

# IMPORTANT INFORMATION FOR COMMONWEALTH BANK CUSTOMERS.

## This notice contains changes to the Commonwealth Bank Accelerator Cash Account (ACA) and Term Deposit Standard General Information Statement dated 8 December 2014.

We recommend that you carefully read all the changes and if you have any enquiries, contact your adviser or call us on 1800 252 351.

## The following changes to the General Information Statement apply from 30 March 2017.

### Section: Contents (page 2)

Replace 'Full Terms and Conditions are available in the Cash Management Services Accelerator Cash Account and Term Deposit Terms and Conditions' with 'Full Terms and Conditions for the Accelerator Cash Account and Term Deposit are available in the Cash Management Services Accelerator Cash Account Terms and Conditions and the Term Deposit General Information and Terms and Conditions respectively'.

### Section: Accelerator Cash Account Information (page 4)

Replace the section 'Competitive Interest Rates and No Account Keeping Fees' with:

#### Competitive interest rates and no account keeping fees

The ACA offers a competitive interest rate for all types of account holders with interest calculated daily and paid monthly with no account keeping fees. All this means is more cash for you to invest or utilise whenever the opportunity presents itself.

The ACA has three different rates according to the type of account holder you are:

| Retail rate*   | Financial Institution rate*   | Non-household rate*   |
|--|---|---|
| <ul style="list-style-type: none"><li>Individuals</li><li>Joint individuals</li><li>Self-managed super funds (SMSFs)</li><li>Individual informal trust arrangements</li><li>Family trusts^</li></ul> | An entity that is in the business of operating and/or providing financial services for a third party* | An entity that is not a financial institution or retail entity as defined by the Accelerator Cash Account terms and conditions. |

\* Please refer to the Accelerator Cash Account Terms and Conditions for definitions of a Retail/Financial Institution/Non-Household entity for the purposes of the Accelerator Cash Account.

^ For family trusts that do not meet the financial institution definition as defined by the Accelerator Cash Account Terms and Conditions.

Please note that the basis for setting your interest rate depends upon whether we and you have agreed that your adviser may be paid a referral fee/commission.

To obtain the latest interest rate applicable to your account please contact your adviser or CommSec Adviser Services.

### Section: Convenient access for you and your adviser (page 4)

Within the table, replace 'Over 1,000 branches' to 'Over 950 branches'.



# IMPORTANT INFORMATION FOR COMMONWEALTH BANK CUSTOMERS Cont.

## Section: Referral fee / commission (page 6)

Insert the following bullet point after the sentence: 'Your adviser may be entitled to receive a referral fee/commission of up to 1.00% from the Bank based on the daily balance of your ACA account. The interest rate applicable to your ACA account is net of any fees/ commission paid to your adviser':

- Your adviser will continue to receive the referral fee/commission until you or your adviser cancels the engagement and, either you or the adviser provide signed written notice to CommSec Adviser Services. Upon receiving such notice, CommSec Adviser Services will cancel the referral fee/ commission to your adviser. You will then receive the full ACA interest rate applicable to your account.

## Section: Prepayment Costs (page 10)

Replace 'See Clause 10 of the Terms and Conditions' with 'See Clause 10 of the Term Deposit General Information and Terms and Conditions'.

## Section: Other Important Information (page 14)

Under sub-section 'Financial Claims Scheme,' replace 'Information about the Financial Claims Scheme can be obtained from the APRA website at [www.apra.gov.au](http://www.apra.gov.au) and the APRA hotline on 1300 55 88 49 (if calling from within Australia) or +61 2 9210 3480 (if calling from outside Australia)' with 'Information about the Financial Claims Scheme can be obtained from [www.fcs.gov.au](http://www.fcs.gov.au)'.

## Section: Contact us (page 17)

In the sub-section 'Enquiries and Further Information' insert the following contact details after: 'Fax: 1800 422 083':

'Mail: Locked Bag 34, Australia Square NSW 1224'.



# COMMBANK CASH MANAGEMENT SERVICES

- ◆ Accelerator Cash Account
- ◆ Term Deposit

General Information Statement  
Issued 08 December 2014



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**Issued by:** Commonwealth Bank of Australia ABN 48 123 123 124 Australian Financial Services Licence Number 234945.

