Interest-free Low Fee Credit Card

Terms and Conditions

Commonwealth Bank of Australia has made an election under subsection 133BXA(1) of the National Credit Act that covers Interest-free Low Fee credit card accounts, and that election is in force.

Commonwealth Bank of Australia
ABN 48 123 123 124 and
Australian credit licence 234945.

20th October 2025

Content

Terms and Conditions

Concerned about a transaction?

Contact Us straight away (see back page for contact details) if You think there's been an unauthorised transaction on Your account or You want to request a refund for a transaction. If You don't tell Us within 30 days of the statement date, We may not be able to request a refund on Your behalf. Time limitations may not apply where the ePayments Code applies. See section 8 for more information.

Note: There may be times when You can't use your account – for example, Our systems may be down or faulty or merchants may not accept a card.

Interest-free Low Fee Credit Card Terms & Conditions

1. Your contract with Us

These terms and conditions and Your Schedule together make up Your credit contract. These terms and conditions do not contain all of the information We are required to give You before You enter into a credit contract with Us. Please read both documents, which contain all the information We need to give You.

Your contract starts when You activate Your digital card (see section 2 below).

1.1 What these terms and conditions cover

When You use Your Interest-free Low Fee credit card to make a purchase or pay for a service, these terms and conditions (as changed from time to time) apply. Unless not required by law, We will give You notice of any changes We make to these terms and conditions (see section 10 below). Otherwise, You can find a copy of the most up-to-date version anytime online at **commbank.com.au/credit-cards/interest-free-low-fee**.

1.2 Other terms and conditions

Using Your Interest-free Low Fee credit card account is also subject to the following:

- The Banking Code of Practice sets out the standards of practice and service in the Australian banking industry. The Banking Code of Practice applies to Your *Interest-free Low Fee credit card account*.
- Where You carry out an electronic transaction using Your Interest-free Low Fee credit card, We warrant that We will comply with ASIC's ePayments Code.
- The **Electronic Banking Terms and Conditions** apply whenever You access Your account electronically (for example using electronic equipment and/or a device to perform a transaction or access a service).
- The CommBank **app Terms and Conditions** apply when You use the app and are available when You download the app – to see the most up-to-date terms and conditions for Your CommBank app version, search 'Terms and Conditions' in the App search bar on the home screen.
- The AutoPay Terms and Conditions apply, if You choose to repay Your Interest-free Low Fee credit card account automatically using AutoPay.

2. Things to know before You start

If Your application is successful, You must activate Your digital Interest-free Low Fee credit card account via the CommBank app before you start.

As this is a digital only product:

- There is no physical card available.
- You must be registered for both NetBank and the CommBank app.
- You must provide Us with Your current email address and if that email address changes at any time, advise Us immediately of Your new email address.
- To update Your email address or contact details You can do one of the following:
  - Log on the CommBank app or NetBank
  - Visit any CommBank branch
  - Call 132 221
- For notices that We need to give you, You agree that We may communicate with You electronically. We won't give You paper statements or notices (exceptions may apply – see section 5 below).
- The notices We send You may contain personal information. To keep Your information safe, make sure that We always have Your most up-to-date email address and never disclose the access codes to Your email account or CommBank app, to any other person.

Important – You must not hold more than one Interest-free Low Fee credit card account at any one time. If this occurs, acting reasonably, We may close one of Your accounts (see section 9 below).

3. Transacting on Your account

3.1 How You can transact on Your account

In-store:

Make purchases in-store by adding Your Interest-free Low Fee credit card to Your eligible digital wallet. Once You add it to Your digital wallet, You can use Tap and Pay in-store anywhere Mastercard contactless payments are accepted, up to Your available credit limit.

Online:

You can use Your Interest-free Low Fee credit card to shop online or via the CommBank app. By using the CommBank app, You can temporarily lock Your Interest-free Low Fee credit card to prevent certain transactions (see full details set out in the CommBank app terms and conditions).

