

Important Notice to Commonwealth Bank Customers

This notice applies only to accounts opened from 1 February 2012. The Transaction, Savings and Investment Accounts Terms and Conditions are amended as follows:

- Front cover - This brochure sets out the terms and conditions that apply to any of the following products you may have: AwardSaver, Cash Investment Account, Everyday Account (Smart Access and Complete Access), GoalSaver Account, NetBank Saver Account, Pensioner Security Account and YouthSaver Account.
- 'How these terms and conditions apply to you' (Contents page) - These terms and conditions, and any amendments we notify you of, apply to any of the products identified on the front cover which you may have from time to time. We may also provide you with new or updated copies when you open a new product, and you can get a copy by visiting our website, calling us or by asking at any one of our branches.
- 1.1.1 'Goal Saver' (page 1) – If you open a GoalSaver account on or after 5 November 2011, a maximum of 2 GoalSaver accounts per customer may be opened.
- 2.1 'Your account statements and notices' (page 16) – We provide statements and notices electronically through our NetBank service where you have selected an account or service which only offers statements and notices electronically or it is agreed between us and you have not withdrawn your consent. Otherwise, we will provide statements and notices by mail to your home or nominated postal address (if you have a joint account and the account holders have the same address, then we may send one statement or notice addressed to all account holders).
- 2.1.3 'When we send account statements' (page 16) – The statement frequency (standard cycle) for Smart or Complete Access, Pensioner Security and Cash Investment Accounts with a Debit MasterCard is every 6 months.
- 2.12.3 'Financial Claims Scheme' (page 25) - 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. Information about the Financial Claims Scheme can be obtained from the APRA website at www.apra.gov.au and the APRA hotline on 1300 55 88 49 (if calling from within Australia) or +61 2 9210 3480 (if calling from outside Australia).
- 3.11 'When you don't pay certain fees' (pages 41/42) – From 17 October 2011, if you are 21 to 24 years old and opened your Smart or Complete Access account on or after 1 June 2010 you will be exempt from monthly account fees if you deposit at least \$1000 into the account each calendar month (excludes Bank initiated transactions). For joint accounts, we base the exemption on the age of the oldest account holder.

For more information please call **13 2221**, 24 hours a day, 7 days a week.

Commonwealth Bank of Australia ABN 48 123 123 124 AFSL 234945

Transaction, Savings and Investment Accounts

Dated 30 May 2011

Terms and conditions

This brochure contains the terms and conditions for the following accounts:

- AwardSaver
- Cash Investment Account
- Everyday Account (Smart Access and Complete Access)
- GoalSaver Account
- NetBank Saver Account
- Pensioner Security Account
- Youthsaver Account

If you have any questions about the terms and conditions or fees and charges, ask our staff or call us on **13 2221**.

These products are issued by the Commonwealth Bank of Australia

ABN 48 123 123 124 AFSL 234945

CommonwealthBank



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Part 1: Using your account

1.1 Making deposits

1.1.1 Ways to make a deposit

For all accounts except GoalSaver and NetBank Saver, you can deposit funds:

- at any of our branches;
- at selected Australia Post offices and authorised agencies;
- through any Commonwealth Bank ATM in Australia that displays a Deposit option on the menu. These are usually only at a branch. Our ATM's don't accept coins; or
- by arranging scheduled regular payments into your account, e.g. direct credit or periodical payment of your salary, pension or other income.

If you have a Youthsaver Account, you can also deposit funds at a school where we have School Banking arrangements (we may pay commission to schools for processing deposits).

GoalSaver

If you have a GoalSaver Account, you can only make deposits:

- at any of our branches;
- by transferring funds electronically through Telephone Banking and NetBank; or
- by arranging scheduled regular payments into your account, e.g. direct credit or periodical payment of your salary, pension or other income.

Interest earned on other accounts cannot be redirected automatically to a GoalSaver Account.

NetBank Saver

If you have a NetBank Saver Account, you can only make deposits by:

- transferring funds electronically from an existing Smart Access, Complete Access, Streamline or Pensioner Security Account in your name; or
- arranging to have your salary or any other income paid to your account by direct credit or periodical payment.

1.1.2 Deposits at Australia Post and other agencies

If you make a deposit at an Australia Post office or an other agency, it may take up to three days for us to update your account. The 'transaction date' for that deposit will be the day you made the deposit.

As we don't know about that deposit until it is presented to us, you may not draw against those funds until we have updated your account. Also, if you deposit a cheque, you can't withdraw those funds until the cheque is cleared.

1.1.3 Making a deposit at an ATM

We are responsible for the security of any deposits you make at our ATMs. When we count the money, we will confirm your deposit amount. If there is a discrepancy, we will tell you about it as soon as possible. Our count is conclusive evidence of the actual deposit amount – unless you can provide satisfactory evidence which proves otherwise.

Part 1: Using your account

1.1.4 Uncleared funds

Usually, you can't withdraw uncleared funds which are deposited through cheques and other payment instruments or credit transfers.

If we let you withdraw uncleared funds and they are later dishonoured, then:

- we will treat any overdrawn amount as an advance to you; and
- you will owe us a debt of that amount — see 'Overdrawing your account' on page 17.

1.1.5 Hold on NetBank transfers from unlinked accounts

To protect you or ourselves, we may place a hold on funds transferred to your account through NetBank from an unlinked Commonwealth Bank account. The hold may apply:

- if the transfer takes place on a business day before 11 pm (Sydney/Melbourne time), until the next business day;
- if the transfer takes place on a non-business day or on a business day after 11 pm (Sydney/Melbourne time), until the second following business day; or
- for as long as we reasonably need to investigate the transaction.

This section has been left blank intentionally

Part 1: Using your account

1.2 Making withdrawals

1.2.1 Making withdrawals, purchases and payments

Withdrawal method	Transact			
	Everyday Account		Pensioner Security Account	
	Smart Access and Complete Access ¹		Card/Cheque Option	
	Debit MasterCard	Keycard	Debit MasterCard	Keycard
Withdraw funds from an ATM in Australia.	✓	✓	✓	✓
Withdraw funds from an ATM overseas using the MasterCard network.	✓	-	✓	-
Withdraw funds from an ATM overseas using the Maestro/ Cirrus and Visa Plus networks.	-	✓	-	✓
Pay for purchases online, over the phone, mail order wherever MasterCard is accepted.	✓	-	✓	-
Pay for purchases (and withdraw cash at the merchant's discretion) at EFTPOS terminals.	✓	✓	✓	✓
Withdraw funds at our branches (and selected Australia Post offices and authorised agencies). ²	✓	✓	✓	✓
Pay by cheque (this is optional and only available if you're aged 18 years or over).	✓	✓	✓	✓
Transfer funds and pay bills using BPAY through Telephone Banking and NetBank.	✓	✓	✓	✓
Schedule regular payments from your account by periodical payment or direct debit.	✓	✓	✓	✓

- Smart Access and Complete Access are options of the Everyday Account.
- Minimum withdrawal amounts may apply for cash withdrawals at Australia Post offices and other agencies.
- Withdrawals cannot be made via Australia Post offices and authorised agencies. Scheduled withdrawals from your account using BPAY or NetBank are not allowed.
- Withdrawals must be made by transferring funds to a linked Commonwealth Bank Smart Access, Complete Access, Streamline or Pensioner Security Account in your name using NetBank or Telephone Banking.

This table shows the ways you can withdraw your money. Your options depend on the type of account you have.

Save				Park/Invest	
AwardSaver	GoalSaver	Youthsaver	NetBank Saver	Cash Investment Account	
				Debit MasterCard	Keycard
✓	-	✓	-	✓	✓
-	-	-	-	✓	-
✓	-	✓	-	-	✓
-	-	-	-	✓	-
✓	-	✓	-	✓	✓
✓	✓ ³	✓	-	✓	✓
-	-	-	-	✓	✓
✓	✓ ³	✓ Excluding BPAY through telephone banking	✓ Excluding BPAY ⁴	✓	✓
✓	-	✓ Direct Debit & Credit only	-	✓	✓

- ✓ Yes, you can use that option.
- No, you can't use that option.

Part 1: Using your account

1.2.2 Limits for cash withdrawals at Australia Post and other agencies

A minimum withdrawal amount may apply.

1.2.3 Daily card limits for cash withdrawals and purchases

Your daily card withdrawal limit is the total amount you can withdraw from all accounts that are linked to your card in one calendar day (Sydney/Melbourne time). A daily card withdrawal limit applies to all Keycards, Debit MasterCard's and Credit Cards. The limit applies within Australia (including other Bank's ATM's and EFTPOS facilities) and overseas.

The daily card withdrawal limit is in Australian dollars. Withdrawals in foreign currencies will be converted at the applicable rate and the Australian dollar equivalent will be applied against your limit.

Your daily card withdrawal limit applies to:

- ATM cash withdrawals debited to any account linked to your card;
- EFTPOS transactions debited to your transaction and/or savings accounts (unless you select the 'credit' option).

The daily card withdrawal limit does not apply:

- at in-branch counter terminals;
- to any Debit MasterCard EFTPOS transaction when the cardholder selects the 'credit' button on the terminal;
- to MasterCard PayPass™ transactions;
- to transactions processed manually by a merchant using paper vouchers.

Unless you have changed it since, if your card was issued:

- before 28 July 2008, then your limit is \$800;
- on or after 28 July 2008, then your limit is \$1000.

In some cases, your daily card withdrawal limit may be lower than those amounts. Commonwealth Bank ATMs may allow cash withdrawals of up to \$2,000 (\$1,000 at Commonwealth Bank Foreign Exchange ATMs where available), providing your unused daily card withdrawal limit is at least that amount.

Please be aware that ATM owners in Australia and overseas and EFTPOS merchants can set their own limits on how much you can withdraw in a single transaction, which may be lower than your daily card withdrawal limit. EFTPOS merchants may not allow cash withdrawals in some cases.