Ground Floor, Tower 1, 201 Sussex Street, Sydney, NSW, 2000.

Accelerator Cash Account and Term Deposit are products of the Commonwealth Bank of Australia and are administered by Australian Investment Exchange Ltd ABN 71 076 515 930 AFSL No. 241400 under the brand CommSec Adviser Services.

Australian Investment Exchange Ltd is a wholly owned but not guaranteed subsidiary of Commonwealth Bank of Australia.

If you have any enquiries about this product, please call us on **1800 252 351** between 8.30am and 6.00pm (Sydney time) Monday to Friday. If you have a complaint, our dispute resolution process can be accessed by calling 1800 805 605.

As the information in this document has been prepared without considering your objectives, financial situation or needs, you should, before acting on the information, consider its appropriateness to your circumstances.

This document contains general information about the Commonwealth Bank Accelerator Cash Account and Term Deposit and includes information about Electronic Banking facilities. Full Terms and Conditions are available in the Cash Management Services Accelerator Cash Account and Term Deposit Terms and Conditions. Information about the standard fees and charges that apply to an Accelerator Cash Account, Term Deposit and Electronic Banking is available in the Standard Fees and Charges document for these products.

The terms and conditions which apply to Electronic Banking are contained in the Electronic Banking General Information and Terms and Conditions document, which is available from any branch of the Bank, or from [commbank.com.au/netbank](http://commbank.com.au/netbank)

The information in this document is subject to change from time to time and is up to date at the date of issue.

If you have any questions on the Financial Claims Scheme, terms and conditions or fees and charges ask our staff or call us on **1800 252 351**.

<sup>1</sup> Applies to both the Accelerator Cash Account and Term Deposit accounts.

# Features at a glance

|   | Accelerator Cash Account   | Term Deposit  |
|---|--|---|
| <b>Service &amp; Security</b>             | Enjoy everyday banking functionality through NetBank, 24/7 Phone Banking and Australia's largest retail banking network.   | Combine the flexibility of Australia's largest retail banking network, NetBank and Phone Banking.   |
| <b>Minimum opening balance</b>            | \$5,000.00   | \$5,000.00  |
| <b>Minimum ongoing balance</b>            | No minimum ongoing balance requirement.  | Should you wish to withdraw part of your balance before maturity, there is a \$5,000.00 minimum balance requirement <sup>1</sup> .  |
| <b>Interest</b>                           | Competitive at-call interest rates. Calculated daily, paid monthly.  | Competitive interest rates. Calculated daily and paid according to the interest payment option you choose.  |
| <b>Fees and charges</b>                   | No account keeping fees.   | No account keeping fees. Prepayment administration fee \$30.00.   |
| <b>Access to funds<sup>2</sup></b>        | Make use of NetBank, ATMs, EFTPOS, Phone Banking, optional cheque book or any Commonwealth Bank branch.  | Manage maturity instructions through NetBank (for registered clients).  |
| <b>Adviser-friendly</b>                   | Designed with advisers in mind, account information can be automatically uploaded into your adviser's planning software <sup>3</sup> , helping them better-manage your investments and act on opportunities as they arise. | Advisers with planning software may view your account details to help them manage your investments more effectively <sup>3</sup> .  |
| <b>Government guaranteed deposits</b>     | Deposits to this account are covered under the Australian Financial Claims Scheme (FCS). However, any entitlement to payment under the FCS will depend on your circumstances.  | Deposits to this account are covered under the Australian Financial Claims Scheme (FCS). However, any entitlement to payment under the FCS will depend on your circumstances.   |
| <b>Terms available</b>                    | Not applicable   | From 1 month to 60 months, or 30 days to 990 days.  |
| <b>Withdrawals in advance of maturity</b> | Not applicable   | For Term Deposits opened or renewed on and after 8 December 2014, you will need to give the Bank 31 days' notice for withdrawals before maturity. A prepayment adjustment and \$30.00 prepayment administration fee will apply to withdrawals in advance of maturity. If you think you may have a need to immediately access your money during the term, other savings accounts may be more suitable. |

<sup>1</sup> Prepayment adjustment and administration fees apply. See the 'Accelerator Cash Account and Term Deposit Standard Fees and Charges' document and pages 9 and 11 of this document for further details.