Keep in mind

When You use Your Interest-free Low Fee credit card or provide Your Interest-free Low Fee credit card details to make a payment, You give Us permission to act on those instructions, for example, pay a supplier of goods.

We debit Your account with (and then You owe Us), the amount of any purchases or payments, as well as any fees and other amounts payable in accordance with Your contract. You must then make repayments on the amounts owed as set out in these terms and conditions (see section 4 for more details).

International transactions

Your Interest-free Low Fee credit card can be used for international transactions in-store and online. You will be charged in Australian dollars for purchases in other currencies – these are converted to Australian dollars by Mastercard, who determines the exchange rate and conversion process.

In some cases, overseas merchants may allow You to transact in Australian dollars, in which case they set the exchange rate. Although this method may provide You with the peace of mind and convenience of exchange rate certainty, You'll often end up paying more for the transaction.

As the Interest-free Low Fee credit card is accessible via a digital wallet (like CommBank app Tap & Pay, Apple Pay, Google Pay or Samsung Pay), keep in mind that some overseas merchants do not accept digital wallet transactions. When travelling, ensure the country You're visiting allows digital wallet Mastercard payments if You plan to use Your Interest-free Low Fee credit card.

Regular payments

- You can arrange for a regular payment, such as a recurring bill, to be automatically paid from Your Interest-free Low Fee credit card.
- If Your Interest-free Low Fee credit card number changes, remember to give each biller Your updated card details so payments continue. In some cases, We automatically provide Your new card details to Mastercard and, depending on arrangements between Mastercard and the merchant, Mastercard may provide those details to merchants You have regular payments with.
- To cancel a regular payment, give the merchant at least 15 days' notice before the next scheduled transaction is due. If the merchant continues charging money, contact Us immediately so We can try to get Your money back.

3.2 What You can't use Your Interest-free Low Fee credit card for

Cash Advances are blocked, for example withdrawing cash from an ATM, making funds transfers from Your Interest-free Low Fee credit card account and Gambling transactions. Exceptions may apply. For example, We may not be able to block transactions that do not come to Us for authorisation or if the information We rely upon to identify a transaction type, is inaccurate.

4. Your repayments

4.1 What You have to pay

- You must pay the minimum payment shown on each statement of account We give You. We'll give You a statement of account for every Statement Period, as soon as practicable after the end of that statement period (see section 5 below).
- Depending on how much You have spent during Your Statement Period, Your minimum payment will be one of the following amounts:
  - If You've spent $40 or more during the statement period shown on Your statement of account, $40;

- If You've spent less than $40 during the statement period shown on Your statement of account, the amount You've spent; or
- If You have spent more than Your credit limit during the statement period shown on Your statement of account (that is, excluding any amount You spent over Your credit limit during statement periods shown on previous statement of accounts We've given You) – the amount You've spent over Your credit limit plus $40.

4.2 When You have to pay

- You must pay the minimum payment shown on Your statement of account by the due date shown on Your statement of account. The due date shown on Your statements of account is 14 days from the last day of the statement period to which that statement of account relates.
- Overdue amounts (that is, minimum payments that You've failed to pay on the date shown on previous statements of account that we've sent You) are payable immediately.
- Your statement of account will also show the total amount You owe (Your closing balance). You can repay this amount at any time, fully or partially.

4.3 How to pay

Repayments to Your Interest-free Low Fee credit card account can only be made via:

- Setting up an automatic monthly repayment on the CommBank app and NetBank via AutoPay
- Manual transfers from Your CommBank deposit account via the CommBank app or NetBank
- BPAY transfers through the CommBank app, NetBank or from a non-CommBank account.

Payments to Your account by Us or any other third party, do not discharge Your obligation to pay any amount that You are obliged to pay to Us by the due date, including but not limited to Your obligation to repay Your minimum payment.

