

CREDIT CARD PLUS

**HELPS PAY OFF YOUR
CREDIT CARD WHEN THE
UNEXPECTED HAPPENS**

Product Disclosure Statement (PDS) and
Policy Document
Preparation date: 12 April 2014



**INSURING
YOUR
CREDIT
CARD
PAYMENTS**

About this document

This PDS is designed to help you decide whether to buy CreditCard Plus.

The information it contains does not take into account your personal objectives, financial situation or needs and you should consider its appropriateness before acting.

All examples in this PDS are only intended to demonstrate how certain benefits are calculated. All benefits will be determined in accordance with the relevant policy terms.

All references to monetary amounts in this PDS are references to Australian dollars.

The information in this PDS is current as at the date stated on the cover, however it is subject to change. If we make a change that is materially adverse, it will be communicated to existing **policyholders**, in writing, by way of a Supplementary Product Disclosure Statement (SPDS) or a new PDS. Where a change in information is not materially adverse we will not notify existing **policyholders** or issue a new PDS or SPDS. However you will be to find the information about any changes at commbank.com.au/creditcardplus or you can contact us to request details of the changes in writing which we will send you free of charge.

Your Policy

Pages 8-20 inclusive (other than the examples or illustrations) of this PDS is your policy document for CreditCard Plus. Together with your policy schedule, the policy document makes up your insurance contract (the policy) with us.

This policy is governed by the laws of the State of New South Wales.

Meaning of words

Some words in this document have a particular meaning. To help you read this document we have **bolded** many of the important terms and have included them in one section. See *Glossary* on page 15.

In addition in this document:

We/Us/Our – refers to The Colonial Mutual Life Assurance Society Limited, the insurer

You – depending on the context, means either:

- The person applying for cover, before CreditCard Plus is purchased; or
- The policy owner and person insured as named on the policy schedule

About us

This PDS and policy is issued by The Colonial Mutual Life Assurance Society Limited ABN 12 004 021 809 AFSL 235035 (CMLA), and all premiums are paid to and benefits are paid from CMLA's Statutory Fund No.5. This policy has no savings elements or surrender value and will not participate in the profits or surpluses of CMLA or the Statutory Fund No.5.

CMLA is a wholly owned non-guaranteed subsidiary of the Commonwealth Bank of Australia ABN 48 123 123 124 and its subsidiaries (other than CMLA) do not guarantee the obligations or performance of CMLA or the products it offers.

Our principal office of administration is Level 1, 11 Harbour Street, Sydney NSW 2000.

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KEY INFORMATION

This summary gives you an overview of the key benefits, exclusions and limits of CreditCard Plus and should be read together with the rest of this PDS.

What is CreditCard Plus?

CreditCard Plus is optional insurance that can help pay your credit card balance in the event of your:

- **involuntary unemployment** or **temporary disablement**
- **permanent disablement**
- **terminal illness** or death

Who can take out CreditCard Plus?

You must be an Australian resident aged between 18 and 64 years old and the primary account holder of a Commonwealth Bank credit card. See page 12.

How much does it cost and how often will you pay premiums?

You will be charged a premium every month and it will appear as a transaction on your monthly credit card statement.

Your monthly premium is calculated on the date your statement is produced, not the date your credit card payment is due.

The premium rate is \$0.55 for every \$100 of the closing balance shown on the monthly statement, less any CreditCard Plus premium. See page 12.