Confirming your card withdrawal limit or requesting a different limit

You can confirm and/or change your daily card withdrawal limit at any time using NetBank. Simply go to the 'Manage accounts' tab, select 'Manage my accounts' sub tab and then select the 'Change my daily card withdrawal limit' option. To help protect your account, you must be registered for NetCode SMS or NetCode Token to use this feature. You can also check and change your daily card withdrawal limit by calling **13 2221** or visiting your nearest branch.

We recommend that you keep your daily card withdrawal limit low and increase it only when you may need extra cash. You can then return it to a lower limit. This way you minimise your potential liability should your account be targeted by fraudsters.

Changes that you request to your daily card withdrawal limit are effective immediately.

Your liability for unauthorised transactions may increase if you ask for a higher daily card limit.

Part 1: Using your account

1.2.4 Daily limits for transfers using NetBank and Telephone Banking

This table shows the maximum amounts you can transfer each day using NetBank and Telephone Banking. These limits apply across all of your accounts.

How	Type of transaction	Daily limit
Telephone Banking or NetBank	Transfer to or from a linked account.	\$99,999,999.99
	Transfer to or from a linked credit card account (or up to the available credit limit).	\$99,999.99
NetBank	Transfer to a non-linked account.	\$2,000
	International Money Transfer	\$5,000
	Before you can use this service, you need to contact us to activate it. You must be registered for Two Factor Authentication before we will activate International Money Transfer.	
	Payments through BPAY.	\$20,000
Transfer to your Commonwealth Bank Travel Money card (or up to the maximum balance). ¹	\$25,000	

1. Refer to Travel Money terms and conditions for more information about reloading the Travel Money card.

Changing your daily limits for transfers

The table above shows the default transaction limits that apply. In some cases, the limits may be lower. To find out how these limits can be changed, login to NetBank, go to the 'Security' tab and select 'Payment limits', or call us.

If you ask us for a higher daily limit or ask us to activate the International Money Transfer service in NetBank, then your liability for unauthorised transactions may increase. Minimum transaction amounts may also apply. Call us for more details.

1.2.5 Stopping a direct debit or periodical payment authority

You may ask us to cancel a direct debit or periodical payment authority.

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.

If you have a Youthsaver Account and don't have full access to your account, then you need the consent of your parent or guardian to change or stop a regular payment arrangement.

1.2.6 Using your Debit MasterCard

When you use your Debit MasterCard at ATMs or EFTPOS terminals, you may be asked to choose between the 'credit' and the 'savings' options.

Whichever option you choose, the funds are debited to the underlying account. However, if you choose the 'credit' option to make a purchase, you may be able to exercise MasterCard chargeback rights – see 'Requesting a chargeback' on page 7.

When you use your Debit MasterCard to make purchases by mail order, over the telephone or over the internet, then the 'credit' option automatically applies to that transaction.

The remaining information in this section applies to your Debit MasterCard when the 'credit' option is used to process a transaction.

Checking your transactions

Make sure you keep all vouchers and transaction records you receive from merchants and check them against the transactions on your statement. If you have access to NetBank, you can check the transactions online.

Authorising your transactions

Some merchants, e.g. restaurants, hotels and car rental agents, may ask us to confirm that your account has sufficient available balance to meet the estimated cost of the goods and services. We treat this as a request for authorisation.

We may choose not to authorise a particular transaction. For example, there may be security issues with the transaction or network or, you may have insufficient funds in your account.

If we do authorise a transaction, we reduce your available account balance by the estimated cost of the goods and services. Normally, this is then cancelled out when the actual transaction is completed.

However, in the following situations, your available account balance may be reduced for up to six business days after the authorisation date:

- the merchant did not complete the transaction (e.g. you decided not to purchase the goods or services); or
- the actual amount the merchant charged to your account was different to the original amount we authorised and the merchant didn't cancel the original authorisation (e.g. a hotel might get authorisation for one night's accommodation when you check in but the amount later processed to your Debit MasterCard might be different to that authorisation).

Recurring transactions

You may authorise a merchant to regularly charge amounts to your account.

To cancel the authority, you should notify the merchant in writing at least five business days before the next transaction due date. Until you notify them, we are required to process transactions from the merchant. If the merchant doesn't comply with your request to cancel the authority, you can dispute the charges – see 'Requesting a chargeback' on this page.

Refunds

A merchant must issue a valid credit voucher to make a refund to you. We can only credit the refund to your account when we receive the voucher from the merchant's bank.

Requesting a chargeback

In some cases, MasterCard's scheme rules allow us to dispute a transaction and request a refund of the transaction (i.e. chargeback) for you from the merchant's financial institution. Usually, we can only do this after you have tried to get a refund from the merchant and were unsuccessful.

How to request a chargeback

To request a chargeback:

- tell us you want us to chargeback the transaction within 30 days after the date of the statement which shows the transaction; and
- provide us with any information we ask for to support your request.

If you don't follow these steps, we may lose any chargeback right we have under MasterCard's scheme rules. However, this doesn't apply to an unauthorised transaction that is regulated by the EFT Code – see 'Unauthorised transactions' on page 28.

What happens when we claim a chargeback

We will try our best to claim a chargeback for you. However, for your claim to be successful, the merchant's financial institution must first accept the claim. If they reject a chargeback, we will only accept the rejection if we are satisfied that it is reasonable and is consistent with MasterCard scheme rules.

As a result of our investigations, if we find that your account:

- has been incorrectly debited or credited, then we will adjust your account (including any interest and charges) and notify you in writing; or
- has not been incorrectly debited or credited or that you're liable for the loss or part of the loss, then we will give you copies of the relevant documents or evidence.

When we may block a transaction

You may only use your Debit MasterCard for lawful purposes. We may block purchases from certain websites or merchants if we have reason to believe that the products or services being offered:

- are illegal (under Australian law or the laws of other countries);
- contain offensive material; or
- pose a risk to either systems or the integrity of transactions or information.

1.2.7 Using NetBank (internet banking) and shopping online

We may disclose your information to the remitee/beneficiary of a NetBank transfer of funds to aid them in identifying the transaction.

NetBank Security and Secure Internet Shopping

If you are registered for NetBank, we may also register you for Two Factor Authentication or Secure Internet Shopping using either a NetCode SMS or a NetCode Token.

Two Factor Authentication provides an extra layer of security where you engage in transactions that can carry a higher risk, e.g., where you make International Money Transfers or purchase from merchants overseas. Two Factor Authentication assists in protecting your transactions in such circumstances.

For some NetBank transactions and functions, when you enter your password you may also need to answer correctly your Personalised Identification Questions.

If you are registered for Two Factor Authentication or Secure Internet Shopping:

- using a NetCode Token, then you must:
 - register the NetCode Token within 30 days from the date we sent it to you; and
 - generate and enter your current NetCode when you log in to NetBank and for some internet purchases using your Debit MasterCard;

- using NetCode SMS, then you must:
 - make sure your current mobile telephone number is registered with the Bank. (To check simply log in to NetBank, go to the 'Profile and Preferences' tab and select 'My contact details'); and
 - enter your current NetCode when requested in NetBank and for some internet purchases using your Debit MasterCard.

Your NetCode Token remains our property and you must return it if we ask you. We issue one active NetCode Token for each Client Number – it can't be used for a different Client Number. We may charge you for additional and replacement NetCode Tokens.

Removing or limiting your access

We may remove or reduce your NetBank access to transfers to non-linked accounts, BPAY payments and/or International Money Transfers (if applicable) if:

- we register you for or you choose to take part in Two Factor Authentication; and
- you don't register your NetCode Token with us within 30 days from the date we sent it to you; and
- you are registered for NetCode SMS but don't register your mobile telephone number with us; or
- you later tell us that you don't want to take part in Two Factor Authentication.

We may suspend Two Factor Authentication or Secure Internet Shopping if we have reason to believe that your online security is at risk, e.g. you entered the wrong NetCode more than once. If we do, your access to NetBank may be suspended or limited and Secure Internet Shopping won't apply until we reactivate it. If you have an exemption from Two Factor Authentication for any period of time, then Secure Internet Shopping won't apply during that time.

Using your mobile phone to access NetBank

The version of NetBank we've designed for your mobile phone links to the network of an Australian telecommunications provider. So if you have an overseas telecommunications provider, then you may not be able to access it.

To access NetBank on your mobile phone, you must be registered for Two Factor Authentication using NetCode SMS or a NetCode Token.

If you have an exemption from Two Factor Authentication for any period of time, then you won't be able to access NetBank during that time.

Connection charges

You're responsible for any amount that your telecommunications provider charges you to access NetBank from your mobile phone. This includes all call costs and data costs.

If you are overseas and have roaming access to the internet, then you can continue to use NetBank on your mobile phone. However, you may pay higher connection charges to your telecommunication provider.

Suspended Client Number

If we suspend your Client Number for any reason (e.g. you entered the wrong Password), then you can't access NetBank until we reactivate it.

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 NetBank Saver Account and GoalSaver Account.

If you tell us in time, you may be able to cancel a scheduled transaction. Otherwise, we will process the payment or transfer as originally instructed by you.

You can only cancel a scheduled transaction through NetBank.

When are e-banking transactions processed?

E-banking transactions on most accounts¹ are processed on the day they are made or scheduled to occur.

However, due to processing requirements, a funds transfer from your account made via NetBank or telephone banking between 12:00 midnight and 12:30am (Sydney/Melbourne time) on Sunday to Friday (inclusive) or a funds transfer made between 12:00 midnight and 1:30am (Sydney/Melbourne time) on Saturday may be treated as if the transfer occurred on the previous calendar day. For example, a NetBank funds transfer made at 12:15am (Sydney/Melbourne time) on Wednesday morning may be treated as if the transfer was made on Tuesday and will appear on your statement as at Tuesday's date.

