



13 August 2010

Victoria News Only:

Enhanced CommBroker Loan Tracking and Improved Notifications for Maintenance Requests for Securities in Victoria

Starting in Victoria, we are commencing a phased national rollout to leverage existing technology to streamline how we process the following maintenance requests:

- Full and Partial Release of Securities
- Consents
- Switching Loans
- Loan Portability/Substitutions

What's changing?

From Monday 16 August 2010, for maintenance requests sent to the Bank which involve a security in Victoria, you may notice enhancements to CommBroker Loan tracking and notifications. *These applications are identifiable by a 12 digit Bank Reference Number starting with '99'.*

Please note: There is no change to the way you submit maintenance requests to the Bank.

Enhancements to CommBroker Loan Tracking

There are several benefits for you, which include:

- **Enhanced visibility and more efficient tracking:** You can track maintenance activities better, including status updates, using CommBroker Loan Tracking.
- **Improved service over the phone:** When you phone the Bank regarding your maintenance request, all relevant staff will now have full visibility of the application.
- **Consistent with current home loan and top up process:** You will receive standard email/fax notifications at relevant milestones throughout the maintenance process including clear 'Application Exception' notifications when more information is required by the Bank.

What you need to do

- Refer to the new Maintenance Loan Tracking page on CommBroker for more details about the enhancements being made to CommBroker Loan Tracking. This page will be available under the Process section of CommBroker from Monday 16 August 2010.
- **Note:** You should continue to follow the existing process when submitting maintenance requests. Refer to the [Contact Information – VIC and TAS](#) page on CommBroker for the existing contact details.

These changes will be applicable for securities outside of Victoria in the future. We will advise you closer to the time when these enhancements become available.

For information on Commonwealth Bank home loan products and credit policies go to www.commbroker.com.au

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