Summary of cover and benefits

| What we cover | What benefit we pay | Please read more |
|---|--|------------------|
| If you become involuntarily unemployed | <p>20% of the outstanding balance for each month (or 1/30th of 20% of the outstanding balance for each day) you remain involuntarily unemployed after the waiting period.</p> <p>The maximum for each claim is the earlier of us paying:</p> <ul style="list-style-type: none"> • 150 days of payments • the outstanding balance of your credit card account on the date you became involuntarily unemployed • \$50,000 in total for all benefits for the life of the policy. <p>The minimum involuntary unemployment benefit we pay is \$25 per month.</p> | See pages 8-11 |
| If you become temporarily disabled | <p>20% of the outstanding balance for each month (or 1/30th of 20% of the outstanding balance for each day) you remain temporarily disabled after the waiting period.</p> <p>The maximum for each claim is the earlier of us paying:</p> <ul style="list-style-type: none"> • 150 days of payments • the outstanding balance of your credit card account on the date you became temporarily disabled • \$50,000 in total for all benefits for the life of the policy. <p>The minimum temporary disablement benefit we pay is \$25 per month.</p> | See pages 8-11 |
| If you become permanently disabled | <p>The outstanding balance of your credit card account on the date you became permanently disabled up to a maximum of \$25,000, plus a cash assistance payment of the same amount to you to help with medical treatment and ongoing lifestyle changes.</p> | See pages 8-11 |
| If you become terminally ill or die | <p>The outstanding balance of your credit card account on the date you became terminally ill or die up to a maximum of \$25,000, plus a cash assistance payment of the same amount to you or your estate if you become terminally ill or have died.</p> | See pages 8-11 |

Exclusions

Here's a summary of when we won't pay certain benefits. See page 11 for full details of when we won't pay.

| When we won't pay | Your benefits | | | | |
|---|-----------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|------------------------------------|
| | Unemployment** | Temporary disability | Permanent disability | Terminal illness | Death |
| Claim occurs in the no-claim period | Excluded within the first 60 days | Excluded within the first 28 days | Excluded within the first 28 days | Excluded within the first 28 days | |
| Claim arises from a pre-existing condition* | | Excluded within the first 12 months | Excluded within the first 12 months | Excluded within the first 12 months | Excluded within the first 6 months |
| Suicide or self-harm | | Excluded | Excluded | Excluded | Excluded within the first 6 months |
| Do not meet the 30 day waiting period | Excluded | Excluded | | | |
| Where you resign, accept voluntary redundancy, early retirement, abandon your employment or at the end date of your fixed-term contract | Excluded | | | | |

Read page 11 for more details.

** For the **involuntary unemployment benefit** we only cover certain types of **employment**. See page 9 for more details

* See page 11 for what pre-existing condition means for **temporary disability, permanent disability, terminal illness** and death.

WELCOME TO CREDITCARD PLUS

CreditCard Plus is insurance for your credit card that can help pay your credit card bill when you can't work.

Can't work? Don't worry about your credit card

If you become **involuntarily unemployed** or **temporarily disabled**, CreditCard Plus will pay 20% of your credit card balance each month – that's ten times the minimum amount due on your card.

If you die, suffer a **terminal illness** or become **permanently disabled**, CreditCard Plus can help pay off your **outstanding balance** in one payment, and pay you or your estate an additional cash assistance amount to help cover your costs.

Why CreditCard Plus?

Four good reasons:

- cover is pre-approved, acceptance is guaranteed (subject to eligibility rules) and we don't require a medical examination at application.
- you don't pay any more for your insurance because of changes in your age, job or lifestyle.
- you can claim even if you're entitled to other benefits, such as sick leave, worker's compensation or Centrelink benefits.
- we calculate premiums using the closing balance of your statement less any CreditCard Plus premium, so you only pay for what you've spent on your card.

Please read the whole of this document to understand the benefits, including their exclusions and limits.

When we will pay

CreditCard Plus can pay a benefit if you become:

- **involuntarily unemployed**
- **temporarily disabled** or **permanently disabled**
- **terminally ill** or you die.

If you become **permanently disabled**, **terminally ill** or you die, we also pay an additional **cash assistance benefit**, see *Cash assistance for terminal illness, death and permanent disability* on page 11.

If you become involuntarily unemployed

If you're **employed**, and you become **involuntarily unemployed** during the **period of cover**, we will pay 1/30th of 20% of the **outstanding balance** for each day you are **involuntarily unemployed**.