Please note that the following e-banking transactions, whilst debited to your account as above, may not be processed by us or credited to the recipient's account until the next business day:

- transfers to Commonwealth Bank home loans, credit cards, Savings Investment Accounts, Passbook Savings Accounts and some other accounts that have not yet been moved to our new banking system¹;
- transfers to other financial institutions and BPAY payments made or scheduled to occur after 6pm (Sydney/Melbourne time) or on a non-business day.

Payments to accounts at other financial institutions will be credited to the recipient's account when the other financial institution processes the transaction, which may take up to 3 business days.

¹ We are progressively upgrading our banking system to provide a faster, more responsive service. During the changeover period, e-banking transactions on some accounts and transactions made after 3pm or on a non-business day may not be processed until the next business day. To find out when we process your e-banking transactions, visit our website or call us.

1.2.8 Using BPAY

BPAY (Bill Payment) lets you pay most bills over the telephone or using NetBank.

To use BPAY, you must first set up a password for Telephone Banking or register with NetBank. For more details, visit NetBank or call us.

If you have a NetBank Saver Account, then you can't use BPAY. If you have a Youthsaver Account, then you can't use BPAY over the phone.

You can't schedule a future payment or transfer through BPAY and NetBank for a GoalSaver Account.

Can you stop a BPAY transaction?

A BPAY transaction cannot be stopped once you have confirmed the relevant information.

What happens if a Biller can't process a payment?

If a Biller tells us that they can't process your BPAY payment, we will:

- notify you;
- credit the payment amount back to your account; and
- if needed, help you make a valid BPAY payment.

BPAY – what happens if there is a mistake or you find unauthorised transactions

If you make a BPAY payment by mistake, we will try to help you recover the payment from the Biller or any other person who received it.

If we can't recover the payment within 20 business days, then you are liable for that amount. You should then try to resolve the issue with the Biller or the person who received the payment.

If you report an unauthorised transaction and we find that your account has been:

- incorrectly debited or credited, then we will adjust your account (including any interest and charges) and notify you in writing; or
- correctly debited or credited or that you're liable for the loss or part of the loss, then we will give you copies of the relevant documents or evidence.

1.2.9 Using BPAY View

BPAY View lets you receive some bills electronically instead of by mail. You can use NetBank to view these bills and then pay them immediately.

To register for BPAY View, register on NetBank or call us.

What you agree to when you register for BPAY View

When you register to receive a bill or statement electronically through BPAY View, then you agree to the following:

- that you're entitled to receive that bill or statement from the applicable Biller;
- the bill or statement you receive satisfies any legal obligations a Biller has to provide you with bills and statements;
- that you will check your emails and NetBank at least once a week;
- to make sure that your mailbox can receive email notifications (e.g. it has enough storage space available);
- to tell us if you or any user are unable to access your email, NetBank or a link to a bill or statement for any reason;
- when a Biller sends you a bill or statement, we record that you received it on the day we notified you about the bill or statement by:
 - sending you an email to your server at your email address; or
 - posting a notification in NetBank;
- when a Biller sends you a bill or statement, we record that you did not receive it if:
 - we are notified that your mailbox is full;
 - we are notified that you can't receive our notification email; or
 - our notification email is returned to us undelivered.

- that we can disclose any personal information (e.g. your name, email address and that you are our customer) that a Biller needs to confirm that you have registered for BPAY View or have cancelled your BPAY View registration;
- that we can disclose any of your transactional information that is needed to process your BPAY Payments and any user's use of BPAY View;
- that you allow data to be collected by us or your nominated Biller(s) about whether you access your emails, NetBank and any link to a bill or statement;
- that you will tell us when your personal information changes and we can disclose this to all other participants in the BPAY Scheme as required; and
- that we can disclose to a Biller that one of the events set out under 'Receiving paper bills and statements instead of electronic ones' on page 13 has taken place.

Suspending or cancelling BPAY View

At any time, we can suspend or cancel your:

- use of BPAY View entirely or in relation to a particular Biller; and
- registration to use BPAY View.

We can do this without giving you any notice although we will take all reasonable steps to notify you.

Who's responsible for sending you electronic bills and statements?

We are not responsible for arranging or making sure that any Biller actually sends you a bill or statement (except as set out in this section).

If you don't receive a bill or statement from a Biller, or you can't view it using BPAY View, then you must contact the Biller to get a paper bill or statement.

What happens if there is a problem with BPAY View?

If you don't receive a bill or statement because it was:

- not sent to you on time or at all (other than because you failed to view an available bill);
- sent to the wrong person;
- sent with incorrect details; or
- sent to you after you have unsuccessfully attempted to deregister from using BPAY View;

then as soon as you become aware of any of these errors, you must tell the Biller and ask for a correct paper bill or statement.

If you pay a bill late, then you're responsible for paying any fee or interest the Biller may charge you.

Storing and deleting bills and statements

You can access a bill or statement, until one of these things happens:

- you delete it;
- the access period set by the Biller expires; or
- it's been 18 months since you received it (we'll delete it whether you have or haven't paid it).

Part 1: Using your account

Also, the maximum number of bills and statements you can receive through NetBank is 150. So, if you have 150 bills and statements and a new one is sent to you, then we will delete the oldest bill (based on when you received it).

Receiving paper bills and statements instead of electronic ones

In some cases, a Biller may choose to send you a paper bill or statement instead of an electronic version.

Unless we are also the Biller, we accept no liability to provide you with a paper bill or statement if any of these things happen:

- you or the Biller deregister from BPAY View;
- we are advised that your mailbox is full or that you can't receive our notification email of a bill or statement;
- our notification email to you is returned to us undelivered (e.g. your email address is incorrect or cannot be found);
- we are aware that you can't access your email or NetBank or a link to a bill or statement for any reason; or
- you can't access BPAY View because it is experiencing a technical problem or it's unavailable for any reason for longer than the period specified by a Biller.

If one of those things happens:

- we will take all reasonable steps to notify the relevant Biller (unless the Biller already knows about it); and
- we may notify the institutions shown under 'BPAY or BPAY View' on page 24.

1.3 Does your account earn interest?

If your account has a credit balance, we may pay interest and bonus interest. The amount and type we pay depends on the type of account you have. The tables on page 14 and 15 show how we calculate interest and when we pay it.

If you don't 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 copy, visit our website, call us or visit any of our branches.

Your Tax File Number (TFN)

You don't have to provide your TFN for your account. However, by law, we must deduct tax from the interest earned on your account if:

- you have not provided a TFN or TFN exemption; or
- you are a non-resident.

Part 1: Using your account

1.3.1 How we calculate interest and when we pay it

Interest	Transact		Save				Park/Invest
	Smart Access and Complete Access	Pensioner Security Account	AwardSaver	GoalSaver	Youthsaver	NetBank Saver	Cash Investment Account
We pay interest when you have a credit balance	✓	✓	✓	✓	✓	✓	✓
We calculate interest on the daily closing balance and pay it:							
<ul style="list-style-type: none"> • quarterly on the first calendar day in March, June, September and December; and • when the account is closed. 	✓	✓	✓	-	✓	-	-
We calculate interest on the daily closing balance and pay it:							
<ul style="list-style-type: none"> • monthly on the first calendar day; and • when the account is closed. 	-	-	-	✓	-	✓	✓
Tiered interest rates – we pay interest on your entire account balance at the applicable tiered interest rate (except as described on the next page for Pensioner Security Accounts).	✓	see next page	✓	-	✓	-	✓
If you make at least one deposit and no withdrawals in a calendar month, we pay bonus interest on credit balances.	-	-	✓	-	✓	-	-
If you make deposits which increase the balance of your account by at least \$200.00 (excluding interest earned on the account and Bank initiated transactions) in a calendar month, with no more than 1 withdrawal in the same period, we pay bonus interest on credit balances up to \$100,000.00 ¹ .	-	-	-	✓	-	-	-

1. To be eligible for bonus interest, the closing balance of the GoalSaver account on the last day of a calendar month (or the day prior to the day the account is closed) must be at least \$200.00 higher (excluding Bank initiated transactions and interest) than the opening balance on the first day of the same month. Bonus interest does not apply to any portion of the balance over \$100,000.00.

- ✓ Yes, it applies to your account.
- No, it doesn't apply to your account.

Pensioner Security Accounts and deeming thresholds

If you have a Pensioner Security Account, interest rates on your account change in line with the account balance tiers in the table below. Except for Tier 1, we structure our tiers in line with the Federal Government’s deeming thresholds and if those change we adjust our tiers accordingly.

Balances in Tier 1 or Tier 2 earn interest on the entire balance at the applicable tiered rate. If you have a balance in Tier 3, the portion of the balance below Tier 3 will earn interest at the applicable rate for Tier 2. The rate that applies to Tier 3 is paid only on the portion of the balance in Tier 3.

Tier 1	Tier 2	Tier 3
Less than \$2,000	From \$2,000 up to and including the Federal Government’s deeming threshold for single persons.	Amount above the Federal Government’s deeming threshold for single persons.

2.1 Your account statements and notices

We provide statements and notices:

- electronically through our NetBank service – but we will only do this if it is agreed between us, and you have not withdrawn your consent; or
- by mail to your home or nominated postal address – if you have a joint account and the account holders live at the same address, then we send one statement or notice addressed to all account holders.

2.1.1 Electronic communication

If you have asked to receive statements and notices electronically and we have agreed, you need to nominate an email address.

When the statement or notice is ready for you to view in NetBank, we will send you a notification e-mail.

We record that you received an electronic statement or notice on the day that our notification email enters 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).

2.1.2 How to ask for a statement

At any time, you can ask for a statement by logging into NetBank, go to ‘Manage accounts’ and select ‘Order statements’, or calling us. For some accounts, you can get limited information from an ATM. A fee may apply.

2.1.3 When we send account statements

This table shows when we provide statements and notices for your account.

