.

You may be responsible for any financial losses if you don't tell us straight away.

When you'll get a refund	When you won't get a refund	When you'll get a partial refund
<ul style="list-style-type: none"> • It's clear that you or any other user didn't cause the loss • Someone uses a card or device after you or a user tells us it was lost, stolen or misused or that someone else may know the PIN or password • A bank employee or anyone involved in processing your transaction is fraudulent or negligent • The transaction involved faulty equipment, a forged or faulty card or device or an expired or cancelled card, PIN or password • Someone uses your or a user's card, PIN or password before you receive it from us • The transaction didn't need a PIN, password or signature (unless you or a user didn't tell us straight away if the device or card was lost or stolen) • The same transaction is debited to your account more than once • The ePayments Code otherwise entitles you to a refund. 	<p>You or any other user:</p> <ul style="list-style-type: none"> • Commits fraud • Tells someone their PIN or password, keeps an undisguised record of them, creates a PIN or password that is easy to guess (like their name or date of birth) or otherwise doesn't comply with the password security obligations under the ePayments Code • Doesn't tell us straight away that their card or device was lost or stolen or that someone else may know their PIN or password (you'll be responsible for transactions after you or the user should have told us) • Leaves their card at an ATM. <p>If any of these happen, we may hold you responsible for the transaction unless we are able to get a refund for you under the card scheme rules or the ePayments Code entitles you to a refund (for example. Because the loss exceeded your available limit).</p>	<p>When your situation doesn't fall into the first two categories, the maximum we can charge you is \$150 (where the ePayments Code permits), and we refund the remainder.</p>

4.1. Getting a refund on unauthorised electronic transactions

These refund rules apply only to electronic transactions. Call us for information about unauthorised manual transactions (such as cheques or when you sign Debit Mastercard vouchers).

4.2. Asking for a refund of an authorised Debit Mastercard transaction

As a Mastercard member, we are able to request a refund ('chargeback') of a purchase transaction using your Debit Mastercard in certain situations — for example if the goods weren't delivered.

To take advantage of this chargeback process, contact us within 30 days of the date your statement is issued. Otherwise, we may not be able to claim a chargeback for you.

4.3. How to lodge a dispute and what happens then

You can request a refund by contacting us (see contact details on back page). Keep all receipts and records of payment arrangements, to help us resolve any dispute as quickly as possible.

We'll look into your dispute and let you know in writing within 21 days if it's resolved or if we need more time. If we can't resolve it within 45 days, we'll let you know why. Once it's resolved, we'll notify you and either refund the transaction or give you a reason for our decision.

Chargeback rights don't apply to BPAY payments — but if you notify us of a mistake, we'll do our best to recover the payment. If we can't do so within 20 business days, you'll be liable for that amount.

Refunds can take up to five days to be processed and may be backdated to the transaction date.

4.4. Mistaken internet payments

If you make a mistake (for example, you type in the wrong recipient's 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, unauthorised activity or fraud and there are sufficient credit funds in your account, we may debit your account with the amount of the payment you have received and return it to the other party without giving you notice.

4.5. How to close, stop or cancel your account, card or device

You can cancel a card or device via the CommBank app, NetBank, or by calling **13 2221** or by visiting your local branch. If you'd like to place a temporary stop, close or cancel an account, you can visit any branch with appropriate identification or call **13 2221**.

If we place a stop on your account, you won't be able to take money out until we remove the stop. While there's a stop on your account, your direct debits and

5. Protecting your privacy

scheduled payments will be stopped as well. We'll stop your account or cancel a card or device as quickly as we can. When we cancel a card or device, until you have taken all reasonable steps to destroy the card or device, or return them to us, you are also responsible for transactions you or a user make:

- Where the merchant is not required to get authorisation
- When any of our electronic transaction systems are unavailable.

To close a transaction account linked to a NetBank Saver account, you'll first need to close the NetBank Saver account or link your NetBank Saver account to another transaction account in the same name.

4.6. How to stop a cheque

As long as a cheque hasn't already been presented, you can ask us to stop payment by calling **13 2221** or visiting your nearest CommBank branch. A fee applies (see 3.2).

4.7. Making a complaint

We try to get things right the first time — but if we don't, we'll do what we can to fix it. You can fix most problems simply by talking to us, so if you need to make a complaint, please call us on **1800 805 605**. We will:

- Keep a record of your complaint
- Give you a name, reference number and contact details for you to follow up if you want
- Respond to the complaint within 21 days, or tell you we need more time to complete our investigation
- Give our final response within 45 days.