When we will pay this benefit

We start calculating payments after you've been **involuntarily unemployed** for 30 consecutive days (this is your waiting period). We then calculate the amount daily and credit it to your **credit card account** once each month or as we've otherwise agreed with you.

To receive (or continue to receive) the **involuntarily unemployment benefit**, you need to be actively looking for employment. We may request evidence from you to support this.

After we've paid a claim for this benefit you must be **employed** again for at least six months before you can claim for this benefit again – see *What we mean by employed and involuntarily unemployed* below.

For example, let's say you are **involuntarily unemployed** for 60 days and on the date you became **involuntarily unemployed** you had an **outstanding balance** of \$5,000 on your **credit card account**. If your claim is accepted we would pay a total of \$1,000 to your **credit card account**, the equivalent of \$33.33 per day for 30 days of unemployment (60 days minus the 30-day waiting period).

The maximum or minimum we will pay

The maximum we will pay for any one period of **involuntary unemployment** is:

- the **outstanding balance** of your **credit card account** at the date you were **involuntarily unemployed**, or
- \$50,000 in total for all benefits under the policy, whichever happens first.

The minimum **involuntary unemployment benefit** we pay for any one period of **involuntary unemployment** is \$25 per month.

What we mean by employed and involuntarily unemployed

| This type of employment... | Employed means... | We consider you 'involuntarily unemployed' if... |
|--|--|---|
| Permanently employed | You've been working for at least 20 hours per week in continuous, permanent and regular employment that is not seasonal in nature. | <ul style="list-style-type: none"> You lose your employment because your employer terminated your employment or made you redundant, and Are actively looking for employment. <p>If your loss of employment is of a voluntary nature (e.g. you resign), you don't qualify as being involuntarily unemployed.</p> <p>See page 11 for other examples of when we won't pay.</p> |
| Casually or temporarily employed | You've been working for at least 20 hours per week for the same employer in employment that is not seasonal in nature. | <ul style="list-style-type: none"> You lose your employment because your employer terminated your employment or made you redundant, and Are actively looking for employment. <p>If your loss of employment is of a voluntary nature (e.g. you resign), you don't qualify as being involuntarily unemployed.</p> <p>See page 11 for other examples of when we won't pay.</p> |
| Self-employed | You've been working for at least 20 hours per week, in a business or an enterprise and: <ul style="list-style-type: none"> you have power or control over the business or enterprise because you own it, or are a shareholder in the company that owns it, or are a partner in the partnership that owns it you're working for payment or reward, and you're not an employee. | You stop work in one of the following circumstances: <ul style="list-style-type: none"> You stop your business trading permanently or start to wind it up, or The business is placed in the hands of an insolvency practitioner, or If in a partnership, you dissolve or start to dissolve the partnership and <ul style="list-style-type: none"> Are actively looking for employment. <p>See page 11 for other examples of when we won't pay.</p> |
| Working under a fixed-term contract | You've been working under one or more contracts providing at least 20 hours per week of continual and regular employment, where the contract or contracts is or are: <ul style="list-style-type: none"> for salary or wages for a term no longer than a specified period with the same employer, and for a combined period of at least six consecutive months. | <ul style="list-style-type: none"> You stop work before the end date of the contract because your employer terminated the contract or made you redundant, and Are actively looking for employment. <p>If you voluntarily terminate the contract, you don't qualify as being involuntarily unemployed.</p> <p>See page 11 for other examples of when we won't pay.</p> |

If you become temporarily disabled

If you become **temporarily disabled** during the period of cover, we will pay 1/30th of 20% of the **outstanding balance** at the **date of disablement** for each day you are **temporarily disabled**.

When we will pay this benefit

We start calculating payments after you've been disabled for 30 consecutive days (this is your waiting period). We then calculate the amount daily and credit it to your **credit card account** once each month or as we've otherwise agreed with you.

