Commonwealth Bank

Business Banking Refund Portal User Guide

July 2023

Business Banking Refund Portal

About this guide

This guide takes you through the process of accessing the Refund Portal and submitting your nominated account details.

Important information

This guide shows you how to access the Refund Portal and uses test data for populating the information. For any questions, support or guidance please email us at BusinessBankingRefund@cba.com.au.

Accessing the Refund Portal for the first time

1. Open your internet browser and search for the CommBank website.
2. Locate the search tool in the navigation bar.

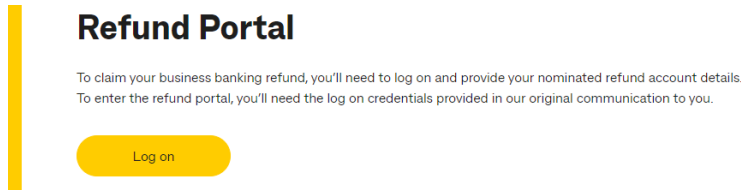3. Using the search tool, search for "Refund Portal".
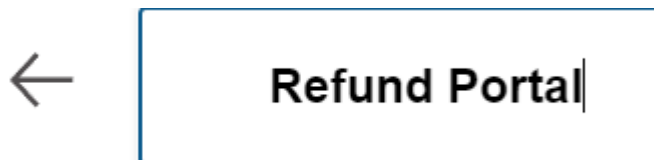
4. Click the first option called "Refund Portal". This will take you to the refund portal landing page.

5. Click "Log on", this will take you to the Refund Portal.
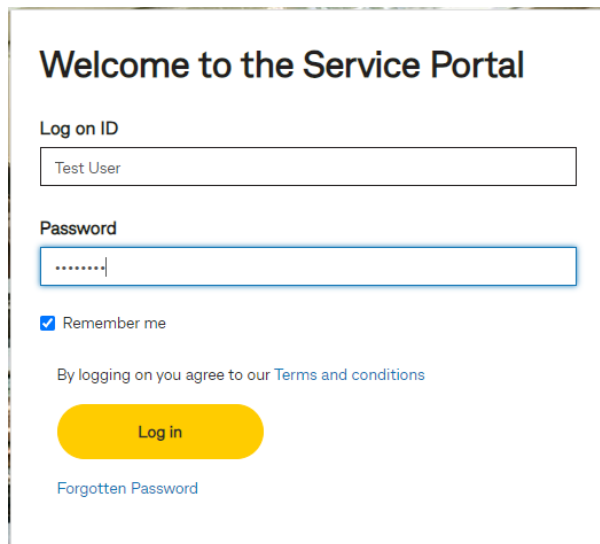

Refund Portal

To claim your business banking refund, you'll need to log on and provide your nominated refund account details.
To enter the refund portal, you'll need the log on credentials provided in our original communication to you.

[Log on]

6. Enter your User ID and Temporary password then click login.

Welcome to the Service Portal

Log on ID

Test User

Password

••••••••

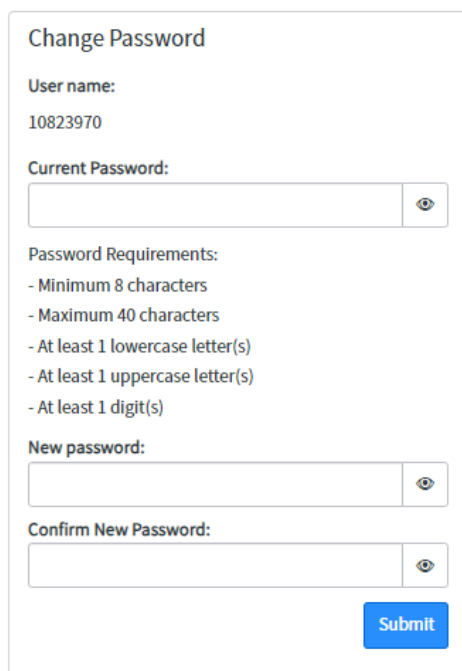☑ Remember me

By logging on you agree to our Terms and conditions

[Log in]

Forgotten Password

7. Once you've logged in, you'll be prompted to reset your password. Enter your new password and click "Submit".

Change Password

User name:

10823970

Current Password:

Password Requirements:
- Minimum 8 characters
- Maximum 40 characters
- At least 1 lowercase letter(s)
- At least 1 uppercase letter(s)
- At least 1 digit(s)

New password:

Confirm New Password:

[Submit]

8. If you have a Mobile Number, you'll be prompted to enable Multi Factor Authentication (MFA), you can skip this step a maximum of 2 times. Link your mobile phone using the instructions then click "Pair device and Login".

9. You will now be able to see the home page of the Refund Portal.

Claiming your refund

1. Once logged into the Refund Portal, you will be able to see all your active refunds and instructions on how to claim your refund.

2. To claim your refund click the "Confirm Bank Details" tab in the navigation bar.
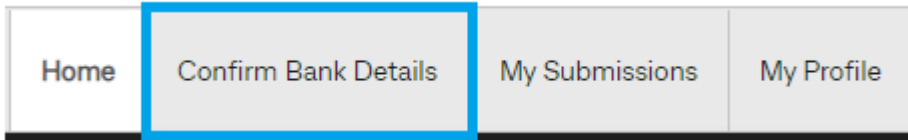
3. You will see your refunds and a form to complete, the fields marked with an asterisk are required to be completed to submit this form.

≡ Refunds

Refund ID	Total Refund	Status	Impacted Account/Facility/Liability No.	Refund Description
REF0001296	$328.22	New	200012341234	Business Loan Fees
REF0001295	$328.22	New	200012341234	Business Loan Fees

< > Rows 1 - 2 of 2

4. Please complete this form with your nominated account details. Please note if your refund is $1,000 or more, an additional form will be displayed (highlighted below). You will need to print, sign and re-upload this form. Click "Submit" once complete.

Confirm Bank Details

User ID
10823970

Customer/Entity Name
John Smith

Contact number ❓
0412123123

* For which refund are you confirming the bank details for? ❓
REF0001291

* BSB ❓
062000

* Postal address ❓
123 George Street Sydney NSW 2000

Email ❓
John_Smith@Test.com

Refund Description
Business Loan Fees

* Account number ❓
12341234

Please print, fill in and sign the Bank Account Nomination Form.

Please upload the 'Bank Account Nomination Form' here.
Template 4 - BANF - V1.3.docx
⊕ Upload   ✖ Delete

Additional comments ❓

Submit

5. We will review the information provided and if there's no issues with the information we will pay the refund to your nominated account.