



CommBank Yello for Business

Terms and Conditions

20 November 2024

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1. Overview of CommBank Yello for Business

CommBank Yello for Business is our customer recognition program and is available to our business customers who meet certain eligibility criteria. Benefits are only accessible through authorised operators of business transaction accounts who have the CommBank app.

Important Note: CommBank Yello for Business is currently in a pre-launch limited release and is for now only available to a selected group of customers. A customer who meets the eligibility criteria but has not been selected by us to participate during the pre-launch limited release will not be able to access CommBank Yello for Business during the pre-launch period.

Benefits of the CommBank Yello for Business program are provided subject to:

- these terms and conditions;
- any additional terms and conditions relating to specific benefits, as detailed on commbank.com.au/commbankyelloforbusiness, the CommBank app or on third-party provider platforms; and
- the terms and conditions of any products or services which relate to the benefit.

CommBank Yello & CommBank Yello for Business

Please note that these terms and conditions only relate to CommBank Yello for Business.

They do not relate to CommBank Yello for our retail customers.

Eligibility to CommBank Yello for Business is separate to and does not impact eligibility to CommBank Yello benefit sets and offers for our retail customers. Refer to this link for terms and conditions for CommBank Yello for our retail customers commbank.com.au/commbankyello.

1.1 Changes to these terms and conditions

At any time we may, acting reasonably, change these terms and conditions, as well as any other terms and conditions applying to CommBank Yello for Business contained in any other CommBank Yello for Business program material.

For example, we may:

- change who is eligible for benefits and the criteria for qualifying for a benefit; or
- add, change or remove benefits; or
- terminate any invitation to participate in the CommBank Yello for Business program during the pre-launch; or
- terminate the CommBank Yello for Business program.

If there are any changes, we'll provide an update at commbank.com.au/commbankyelloforbusiness and the changes will be effective from the effective date set out in the update. If we consider the changes are significant, we may also notify you by other means, including electronically or by advertising in the national or local media. You can always find the most up-to-date version of these terms and conditions at commbank.com.au/commbankyelloforbusiness.

Any changes we make will apply from the effective date only and will not impact the benefits you may have already received prior to the effective date.

If you are not happy with the changes, you may choose not to take up the CommBank Yello for Business benefits. Authorised operators can opt out of the CommBank Yello for Business app experience at any time in accordance with clause 4.6 of these terms and conditions.

2. Key terms explained

Term	Meaning
benefit set	A group of benefits available to eligible business customers of the CommBank Yello for Business program.
business loan or finance product	Business loan or finance product is defined as any of the following CommBank products, BetterBusiness Loan, Business Boost Loan, Commercial Asset Finance including car & equipment finance, Business Overdraft, and Stream Working Capital.
CommBank, we, us, our	Commonwealth Bank of Australia (ABN 48 123 123 124). These references (e.g. to "CommBank") don't include Bankwest and Unloan, being separate divisions of Commonwealth Bank.
completed transaction	Payments, transfers or cash withdrawals that have been fully processed. These are generally processed within 3 to 5 business days, but the process can sometimes take 10 or more business days. Completed transactions do not include transactions which are pending. You can view your pending transactions in the CommBank app.
customer record	Our view of the products you hold with us and your contact information.
eligible business customer	Means a CommBank customer who holds an eligible business transaction account, and (if applicable) an eligible business loan or finance product.
eligible business transaction account	Has the meaning set out in clause 4.2.
month	A calendar month.
outbound transaction	Has the meaning set out in clause 4.3.
you	A CommBank customer who holds an eligible business transaction account, and (if applicable) an eligible business loan or finance product.
your authorised operator	Each individual authorised by you in relation to an eligible business transaction account to operate the account and who: <ul style="list-style-type: none"> • has access to view and operate the eligible business transaction account through NetBank; • have a 'Business Profile' set up on the CommBank app; • and who is not an authorised operator of another eligible business customer who holds a higher set of CommBank Yello for Business benefits.

3. Key things you should know

- An eligible business customer is able to access benefits available under CommBank Yello for Business only through the authorised operators of eligible business transaction accounts who have access to the eligible business transaction account through NetBank and who have a Business Profile set up in the CommBank app.
- If an individual is an authorised operator for more than one eligible business customer, that individual will only be able to access one set of benefits, being the highest benefit set that any of the associated eligible businesses is entitled to. This means that you may not have access to any CommBank Yello for Business benefits if you have no authorised operators who can access the CommBank Yello for Business benefits.
- Any individual authorised operator can choose to opt out of viewing CommBank Yello for Business benefits in that individual's experience of the CommBank app. This choice does not affect another authorised operator's view.
- To access CommBank Yello for Business, use the latest version of the CommBank app.
- These terms and conditions relate to CommBank Yello for Business only. Terms and conditions relating to CommBank Yello for our retail customers can be found at commbank.com.au/commbankyello.
- We may communicate with you from time to time, but we are not obliged to notify you if eligibility changes.
- Not all offers through CommBank Yello for Business are exclusive and may be available via other channels.
- The terms and conditions relating to benefits available under CommBank Yello for Business may be detailed on commbank.com.au/commbankyelloforbusiness, the CommBank app, third-party provider platforms and/or in these terms and conditions.
- Eligibility for benefits is typically assessed in the second week of each month, for the previous month. You must hold an eligible business transaction account throughout the month to remain eligible and receive benefits.
- If you are eligible for a benefit, provision of the benefit may be through a third party or may be processed by a third party. Depending on the processes of that third party, delays may occur.
- We take no responsibility for the accuracy, currency, reliability, and correctness of any information regarding CommBank Yello for Business which is included in material created, provided or managed by third parties (including third party websites). These external information sources are outside our control and it is therefore your responsibility to make your own decisions about the accuracy, reliability and correctness of information found via these third party sources.
- You and your authorised operators should consider the potential tax implications for receiving a benefit. Please refer to the FAQs for further information by visiting commbank.com.au/commbankyelloforbusiness.
- An individual authorised operator of an eligible business transaction account can opt out of the CommBank Yello for Business experience at any time in the CommBank app. See clause 4.6.