4.4 Important things to know about Your repayments

- Each month, You must repay the minimum payment shown on Your statement of account, by the due date shown on Your statement of account (although You can repay more, up to Your total amount owing).
- Refunds credited to Your account and cashbacks (for example, payments We make to Your account for any reason, including for example, those from CommBank Yello or refunds and payments by Us for transactions You successfully dispute or to reimburse You for bank errors) do not satisfy in whole or part, Your obligation to pay Your minimum payment when due.
- Your repayment is usually applied on the date We process it which may be later than when You made it (for example if You use another bank to send Us a payment). Transfers from other accounts to Your credit card (including AutoPay) may need to be Cleared before We increase Your available credit. If Your repayment does not Clear the amount will be reversed.
- See section 9 of these terms and conditions below for important information about what happens if You miss a repayment.
- You must not transfer funds to Your Interest-free Low Fee credit card account so that it's placed in credit. Where Your account has a credit balance You agree that We may transfer the funds to another CommBank account in Your name.

5. Statements and notices

We'll give You a statement of account for every Statement Period (except where the law considers this unnecessary), in the manner set out in section 5.1 (below) and as soon as practicable after the last day of the Statement Period to which Your statement of account relates.

5.1 How You'll receive Your statements of account and notices

By accepting these terms and conditions, You agree that We may give You information or documentation that We are required to under these terms and conditions and any relevant law or code of conduct – including statements of account and notices – in any way permitted by law, including electronically, by:

a. sending the statement or notice to You via email or SMS message (to the email address and/or phone number You have given Us for contacting You)

b. publishing the statement or notice on NetBank and/or the CommBank app, and letting You know the statement or notice is there, by sending You an email or SMS message (to the email address and/or mobile phone number You have given Us for contacting You);

c. other ways We agree with You.

At times, We may give You a paper statement of account or notice, including but not limited to, if Our electronic equipment or systems do not work properly or are unavailable for use or if it is not reasonably practicable for Us to do so (for example, if the systems or process requirements have not yet been or cannot be, configured). When We do this, You agree that We can send Your statement of account or notice by post to the residential address You've provided to Us.

We may also or alternatively, give You certain notices by advertising in the national or local media (see section 10 below).

As this is a digital only product:

- We won't give You a paper statement of account or notices (unless the exception above applies)
- You must provide Us with a valid and current email address
- You must be currently registered for NetBank and the CommBank app.

You can update Your contact details and access Your statements of account at any time in the CommBank app or NetBank.

6. Fees and charges

Your Interest-free Low Fee credit card account has a monthly fee of $10 which We debit from Your Interest-free Low Fee account at the end of each Statement Period.

The monthly fee will not be charged if You have:

a. Paid the full outstanding balance on Your previous statement of account by the due date, and

b. Not made any transactions in the current statement of account period.

No interest charges are payable under this contract.

7. Limits that apply

Your Interest-free Low Fee credit card account has a set maximum credit limit. We let You know what it is in Your Schedule, and You can see Your maximum credit limit in the CommBank app or NetBank. As You make purchases Your available maximum credit limit will decrease and as You make repayments Your available maximum credit limit will increase.

We will take reasonable steps to prevent You going over Your credit limit. However, in certain circumstances, for example when systems are down or payment authorisation is not required, it may be possible to go over Your approved credit limit. If this happens, this may impact Your minimum payment as set out in section 4, above.

You can reduce Your maximum credit limit to the minimum credit limit available for Interest-free Low Fee credit cards account by using the CommBank app or NetBank. If You're reducing Your limit, You'll need to ensure Your total balance is less than the new limit You're requesting. You can find out what the minimum credit limit for Interest-free Low Fee credit card accounts is on the CommBank website.

8. What to do if You are concerned about a transaction

8.1 Key things to know

Let Us know right away (see the last page for how to contact Us) if:

- You think someone used Your Interest-free Low Fee credit card without permission, or
- You want to ask for a refund for a transaction.

8.2 Tell Us straight away (see contact details on back page)

You should regularly check Your transaction history and each statement as soon as You receive it to make sure there are no errors or unauthorised transactions.