	Account	Statement frequency (standard cycle)	
Transact	Smart Access and Complete Access	Debit MasterCard	Every 3 months
		Keycard	Every 6 months
	Pensioner Security Account (Card/Cheque option)		Every 3 months
Save	AwardSaver and GoalSaver Accounts		Every 6 months
	Youthsaver Account		
	NetBank Saver Account		
Park/ Invest	Cash Investment Account	Every 3 months	

Checking the transactions on your statement

As soon as you receive your statement, you should confirm the transactions shown with your transaction records and report any unauthorised transactions to us straight away.

When you check your transactions, keep in mind that the date you made a transaction may be different to the date shown on your statement. To find out more information on transaction processing dates, visit our website or call us.

2.2 Overdrawing your account

Your account is overdrawn when you spend more than you have – that is, the total of your withdrawal transactions exceeds your account balance and results in a debit or negative account balance. If you have an overdraft facility, then your account is overdrawn when your withdrawal transactions exceed your agreed overdraft limit. If you switch from one type of account to another (e.g. from Complete Access to Smart Access), your overdraft will continue to apply to your new account type.

We don't have to honour any withdrawal transaction (e.g. a cheque) which would cause you to overdraw your account. Depending on how we process that withdrawal transaction, we are entitled to charge you a fee and debit interest.

If we let you overdraw your account, then we treat the overdrawn amount as an advance to you and you must repay us that amount. Also:

- unless we agree to something else, you must repay the advance and any interest charged within 62 days – if you're aged under 18 years, you must repay the advance straight away; and
- if any payments are deposited into your account, then we apply them first to repay the advance and any interest charged.

2.2.1 Interest we charge

We don't charge debit interest when you overdraw your account if:

- you have a Youthsaver Account;
- you are aged under 18 years; or
- you hold the account in trust for someone who is aged under 18 years.

In all other cases, we charge you debit interest on the advance amount at the current rate for debit balances. We calculate debit interest daily and charge it to your account as shown in this table.

Account	When we charge interest
Smart Access or Complete Access Accounts, GoalSaver Account, and Cash Investment Account	On the first calendar day of each month (and when the account is closed or switched to another product).
Pensioner Security Account, AwardSaver Account and NetBank Saver Account	On the first calendar day of March, June, September and December (and when the account is closed or switched to another product).

2.2.2 Fees we may charge

If we let you overdraw your account, we may charge an Overdrawing approval fee – see 'Overdrawing approval fee' on page 33.

If we don't let you overdraw your account, we may charge a Unpaid cheques and debits fee – see 'Fees for common banking services' on page 35.

2.2.3 Set-off and account combination

You agree that we may set-off or combine the balance of your account with any of these accounts that you currently have or may have in the future with us (unless we know the accounts are held in different capacities e.g. one is held by you as trustee):

- any other on-demand account; or
- any loan account for which we hold security.

Our rights under this clause don't apply to any account which is regulated by the National Credit Code. However, if you have one of those accounts, we may still exercise our banker's right to combine your accounts.

2.3 Joint accounts

If you have a joint account, the following conditions apply unless we agree to something else when you open the account:

- each of you may operate the account independently of each other, including agreeing with us to change the terms and conditions in this brochure or the type of account to another referred to in this brochure;
- you may deposit any cheque or negotiable instrument payable to any one or more of you (other than NetBank Saver Account);
- the survivor(s) may close or retain the account;
- each of you may authorise us to send your account statements and notices electronically or not to send them electronically; and
- each of you may change your mailing or email address.

2.4 Self-Managed Super Funds Customers

If you are a Self-Managed Super Fund (SMSF) customer, you can open and maintain a Cash Investment Account with the Bank (subject to the terms and conditions contained in this brochure as varied from time to time).

By opening and maintaining a Cash Investment Account with the Bank, each trustee of the SMSF (including any corporate trustee) acknowledges and agrees:

- the account is held in their capacity as trustee only and in no other capacity; and
- they will immediately notify the Bank of any additions or changes to any trustee(s) of the SMSF.

Any signatory who is authorised to operate the Cash Investment Account in accordance with the specified method of operation, may act on the account and deal with the Bank in the following manner:

- withdraw money; and
- change the mailing or email address of the account.

The Bank will act upon the account operating authority details until these are varied (by removing or adding signatories) or cancelled. To vary or cancel the account operating authority, notice is required to be given in writing to the Branch where the Cash Investment Account is conducted or to your relationship manager. Upon receiving such notice, the account operating authority will be varied or cancelled. Any instructions received by the Bank in accordance with the account operating authority will be relied on by the Bank. The Bank will not be liable for any loss or damage

you or anyone else suffers where the Bank acts on those instructions in good faith, unless it is proved that the Bank was negligent. To the extent permitted by law, any such liability of the Bank is limited to the cost of supplying the services again.

2.5 Additional cardholders

If you ask us in writing, we may issue a card and PIN to another person. An additional cardholder must be 16 years or more.

You're responsible for how an additional cardholder uses their card and for all withdrawals, purchases or payments they make. The terms and conditions in this brochure apply to any additional cardholder – we suggest you give them a copy.

You can ask us to cancel a card issued to an additional cardholder – see 'Closing and stopping your card, account, PIN, code or device', on page 19.

2.6 Limited access for under 16s

If you are aged under 16 years, you need the consent of your parent or guardian who opened the account to get full access to your Youthsaver Account. If you don't get their consent, your parent or guardian must sign for each withdrawal.

If you have been given full access, you can:

- access your account through Keycard, Telephone Banking or NetBank — however, you may have limited access to NetBank and can only use B_{PAY} through NetBank; and
- make withdrawals or arrange a direct debit or periodical payment authority.

When you turn 16, you can request full access to your Youthsaver Account without your parent or guardian's consent.

If you are a parent or guardian and you give consent for your child aged under 16 years to get full access to their Youthsaver Account or to open a Smart Access or Complete Access account, you acknowledge that they also have full authority to operate any other Youthsaver Account in their name (whether existing or opened in the future).

If you have a Youthsaver Account we will contact you in the year you turn 18 to transfer your account to one of our other savings or transaction accounts.

2.7 Closing and stopping your card, account, PIN, code or device

2.7.1 What you need to do to cancel or stop your card, account or other device

You can ask us to cancel a card or other device issued to another user. You can also ask us to place a stop on your account. If we do this, you and any other user won't be able to make any further transactions on the account until you ask us to remove the stop.

When you ask us to cancel a card or place a stop on your account, the change does not apply straight away. You will continue to be liable for:

- transactions made before we process the stop or cancellation request;
- Debit MasterCard transactions where the merchant is not required to obtain authorisation (e.g. for transaction amounts under the merchant's 'floor limit'), until you have taken all reasonable steps to destroy the card or return it to us; and

- transactions that are made with a card or other device when any of our electronic transaction systems are unavailable until you have taken all reasonable steps to have the card or other device returned to us.

2.7.2 When we can cancel or stop your card, PIN, other code or device

For security reasons and to better protect your interests, if we believe that a card, PIN, password, other code or device is being used in a way that may cause losses to you or us, then we may cancel or withhold its use at any time – without giving you notice.

We may cancel a Debit MasterCard or Keycard if it is not used for 12 months or more.

If you haven't used your Debit MasterCard or Keycard for 12 months or more (via ATM or EFTPOS), you should contact us first to make sure it's activated.

We may permanently cancel your NetBank Client Number without giving you notice if:

- you have not used it for at least 12 months; or
- we have suspended it for security reasons (e.g. you entered the wrong password and did not contact us within a reasonable time to change your password and reactivate the Client Number).

If we cancel your Client Number, we will also remove your access to NetBank – without giving you notice. If you want to use internet banking again, you need to register for it by calling us or visiting NetBank.

2.7.3 When we may close your account

If your account has a credit balance, we may close it after giving you reasonable notice.

We may close your account without giving you notice if:

- your account has a nil balance and you have not used it for at least three months;
- your account is overdrawn and you have not used it for at least three months;
- your account has a balance of less than \$10 and you have not used it for at least 12 months. In this case, we will transfer the balance to another active deposit account in your name or send you a cheque;
- you have not provided the identification we asked for;
- you have not made a deposit or withdrawal on your account for seven years. In this case, we will transfer any credit balance to an unclaimed moneys fund where it doesn't earn interest (balances over a prescribed amount go to the Government's unclaimed moneys fund). You may apply for the transferred balance to be returned to you at any time; or
- we believe that your account is being used in a fraudulent manner.

Pensioner Security Accounts

We may also close your account if you stop receiving an eligible pension or allowance.

Youthsaver Accounts

We may also close your account or refuse to accept further deposits if the account is being used for purposes other than for the private and domestic use of the child.

Smart Access, Complete Access or Pensioner Security Accounts

Before you can close your last Smart Access, Complete Access or Pensioner Security Account, you must first close your NetBank Saver Account. When you close your NetBank Saver Account, we will transfer the credit balance to your nominated Smart Access, Complete Access or Pensioner Security Account.

2.7.4 When we are no longer able to help you

There are certain situations when we may:

- refuse to process any transaction;
- decide not to provide you with a product or service; or
- freeze or close your account.

We may do any or all of those things if we believe on reasonable grounds that you may:

- a) be a proscribed person or entity under the Charter of the United Nations Act 1945 (Cth);
- b) be in breach of the laws of any jurisdiction relating to money laundering or counter-terrorism;
- c) appear in a list of persons with whom dealings are proscribed by the government or a regulatory authority of any jurisdiction; or
- d) act on behalf, or for the benefit of, a person listed in a) to c).

2.8 How we process Electronic Funds Transfer (EFT) transactions

When an e-banking transaction is made on your account:

- if we can't apply the transaction in line with your instructions, we may apply that transaction to any account that is linked to your card, PIN or password;
- we may limit that transaction to specific amounts (e.g. maximum and minimum daily withdrawal limits); and
- we may process that transaction through a channel we select if it's possible to process the transaction using more than one payment or transfer channel.