If you suffer a related injury or illness, or have a recurrence of the same injury or illness within 30 days after the date on which you cease to be **temporarily disabled**, we will consider that related injury or illness or recurrence to be a continuation of the original claim.

After we've paid a claim for this benefit, you must be **employed** again for at least six months before you can claim for this benefit again – see *What we mean by employed and involuntarily unemployed* on page 9.

For example, let's say you were **temporarily disabled** for 150 days and on the day you became disabled you had an **outstanding balance** of \$10,000 on your **credit card account**. If your claim is accepted we would pay a total of \$8,000 to your **credit card account**, the equivalent of \$66.67 per day for 120 days (150 minus the 30-day waiting period).

The maximum or minimum we will pay

The maximum we will pay for any one period of **temporary disablement** is:

- the **outstanding balance** of your **credit card account** at the date you were **temporarily disabled**, or
- \$50,000 in total for all benefits under the policy, whichever happens first.

The minimum **temporary disablement benefit** we pay for any one period of **temporary disablement** is \$25 per month.

If you become permanently disabled

If you become **permanently disabled** during the **period of cover**, we will pay the **outstanding balance** of your **credit card account** at the **date of disablement** up to a maximum of \$25,000. We will credit this **benefit** to your **credit card account**. We will also pay the **cash assistance benefit** (see page 11).

For example, let's say you had an **outstanding balance** on your **credit card account** of \$30,000 on the day you were disabled. If your claim is accepted we would pay \$25,000 of that balance.

If we pay the **permanent disablement benefit**, and, as a result, the **cash assistance benefit**, we will not pay any other benefits (including another **permanent disablement benefit**) except for **terminal illness** or death.

If you become terminally ill

If you are diagnosed with a **terminal illness** during the **period of cover**, we will pay the **outstanding balance** of your **credit card account** at the date you are diagnosed up to a maximum of \$25,000. We will credit this benefit to your **credit card account**. We will also pay the **cash assistance benefit** (see page 11).

For example, let's say you had an **outstanding balance** on your **credit card account** of \$20,000 on the day you were diagnosed with a **terminal illness**. If your claim is accepted we would clear that balance.

If we pay this **terminal illness benefit** the policy ends. We will not pay the **death benefit**.

If you die

If you die during the **period of cover** we will pay the **outstanding balance** of your **credit card account** at the date you die up to \$25,000. We will credit this **death benefit** to your **credit card account**. We will also pay the **cash assistance benefit** (see page 11).

For example, let's say you had an **outstanding balance** on your **credit card account** of \$30,000 on the date of your death. If your claim is accepted we would credit your **credit card account** with \$25,000.

Cash assistance for terminal illness, death and permanent disablement

If we pay the **death benefit, permanent disablement benefit** or **terminal illness benefit** to your **credit card account**, we also pay the same amount again to you (or to your estate if you have died).

For example, if we have credited a **permanent disablement benefit** of \$25,000 to your **credit card account**, we will pay an additional \$25,000 **cash assistance benefit** to you. This payment can be used any way you like – perhaps towards rehabilitation, home modification or other bills.

Multiple benefit limit

We will only pay one of the **involuntary unemployment benefit, temporary disablement benefit, permanent disablement benefit, terminal illness benefit** or **death benefits** at any one time. For example if we are paying you an **involuntary unemployment benefit** and you suffer an injury, we won't also pay the **temporary disablement benefit**.

When we won't pay (or exclusions)

Death

We will not pay any amount if you die:

- directly or indirectly from suicide within the first 6 months of the **commencement date**, whether you are sane or insane, or
- within 6 months of the policy **commencement date** due to injury, sickness or disease for which you needed medical advice, consultation or treatment in the six months immediately before the policy **commencement date**.