You must tell Us straight away if:

- A digital account or other device (including the smart phone, smart watch, Apple tablet or Android tablet You use to access Your Interest-free Low Fee credit card) has been lost, stolen or misused.
- You suspect someone else has used Your credit card without Your permission or may know a PIN or password.

You may be liable for transactions if You don't sufficiently protect Your card details, devices, PINs and/or passwords or You don't immediately tell Us when they are lost, compromised or breached. To be eligible for a refund under the Mastercard scheme rules, You'll need to advise Us within 30 days of the statement date.

Under the ePayments Code, we'll accept a report of an unauthorised transaction within 6 years from the day that You first become aware (or should reasonably have become aware) of the unauthorised transaction. An unauthorised transaction is one which is not authorised by You, for example a transaction which is carried out by someone besides You without Your knowledge and consent.

An unauthorised transaction does not include any transaction that is performed by You or anyone else with Your knowledge and consent. For example, a transaction because of a fraudster tricking You into giving them Your access codes, is not an unauthorised transaction.

We comply with the ePayments Code to determine Your liability for unauthorised transaction losses.

8.3 When You'll get a refund for unauthorised transactions

- It's clear that You didn't contribute to the loss.
- Someone uses Your Interest-Free Low Fee credit card, digital account or device after You told Us it was lost, stolen or misused or that someone else may know the PIN or password.
- The cause of the loss from the unauthorised transaction is fraud or negligence by a bank's employee or agent, a third party involved in networking arrangements or a merchant or their employee or agent.
- The transaction involved faulty equipment, a forged or faulty digital account or device or an expired or cancelled digital card, PIN or password.
- Someone uses Your Interest-Free Low Fee credit card, digital account, PIN or password before You receive it from Us.
- The transaction was made using an identifier and didn't require a PIN or password or device.
- The transaction was made using a device, or a device and an identifier, but didn't require a PIN or password an You didn't unreasonably delay in reporting the loss or theft of the device.
- The same transaction is charged to Your account more than once.
- The ePayments Code otherwise entitles You to a refund.

8.4 When You won't get a refund

- If You authorised the transaction.
- If You contributed to the loss through fraud.
- You told someone Your PIN or password, keep an undisguised record of them, created a PIN or password that is easy to guess (like Your name or date of birth) or otherwise didn't comply with the password security obligations under the ePayments Code, but only if this was the main cause of the loss.
- You didn't promptly tell Us that Your digital account or device was lost or stolen or that someone else may know Your PIN or password (You'll be liable for transactions after You should have told Us).

If any of these occur, We may hold You responsible for the transaction unless We are able to obtain a refund for You under the Mastercard scheme rules or the ePayments Code entitles You to a refund (for example, because the loss exceeded Your available credit limit).

8.5 When You'll get a partial refund

When Your situation does not fall into sections 8.3 or 8.4, the maximum We can charge You for an unauthorised transaction is $150 (where the ePayments Code permits), and We will refund the remainder.

8.6 Requesting a refund of an authorised transaction

As a member of the Mastercard card scheme, We are able to request a refund of an authorised transaction in certain situations, for example if the goods were not delivered. To take advantage of this process, contact Us within 30 days of the issue date shown on Your statement of account.

Card scheme refunds do not apply to BPAY payments but if You notify Us of a mistake on a BPAY payment, we'll do Our best to recover the payment. If We can't do so within 20 business days, You will be liable for that amount.

Keep all receipts and records of payments to help Us resolve refund requests as quickly as possible.

You can request a refund by contacting Us (see contact details on back page). When You lodge a refund request:

- We may need to write to the merchant's bank on Your behalf, attaching Your signature to support Your claim.
- We'll let You know in writing within 21 days of receiving Your request whether it has been resolved or if We need more time. If We can't resolve it within 45 days, we'll let You know why. Once it's resolved, we'll either refund the transaction or explain in writing why You're not entitled to a refund.
- The date We assign to a transaction may be the date We process it, rather than the date it occurred.

