

# CommBank Important Information.



## Emergency assistance package for customers and businesses affected by bushfires.

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Commonwealth Bank is providing its emergency assistance package for customers and businesses affected in the mid-coast and Northern New South Wales and Queensland regions and surrounding areas affected by bushfires.

Our thoughts are with everyone impacted and we thank the emergency services who are working tirelessly to protect the community.

We understand that each customer will have different needs and we encourage our affected customers to discuss their individual circumstances with us by either phoning **1300720814** or visiting their nearest Commonwealth Bank branch.

Business customers with a business loan or a line of credit can call **132607** or their dedicated CommBank relationship manager.

Special arrangements are in place to provide support to our Commonwealth Bank and CommInsure customers should they need it, and our staff are ready to assist them with any financial concerns or enquiries.

As part of our Emergency Assistance Package, we can discuss a range of options, including:

- Emergency accommodation assistance for CommInsure customers whose homes have been damaged.
- Expediting claims for CommInsure customers seeking help through their home, contents and motor vehicle insurance.
- Assistance for Commonwealth Bank home loan, credit card and personal loan customers who are affected and may experience difficulties because of this.
- Considering requests for additional loans including emergency credit limit increases (subject to credit approval).
- Loan restructuring for business customers with existing loans.
- Waiving fees for temporary and damaged merchant EFTPOS terminals, as well as merchant fees until trading recommences.
- Waiving charges and notice periods for affected customers wishing to access term deposits ahead of the maturity date.
- Waiving other selected fees and charges.

### CommBank accepting donations for Red Cross

Our branches in New South Wales and Queensland will be accepting donations for Australian Red Cross in its efforts to support communities in those regions devastated by the bushfires.

Anyone wanting to donate can do so by visiting a Commonwealth Bank branch, online at [www.redcross.org.au](http://www.redcross.org.au) or by calling Red Cross on 1800 733 276 (Monday to Friday 9am to 5pm).

Further information about our emergency assistance package can be found online at [www.commbank.com.au/emergencyassistance](http://www.commbank.com.au/emergencyassistance) or speak to your Alliance Partners Relationship Manager.

[Find out more](#)

**Alliance Partners team**  
Commonwealth Bank

#### Things you should know:

This communication is prepared for distribution to Commonwealth Bank Alliance Partners and contains important information or updates about our service and as such you cannot unsubscribe from these types of messages. To contact us or if you have a complaint, please get in touch with your CommBank Relationship Manager or call 13 1998.

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