Temporary disablement, permanent disablement and terminal illness

We will not pay any amount for **temporary disablement, permanent disablement** or **terminal illness** if any of these conditions is caused by, contributed to, or as a result of:

- from attempted suicide or self-inflicted injury, whether you are sane or insane, or
- within 12 months of the policy **commencement date** from bodily injury, sickness or disease for which medical advice, consultation or treatment was required within the 12 months immediately before the policy **commencement date**.

We will not pay any amount for **temporary disablement** or **permanent disablement** if either occurs within the first 28 days of the **commencement date** of the policy.

Cash assistance

If we don't pay a **permanent disablement, death** or **terminal illness benefit** we will not pay the **cash assistance benefit**.

Involuntary unemployment

We will not pay any amount for **involuntary unemployment** if you become **involuntarily unemployed**:

- at the **commencement date** of the policy or within 60 days of that date, or
- because the normal course of **employment** is of a seasonal nature or **employment** for a set period of time ended, for example the contract end date of your fixed-term contract, or
- because you resign, accept voluntary redundancy or early retirement or you abandon your **employment**.

UNDERSTANDING YOUR POLICY

Applying for cover

How to apply for CreditCard Plus

To apply for CreditCard Plus you can:

- complete an application at any Commonwealth Bank branch
- apply through Commonwealth Bank Netbank.

You may be able to arrange similar insurance through a different provider.

Each CreditCard Plus policy covers one credit card only. The insurance is optional – you don't have to take it out when applying for a credit card. When you complete the application, you must be truthful.

We provide cover under this product for losses caused by certain events. The extent to which CreditCard Plus cover applies is measured by reference to the amount you owe under your credit card agreement.

You should read this **PDS** carefully to understand the extent of the cover provided by this product and its limitations.

Eligibility

To be eligible for CreditCard Plus you must be:

- the primary account holder of a Commonwealth Bank credit card
- an Australian resident aged between 18 and 64 years old.

You must have agreed to pay the premium and have with us a valid agreement to debit your credit card.

How much it costs

How we calculate your premium

The premium rate is \$0.55 (including stamp duty) for every \$100 of the closing balance shown on your monthly credit card statement, less any CreditCard Plus (CCP) premium.

Maximum and minimum premiums

The maximum balance we will charge a premium for is \$25,000 (less any CCP premium) and as a result the maximum premium payable is \$137.50 per month.

There is no set minimum premium, however the lower the closing balance on the statement date the less there is to insure and so the lower your premium will be.

Example of how this works with your credit card statement

For example, Joanna's credit card statement for the month of May has a closing balance of \$3,000, less any CCP premium. Her monthly premium for that month is \$16.50 ($\$3,000/\$100 \times \0.55). In June, she pays off some of the balance, so the closing balance on her statement is \$1,000, less any CCP premium. Her monthly premium for June is \$5.50 ($\$1,000/\$100 \times \0.55).

When we deduct your premium

You pay the premium monthly, in arrears. We calculate your premium each month and deduct it from your **credit card account** monthly until the policy comes to an end or is cancelled.

When the policy starts

If you apply to take out a CreditCard Plus policy, your insurance contract with us starts from the day we have processed your completed application. We will confirm the **commencement date** in your policy schedule, which we send to you separately.

Cooling-off period

From the day we sent you the policy schedule, you have 30 days to consider whether it meets your needs (the 'cooling-off period'). Within this period you can cancel the policy by contacting us and we will refund in full any premiums you have paid.

Understanding the risks

There are a number of risks you should be aware of, including:

- this type of insurance cover may not be appropriate for your needs
- this cover will stop if the credit card to which this insurance is attached is cancelled or you cease to be the primary cardholder
- this policy may not cover all your credit card obligations.

Changing the terms of the policy

To the extent permitted by law we can change the terms and conditions of your policy including the premiums and benefits by giving you one month's advance written notice, which we can provide on or within your credit card statement.

We will only increase your premium if we increase all premiums for all CreditCard Plus policies issued on the same terms as your policy.