4. Accessing the program

CommBank Yello for Business is currently only available to a selected group of business customers by invitation only while CommBank Yello for Business is in a pre-launch limited release phase.

When you hold an eligible business transaction account with us and meet certain eligibility criteria (see clause 4.1), and you have been invited to participate in the program, you will have access to CommBank Yello for Business.

You (through your business transaction account authorised operators) can access CommBank Yello for Business and all your benefits, by using the latest version of the CommBank app.

Eligibility for CommBank Yello for Business, including the way we count monthly outbound transactions, may be impacted by data complexities or errors. We do our best to proactively identify these circumstances, but we may not always succeed.

Acting reasonably and to the extent necessary to protect our legitimate interests, we have the right to remove you or any of your authorised operators from CommBank Yello for Business if we reasonably suspect that in substance you are not meeting our intended eligibility criteria, for example if we find unusual patterns in the way you make your transactions, or otherwise (acting reasonably) to manage our risk.

4.1 Becoming eligible (please see further details and qualifications in clauses 4.2-4.5)

CommBank Yello for Business customers can only be eligible for one benefit set at any one time and will be eligible for the highest benefit set that is achieved based on eligibility criteria as outlined below. Eligibility for CommBank Yello for Business is separate to and does not impact your eligibility for CommBank Yello benefit sets and offers for our retail customers.

Individual benefits may have additional eligibility criteria. Please see further details and qualifications in clauses 4.2-4.5.

Benefit set: Everyday Business (base eligibility criteria)	Invited businesses qualify for the Everyday Business benefit set if you: <ul style="list-style-type: none">• hold one or more eligible business transaction accounts; and• made at least 5 eligible, completed outbound transactions in total from any eligible business transaction accounts either in the previous calendar month or in the calendar month before that. For information about outbound transactions, see clause 4.3 below.
Benefit set: Business Growth	Invited businesses qualify for the Business Growth benefit set if you: <ul style="list-style-type: none">• meet the criteria for Everyday Business benefit set (see above); and• the same entity that holds the eligible business transaction account or accounts also holds at least one eligible business loan or finance product.
This eligibility criteria only applies to CommBank Yello for Business. For CommBank Yello Offers for our retail customers, please visit the following link commbank.com.au/commbankyello	

An authorised operator of an eligible business transaction account will no longer be eligible on your behalf for CommBank Yello for Business if:

- we decide that we no longer wish to maintain a banking relationship with you or the authorised operator;
- the authorised operator is an authorised operator on five or more eligible business transaction accounts held by different business customers;
- the authorised operator is under the age of 18;
- we are notified that the authorised operator is deceased;
- the residential or postal address we hold for you or the authorised operator is outside of Australia; or
- you or the authorised operator do not meet or no longer meet our 'Know Your Customer' requirements (being the customer identification procedures and customer due diligence we are obliged to undertake under the law relating to our customers and account authorised operators).

An authorised operator will no longer be able to access CommBank Yello for Business if the authorised operator opts out. If there are multiple authorised operators of an eligible business transaction account but one of you chooses to opt out of CommBank Yello for Business, the other authorised operators will still have access to the program if the business eligibility criteria are met.

4.2 Eligible products

a) Eligible business transaction accounts:

- Business Transaction Account
- Stream Working Capital Transaction Account

b) Eligible business loan or finance products are:

- Better Business Loan
- Business Boost Loan
- Business Overdraft
- Asset Finance (Car & Equipment Finance)
- Stream Working Capital

4.3 Outbound transactions

An **outbound transaction** means any completed transaction of the following types:

- payments or other purchases made using a debit card on an eligible business transaction account, including digital wallet transactions;
- cash withdrawals at an ATM or CommBank branch from an eligible business transaction account;
- payments or transfers to an unrelated third party from an eligible business transaction account.
 - Note: Payments or transfers to an account where an authorised operator is the account holder, joint account holder, cardholder or authorised operator **are not** considered a payment or transfer to a third party.
 - Note: Payments or transfers to accounts that are associated with your customer record or to an account of a related entity (but where you are not the account holder) **are not** considered payments or transfers to a third party. For example, if you are a director of a business and make payments between your individual account and business account, or make payments to an account that you are a signatory on or you are an authorised third party on the account, including under a power of attorney.