8.7 How refunds work

If You receive a refund to Your Interest-free Low Fee credit card account, this will be credited to Your account and increase Your available credit limit. This will not count as a repayment and does not discharge Your obligation to pay the minimum payment shown on Your statement of account either in whole or part, as per section 4.2.

9. Rights We have when things go wrong

9.1 What we'll do if You are in default

You're in default if You don't pay Your required payments on time (see section 4) or You otherwise breach these Terms and Conditions in a way that materially increases Our risks in relation to Your credit contract.

If You're in default for any reason, We may send You a notice asking You to fix a default within a certain time period (at least 30 days). If You fail to fix the default in line with the notice, We may exercise the following rights:

- Decide that the total amount owing of Your Interest-free Low Fee credit card account is due and payable immediately.
- Take legal action to recover any overdue amounts; and/or
- Exercise Our legal right to combine any money You have on deposit with Us (for example, in a transaction account) with Your Interest-free Low Fee credit card account.

We don't have to give You a notice before exercising the rights above in some circumstances, including if We are authorised to do so by a court, if We have made reasonable attempts to find You without success or We reasonably believe We were induced by Your fraud to enter into this credit contract.

You'll have to pay any enforcement expenses We reasonably incur in enforcing these rights. We'll debit these to Your Interest-free Low Fee credit card account, and they'll be payable immediately.

9.2 When We can limit or stop the use of Your credit card account

In some cases, We may, without warning:

- Suspend or close Your credit card and/or Your credit card account
- Not process a transaction; and/or
- Reduce Your credit limit.

When We do this, We will act fairly and reasonably towards You. We may do this in the following circumstances:

- If You are in default (see section 9.1 for what this means).
- If We believe on reasonable grounds that doing so may prevent fraud or other losses to You or Us, for example losses based on Our credit risk assessment of You or the transaction.
- To manage regulatory risk, for example where We believe on reasonable grounds that You may be a person:
  - with whom We are not permitted to deal with by law or a regulatory authority; or
  - in breach of laws relating to money laundering and terrorism financing. Keep in mind, the law may prevent Us from providing specific information to You or others in these circumstances.
- If We reasonably believe that suspension or cancellation of Your credit card or a block on a transaction is necessary to protect Our legitimate interests.
- If We suspect on reasonable grounds that Your credit card is being used in a way that results in or may cause Financial Abuse.

We can also suspend or close Your credit card or not process a transaction for any reason, after giving You reasonable notice.

9.3 What happens when Your credit card or credit card account is suspended or closed

When Your credit card or credit card account is suspended or closed (either by You or Us), You'll:

- Continue to have to pay the minimum payments and fees, and enforcement expenses will continue to be charged until Your total amount owing is paid in full.
- Need to cancel and make new arrangements for any regular payments You've scheduled.
- Need to cancel any incoming payments.

We will process a request to cancel, stop or close Your credit card and/or credit card account as soon as We can. You continue to be responsible for:

- Transactions made before We process Your request
- Transactions that don't require Our authorisation.

Where Your account has a credit balance remaining following closure or a payment or credit (such as a refund) is sent to Us for Your account after Your account has been closed, You authorise Us to do any of the following (acting reasonably) after account closure:

- Transfer the funds to another CommBank account in Your name
- Write to You seeking instructions on how to return the credit to You, and then transfer the funds as You instruct
- Return the credit or payment to the sender
- Transfer the funds to Our internal unclaimed moneys fund
- Transfer the funds to the Commonwealth if and when the funds fall within the legislative definition of unclaimed money.

9.4 Things We need to do to comply with laws

To comply with laws here or overseas (such as tax laws) We may ask You to provide information about You or Your account or take other action We reasonably consider necessary to protect Our legitimate interests, such as suspending or closing Your credit card and/or credit card account.