2.9 Changes to your terms and conditions

We may change various features of your account. This includes making changes to:

- fees and charges;
- interest rates; or
- terms and conditions.

If we make many important changes over a short time, we will issue an updated brochure.

This table shows how and when we will tell you about any changes. However, we don't have to give you any notice if we need to make urgent changes to restore or maintain the security of our electronic banking systems or your account.

Change	Minimum days' notice we give you	How we tell you
Introduce a new fee or charge.	30 days	In writing ¹
Change how we calculate interest or how often we debit or credit interest.		
Change the balance ranges within which interest rates apply.		
Change the minimum balance to which an account keeping fee applies.		
Increase your liability for losses relating to transactions you make with a card, PIN, password or other code.	30 days	In writing ¹ or by advertising in the national or local media.
Introduce, remove or change the daily or periodical transaction limits that apply.		
Increase an existing fee or charge ² .		
Change the interest rate.	No later than the day of change.	
Change any other term or condition.		
Introduce or change any Government tax or charge.	No later than the day of change ³ .	

- 1 If you receive electronic statements and notices, we may provide the notice by email or on NetBank and send you a notification email to tell you it's available.
- 2 If the increase relates to the use of an access method or the issue of an additional or replacement access method, we will tell you in writing or electronically in accordance with note 1 above.
- 3 No notice is given by us if the change has already been publicised by a Government, Government agency or representative body.

Not happy with the change?

If you don't accept the changes we make to your account, you may close your account without fee or charge subject to any:

- right we had (before the change) to combine or set-off any part of your account balance – see 'Set-off and account combination' on page 18; or
- legal obligation we had (before the change) to pay any part of your account balance to a third party.

2.10 What to do if you have a complaint?

We accept that sometimes we can get things wrong, and when this happens we're determined to make them right again.

Talk to us

Most problems can be resolved quickly and simply by talking with us – see page 46 for contact details.

2.10.1 What we do when you make a complaint to us

- acknowledge your complaint and make sure we understand the issues;
- do everything we can to fix the problem;
- keep you informed of our progress;
- keep a record of your complaint;
- give you our name, a reference number and contact details so that you can follow up if you want to; and
- provide a final response within 45 days.

If we are unable to provide a final response to your complaint within 45 days, we will:

- inform you of the reasons for the delay;
- advise of your right to complain to the Financial Ombudsman Service (FOS); and
- provide you with the FOS contact details.

2.10.2 External dispute resolution

If you are not happy with the response we provide, you may refer your complaint to the Financial Ombudsman Service (FOS). FOS offers a free, independent dispute resolution service for the Australian banking, insurance and investment industries. Please refer to page 46 for contact details.

2.11 Customer information and privacy

2.11.1 Changing your personal details

We need to know your correct personal details. So you must tell us straight away if you change your personal details (e.g. address, name or email address).

2.11.2 Why we collect your information

We collect information about you or your entity (your information) because the law requires us to (e.g. to identify you). We also collect it to manage our customer relationships and tell you about products and services offered by the Commonwealth Bank Group (the Group), affiliated providers and external providers for whom we act as agent.

If you give us your electronic contact details, we may use this to communicate with you electronically, including providing updates, reminders and marketing information.

You must give us accurate and complete information. If you don't, you may be breaking the law and we may not be able to provide you with the products and services that best suit your needs.

2.11.3 Access to your information

You can ask for access to your information (subject to some exceptions). We may charge an access fee.

2.11.4 Who we may exchange your information with

We may exchange your information with others to confirm that it is correct.

The law may require or allow us to exchange your information with others (e.g. to help detect and prevent illegal activity).

We may exchange your information with members of the Group (including overseas members), so that the Group can have an overall view of its customers. This also lets other members provide you with information about their products and services.

We may also exchange your information with:

- brokers and agents who refer your business to us;
- other applicants named in an application and their legal and financial advisers;
- any person acting on your behalf (e.g. your financial adviser, solicitor, settlement agent or accountant); and
- organisations to whom we outsource functions.

We may send your information overseas if we outsource functions overseas, or to complete a particular transaction.

We make sure that our contractors, agents and outsourcing providers are bound by confidentiality arrangements.

BPAY or BPAY View

When you use BPAY or BPAY View, your personal and transactional information will only be disclosed to:

- us;
- BPAY Pty Ltd;
- the Billers nominated by you and their financial institutions; and
- any agent appointed by BPAY Pty Ltd to implement the BPAY Scheme (e.g. Cardlink Services Limited).

When you register for BPAY View with a particular Biller, we don't store the personal information you provide. You can request access to your personal and transactional information that is held by us, or BPAY Pty Ltd or its agent, Cardlink Services Limited.

2.11.5 More information

Our Privacy Policy statement tells you more about how we handle your information and how to contact us. Visit our website to download the statement or visit a branch.

2.12 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.

2.12.1 Code of Banking Practice

The Code of Banking Practice (the Code) is a voluntary code of conduct which sets standards of good banking practice. The Code applies to accounts that are held by individuals or by small business customers.

Our information booklet, *The Better Banking Book*, contains useful information about:

- how to open an account;
- our obligations to keep your information confidential;
- our complaint handling procedures;

- bank cheques;
- why it's important for you to quickly tell us when you are having financial problems; and
- why it's important for you to read the terms and conditions that apply to any banking service we provide to you or in which you are interested.

If you want a copy of the Code of Banking Practice or *The Better Banking Book* visit our website, call us or visit any branch.

2.12.2 EFT Code

The EFT Code of Conduct (EFT Code) governs e-banking transactions. It applies to EFT accounts. We warrant that we comply with the EFT Code.

The EFT Code does not apply to any credit aspects of your EFT account or EFT transaction – in these situations, the terms and conditions of your credit contract apply.

2.12.3 Financial Claims Scheme

The Financial Claims Scheme applies to these deposit accounts. The Financial Claims Scheme covers the total aggregated balances of all your deposit accounts* up to and including \$1,000,000.

* Note: includes your separate equal share in any joint deposit accounts with the Bank.

2.13 Protecting your account and liability for transactions

2.13.1 How to protect your account from unauthorised access

Your account can be accessed through various ways and you must do everything you reasonably can to protect your account so others can't access it. This means making sure your cards, PINs and other codes are not misused, lost or stolen.

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

This table shows what you need to do to protect your account and what we will do in certain situations.

If this happens...	You need to...	We will...
Your card, PIN, password, Client Number or device is lost or stolen.	Tell us as soon as you find out by calling us or by visiting any branch.	If you report the event, we will record the date and time of your call.
You think someone knows your PIN, password or other codes.	You may suffer loss if you don't tell us.	We will be liable for all losses after this time.
There has been unauthorised access to your account.		

How to protect your cards and devices (including NetCode tokens)

You should always:

- sign cards as soon as you get them;
- destroy cards when they expire or are no longer valid;
- return cards and devices to us if we ask for them;

- whenever you can, carry your cards and devices and regularly check them; and
- when you've completed a transaction, remember to take your card, cash and transaction record with you.

You must never:

- keep cards and PIN records near each other (e.g. in a briefcase, bag or wallet);
- leave cards and devices in a car; or
- keep cards or devices and PIN records in one item of furniture (e.g. different drawers of the same bedroom dresser).

How to protect your PINs or other codes

You should always:

- memorise a PIN, password or other code (excluding NetCode) as soon as possible – if you record it, disguise it so others can't decipher it;
- destroy or delete a PIN, password or other code record as soon as possible after you receive it;
- if you nominate a PIN, password or other code, use a word or number that is not obvious or can't be easily guessed (e.g. don't use date of birth, middle name, family member's name or driver's licence number); and
- take precautions when you use e-banking services (e.g. when you use an ATM, don't let anyone watch you enter your details).

You must never:

- tell or let anyone find out a PIN, password or other code – not even family or friends;
- record a PIN, password or other code (disguised or not) on a card or computer; or
- keep a record of a PIN, password or other code with your card or device.

When you haven't made a reasonable attempt to disguise a PIN or other code

You haven't made a reasonable attempt to disguise a PIN, password or other code if you record it:

- in reverse order;
- in code that is easy to understand (e.g. A=1, B=2);
- as a 'phone' number on its own or as a four digit number, prefixed by a telephone area code;
- as a 'date' (e.g. 9/6/63) on its own;
- as a series of numbers or words with any of them marked, circled or highlighted to show the PIN, password or other code; or
- as an obvious word or number or one that can be found in a wallet.

2.13.2 Liability for transactions

Generally, you're liable for any losses that are caused by a user. This includes you (in your personal capacity and where relevant, in your capacity as trustee), your legal representative and any person you've authorised to process transactions on your account. You will be liable for:

- transactions made by you or with your knowledge and consent;
- transactions made by any other user, unless you have told us to cancel that user's PIN or other code, and you have taken all reasonable steps to have the card or other device returned to us; and

- unauthorised transactions in certain circumstances – see ‘Unauthorised transactions’ on page 28.

Disputes with other parties

We are not liable if a merchant refuses to accept your card, PIN or other code. Unless we are a linked credit provider with a particular merchant, we are not responsible:

- for the goods and services supplied by merchant;
- for any dispute you have with a merchant; or
- if a merchant charges you the wrong amount.

You must resolve those issues with the merchant.

Entering the correct information

When you make a transaction using e-banking services, you’re responsible for telling us:

- the correct amount you want to pay or transfer; and
- the correct account you want the payment or transfer to be credited to.

The recipient’s account name is not part of your payment instructions and we or the recipient’s bank won’t use it or check it to make your payment.

This table shows some common mistakes that people make and what you need to do if you make one of those mistakes.

Mistake made	You need to...
The amount you entered or told us to pay was less than the required amount.	Make another payment or transfer to the recipient to make up the difference.
The amount you entered or told us to pay was more than the required amount.	Contact the recipient to get a refund – we are not responsible for giving you a refund. ¹
The account, biller code or customer reference number you told us to pay was incorrect.	Contact the recipient to get a refund. ¹

1. If you don’t know the recipient, or can’t contact them, call us on **13 2221**. We will try to recover the payment or transfer on your behalf. However, we are not liable for your loss.

