

Your personal guide to the best digital experience.

With Australia's most popular banking app¹, CommBank has invested in an experience that provides easy, real-time online access to our services and your banking information.

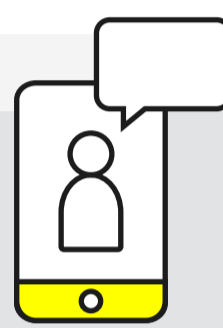
For Commonwealth Private clients, we have taken that one step further, establishing a new one-on-one service known as Digital Concierge, where our team ensures you understand and get the most from our evolving digital offering.

What is Digital Concierge?

Digital Concierge was established as an exclusive service for Commonwealth Private clients to help them navigate and maximise online banking services. Our team provide an experience that includes a hands-on tutorial that helps unlock the features and benefits available via Australia's most popular banking app¹, NetBank, and business banking portal, CommBiz.

Digital Concierge also ensures another layer of support and direct access beyond your Private Banker, to enhance the experience and provide self-directed ease of access. This gives you the choice and control of your day-to-day personal banking.

How does Digital Concierge work?



Digital Concierge is available to new or existing Commonwealth Private clients and starts with a comprehensive session, either via videoconference or in person, where a client's team steps through the digital services available to them.

Clients are instructed on how to access the Priority Access Line, which can also assist them with maintenance and general enquiry requests.

“While new clients of Commonwealth Private often access the Digital Concierge service to familiarise themselves with the options and features of online banking upfront, the digital services we offer are continually being enhanced and updated,” says Wally Umali, a Commonwealth Private Banker.

“That’s where existing and long-term clients can gain great benefit from a Digital Concierge session as a way to refresh their understanding of how the offering has evolved and improved.”

What are the areas of focus?

In the initial Digital Concierge session, clients are guided through each mode of contact that Commonwealth Private offers from their Private Banker, exclusive direct access through the CommBank app and NetBank, priority telephone banking or self-service options.

“For example, many clients may not be aware that there is a priority email inbox monitored by the Priority Support Specialist team that has been established solely to respond to enquiries where a client’s Private Banker may be unavailable,” Wally says.

From there, clients are shown the specific features within the CommBank app that can help. This includes the fundamentals such as how to set up accounts, update contact details and select statement preferences. It also covers account security and privacy, such as how to protect against fraudulent account or

card activity, suspend or deactivate their card if it's lost or stolen or safely providing others with limited online access to their accounts.

Clients may also be interested in being shown how to access their tax statements for ease of reporting, as well as extending their maximum daily transfer amount above its current limit.

“There are many digital features available to clients, but for our existing clients we already understand how they bank with us and ask them specifically where they need support. This allows us to tailor the Digital Concierge session and focus on the most relevant and valuable features for each client,” Wally added.

Before you go...

If you are interested in arranging a Digital Concierge experience or need support with any aspects of online banking, please don't hesitate to call your Commonwealth Private Banker.

commbank.com.au/commonwealthprivate

¹ Based on most active app users as at 12 October 2023.