10. Changes to Your contract

10.1 When and why We can make changes

We can change the terms of this contract at any time, including account features and fees. However, no interest charges are payable under this contract (interest is fixed at 0% p.a.) and this cannot be changed. We'll only make changes where We consider that doing so is reasonably necessary to achieve a legitimate business purpose, for example:

a. when the cost of providing this product to You changes;

b. as necessary or desirable to comply with legal or regulatory requirements;

c. to reflect changes in technology or Our processes;

d. to include new product features or services or reflect Our operational processes;

e. to discontinue the product;

f. to consolidate or simplify Our terms and conditions and contractual documents;

g. to add, change or remove any concessions or benefits;

h. to bring Us into line with Our competitors, industry, market practice or best practice;

i. to manage risks including credit risk, fraud, operational or regulatory risk; or

j. to correct errors, omissions, inconsistencies or ambiguities.

Each of the paragraphs (a) to (j) above is a separate right for Us to make changes. Without limiting Our rights under these paragraphs, We may from time to time change any of the terms and conditions of Your contract for other reasons (for example due to unforeseen events).

If You don't like a change, You can close Your credit card account at any time. You'll need to repay the total amount owing before it's closed.

10.2 How We tell You about changes

Change to...	Account	Notice method	Minimum notice period
Fees	Introducing a fee or increasing the amount or frequency of a fee	In writing or by advertising in the national or local media* – (no notice is required if there is a reduction in a fee, but We will confirm the change in Your next statement of account)	30 days if the change is unfavourable to You (otherwise 20 days)
Credit limit	Reducing or suspending Your credit limit	In writing (no notice is required if You are in default)	As soon as practicable
Other changes	Changing the amount or frequency of Your minimum repayment or making any other change to Your contract	In writing (unless the change reduces Your obligations, but We will confirm the change in Your next statement of account, following the change)	30 days if the change is unfavourable to You (otherwise 20 days)

* Where the notice is by media advertising, we'll also inform You before, or when, the next statement of account is sent to You after the change takes effect.

See section 5.1 for how We give You notices in writing.

11. Closing Your credit card account and terminating Your credit contract

You can ask Us to close Your Interest-free Low Fee credit card account (and terminate this credit contract) at any time using the CommBank App, NetBank, by calling Us or visiting any CommBank branch.

Before We will close Your credit card account, all amounts owing to Us (including fees) must be paid to Us in full. You can do this directly in the CommBank app or NetBank. If You require further support, You can call Us or visit a branch with appropriate identification.

See section 9 for information about what happens after Your Interest-free Low Fee credit card account is closed.

12. Making adjustments

We will use best endeavours to ensure that Our systems and processes calculate and apply fees including fee caps, deliver any charges, reductions, benefits or other amounts and perform any obligations described in these terms and conditions. However sometimes errors do occur, for example due to:

a. The limitations of Our systems and processes

b. The operation of manual processes

c. Changes to Our systems and processes

d. Things that are beyond Our knowledge or reasonable control.

When an error occurs, We may take any action required, make adjustments or do other things as necessary to put You in the same position as if the error hadn't occurred. We'll do this as soon as practicable after the error has been identified, and without limiting Your rights.

13. Privacy and Credit Reporting

We may share information about Your Interest-free Low Fee credit card account with credit reporting bodies, including information about:

- Your identity
- The type and amount of credit You have applied for, or have, with Us
- Your on-time and missed repayments
- If You have committed fraud or another serious infringement.

Your Privacy is important to Us. For details of when and how We collect, use and disclose Your information, and rights You have (for example how You want Us to communicate with You), see Our Privacy Policy at commbank.com.au or contact Us on 13 2221.

