

Standard Client Agreement

UK Transfer Facility

- The purpose of the UK Transfer Facility is to help facilitate the secure transfer of my funds to my Commonwealth Bank account in Australia.
- I understand that the London office can only accept funds for transfer to my Commonwealth Bank Account held in my name in Australia.

Transferring Funds

- All cleared funds received for transfer to Australia will be converted (to Australian Dollars) and remitted immediately upon receipt, unless I provide prior alternate instructions.
- There are no fees involved to transfer and convert Sterling funds of £30,000 or more into Australian Dollars. A fee of £15.00 is charged on all Sterling transactions of £29,999.99 and under.
- A fee of AUD \$50.00 is charged on all Australian Dollar funds received in London for onward transfer to Australia.
- A fee of £10.00 is charged per transaction for the Instant Payment Debit Card Service. We are able to debit Visa, Maestro and Visa Electron cards of amounts up to £99,999.99 per transaction. Please note: your card issuer may have value limits on transactions.
- Proceeds from cheques are subject to clearance by the issuing bank and no exchange rate can be agreed until we are in receipt of cleared funds. Please allow five working days for clearance of Sterling cheques.
- All transfers from my London Transfer Account will take two – three working days to be received into my Australian Commonwealth Bank Account.
- If funds are held in Sterling, I understand that I am required to speak with a London based consultant in order to initiate a transfer to my Australian Commonwealth Bank Account. This can be done by telephone, or by original letter with an accompanying signature (if the account is joint, all parties to the account must sign).
- I acknowledge that when giving telephone instructions regarding funds, I may be asked to provide a password for the purpose of positive identification.

Foreign Exchange

- Commonwealth Bank of Australia, without limitation, cannot provide its customers with any foreign exchange advice on the merits of a particular foreign exchange transaction or its likely implications. I agree that where we have instructed the Commonwealth Bank of Australia to hold funds in Sterling in order to convert at a later date, I have relied purely on my own judgement.
- The rate of exchange applied will be the spot foreign exchange rate offered by the Commonwealth Bank of Australia at the time and date that my funds are converted.
- I will be supplied with the Foreign Exchange (Commonwealth Bank London) Product Disclosure Statement once my UK Transfer Account is established.

Telephone, Facsimile and Email Authority

- I acknowledge that Commonwealth Bank London office may record any telephone instructions given by me. I acknowledge that the Commonwealth Bank London office reserve the right at any time not to act upon telephone instructions given, where the Commonwealth Bank London office feel account security may be at risk.
- I accept that telephone or facsimile instructions purporting to have originated from me will be accepted as the authority to carry out instructions given.
- The Commonwealth Bank London office will not accept email instructions regarding the holding and transfer of funds.
- Commonwealth Bank London office cannot accept liability if my intended communication is not received due to technical issues and circumstances out of its control.

Australian Retail Accounts

- My Australian based retail account will be established in Australia on my first transfer of funds to Australia.
- My Australian based retail account will not be available for withdrawals until by arrival in Australia, where I will be identified in person at my nominated Commonwealth Bank branch.
- I will receive the Transaction, Saving and Investment Account – General Information Terms and Conditions booklet and agree to be bound by the same.

Privacy and Disclosures

- Commonwealth Bank of Australia is permitted by the Privacy Act (Australia) to disclose personal information to other members of the Commonwealth Bank Group globally. This enables the group to have an integrated view of its customers. The following are examples of how your personal information is used;
 - The daily operation of services and credit facilities
 - Ensuring ongoing credit worthiness of customers
 - Designing financial services or related products for customer use
 - Form more insight about how we handle your personal information, please refer to the Commonwealth Bank Group's [Privacy Policy statement](#) or a hard-copy is available on request from +44 (0)20 7710 3990.

Personal Information

- I acknowledge that if I have provided the Commonwealth Bank's London office with my e-mail or mobile phone details, I may receive information on the Commonwealth Bank Group's products and services electronically.
- Under Australian Law (Financial Transactions Reports Act) I acknowledge that it is a requirement that signatories to the account state all name(s) by which they are commonly known and it prohibits the use of false names. I declare that the names shown on this form are complete and correct.
- By clicking below I acknowledge and consent to the use and disclosure of my personal information as detailed in the Commonwealth Bank Groups [Privacy Policy statement](#)