



Credit Card Migration Request

To change your existing CommBank credit card account(s) to a new CommBank credit card, complete and return this form to your nearest branch or mail it to **Credit Cards, Reply Paid 72551, PARRAMATTA NSW 2124**.



Important Information:

- Your existing account number will change if you are moving between Standard, Gold, Platinum, Diamond and Ultimate Awards products. Changes will be confirmed in writing to you.
- You will need to cancel any recurring payments (e.g. direct debits) if your account number changes and move them to your new account. You will need to arrange this with your merchants directly.
- If you use Autopay currently, it will be automatically transferred to the new account.
- Any outstanding balance and transactions not yet processed at the time of transfer may be processed at the new interest rate.
- If you are migrating to an Ultimate Awards or CommBank Essentials Credit Card you will be charged a monthly fee commencing from the date your next annual fee would be due.
- If you're migrating from an Ultimate Awards or CommBank Essentials Credit Card to any other card type, you will be charged an annual fee on your next statement date.
- 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 you switch credit card types, your new fee only becomes due and payable, once the time period covered by your previously paid fee expires. Exceptions may apply.
- 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 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.
- For Business credit cards you can only migrate between Business Awards and Business Platinum Awards products.
- Migrations are not available to or from a CommBank Neo Credit Card or CommBank Neo Business Credit Card.
- If you have a SurePay instalment plan on your card, the interest rate and repayments on your instalment plan(s) will not change when you migrate. If you have a large purchase or purchase balance plan and switch to a card with a lower standard purchase interest rate, you may be paying a higher interest rate on the plan than the purchase rate on the new product. You can cancel your instalment plan any time in NetBank, the CommBank App, by calling 132221 or by visiting any branch.
- Your existing account number will also change when requesting to change your scheduled bill day.

Section 1 – Primary cardholder

Title Mr Mrs Miss Ms Other

Surname Given name(s)

Current address

State Postcode

Business phone number Home phone number Mobile number

Section 2 – Current account to migrate

Mastercard or Visa card account number

Section 3 – New credit card account (tick (✓) one box only)

Transfer the balance and limit of account in Section 2 above to (NB: Migrations between a Personal credit card and Business credit card are not permitted):

Awards Credit Cards	Low Fee Credit Cards	Low Rate Credit Cards	Business Credit Cards
<input type="checkbox"/> Ultimate Awards (min. \$6,000 credit limit for Mastercard) <input type="checkbox"/> Diamond Awards (min. \$12,000 credit limit for Mastercard and \$15,000 for Visa) <input type="checkbox"/> Platinum Awards (min. \$5,000 credit limit for Mastercard and \$6,000 for Visa) <input type="checkbox"/> Awards	<input type="checkbox"/> Low Fee Gold (min. \$2,500 credit limit for Mastercard, not available for Visa) <input type="checkbox"/> Low Fee	<input type="checkbox"/> Low Rate Gold (min. \$2,500 credit limit for Mastercard, not available for Visa) <input type="checkbox"/> Low Rate <input type="checkbox"/> CommBank Essentials (min. \$400 credit limit, max. \$3,000 credit limit, not available for Visa, not eligible for cash advances or balance transfers)	<input type="checkbox"/> Business Platinum Awards (min. \$5,000 credit limit) <input type="checkbox"/> Business Awards

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 – Bill day change

If you are requesting to change your bill day you must complete this section.

Current bill day (if known)

Preferred bill day

Section 5 – Declaration

I acknowledge that my existing Credit Card Conditions of Use will continue to apply to my new credit card type. The Bank may decline my request, if my existing account is overlimit or in arrears.

**Applicable for migrations to a CommBank Essentials Credit Card only:**

I also acknowledge that in order to process my request to migrate to a CommBank Essentials Credit Card the following applies:

- I have a balance of less than \$3,000 on my existing credit card.
- I have a credit limit of less than \$3,000 on my existing credit card, or my credit limit will be decreased to \$3,000.
- I do not have a cash advance balance on my existing credit card.
- I do not have a balance transfer on my existing credit card.

Primary cardholder's authorisation

Date

Bank use only

Branch number

Branch name

Date

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.