14. Meaning of words used in this document

Term	Meaning
Cash Advance	Any money You access under Your Interest-free Low Fee credit card account, except a purchase or payment. **Cash advances include:** • Withdrawing cash from Your account from an ATM, branch, other financial institution or from a store at the point of sale • Transfers from Your account using NetBank or Our CommBank app (other than through BPAY transactions where credit card is accepted) • Transactions We have told You will be treated as a Cash Advance, which currently includes transactions for Gambling, lottery tickets, money transfers or travellers cheques, including transactions which merchants tell Us are for such items.
Clear or Cleared	When a transfer or payment is fully processed and We have received the funds from the other bank or financial institution. Prior to this, a payment is pending only.
Financial Abuse	A form of domestic and/or family violence that may occur through a pattern of control, and which may result in exploitation or sabotage of money and finances in a way which affects an individual's capacity to acquire, use and maintain economic wellbeing and which may also threaten their financial security and self-sufficiency.
Gambling	Any transaction identified by Us, relying on information provided by a merchant or their financial institution, as being for gaming or equivalent purposes, including (but not limited to) purchases from or transfers to TAB, gaming sites, lottery ticket sellers, online and internet casino transactions, betting transactions on dog or horse races, sports or other events, wagering, lottery and the purchase of tickets or chips.
National Credit Act	*National Consumer Credit Protection Act 2009* (Cth)
Statement Period	The period that the statement of account We give You relates to, which will typically be around 30 days. The statement of account will include the start date and end date for the Statement Period.
Tap and Pay	The contactless payments functionality by which You can tap Your device at contactless terminals to pay.
We, Us, Our or CommBank	Commonwealth Bank of Australia (ABN 48 123 123 124, Australian credit licence 234945) and any third party to whom We assign Our rights under Your credit contract.
You or Your	The person who holds this credit card account.

Other Important Documents

Credit guide

This credit guide gives You information about Commonwealth Bank of Australia, Australian credit licence 234945, and Our modified responsible lending obligations.

We must not enter into an unsuitable contract with You

A contract or increase in credit limit will be unsuitable if You will be unable to comply with Your financial obligations under the contract without suffering substantial hardship, or if the contract does not meet Your stated requirements and objectives.

We are required to make reasonable inquiries relating to Your financial situation, requirements and objectives, and to take reasonable steps to verify Your financial situation.

We will provide a copy of Our assessment if You ask

We are required to make an assessment that the credit contract or increase in limit is not unsuitable before We enter a credit contract with You or agree to increase Your limit.

If You ask Us, We will give You a copy of the assessment before entering into the credit contract or increasing Your limit. You may also request a copy of the assessment within seven years of the date the contract is made, or Your limit is increased. If Your request is made within two years, We will provide You with the assessment within seven business days of Your request, otherwise We will provide it to You within 21 business days.

We will not charge You a fee.

If You have a dispute over Your credit contract

You should first discuss the matter with Us to see whether We can satisfactorily resolve it by contacting Us:

- Call into one of our branches or phone our Customer Relations team on **1800 805 605**.
  - If You're overseas, call **+61 2 9841 7000**.
- Complete the online feedback form at **commbank.com.au/feedback**
- Write to Us at: **Customer Relations, Commonwealth Bank Group, GPO Box 41, Sydney NSW 2001**.

If We are unable to resolve the dispute to Your satisfaction, You may apply to the Australian Financial Complaints Authority, or AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Before AFCA can investigate the matter, You must have first given Us the opportunity to review it. The contact details for AFCA are:

Website: afca.org.au

Email: info@afca.org.au

Telephone: 1800 931 678 (free call)

In writing to: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

Information statement

Things You should know about Your proposed credit contract

We are Your credit provider. This statement tells You about some of the rights and obligations of Yourself and Us. It does not state the terms and conditions of Your contract.

If You have any concerns about Your contract, contact Us and, if You still have concerns, the AFCA scheme, or get legal advice.

The Contract

1. How can I get details of my proposed credit contract?

We must give You a precontractual statement containing certain information about Your contract. The precontractual statement, and this document, must be given to You before Your contract is entered into.

2. How can I get a copy of the final contract?

We must give You a copy of the final contract within 14 days after it is made. This rule does not, however, apply if We have previously given You a copy of the contract document to keep.

