

Privacy information

Your privacy is important to us. In general, we collect and verify information about you (and where applicable, persons acting on your behalf) to manage the client relationship we have with you, to ensure that we provide the products and services most appropriate to your needs and to make certain that we comply with our legal obligations.

The information required to be collected and verified by us depends on who you are and the nature of the service to be provided by us.

For further information on our privacy and information handling practices, please refer to our Privacy Policy Statement, which is available at commbank.com.au or upon request from any branch of the Bank.

What to do if you have a complaint

If you have a complaint about the Commonwealth Bank we want to know. So please tell us if you have a complaint and we promise to do something about it – and get back to you. To register a complaint please follow these steps:

1. Gather all supporting documents about your complaint, think about the questions you want answered and decide what you want us to do.
2. Visit your local branch or call 13 2221 24 hours, 7 days a week. Our staff will either deal with the matter personally or refer the matter to the appropriate person. A quick chat is all that is required to resolve most complaints.

If the matter is not resolved to your satisfaction or if you would prefer to put your complaint in writing, you can either email us on customerrelations@cba.com.au or you can write to:

Customer Relations
Commonwealth Bank Group
Reply Paid 41
Sydney NSW 2001
Free call 1800 805605
Free fax 1800 028542

We aim to resolve most issues within four working days. However, some matters are more complex and can take a little longer to resolve. If that is the case, we'll keep you informed of our progress.

3. If you are not satisfied with our proposed resolution or the extended time for resolution of your complaint, you can also contact the Financial Ombudsman Service.

The Financial Ombudsman Service dispute resolution process is impartial, independent, and free for bank customers. Before the Ombudsman can investigate a matter, you must first have given us the opportunity to review it.

You can contact the Ombudsman by writing to:

Financial Ombudsman Service
GPO Box 3
Melbourne Victoria 3001
Tel: 1300 780 808
Fax: 03 9613 7345

You can contact the Commonwealth Bank:

- by telephone on **13 2221**;
- in writing addressed to GPO Box 2719, Sydney NSW 1155;
- through our web site commbank.com.au; or
- in person at any of our branch locations.

Financial Services Guide

Dated December 2009

We are required under the Corporations Act to provide you with the following information:

This Financial Services Guide (FSG) is issued by Commonwealth Bank of Australia ('Bank', 'we', 'our' or 'us') and is intended to provide you with information that will assist you in making informed decisions on whether you want to use our products and services. It includes details about the following: financial services we are able to provide to you; how we and our staff are paid for providing you with those services; how to contact us; the internal and external dispute resolution systems you can use if you have a complaint to make about us.

You may also receive from us a Product Disclosure Statement (PDS). We will give you a PDS if we make a recommendation to you to acquire a financial product or if we offer to issue or arrange the issue of a financial product to you, where a PDS is available for that product. The PDS describes the financial product or service you wish to take up, including the features, benefits, costs and risks associated with that product. The purpose of the PDS is to ensure you are well informed about the product and to help you compare the product you are interested in with similar products of other financial services providers. You can also request a PDS for any other Commonwealth Bank product in which you are interested, where a PDS is available for that product.

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Our products and services

Our Australian Financial Services Licence authorises us to deal in and provide financial product advice relating to the following product groups:

- General insurance
- Life insurance (including Risk Insurance and Investment Life Insurance)
- Foreign exchange

However, we and our staff only provide general advice on these products.

Associations or relationships with other product issuers

When providing financial services that relate to the authorised product groups, we are generally acting on our own behalf. However, we may also act for the product issuer listed below when we sell you the following products:

Product Groups	Product Issuer
General Insurance products such as Home and Car insurance	Commonwealth Insurance Limited*
Risk Insurance products such as Loan Protection insurance	The Colonial Mutual Life Assurance Society Limited*

* A subsidiary of the Bank.

Special instructions

We generally require that you instruct us in person in relation to products and services, and we generally rely on your signature to verify your instructions. However, there are special arrangements in place for some products and services where we can receive your instructions electronically via email, by telephone or fax. Where this is possible, it will be specified in the PDS for the relevant product.

Where available, we are also able to accept instructions by other means – for example, Braille and various foreign languages. If you would prefer to instruct us in any of these ways, please make your request known to a member of our staff.

How we, our staff and our brokers are paid for providing financial services

Our staff are remunerated by salary that includes superannuation benefits. The amount of salary varies according to the staff member's position within the Bank. Our staff may also be eligible for an annual bonus payment that is based on a number of factors. These include:

- performance against sales targets
- meeting customer service standards.

Our staff may also receive payments for business they refer to other persons in the Bank who specialise in certain products and/or services. The amount of these payments will range between \$5 and \$30 depending on the type of business referred. In addition, staff who refer business may be eligible for prizes including overseas travel and gift vouchers. You may request further details of these prizes by contacting us within a reasonable time after receiving this FSG and before any financial service is provided to you.

Our staff may also receive benefits such as tickets to sporting and cultural events, corporate promotional merchandise or other similar benefits from product providers whose products they may sell or for business they may refer to those product providers.

We may receive commission for selling the products of our subsidiaries, Commonwealth Insurance Limited and The Colonial Mutual Life Assurance Society Limited.

We may also receive commission when we sell or arrange for the sale of an Investment Life Insurance product called Education Savings Plan issued by LifePlan Australia Friendly Society Ltd.

The table below is a summary of the range of commissions that we may receive:

Product	Commission Range
General Insurance products such as Home and Car insurance	0% to 20% of the premium paid
Life Insurance products including Risk Insurance and Life Investment	0% to 20% of the premium paid or amount invested

For example, if you buy home insurance issued by Commonwealth Insurance Limited from us, we earn between 0% and 20% of each premium payment made, as commission. So, if you were to pay \$100 per month for your home insurance premium, we may earn up to \$20 per month commission from Commonwealth Insurance Limited.

Our brokers or other third party referrers (not part of the Commonwealth Bank Group) may also receive benefits from the Bank for referrals to the Bank by them which results in product sales in respect of the following products.

Product	Commission Amount/Range
General Insurance products	\$38.50
Risk Insurance products (other than Loan Protection)	0% to 17.5% of the first year's premium
Loan Protection	\$110
Term Deposit	\$50 - \$200
Business Transaction Account	\$55
Business Online Saver	Up to \$100
Cash Investment Accounts	Up to \$100
NetBank Saver Account	Up to \$100
Award Saver Account	Up to \$100
Funds under Management	0.1% of the total amount invested

Binder arrangements with insurers

A binder arrangement exists when an insurer permits a person or entity (such as the Bank) to enter into insurance contracts with you on their behalf, and/or to deal with, or settle, your insurance claim against the insurer again, on their behalf.

For general insurance products where Commonwealth Insurance Limited is the insurer (see table above) we have authority on behalf of Commonwealth Insurance Limited to advise you if you have insurance cover, and when that insurance cover commences. However, we do not have authority on behalf of Commonwealth Insurance Limited to deal with or settle your claim against Commonwealth Insurance Limited.