Cancelling your cover

When the policy ends

Your policy ends on the earlier of:

- you being diagnosed with a **terminal illness**
- your death
- your **credit card account** being closed, cancelled or withdrawn
- you ceasing to be the primary **credit card account** holder of the **credit card account**

- you ceasing to have the right to use the **credit card account** (you should tell us if this happens)
- us paying \$50,000 in total under this policy
- you turning 65
- you or us cancelling the policy

If your **credit card account** is cancelled and then re-instated, you must re-apply for cover by completing an application form. If we accept your application, cover will only apply from the date we accept it.

If you cancel the policy

To cancel your policy at any time:

- call us on **13 10 56** between 8am and 8pm (Sydney time), Monday to Friday, or
- send an email to creditcardplus@cba.com.au, or
- write to us at this address:
CommInsure Life Insurance Services
PO Box 328
Silverwater NSW 2128

All cover will end on the day we receive your request to cancel your policy. The policy does not have any cash value when you cancel it.

If we cancel the policy

If you don't pay the monthly premium within one month of the due date, we can decide to cancel the policy. If we do this we will write to you.

We will not assess claims for events that happen after the cancellation date.

Claims

What we require to assess your claim

If one of the events this policy covers occurs, you should contact us as quickly as possible to give us the details of the claim.

UNDERSTANDING YOUR POLICY

Making a claim

To claim:

- Call **13 10 56** between 8am and 8pm (Sydney time), Monday to Friday.

We will send you a claim form and a covering letter outlining the supporting evidence we need to be able to assess the claim.

Complete the claim form and return it to us with supporting evidence of your claim and your age. You must provide all certificates and evidence we require at your own expense, except where we ask for a medical examination or other tests.

Paying claims

We pay all genuine claims as soon as possible after we have received all the necessary documents and assessed the validity of your claim.

If we approve your claim, we will credit the payments to your **credit card account** and pay any **cash assistance benefit** directly to you or your estate.

Commission

We can pay a commission of up to 20% of the premium paid to the bank or another party as a result of the sale of this product.

Taxation

Generally, benefits paid due to death or **permanent disability** are not assessable for tax purposes and the premiums are not tax-deductible.

Taxation for other benefits may vary with individual circumstances and we recommend you discuss this with your tax adviser. This tax statement is based on the continuation of present laws.

GLOSSARY

| Term | Definition |
|--|--|
| commencement date | The date your policy starts and therefore the date that cover commences under your policy. Your commencement date will be shown on your policy schedule. |
| credit card account | Your credit card account with the Commonwealth Bank of Australia for which you have requested cover under this policy. |
| date of disablement | The date occurring on or after the commencement date , on which a registered medical practitioner certifies that you are unfit for work. |
| death benefit | The benefit that we pay if you die as described on page 10. |
| employed | See definition on page 9. |
| involuntary unemployment or involuntarily unemployed | See definition on page 9. |
| involuntary unemployment benefit | The benefit that we pay if you become involuntarily unemployed as described on page 9. |
| outstanding balance | <p>The lesser of:</p> <ul style="list-style-type: none"> • \$25,000, or • the debt owed on your credit card account on the date you died, or became: <ul style="list-style-type: none"> – terminally ill, or – permanently disabled, or – involuntarily unemployed, or – temporarily disabled. <p>Note that the outstanding balance used to calculate your benefit may not be the same as the closing balance used to calculate your premium.</p> |