What happens if the equipment doesn’t work properly?

This table shows who’s liable when something goes wrong with the electronic equipment you’re using to make a transaction.

The equipment you’re using	Who’s liable
The equipment accepts your instructions.	We are liable for any loss caused by a transaction that is not completed in line with your instructions.
The equipment does not accept your instructions or card and/or your PIN fails to activate the equipment.	We are not liable to you.

The equipment you’re using	Who’s liable
When you’re using the equipment, you’re aware that it’s not working properly.	We are only liable for correcting any wrong entry in your account. If we’ve debited any fees or charges as result of the wrong entry, we will refund them.

Equipment that is not owned by us

We continue to protect you under these terms and conditions when you use your card, PIN or password in electronic equipment that is not owned by us.

2.13.3 Unauthorised transactions

An unauthorised transaction is a transaction that is made without your knowledge and consent. The EFT Code determines your liability for losses which result from unauthorised EFT transactions. The EFT Code and the following sections dealing with unauthorised e-banking transactions don’t apply when you use your Debit MasterCard and sign to authorise the transaction, but chargeback protection may be available in those situations – see ‘Requesting a chargeback’ on page 7.

When you’re not liable

You’re not liable for any loss which results from an unauthorised transaction if any of the following apply:

- it is clear you (and where relevant, any other users) did not contribute to the loss in some way;
- the loss takes place after you notified us that a card or other device has been misused, lost or stolen or that someone knows your PIN or other code;
- our hotline facilities weren’t available at the time you tried to notify us that a card or other device has been misused, lost or stolen or that someone knows your PIN or other code – if this happens, you should visit or call one of our branches as soon as possible;
- the loss was due to fraud or negligent conduct by one of our employees or agents or anyone involved in the e-banking network;
- the loss happens because any part of an access method was forged, faulty, expired or cancelled;
- the loss results from a transaction which takes place before you received a device or code required to access the account;
- the same transaction was incorrectly debited more than once to your account; or
- the loss results from any conduct we expressly authorised (as long as any conditions we imposed were met).

When you are liable

You're liable for any loss which results from an unauthorised transaction where we can reasonably prove that you contributed to the loss – the following table sets out those situations.

Scenario	What you will be liable for
<p>A card or other device has been misused, lost or stolen or the security of your PIN or other code has been breached because of:</p> <ul style="list-style-type: none"> • user acting fraudulently; • user voluntarily discloses their PIN or other code; • user records or notes a PIN or other code on the outside of a card or device; • user keeps a record of a PIN or other code (without making any reasonable attempt to protect their security) on one article or on several articles which are kept with a card or other device or which could be lost or stolen at the same time as the card or other device; • user keeps a record of a PIN or other code (without making any reasonable attempt to protect their security) which may be used without a card or other device, on one article or on several articles which could be lost or stolen at the same time; • user selects or changes a PIN or other code to their date of birth or a recognisable part of their name (even though we specifically told them not to and the what the consequences will be); or • user was extremely careless in failing to protect the security of a PIN or other code. 	<p>The actual losses which take place before you notify us.</p>
<p>Unauthorised transactions take place because you unreasonably delayed notifying us after you become aware of the misuse, loss or theft or that the security of your PIN or other code has been breached.</p>	<p>The actual losses which take place from when you became aware (or should have reasonably become aware) up to when you notify us.</p>

2.13.4 Limits on your liability for losses from unauthorised transactions

Amount you won't be liable for

Even if we can prove that you contributed to the loss, you won't be liable for any amount that:

- was withdrawn from your account in a day or period which is more than the daily or periodical transaction limit;
- was withdrawn from your account which is more than your account balance or agreed overdraft limit;

- was withdrawn from an account which we had not agreed with you could be accessed using the access method; or
- we may recover under the MasterCard scheme rules when you use a Debit MasterCard.

Maximum amount you are liable for

If someone used your PIN or other code to perform the unauthorised transaction and we can't reasonably prove that you contributed to the loss, then you will be liable for the lesser of:

- \$150;
- the balance of your account (including any agreed overdraft limit) which could be accessed by the unauthorised transaction; and
- the actual loss when you notified us that the card or other device has been misused, lost or stolen or that someone else knows your PIN or other code (up to the daily or periodical transaction limit).

When we may reduce your liability

If you allege that a transaction was unauthorised and we have not placed a reasonable daily or periodical transaction limit on your account, then either we or an external dispute resolution body may decide to reduce your liability.

To do that, we or the external body will consider the following:

- whether the processes we used to verify that the transaction was authorised adequately protected you from losses without needing a reasonable daily or periodical transaction limit; and
- if the unauthorised transaction involved drawing on a line of credit using a card, PIN, password or other code (including drawing on your loan repayments), whether we took reasonable steps to warn you about the risks of unauthorised transactions on that line of credit when we provided it to you.

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.

Part 3: Fees and charges

3.1 Summary of key fees and charges

Key fees and free withdrawals you can make	Transact			
	Everyday Account		Pensioner Security Account ¹	
	Smart Access	Complete Access	Electronic	Full Access
Monthly account fee	\$4	\$6	-	-
Free withdrawals each month				
Electronic withdrawals.	Unlimited ²	Unlimited ²	15 ³	5 ³
Assisted withdrawals.	-	Unlimited ²	-	2
Overdrawing approval fee				
If we let you overdraw your account.	✓	✓	-	-
Withdrawal fee				
Charged when you exceed the number of free electronic or assisted withdrawals set out above or write certain cheques. ⁴	✓ assisted withdrawals and cheques only	-	✓	✓
Access fee				
When you use other service providers' networks.	✓	✓	✓	✓
NetBank service fees				
When you use NetBank to process certain transactions.	✓	✓	✓	✓

1. The Electronic Option applies automatically on eligible accounts unless you have chosen the Full Access Option (formerly known as the Assisted/Electronic Option) when opening your account. You may switch from the Electronic Option to the Full Access Option (formerly known as the Assisted/Electronic Option), or vice versa, at any time. If you do this, the change will apply the following month.
2. Excludes all ATMs overseas, EFTPOS and Debit MasterCard transactions overseas or involving currency conversion, transfer group payments to third parties, International Money Transfers and separate services such as bank cheques, periodical payments and transfers/deposits to other banks. Smart Access also excludes assisted withdrawals and cheques written.
3. Electronic withdrawals from Pensioner Security Account, Cash Investment Account and AwardSaver Account are counted in the following order: 1. ATM withdrawals, 2. EFTPOS transactions (purchase or withdrawals), 3. Transfers (ATM, Netbank or Telephone Banking) and 4. Direct entry debit/periodical payments.
4. We charge a withdrawal fee when you write a cheque which is negotiated through the clearing system.

This table shows the key fees you may be charged and whether they apply to your account. You may be exempt from paying the Monthly account fee and/or Withdrawal fees – see 'When you don't pay certain fees' on pages 41 to 42. We provide more detailed information about the individual fees on pages 33 to 39.

AwardSaver	Save			Park/Invest
	GoalSaver	Youthsaver	NetBank Saver	Cash Investment Account
-	-	-	-	\$5
1 ³	-	-	-	5 ³
-	-	-	-	2
✓	-	-	-	✓
✓	-	-	-	✓
✓	-	✓	-	✓
✓	✓	✓	-	✓

- ✓ Yes, it applies to your account.
- No, it doesn't apply to your account.

3.2 Monthly account fee

A monthly account fee applies to some accounts.

We debit your account on the first calendar day each month (and when the account is closed or switched to another product) for the previous complete calendar month – see the table on pages 31 to 32 for the amount that applies to your account.

The monthly account fee payable for partial months is calculated pro-rata on a daily basis. If you switch price options within the same product the next monthly account fee payable will be the total of the pro-rata monthly account fee payable for each option.

3.3 Overdrawing approval fee

An overdrawing approval fee applies to some accounts when we honour a transaction which causes your account to:

- be overdrawn; or
- exceed its agreed overdraft limit.

Type of fee	Amount
Overdrawing approval fee	\$10.00
We only charge one overdrawing approval fee, per account, per day irrespective of the number of transactions we honour. We won't charge this fee on any day there is a dishonour against your account.	

3.4 Government charges

Any government taxes, duties and charges that accrue in a calendar month are debited to your account on the first calendar day each month.

Type of fee	Amount
Stamp duty	\$0.20 per cheque
Cheques in Norfolk Island.	

3.5 Withdrawal fees

We charge the following withdrawal fees when you exceed the number of free electronic or assisted withdrawals you can make on your account or write a cheque – see the table on pages 31 to 32 for more details.

Any withdrawal fees that accrue in a calendar month are debited to your account on the first calendar day the following month (and when the account is closed or switched to another product).

If you switch products or price options, withdrawal fees for the partial month apply if you have already exceeded the number of free withdrawals applicable to the product/option you are switching from. If you switch from a price option that includes unlimited withdrawals to a price option within the same product that does not include unlimited withdrawals, the withdrawal fee exemption or concession that previously applied is cancelled immediately and withdrawal fees may apply for any withdrawals made during the current month.

Type of fee	Amount
Electronic withdrawal fee	\$0.30 each
<ul style="list-style-type: none"> • Transfer from your account made at a Commonwealth Bank ATM. • Direct entry debit or periodical payment. • All transfers or bill payments made via NetBank and Telephone Banking. 	
	\$0.50 each
<ul style="list-style-type: none"> • Cash withdrawal or purchase made via EFTPOS. • Cash withdrawal made at a Commonwealth Bank ATM in Australia. 	
Assisted withdrawal fee	\$2.00 each
<ul style="list-style-type: none"> • Withdrawal made over the counter at a Commonwealth Bank branch. • Withdrawal made over the counter at Australia Post or an agency (including EFTPOB/Bank@Post). • Cheque issued on your account and cashed over the counter at any Commonwealth Bank branch. • Withdrawal made via Telephone Banking using an operator. 	
Cheques negotiated fee	\$1.00 each
<ul style="list-style-type: none"> • Cheques you write that are negotiated through the clearing system – this excludes cheques cashed over the counter at a Commonwealth Bank branch. 	