If You want another copy of Your contract, write to Us and ask for one. We may charge You a fee. We must give You a copy:

- Within 14 days of Your written request if the original contract came into existence one year or less before Your request
- Otherwise, within 30 days of Your written request.

3. Can I terminate the contract?

Yes. You can terminate the contract by writing to Us so long as:

- You have not obtained any credit under the contract; or
- a card or other means of obtaining credit given to You by Us has not been used to acquire goods or services for which credit is to be provided under the contract.

However, You will still have to pay any fees or charges incurred before You terminated the contract.

4. Can I pay my credit contract out early?

Yes. Pay Us the amount required to pay out Your credit contract on the day You wish to end Your contract.

5. How can I find out the pay out figure?

You can write to Us at any time and ask for a statement of the pay out figure as at any date You specify. You can also ask for details of how the amount is made up.

We must give You the statement within 7 days after You give Your request to Us. You may be charged a fee for the statement.

6. Can Your contract be changed by Us?

Yes, but only if Your contract says so.

7. Will I be told in advance if my credit provider is going to make a change in the contract?

That depends on the type of change. For example:

- You get at least 20 days' advance written notice for:
  - a change in the way in which interest is calculated; or
  - a change in credit fees and charges; or
  - any other changes by Your credit provider;

  except where the change reduces what You have to pay or the change happens automatically under the contract.

8. Is there anything I can do if I think that my contract is unjust?

Yes. You should first talk to Us. Discuss the matter and see if We can come to some arrangement. If that is not successful, You may contact the AFCA scheme. The AFCA scheme is a free service established to provide You with an independent mechanism to resolve specific complaints.

The AFCA scheme can be contacted at **1800 931 678** (free call), **afca.org.au** or **GPO Box 3, Melbourne VIC 3001**.

Alternatively, You can go to court. You may wish to get legal advice, for example from Your community legal centre or Legal Aid. You can also contact ASIC, the regulator, for information on **1300 300 630** or through ASIC's website at **asic.gov.au**

9. What do I do if I cannot make a repayment?

Get in touch with Us immediately. Discuss the matter and see if You can come to some arrangement. You can ask Us to change Your contract in a number of ways

- to extend the term of Your contract and reduce payments; or
- to extend the term of Your contract and delay payments for a set time; or
- to delay payments for a set time.

General

10. What if We and You can not agree on a suitable arrangement?

If We refuse Your request to change the repayments, You can ask Us to review this decision if You think it's wrong.

If We still refuse Your request, You can complain to the AFCA scheme.

11. Can You take action against me?

Yes, if You are in default under Your contract. But the law says that You cannot be unduly harassed or threatened for repayments. If You think You are being unduly harassed or threatened, contact the AFCA scheme or ASIC, or get legal advice.

12. Do I have any other rights and obligations?

Yes. The law will give You other rights and obligations. You should also READ YOUR CONTRACT carefully.

If You have any complaints about Your credit contract, or want more information, contact Us. You must attempt to resolve Your complaint with Us before contacting the AFCA scheme. If You have a complaint which remains unresolved after speaking to Us You can contact the AFCA scheme or get legal advice.

The AFCA scheme is a free service established to provide You with an independent mechanism to resolve specific complaints. The AFCA scheme can be contacted at **1800 931 678** (free call), **afca.org.au** or GPO Box 3, Melbourne VIC 3001.

Please keep this information statement. You may want some information from it at a later date.

Contact Us

Mobile

Log on to the CommBank app.

By phone

Australia

13 2221

USA

Mastercard: 1800 627 8372

Other Enquiries: +61 2 9999 3283 (reverse charges) OR +61 13 2221

Anywhere else:

Mastercard: +1 636 722 7111 (reverse charges)

Other Enquiries: +61 2 9999 3283 (reverse charges) OR +61 13 2221

In person

Australia

Go to your nearest CommBank branch in business hours.

International

Go to any financial institution showing the Mastercard sign.

008-188 291025