



3 September 2010

Enhanced CommBroker Loan Tracking – Nationwide

We are continuing the phased national rollout - as announced in Edge dated 13 August 2010, to streamline the following maintenance requests:

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

The Benefits

The enhancements to loan tracking on CommBroker offer the following benefits:

- **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

The Changes

From Monday 13 September 2010, you will notice enhancements to CommBroker Loan tracking and notifications for maintenance requests sent to the Bank. These applications are identifiable by a 12 digit Bank Reference Number starting with '99'.

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

What you need to do

- Refer to the new [Maintenance Loan Tracking](#) page on CommBroker for more details about the enhancements to CommBroker Loan Tracking.
- **Note:** You should continue to follow the existing process when submitting maintenance requests. Refer to the relevant state link on the [Contact Us](#) page under the heading '**Where to Send Your Documents / Mortgage Services Contacts**' on CommBroker for the existing contact details.

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

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