When we don't charge a withdrawal fee

We don't charge withdrawal fees on the following types of withdrawal transactions. Also, we don't count these transactions towards the number of free withdrawals you can make on your account:

- direct entry debits to repay Commonwealth Bank Home and Personal Loans or CBFC Limited or Commonwealth Development Bank direct entry loan repayments;
- direct entry debits for Commonwealth Bank Mortgage Fund and The Colonial Mutual Life Assurance Society Limited;
- the fees and charges we debit to your account;
- government charges; and
- withdrawals where we charge you an access fee – see 'Access fee' on this page.

3.6 Access fee

We don't charge you an access fee when you use Commonwealth Bank or BankWest ATMs in Australia to make withdrawals or balance enquiries.

However, we do charge an access fee when you:

- use networks overseas – as shown in the following table; or
- use your Debit MasterCard;
 - overseas to make a purchase; or
 - anywhere to make a transaction that involves currency conversion.

No exemptions or concessions apply to access fees.

If your transaction fails because you made a mistake or there was a network error, then the access fee is not charged to your account.

When we charge you an access fee for a transaction, then we don't count that transaction towards the number of free withdrawals you can make on your account – see the table on pages 31 to 32 for more details.

Type of fee	Amount
Access to networks overseas	AUD\$2.00 each
<ul style="list-style-type: none"> ASB Bank ATMs in New Zealand. Commonwealth Bank ATMs outside Australia. 	
The fee is debited to your account when you make the withdrawal.	
Cirrus, MasterCard or Visa Plus ATM cash withdrawal.	AUD\$5.00 plus 3.00% of the transaction value
Maestro (EFTPOS) purchase or Debit MasterCard purchase or transaction that involves currency conversion.	3.00% of the transaction value

Withdrawals or balance enquiries through non-Commonwealth Bank ATMs

When you use a non-Commonwealth Bank ATM in Australia, the ATM owner may charge a fee (which will be disclosed at the time). Overseas ATM owners may also charge a fee but may not disclose it. If you proceed with the transaction, the ATM owner's fee will be debited to your account (in addition to any amount you withdraw).

How foreign currency transactions are processed

Visa converts purchases and withdrawals made in foreign currencies into Australian dollar equivalents at the rates set by Visa on the day it processes the transactions.

MasterCard converts purchases and withdrawals made in US dollars into Australian dollar equivalents. It converts purchases and withdrawals made in other foreign currencies into US dollar equivalents and then into Australian dollar equivalents, at the rates set by MasterCard on the day it processes the transactions.

We convert withdrawals made at the ATMs of ASB Bank in New Zealand and the Commonwealth Bank in Vietnam into Australian dollar equivalents at a rate set by us on the day we process the transactions.

The Commonwealth Bank in Indonesia converts withdrawals made at its ATMs into Australian dollar equivalents at a rate it sets on the day it processes the transactions.

3.7 Fees for common banking services

We charge you certain fees and charges for common banking services. We debit your account on the day we provide the service.

For the latest fee information and fees for other common banking services, refer to our brochure *Common Banking Services Standard Fees and Charges*. You can get a copy from our website, calling us or visiting any branch.

Type of service	Amount
Foreign cash	1% of sale amount (minimum \$8.00 per currency ¹)
Buy foreign currency notes from the Commonwealth Bank (including at a Commonwealth Bank Foreign Exchange ATM, where available).	
Unpaid cheques and debits	\$5.00
Items drawn on your account and dishonoured.	
Periodical payments or transfers	\$1.80
Per payment or transfer plus transfer fee, bank cheque fee, and postage as applicable.	
Special clearance of cheques/bills	
Per item.	\$15.00
Where our staff (or courier) need to visit the other financial institution to clear a cheque (minimum \$30.00 plus out-of-pocket expenses).	\$60.00 per hour
Statements of account	\$2.50 each
Issue of transaction list/unstated transactions.	
Stop payment notice	\$15.00 per request ²
When you ask us to stop payment on a cheque you have written.	
Transfers/Deposits to accounts at other banks	
We charge this fee in addition to the transfer fee shown under 'Periodical payments or transfers'.	
Where our customer is making the payment.	\$3.50
Where a non-customer is making the payment.	\$10.00 (plus \$2.00 per \$100.00 cash plus \$0.50 per cheque)
Vouchers	
If you ask us to retrieve a voucher (e.g. paid cheques, deposit/withdrawal slips, duplicate butt that records a transaction on your account.	
Voucher request.	\$4.00 per voucher (minimum charge \$12.00)
Numerous voucher requests.	\$60.00 per hour (spent to retrieve vouchers)

1. A foreign exchange fee of a flat \$8.00 applies at Commonwealth Bank Foreign Exchange ATMs (where available).

2. A request is a grouping of cheque(s) on the same account, that need to be stopped at the same time.

3.8 International and foreign currency services

We offer many international and foreign currency services including:

- International Money Transfers; and
- issuing and negotiating drafts and other overseas payments.

The fees that apply to those services are outlined in our brochure *International and Foreign Currency Services*. You can get a copy on our website or at any branch.

3.9 NetBank service fees

Certain fees apply when you use NetBank. These fees may apply in addition to any other fees that are described in Section 3 of this brochure.

Under each fee, we also outline when we debit the fee to your account.

Type of fee	Amount
<p>Third party payments within a transfer group</p> <p>When you make one or more payments to a transfer group which includes a third party, we charge you a fee when you pay more than 3 third parties each month.</p> <p>A transfer group is a pre-defined batch of payees. It can include both third party and linked accounts. You can make several payments at a time to a transfer group with only a single debit transaction to your account (e.g. to process a payroll).</p> <p>We charge this fee when we process each additional third party payment each month and debit it to the account from which the payment is made (unless fees can't be charged to that account or you nominate a different account).</p>	<p>\$0.50 each third party (first 3 payments to third parties per month are free)</p>
<p>International Money Transfers (IMT) fee</p> <p>When a transfer is processed, we debit the fee to the account from which the transfer was made.</p>	<p>Up to \$22.00 each (depends on country and delivery method)</p>
<p>IMT Amendment to detail</p> <p>When you ask us to change the original IMT (e.g. beneficiary name, bank details or address) or when the overseas bank can't process the payment on the information originally provided.</p>	<p>\$25.00 each</p>
<p>IMT advice of fate (trace) fee</p> <ul style="list-style-type: none"> When we receive a trace request. When we need to follow up the message we sent to an overseas bank to trace the payment. <p>We debit the fee to the account from which the transfer was made.</p>	<p>\$20.00 each</p> <p>\$10 per follow-up message</p>
<p>IMT cancellation and return of cover fee¹</p> <p>If you ask us to cancel an IMT that has been submitted, but has not yet been transferred to the beneficiary.</p> <ul style="list-style-type: none"> When we need to follow up the message we sent to an overseas bank to cancel and return the payment. <p>We debit this fee to the account from which the transfer was made.</p>	<p>\$35.00 each</p> <p>\$10 per follow-up message</p>

Type of fee	Amount
<p>File imports</p> <p>Each time you import payments into NetBank from a file (such as MYOB).</p> <p>We charge this fee when the file is imported and debit it to an account nominated by you.</p>	<p>\$2.50 per import</p>
<p>Unpaid scheduled payments fee</p> <p>A dishonour fee applies if there are insufficient available funds to make a scheduled payment.</p> <p>We charge this fee if we are unable to debit the account after 5 attempts².</p>	<p>\$5.00 each</p>
<p>Trace fee</p> <p>If you ask for confirmation that a third party payment was received at the destination account.</p> <p>We charge this fee when you ask us to initiate the trace.</p>	<p>\$25.00 per transaction</p>
<p>Recovery fee</p> <p>If you ask us to attempt a recovery of a third party payment.</p> <p>We charge this fee in addition to the Trace Fee and debit it to your account when you make a request.</p> <p>We do our best to recover the payment and charge this fee even if we don't recover the payment for you.</p>	<p>\$25.00 per transaction</p>
<p>Rejected Transaction fee</p> <p>If a payment transaction is rejected due to invalid destination account details.</p> <p>We charge this fee when the payment is rejected and debit it to the account from which the payment is made or a nominated account.</p>	<p>\$2.50 per transaction</p>
<p>Stop Cheque fee</p> <p>If you ask us via NetBank to stop payment on a cheque you have written.</p> <p>We debit this fee when you make the request.</p>	<p>\$15.00 per request³</p>
<p>Replacement NetCode Token fee</p> <p>If you tell us that your NetCode Token has been lost, stolen or broken.</p> <p>The first replacement token you ask for is free. But if you request a subsequent replacement token within any 12 month period from when you register your first token, then we charge you this fee.</p> <p>We debit this fee when you ask for a replacement NetCode Token.</p>	<p>\$25.00 per token (first replacement is free)</p>

1. This is a request only and depends on the overseas bank obtaining the relevant debit authority to be able to return funds. If funds are returned in foreign currency, they will be converted on the next business day using the telegraphic transfer buy rate.
2. We will make the first attempt on the day your scheduled payment is due and another four attempts on subsequent business days.
3. A request is a cheque or a range of cheques with consecutive serial numbers on the same account, that need to be stopped at the same time.

Part 3: Fees and charges

3.10 Relationship Balance

We may exempt you from paying the following fees on your account:

- monthly account fee; and/or
- withdrawal fees.

To get this exemption, you need to have an aggregate of savings and borrowings of \$50,000 or more in eligible contributing accounts as at the second last business day of each month. This is known as your Relationship Balance.

