

UPDATE

CommonwealthBank



Third Party Banking



18 June 2010

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Six monthly statements and new T&C booklet

Home/Investment Home Loan customers will receive their half yearly statements between Monday 5 July and Thursday 29 July.

The new Commonwealth Bank Consumer Mortgage Lending Products Terms and Conditions booklet (ADB2605 180610) will be effective Friday 18 June 2010 for new customers. The new version date on the cover of the booklet will be 'June 2010'. If you have copies of the Terms and Conditions booklet printed January 2010 (ADB2605 040110) please destroy and use the new version from Friday 18 June 2010.

Home loan letter updates

The Bank continues to work on the improvement of our customer documentation. We have re-written the following letters in more user-friendly language to enhance the customer experience. The current changes apply to Offer and Acceptance stages of Home Loan applications and will take effect on Saturday 19 June 2010. The changes are:

- **Borrower Document Cover Letter** – this will help to make the doc pack easy to execute and certify with simple and easy to understand instructions.
- **Consumer Credit Contract / Schedule** – this has been simplified with clear explanation of the credit codes and implications.

You can look forward to more letters being improved over the coming months.

For information on Commonwealth Bank home loan products and credit policies go to <http://www.commbroker.com.au/>

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