GLOSSARY

| Term | Definition |
|--|---|
| PDS | Product Disclosure Statement |
| period of cover | The period from the commencement date until the date that your policy ends. |
| permanent disablement or permanently disabled | You have been: <ul style="list-style-type: none"> absent for six consecutive months from the date of disablement because of illness or injury from your usual occupation and from which you received wages, salary, or income before but not after the date of disablement, and, in our opinion, after considering medical evidence satisfactory to us, you are unlikely ever to return to those duties for which you may be suited by education, training or experience. |
| permanent disability benefit | The benefit we pay if you become permanently disabled , as described on page 10. |
| statement date | The date the statement is generated, as shown on the statement. |
| temporary disability benefit | The benefit we pay if you become temporarily disabled , as described on page 10. |
| temporary disablement or temporarily disabled | From the date of disablement through injury or illness, you are unable to perform the occupation, business or profession you were carrying on immediately before the date of disablement , and from which you received wages, salary or income. |
| terminal illness, terminally ill | You are diagnosed with a sickness or injury which will lead to death within twelve months (in the opinion of a specialist medical practitioner, whose opinion is supported by our medical officer). You will not be said to have a terminal illness until the medical practitioner certifies to us that you have this terminal illness . |
| terminal illness benefit | The benefit we pay if you are diagnosed with a terminal illness as described on page 10. |

PRIVACY

WHY WE COLLECT CUSTOMER INFORMATION, HOW WE COLLECT, USE AND PROTECT IT

Collecting information

'Customer information' is information about a customer. It includes personal information such as name, age, gender, contact details as well as your health and financial information.

How we collect it

We can collect and verify customer information in different ways and we will advise you of the most acceptable ways to do this.

The law may require us to identify our customers. We do this by collecting and verifying information about you. We may also collect and verify information about persons who act on your behalf. Collecting and verifying information helps to protect against identity theft, money-laundering and other illegal activities. We may disclose your customer information in carrying out verification e.g. we may refer to public records to verify information and documentation, or we may verify with an employer that the information you have given us is accurate.

What we collect

Depending on whether you are an individual or an organisation, the information we collect will vary. For instance, if you are an individual, the type of information we may collect and verify includes your full name, date of birth and residential address. If you are commonly known by two or more different names, you must give us full details of your other name or names.

Accuracy

You must provide us with accurate and complete information. If you do not, you may be in breach of the law and also we may not be able to provide you with products and services that best suit your needs.

How do we use your personal information?

We collect, use and exchange your personal information so that we can:

- establish your identity and assess applications for our products and services;

- price and design our products and services;
- administer our products and services;
- manage our relationship with you;
- manage our risks and help identify and investigate illegal activity, such as fraud;
- contact you, for example if we need to tell you something important;
- conduct and improve our businesses and improve the customer experience;
- comply with our legal obligations and assist government and law enforcement agencies or regulators; or
- identify and tell you about other products or services that we think may be of interest to you.

We may also collect, use and exchange your information in other ways where permitted by law.

Electronic communication

If we have your email or mobile phone details we may contact you electronically including by SMS. You may also receive information on the group's products and services electronically.

Direct marketing

If you don't want to receive direct marketing from us, you can tell us by calling **13 2221**.

Gathering and combining data to get insights

Improvements in technology enable organisations, like us, to collect and use information to get a more integrated view of customers and provide better products and services.

The Commonwealth Bank group may combine customer information it has with information available from a wide variety of external sources (for example census or Australian Bureau of Statistics data). Group members are able to analyse the data in order to gain useful insights which can be used for any of the purposes mentioned above.

PRIVACY

In addition, Commonwealth Bank group members may provide data insights or related reports to others, for example to help them understand their customers better. These are based on aggregated information and do not contain any information that identifies you.

Protecting your personal information

We comply with the Australian Privacy Principles as incorporated into the Privacy Act 1988 (Cth).

The Privacy Act protects your sensitive information, such as health information. When we need to obtain this type of information, we will ask for your consent, except where otherwise permitted by law.

Who do we exchange your personal information with?

We exchange your personal information with other members of the Commonwealth Bank group, so that the group may adopt an integrated approach to its customers.

Commonwealth Bank group members may use this information for any of the purposes mentioned under 'How do we use your personal information' above.