If we can't complete our investigation within 45 days, we'll let you know why and give you the details of the Australian Financial Complaints Authority — a free, independent dispute resolution service that you can contact if you're not happy with how we handled your complaint (see contact details on back page).

You give us permission to collect, use and share your information with others as set out in this section and our privacy policy.

5.1. What information we collect

The information about you we may collect 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
- 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.

5.2. 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
- Design, price, provide, manage and improve our products and services
- Comply with relevant laws, for example the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006*, *Taxation Administration Act 1953* and *Income Tax Assessment Act 1936*
- Let you know about products and services you might be interested in
- Facilitate payment receipts and instructions.

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 don't want to receive direct marketing messages or want to change your contact preferences, log on to NetBank and click **Message Preferences**, or call us on **13 2221**.

The information you give us must be correct and complete. If not, you may be breaking the law and we may not be able to give you the products and services that best suit your needs. If you change your personal details (for example, address, phone number or email address) you must let us know as soon as possible.

6. What you can expect from us

5.3. Who we can share 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 can also share your information with others, such as:

- Brokers, advisers and people who act on your behalf
- Service providers, such as product distributors
- 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
- The PayID service and PayID service participants (see section 2.3).

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
- 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.

5.4. Our privacy policy and how to contact us

Visit commbank.com.au/privacy for our privacy policy or ask for a copy at any branch. It tells you about:

- Other ways and reasons we may collect, use or share your information
- How to access your information and correct it if it's wrong
- How to make a privacy-related complaint (including about our compliance with the Australian Privacy Principles) and how we'll deal with it
- Information on how we process any personal data you provide to us that is covered by the General Data Protection Regulation (GDPR) and your rights under the GDPR.

Sometimes we update our privacy policy. You can always find the most up-to-date version on our websites.

Want to speak to us about your privacy?



Email
customerrelations@cba.com.au



Phone
1800 805 605



Write to
CBA Group Customer Relations, Replied Paid 41, Sydney, NSW, 2001

6.1. We follow industry codes of practice

The Banking Code of Practice sets out the standards of practice and service in the Australian banking industry. The relevant provisions of the Banking Code of Practice apply to the products and services covered by these Terms and Conditions. When you carry out an electronic transaction (for example, a purchase transaction or transaction using online, mobile or telephone banking), we comply with ASIC's ePayments Code.

6.2. Changes to your terms and conditions

We can change your account features, interest rates and fees and any other term of your contract. We'll act reasonably when exercising these rights and only do so for legitimate business purposes.

How we tell you about changes

Change	Minimum notice period	Notice method
Fees and charges		
Introduce a new fee or change the minimum balance to which a fee applies	30 days	In writing ¹
Increase an existing fee	30 days	In writing ¹ or by advertising in the national or local media
Introduce or change a government charge	No later than the day of change	In writing ¹ or by advertising in the national or local media
Interest rate		
Change an interest rate	No later than the day of change	In writing ¹ or by advertising in the national or local media
Change how we calculate interest, how often we charge or pay interest, or which part of your balance interest applies to	30 days	In writing ¹
Transaction limits or liabilities		
Introduce, remove or change transaction limits or increase your liability for losses on transactions with a card, PIN, password or other code	30 days	In writing ¹

Change	Minimum notice period	Notice method
Other changes	No later than the day of change	In writing ¹ or by advertising in the national or local media
Unfavourable changes		
If we believe a change is unfavourable to you	30 days ²	In writing ¹ or by advertising in the national or local media

¹ Notices in writing may be provided electronically - see 2.1.

² We may give you a shorter notice period, or no notice, of an unfavourable change if we believe doing so is necessary for us to avoid, or to reduce, a material increase in our credit risk or our loss.

6.3. When you may not be able to access your account

There may be times when you can't use your account — for example, if our systems are down or faulty, or a merchant or ATM won't accept your card.

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

We can close your account at any time after giving you reasonable notice. We can also close your account without telling you if:

- Your balance is less than \$10 and you haven't used it for at least three months
- You don't give us the ID we ask for
- You haven't put money into or taken money out of your account for seven years (excluding Youthsaver accounts) unless you've asked us to treat the account as active or another exception applies. We'll transfer your balance to the Commonwealth Government's unclaimed moneys fund and you can apply to get this money
- For Pensioner Security Accounts, you stop receiving an eligible Australian pension or allowance.