We calculate your Relationship Balance from eligible contributing accounts which you own either individually or jointly. If you are eligible, the exemption will apply in the following month on those accounts which are:

- held by you individually. The Relationship Balance is calculated from accounts held by you individually as well as any accounts held by you jointly. The balance of joint accounts is apportioned equally among the parties to the account.
- held by you jointly. The Relationship Balance is calculated only from accounts held by you jointly with the same joint account holders.

Eligible contributing accounts

The following accounts contribute to your Relationship Balance:

Accelerator Cash Account	Line of Credit (Colonial branded)
Base Variable Rate Home Loan [#]	Money Market Call Account
Base Variable Rate Investment Home Loan [#]	Mortgage Interest Saver Account
Austudy/Abstudy Loans	NetBank Saver
AwardSaver Account	Passbook Savings Account
CALIA Transaction Facility	Pensioner Security Account – Card/Cheque
Campus Loan	Pensioner Security Account – Passbook
Cash Investment Account	Personal Credit Line
Cash Management Call Account	Personal Loan
Complete Access	Private Banking Account
Complete Home Loan	Viridian Line of Credit
Commonwealth Direct Investment Account	Residential Property Investment Loan
Farm Management Deposit	Savings Investment Account
Fully Drawn Loan	Smart Access
GoalSaver Account	Streamline Account (including Streamline Overdraft)
Home Equity Facility	Term Deposit
Investment Home Loan	Term Loan

This section has been left blank intentionally

[#] Includes Commonwealth Bank and Colonial branded facilities.

3.11 When you don't pay certain fees

When we may exempt you from the MAF or WF
Relationship Balance – If your Relationship Balance is \$50,000 or more – see page 39.
Pensioner concession – If an Australian War Veteran or Aged Pension is directly credited to an account – applies to that account from the month it is directly credited.
Under 18's – If you are under the age of 18 and are: <ul style="list-style-type: none"> • an account holder; or • the beneficiary of a personal trust account. For joint accounts, we base the exemption on the age of the oldest account holder.
Under 21's – If you are under the age of 21 and are: <ul style="list-style-type: none"> • an account holder; or • the beneficiary of a personal trust account. For joint accounts, we base the exemption on the age of the oldest account holder.
21-24 year olds not in tertiary studies – For joint accounts, we base the exemption on the age of the oldest account holder. Only available to eligible customers whose account was opened before 20 October 2010.
Students and Apprentices – Where you attend an education institution located in Australia or are undertaking an Australian apprenticeship. You must show us suitable student identification.
Disabled customers – If you rely on over-the-counter services because you have a disability that prevents you from using e-banking facilities. You must apply for this exemption at your local branch. It will apply to a nominated account.
Wealth Package – If you have a Wealth Package and pay an annual package fee.
Complete Home Loans – If you took out a Commonwealth Bank Complete Home Loan on or before 31 October 1997 to buy the property you currently live in. This exemption applies for as long as your loan remains current. Only available to eligible customers whose account was opened before 20 October 2010.
Special Campaigns – Accounts opened during campaign periods that meet eligibility criteria. Eligible customers will have received written confirmation.
Minimum monthly deposit – If you opened your account on or after 1 June 2010 and deposit at least \$2,000 into the account each calendar month (excludes Bank initiated transactions).

This table shows when you're exempt from paying the Monthly Account Fee (MAF) or Withdrawal Fees (WF). Under each account, we show the fees you're exempt from paying in those situations. See pages 31 to 39 for more details about those fees.

Transact			Save	Park/Invest
Everyday Account		Pensioner Security Account	AwardSaver, GoalSaver, NetBank Saver and Youthsaver	Cash Investment Account
Smart Access	Complete Access	Card/Cheque		
MAF, WF	MAF	WF	–	MAF
MAF + 2 extra assisted withdrawals	MAF	2 extra assisted withdrawals	–	–
MAF, WF	MAF	WF	–	MAF
MAF, WF	MAF	–	–	–
WF	–	–	–	–
MAF, WF	MAF	–	–	–
MAF, WF	MAF	WF	–	MAF, WF
MAF, WF	MAF	–	–	–
MAF, WF	MAF	WF	–	MAF, WF
MAF	MAF	–	–	–
MAF	MAF	–	–	–

Part 4: Key words

If we use an example to show what a key word means, then that meaning is not limited to that one example or similar examples. Also, when we refer to a word in the singular it includes the plural and vice versa.

Access method

A method we make available to users to give us instructions to debit or credit an EFT account. An access method involves using devices, identifiers and codes or a combination of these to process a transaction. It does not include comparing a manual signature with a written sample to authenticate a user's authority to give the instruction.

Authorisation

The process used by some merchants to confirm your account has sufficient funds available for a transaction.

BPAY Biller

An organisation which sends you bills that you can pay through BPAY.

BPAY Payment

A payment you make to a BPAY Biller through BPAY.

BPAY

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

BPAY View

A facility you can use through NetBank to receive and/or access bill summaries and statements electronically from participating Billers you nominate.

BPAY and BPAY View are registered trademarks of BPAY Pty Ltd ABN 69 079 137 518.

Business day

A work day in the relevant location – that is not a:

- Saturday or Sunday; or
- public holiday, special holiday or bank holiday.

Client Number

The number we give you which, together with your password, lets you access your account through NetBank. You should not disclose your client number to anyone. The EFT Code refers to it as a 'code'.

Code

Information (e.g. PIN, password or answers to Personalised Identification Questions) that we intend for only the user and us to know. The user must enter this code to or through a device or electronic equipment to access an EFT account.

Device

A physical device (e.g. a card) you use with electronic equipment to access an EFT account.

Part 4: Key words

e-banking

A range of banking services where you use electronic equipment to process a transaction including: Telephone Banking; NetBank or Internet Banking; ATMs; Debit MasterCard; Keycards; BPAY and BPAY View; EFTPOS; Maestro/Cirrus; MasterCard; Visa Plus; and Automated Funds Transfers (AFTs).

Electronic Funds Transfer (EFT) account

An account we maintain for your personal use (i.e. not for business use) which lets a user initiate an EFT transaction from or to the account.

Eligible pension or allowance

Includes Aged Pension, Disability Support Pension, Carer's Pension, Wife's Pension, Widow's Pension, Australian War Veteran Pension and Mature Age Pension. (For Pensioner Security Account only.)

EFT Transaction

A funds transfer either from or to an EFT account and which is initiated by the giving of an instruction through electronic equipment using any access method.

MasterCard Scheme Rules

MasterCard International Incorporated's debit card rules which apply to all transactions you process with your Debit MasterCard using the 'credit' option.

Mobile phone

A mobile telephone or other compact telecommunications device you use to perform banking transactions.

NetCode

A random number that is generated when you use a NetCode Token or NetCode SMS.

NetCode SMS

A Bank-generated NetCode we send to your mobile phone to facilitate Two Factor Authentication or Secure Internet Shopping.

NetCode Token

A Device you use to generate a NetCode to facilitate Two Factor Authentication or Secure Internet Shopping.

Pensioner

A retired person or independent retiree who is at least 55 years of age, or receives an eligible pension or allowance from the Commonwealth Department of Family and Community Services or Department of Veterans' Affairs.

Personalised Identification Questions

When you perform certain transactions or use certain functions in NetBank, we may ask you pre-arranged security questions. If you don't give us the correct answers, then we won't let you process the transaction or use the function.

PIN

Your Personal Identification Number.

Relationship Balance

The aggregate balance of eligible accounts you hold with us.

Schedule (NetBank only)

A request you make to process a payment or transfer of funds at a future date.

Secure Internet Shopping

The method by which internet purchases using your Debit MasterCard with merchants who take part in MasterCard SecureCode are authenticated by requiring users to enter a NetCode or a password.

Self-Managed Super Funds (SMSF)

A registered Self-Managed Super Fund that complies with the Superannuation Industry (Supervision) Act 1993 and other relevant legislation.

Statement period

Each period for which we prepare an account statement if:

- you kept to these terms and conditions; or
- there was a transaction on your account (other than our writing off an amount you owed us) since the date we last drew up a statement.

Transfer

When you instruct us to transfer funds to any of your Commonwealth Bank accounts, your Commonwealth Bank Traveller's Cash card, or other financial institution transaction accounts (excluding Home Loans, Personal Loans and credit cards).

Two Factor Authentication

When you use your NetCode with your existing Client Number and password to authenticate you as a user.

User

You and any person you've authorised to perform e-banking transactions on your EFT account.

We, us and the Bank

Commonwealth Bank of Australia
ABN 48 123 123 124.

You and your

The account holder. For Youthsaver Accounts, this also includes the parent/guardian who signed the application form to open the account.

Visit our website

commbank.com.au

Call us – within Australia

13 2221 – 24 hours a day, 7 days a week

Call us – from overseas

+61 13 2221

Visit one of our branches

Monday to Thursday – 9.30 am to 4 pm.

Friday – 9.30 am to 5 pm.

Some branches open past these standard hours and on weekends. For details, visit our website.

Access Telephone Banking for hearing or speech impaired customers

Contact us using the National Relay Service (24 hours a day, 7 days a week):

- 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) and then ask for **13 2221**.

Make a complaint to Group Customer Relations, or request access to your personal information

Write or fax your letter to:

- Group Customer Relations
Commonwealth Bank of Australia
Reply Paid 41 Sydney NSW 2001
(fax: **1800 028 542**);
- Freecall¹ **1800 805 605**; or
- Submit your feedback online at our website: commbank.com.au/feedback
- Contact us through a third party, providing you give us written authority to deal with them about the complaint.

Contact the Ombudsman

Write or fax your letter to:

- Financial Ombudsman Service
GPO Box 3
Melbourne VIC 3001
(fax: **03 9613 6399**);
- Call **1300 78 08 08**
- Visit the website: fos.org.au

1. If you call from a mobile phone, the call is not free and will be charged at the applicable mobile rate.