Third parties

We may exchange your information with third parties where this is permitted by law or for any of the purposes mentioned under 'How do we use your personal information' above. These third parties include:

- service providers or those to whom we outsource certain functions, for example, direct marketing, statement production, debt recovery and information technology support;
- your employer;
- brokers and agents who refer your business to us;
- any person acting on your behalf, including your financial advisor, solicitor, accountant, executor, administrator, trustee, guardian or attorney;
- medical practitioners (to verify or clarify, if necessary, any health information you may provide);
- claims-related providers, such as assessors and investigators, who help us with claims;
- auditors;
- government and law enforcement agencies or regulators; or
- entities established to help identify illegal activities and prevent fraud.

In all circumstances where our contractors and outsourced service providers become aware of customer information, confidentiality arrangements apply.

We may be required to disclose customer information by law, e.g. under Court Orders or Statutory Notices pursuant to taxation or social security laws or under laws relating to sanctions, anti-money laundering or counter terrorism financing.

Sending information overseas

From time to time we may send your personal information overseas, including to overseas Commonwealth group members and to service providers or other third parties who operate or hold data outside Australia. Where we do this, we make sure that appropriate data handling and security arrangements are in place. Please note that Australian law may not apply to some of these entities.

We may also send information overseas to complete a particular transaction or where this is required by laws and regulations of Australia or another country.

For more information about which countries your information may be sent to, see the Commonwealth Bank group privacy policy available at commbank.com.au.

Viewing your information

You can (subject to permitted exceptions) request access to your personal information by contacting Customer Relations (see page 19 for contact details).

We may charge you for providing access. For more information about our privacy and information handling practices, please refer to the Commonwealth Bank group privacy policy, which is available through commbank.com.au or on request from any Commonwealth Bank branch.

Making a privacy complaint

We accept that sometimes we can get things wrong. If you have a concern about your privacy you have a right to make a complaint and we'll do everything we can to put matters right. For further information on how to make a complaint and how we deal with your complaint please refer to Commonwealth Banks group's privacy policy, which is available at commbank.com.au or upon request at any Commonwealth Bank branch.

OUR ONGOING RELATIONSHIP

WE'RE HERE TO HELP YOU. LEARN ABOUT HOW TO REACH US, WHAT TO DO IF YOU NEED TO CLAIM OR HAVE A COMPLAINT.

Contact us

Whether you need something clarified, would like to update your personal or policy details, we're happy to help.

You can always get in contact with us in one of the following ways:

Email us

creditcardplus@cba.com.au

Call us

13 10 56 between 8.00am and 8.00pm
Monday to Friday (Sydney time).

Write to us

CommInsure Life, Insurance Services, PO Box 328, SILVERWATER NSW 2128

National Relay Service

The National Relay Service may assist anyone who is deaf or has a hearing or speech impairment:

- TTY/Voice: 133 677
- SSR: 1300 555 727

www.relayservice.com.au

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. Most problems can be resolved quickly and simply by talking with us.

To get help resolving your problem, call us on **13 10 56** or send an email to comminsureservices@cba.com.au and we'll review your situation and try to resolve it straight away.

We acknowledge every complaint we receive and provide our name, a reference number and contact details of the investigating officer. We keep you updated on the progress we're making towards fixing the problem. Usually, it takes only a few days to resolve a complaint. However, if we're unable to provide a final response within 45 days we'll contact you to explain why and discuss a timeframe to resolve the complaint.

If you aren't satisfied with our resolution and need further assistance, contact CBA Customer Relations on **1800 805 605** or by email to customerrelations@cba.com.au, or by writing to CBA Customer Relations, GPO Box 41, Sydney NSW 2001.

External dispute resolution

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

You can contact FOS on **1300 780 808**, or by writing to The Financial Ombudsman Service, GPO Box 3, Melbourne, VIC 3001 or visit them online at www.fos.org.au.

You can always get in contact with us in one of the following ways:

Email us

creditcardplus@cba.com.au

Call us

13 10 56 between 8.00am and 8.00pm
Monday to Friday (Sydney time).

Write to us

CommInsure Life Insurance Services.
PO Box 328 Silverwater, NSW 2128