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News for Brokers

3 February 2012

Emergency package activated to help Qld and Northern NSW residents affected by flooding

The Bank has activated its special emergency assistance package to assist Queensland and Northern New South Wales residents affected by recent flooding.

The emergency assistance package includes:

- Commlnsure fast-tracking claims for customers seeking help through their home and contents insurance. Customers can call 13 24 23 to lodge their claim.
- Offering advice on loan restructuring for business customers with existing loans, without incurring the usual Bank establishment fees.
- Assisting customers who may experience difficulties because of the flooding by engaging Customer Assist to consider changes to repayment arrangements for Commonwealth Bank Home Loans, Personal Loans or Credit Cards.
- Considering requests for additional loans (including emergency credit limit increases) where based on enquiries, the customer could meet the additional repayments without financial difficulty.
- Waiving prepayment charges over the next month for affected customers wishing to access Term Deposits, Commonwealth Investment Bonds and CBFC Debentures ahead of the maturity date.
- Waiving branch service fees where the customer is looking to obtain a service from the Bank because of recent flooding.

To discuss any aspect of the emergency assistance package, **please call Customer Assist on 1300 720 814** and complete a warm handover with the customer.

Although the full impact of this disaster is still unknown, we do know it is a very difficult time for our customers and for all the people suffering from personal damage to their homes and belongings. Commonwealth Bank will continue to provide much needed assistance to our people, customers and local communities.