



CommBank Transaction, Savings and Investment Account Terms and Conditions

Addendum specific
to Nauruan customers

Effective 17 March 2025

These products are issued by the
Commonwealth Bank of Australia
ABN 48 123 123 124 AFSL and
Australian credit licence 234945.

Things to note for Nauruan customers

N.1 The terms and conditions applicable to you

This addendum forms part of and should be read in conjunction with the Transaction, Savings and Investment Account Terms and Conditions, which unless otherwise specified in the following sections, apply to you in their entirety and, together with this addendum, set out the terms of your contract with us.

For the avoidance of doubt, any reference in this addendum to “these terms and conditions” or “these terms” means the Transaction, Savings and Investment Account Terms and Conditions.

N.2 When we consider you to be a Nauruan customer

If you create a CommBank Customer profile in Nauru, you will be considered a Nauruan customer, and once opened, your account will be considered a Nauruan account.

If you create a CommBank Customer profile in Australia, you will also be considered an Australian customer, and any accounts created in relation to this profile will be considered an Australian account.

N.3 Products and services available to you

You understand that as a Nauruan customer:

- Our full suite of CommBank products is not available to you. As a Nauruan customer, you will only be eligible to open the following personal products:
 - Streamline Basic; and
 - NetBank Saver.
- There are some services that we are unable to provide. Additionally, when you access available CommBank services including NetBank and the CommBank app, some information may not be relevant to you and may be inaccurate. Accordingly, you should not rely on any information that appears to be inconsistent with these Terms.
- For details of the products that are accessible to you and the services available on your Nauruan account, please contact us directly to speak to a representative.

N.4 Using your account in Nauru

For Common Reporting Standard requirements (CRS), you will be required to complete a CRS self-certification form (Individual Tax Residency Self-Certification Form) to use your account which will include providing your Tax Identification Number (TIN).

Depending on your account type, all the methods of using your account listed in Section 1 of these terms and conditions are available to you except for PayTo.

Please note that for Nauruan customers all references to a branch in these terms means the Agency located in Nauru which is the exclusive service provider for Nauruan customers. Our branch network in Australia will be unable to service Nauruan customers.

For transactions you make on your Nauruan account in Australia or Nauru, the access fee for purchases made overseas referred to in Table 3.2 of these terms and conditions will not apply unless the merchant, or the financial institution or entity processing the transaction is identified by us as being located and designated outside of Australia.

If you are moving to Australia, you will be required to create a new Australian Customer profile with us and be subject to the regular Australian onboarding process and applicable terms and conditions, including tax treatments. The Agency in Nauru will be unable to service Australian accounts.

N.5 Providing you with account statements

Where applicable, we will give you your account statements electronically by publishing them on NetBank and letting you know they're ready to view on NetBank by sending you:

- an email to an address you have given us for contacting you; or
- an SMS to a mobile telephone number you have given us for contacting you; or
- a push notification from the CommBank app; or
- a letter by post to the Agency, if we have been unable to send your notification electronically.

You can also request an account statement at any time by visiting the Agency. A transaction listing or ad-hoc paper statement fee may apply when requesting a physical copy of your statement at the Agency.

N.6 How we will give you notices and tell you about change

Where applicable, we may give you notices by:

- publishing them on NetBank and letting you know they're ready to view on NetBank (see N.5); or
- an email to an email address you have given us for contacting you; or
- an SMS to a mobile phone number you have given us for contacting you; or
- an electronic message to any other electronic address you have given us for contacting you; or
- publishing them on [commbank.com.au](https://www.commbank.com.au); or
- publishing a notice in the Agency.

We will tell you about changes to these terms and conditions in accordance with Section 5.2. Where we are required to notify you by publishing in national or local media, we will instead publish a notice in the Agency.

N.7 Australian Tax on interest earned

Nauruan customers are non-residents for Australian taxation purposes. As a non-resident account, the Bank will be required to withhold the relevant non-refundable Australian tax from interest earned on your account, unless an exemption code is provided.

N.8 Schemes that do not apply to Nauruan customers

The Financial Claims Scheme under the *Banking Act 1959* in Australia does not apply to Nauruan customers.

N.9 Contacting us

Nauruan customers can contact us by:

- Visiting the Agency during business hours at Ground Floor Civic Centre, Aiwo District, Nauru
- Calling the Agency during business hours on 674 557 1780

Alternatively, you can visit our website, access telephone banking, make a complaint, give us feedback or contact the Australian Financial Complaints Authority as outlined in Section 6.