We may also from time to time consider other transactions to be outbound transactions, for example, where we consider they are in substance a transfer of value to a third party.

4.4 Eligibility exclusions – business loans

A business loan or finance product will no longer be considered as eligible if it is:

- paid off or closed; or
- refinanced into another business loan product that is not eligible; or
- refinanced to another bank.

4.5 Check that your CommBank products are under the same customer record

We maintain a separate customer record for each customer in our systems, and we determine your eligibility for CommBank Yello for Business benefits based on (amongst other things) the products and services held under your customer record.

Sometimes, customers may have more than one customer record (for example, if you applied for different products at different times and the products were not linked). If this is the case, you may not qualify for certain CommBank Yello for Business benefits or may experience a delay in receiving them (as we consider each customer record as a separate customer). We try our best to ensure that when you take on an additional product, we link it to your existing profile.

4.6 Opting out of CommBank Yello for Business

An authorised operator can choose to opt out at any time in the CommBank app, by navigating to the CommBank Yello for Business settings, in their Business Profile. Once the authorised operator opts out of the program, the authorised operator won't be able to opt back in.

Opting out of CommBank Yello for Business, does not opt you out of CommBank Yello offers for our retail customers.

If there are multiple authorised operators of an eligible business transaction account but one chooses to opt out of CommBank Yello for Business, the other will still have access to the program as long as the business eligibility criteria is met.

5. Program benefits

Your CommBank Yello for Business benefits may change over time, including CommBank Yello for Business offers and discounts which come from third parties. For details of the current program benefits please visit commbank.com.au/commbankyelloforbusiness. For the details and terms and conditions of each offer, navigate to the offer in the CommBank app.

The CommBank Yello for Business benefits are available to customers qualifying for the Everyday Business, or Business Growth sets. The benefits include:

Everyday Business	<ul style="list-style-type: none">• CommBank Yello for Business offers and discounts, available through the CommBank app
Business Growth	<ul style="list-style-type: none">• CommBank Yello for Business offers and discounts, available through the CommBank app
For CommBank Yello benefits for our retail customers: Please visit the following link commbank.com.au/commbankyello	

5.1 CommBank Yello for Business offers and discounts

If you qualify as an eligible CommBank Yello for Business customer, you may benefit from CommBank Yello for Business offers and discounts from third-party providers made available to you (through your business transaction account authorised operators) through the CommBank app.

CommBank Yello for Business offers and discounts may not be available to all eligible business customers or at all times. You may not receive offers and discounts, for example, due to data complexities or errors, or our policies. Other instances where the offers and discounts may be unavailable will be specified in the terms and conditions attached to that offer or discount in the CommBank Yello for Business hub within the CommBank app, via your Business Profile.

To access offers you may need to sign up to the third-party providers. Third-party provider terms and conditions will apply.

The relevant third-party provider is solely responsible for providing the goods or services, as well as the offer and/or discount associated with the goods or services. CommBank is not liable and takes no responsibility for the goods or services provided (or not provided) to you by the third-party provider, including but not limited to the quality of the goods or services, the timeliness of provision of the goods or services, the price of the goods and services and the application of any advertised offer and/or discount.

CommBank Yello for Business offers and discounts change from time to time, and the third-party provider may also change.

If an authorised operator of an eligible business transaction account has opted out of CommBank Yello for Business, they may still see offers and discounts for a short period of time.

Check the latest version of the CommBank app for current CommBank Yello for Business offers and discounts available to you.

6. Protecting your privacy

You can find out more about how we collect your and your business's information and who we may share it with in clauses 5 and 6 of the CommBank app and NetBank Privacy Notice commbank.com.au/support/privacy/privacy-collection-notice-nb-app.

7. Giving us feedback

If there's something we can improve, or you're not satisfied with our products, services, staff or complaint-handling process, it's important we hear about it so we can make things right.

Talk to us

Most problems can be resolved quickly and simply by talking to us. You can contact us:



Visit a branch



Phone: 1800 805 605



Online: commbank.com.au/feedback

We try to get things right the first time – but if we don't, we'll do what we can to fix it.

If you're not satisfied

If you're not satisfied with our handling of your complaint or our decision, you can refer your complaint to the Australian Financial Complaints Authority (AFCA). AFCA provides a fair and independent dispute resolution service that is free for customers. It's important you raise your concerns with us first before going to AFCA, as AFCA will generally encourage this before they will investigate.



Visit: afca.org.au



Email: info@afca.org.au



Phone: 1800 931 678 from 9am to 5pm (Sydney/Melbourne time),
Monday to Friday



Post: Australian Financial Complaints Authority, GPO Box 3,
Melbourne VIC 3001

8. Contact us



Visit us online
commbank.com.au



Message us in the CommBank app



Call us
13 19 98 (in Australia)
or +61 2 9009 0593 (from overseas), 6am to 10pm



Drop into a branch
commbank.com.au/locateus

For more contact options, including accessibility services, visit commbank.com.au/contact.