For Youthsaver accounts, we may close the account without notice or not accept any more deposits if the account is used for purposes other than the child's personal use.

We can also suspend or close your account, cancel your card, PIN, password or device, or not process a transaction, without notice, if:

- We think your account is being used fraudulently or in a way that might cause you or us to lose money
- We believe on reasonable grounds that you may be a person, or acting for 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 or terrorism financing
- We reasonably consider necessary, for example to comply with laws in Australia or overseas or card scheme rules, manage regulatory risk or, for a transaction, if your instructions are not clear.

We may also cancel your Debit Mastercard or Keycard without notice if you haven't used it for six months.

Once your account has been closed (by us or at your request), you'll still be responsible for any transactions you or a user make to that account even after closure. If money is left in your account, we'll transfer it to another account in your name or send you a cheque — except where we transfer your balance to an unclaimed moneys fund.

6.5. When we may set off and combine accounts

We may without prior notice:

- Set off the whole or any part of your account balance to satisfy any amount you owe us under other accounts (including loan accounts) held in the same name
- Combine your account with such other accounts.

These rights don't apply to a loan account regulated by the National Credit Code, but we may exercise our banker's right to combine accounts.

If we combine your accounts, you'll have just one balance — and if it is a negative balance, you'll need to repay us this amount.

7. Meaning of words in this document

6.6. Things we need to do to comply with laws

To comply with laws in Australia or overseas (such as Australia's obligations to combat tax evasion), we may require additional information and may withhold funds you deposit until you provide it.

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.

You may need 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 after reasonable enquiry, that you do not believe the settlor is an overseas tax resident.

You must keep this information up to date, and notify us promptly of any change. To update this additional information:

- From Australia, call **1300 077 141** between 9am – 5pm, Monday – Friday (your local state time)
- From overseas, call **+61 2 9283 6096** between 9am – 8pm, Monday – Friday (Sydney/Melbourne Time).

Call charges may apply.

6.7. How you're protected

The Banking Act's financial claims scheme covers deposit amounts subject to a limit per depositor. You may be entitled to payment in some circumstances. For more information about the Financial Claims Scheme, visit **fcs.gov.au**

Term	Meaning
Available funds (effective 13 November 2020)	The funds that you have in your account that are presently available for you to use. For example, this takes into account your pending card transactions and overdraft limits
Bank	Includes any financial institution that accepts deposits
Card	A Debit Mastercard, Keycard or credit card linked to your account
CommBank app	Includes the mobile and tablet CommBank apps
Device	Any equipment or device used to access your account, including a mobile phone sticker (such as our PayTag) or a passbook
ePayments Code	The ePayments Code published by ASIC, a copy of which is available at asic.gov.au
Password	Any password or code we give a user, or that a user creates, that must be used before we process a transaction. This includes PINs, internet, phone or mobile banking passwords, and codes generated by a security token
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	The set of digits you need to enter into a keypad when making transactions with your card at an ATM or merchant terminal
Price option	An offer to a customer as to interest and fees available on a product
Purchase transaction	Includes taking cash out at a merchant, using a card
User	You and anyone else you authorise to perform transactions on your account
We and us	Commonwealth Bank of Australia (ABN 48 123 123 124)
You and your	The person or persons who hold an account. This includes a parent or guardian opening an account and each trustee of an SMSF or other trust account. When two or more of you are parties to the contract your undertakings and agreements in the contract bind you jointly and each of you separately.

We're here to help

Call us	<ul style="list-style-type: none">• 13 2221 6am - 10pm (local time) for general inquiries. Some services are available 24x7, see commbank.com.au• For reverse charge calls from overseas, call +61 9999 3283
Visit our website	commbank.com.au
Drop into a branch	Monday to Thursday 9.30am to 4pm, Friday 9.30am to 5pm
Access telephone banking for hearing or speech-impaired customers	Contact us using the National Relay Service — 24 hours a day, 7 days a week: <ul style="list-style-type: none">• 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• Internet relay users connect to the National Relay Service via relayservice.com.au then ask for 13 2221
Make a complaint	Group Customer Relations Commonwealth Bank of Australia Reply Paid 41 Sydney NSW 2001 Free call: 1800 805 605
Give us feedback	Online at commbank.com.au/feedback
Contact the Australian Financial Complaints Authority	Australian Financial Complaints Authority GPO Box 3 Melbourne VIC 3001 Phone 1800 931 678 or visit afca.org.au