<sup>2</sup> Please note that keycards, cheque books and deposit books are not available to customers with a non-Australian postal address.

<sup>3</sup> Data feeds supported to selected third party packages. Check with your adviser to ensure they use one of these supported planning packages if you require this functionality.

# Accelerator Cash Account Information

## Safe, simple, powerful cash management for investors

The Accelerator Cash Account (ACA) is a product of the Commonwealth Bank of Australia (CBA) and is a convenient, fully-featured cash management account for investors and their advisers.

Developed specifically for investors and Self-Managed Super Funds (SMSFs), the ACA helps manage investment cash flow needs by combining the features and access of an everyday banking account with balance and transaction visibility for advisers to make smart investing simpler.

The ACA can be used as a settlement account for share trades, to receive dividend payments or simply as an everyday bank account. The account can also be accessed in real-time via NetBank, Phone Banking, ATMs, EFTPOS, direct debit or cheque book.

### Key features

#### COMPETITIVE INTEREST RATES AND NO ACCOUNT KEEPING FEES

The ACA offers a competitive interest rate, with interest calculated daily on the entire balance and paid monthly and no account keeping fees. All this means more cash for you to invest or utilise whenever the opportunity presents itself.

Please note that the basis for setting your interest rate depends upon whether we and you have agreed that your adviser may be paid a referral fee / commission.

To obtain the latest interest rates, contact your adviser or CommSec Adviser Services.

#### CONVENIENT ACCESS FOR YOU AND YOUR ADVISER

Enjoy access<sup>2</sup> to your money through the CBA retail branch network, ATMs, NetBank, Phone Banking and your adviser:

|   |   |
|---|---|
| <b>Internet banking</b> – manage your finances with ease in a secure online environment. Check your balance, transfer money, pay bills, review transactions and much more.                                      | ✓ |
| <b>Phone Banking</b> – Our Customer Service team is available to assist 24 hours a day, 7 days per week. Our automated telephone banking system also allows clients to check balances and transact as required. | ✓ |
| <b>Over 1,000 branches</b> – Visit a Commonwealth Bank branch and have an experienced staff member assist with a variety of enquiries and transactions.   | ✓ |
| The Bank's branch network is supported by Australia's largest ATM and EFTPOS networks.  | ✓ |
| <b>Adviser flexibility</b> – You can also authorise your adviser to perform many of the account functions on your behalf, helping you streamline the management of your account <sup>1</sup> .                  | ✓ |

Plus, if you're an existing CBA customer, you'll see your ACA details in NetBank alongside any other CBA products you may have including your credit cards, home loans and insurance products.

<sup>1</sup> Authority to Operate required. Please note that even if an Authority to Operate is not in place for your adviser, your adviser will still be able to view your account details, inclusive of balance and transaction information.

<sup>2</sup> Please note that keycards, cheque books and deposit books are not available to customers with a non-Australian postal address.

**MULTIPLY THE BENEFITS WITH SEAMLESS ACCESS TO TERM DEPOSITS**

The ACA can be linked to your Commonwealth Bank Term Deposit as the nominated bank account.

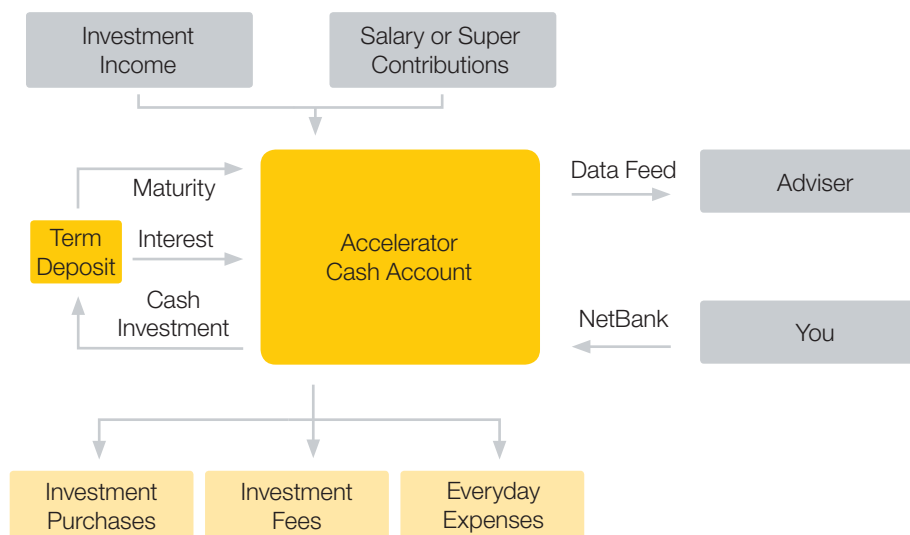
By linking your ACA and a Commonwealth Bank Term Deposit, you'll be able to:

- ◆ Open a new Term Deposit and fund your new Term Deposit immediately with available funds from your Accelerator Cash Account with no need to complete further paperwork; and
- ◆ Automatically deposit the interest earned and maturity proceeds on your Term Deposit directly into your Accelerator Cash Account for easy access.

**THE CENTRE OF YOUR INVESTMENT PORTFOLIO**

The ACA is a highly accessible cash management account developed specifically to assist investors and Self-Managed Super Funds (SMSFs) manage their investment cash flow needs together with their advisers.

Acting as an efficient and fully-featured cash hub, the ACA lets you direct income from your salary, investments and superannuation straight into the account, ready to capitalise on investment opportunities as soon as they arise.



**OVER 100 YEARS OF EXPERIENCE IN CASH MANAGEMENT**

The Commonwealth Bank has over 100 years of experience in helping Australians manage their cash flow needs. Throughout this time, we have always focused on developing robust and innovative product and service solutions designed to meet the evolving needs of our clients. As your needs continue to change, so too will our investment solutions.

**EXCEPTIONAL SERVICE**

We are committed to delivering the highest level of service and support to you and your adviser. We provide support to advisers through the provision of account information and a range of services to help them effectively manage your cash flow requirements.

**DESIGNED FOR MARGIN LENDING CLIENTS**

You can use your ACA as security against a Colonial Margin Loan, CALIA+ Margin Loan, or CommSec Margin Loan.

- ◆ Increase your borrowing capacity or create an additional buffer against margin calls by nominating a 'hold' amount over all or a portion of your ACA balance. Your account balance up to the nominated 'hold' amount will be included as security on your margin loan and allocated a 100% lending ratio.
- ◆ Only the portion of your account balance above the 'hold' amount will be accessible by you.
- ◆ You can also streamline your margin lending transactions by depositing money into an ACA to earn interest, while waiting for the right time to invest.

## SELF-MANAGED SUPER FUNDS

The ACA gives you the control and visibility you need to manage your fund's transactions, reporting, administration and auditing. Simplify your SMSF end-of-year reporting with 24/7 access to your full transaction history, quarterly statements and yearly interest summaries online.

## FLEXIBLE DEPOSIT AND WITHDRAWAL OPTIONS

With no minimum ongoing balance and no minimum transaction amount, you are free to withdraw as much or as little as you like. In addition, the ACA does not impose a minimum ongoing deposit amount, meaning you can deposit as much or as little as you like<sup>1</sup>.

Dividends and distributions from your investments can be deposited directly into your ACA. When you sell investments, you can deposit the sale proceeds in the account knowing you'll be earning interest at competitive rates.

## ADVISER SERVICE CENTRE

A dedicated service team provides your adviser with information and support.

## Where to begin

### OPENING YOUR ACCELERATOR CASH ACCOUNT

To open your account, simply follow these easy steps:

1. Read and familiarise yourself with this General Information Statement, Terms and Conditions and Fees and Charges for the ACA.
2. Complete the required sections of the 'Accelerator Cash Account and Term Deposit Application Form'. The Application Guide at the end of the Application Form will show you how to complete the form.
3. Provide appropriate identification for each signatory named on the Application Form. Existing clients can list their Commonwealth Bank account as proof of identification. Individuals new to the Commonwealth Bank will need to complete the Identification section within the Application Form.
4. Send your completed Application Form to:

**CommSec Adviser Services  
Adviser Cash Team  
Locked Bag 3005  
Australia Square NSW 1215**

## FEES AND CHARGES

Please refer to the 'Accelerator Cash Account and Term Deposit Standard Fees and Charges' document for further details on fees and charges that may apply to your Accelerator Cash Account.

## GIVING YOUR ADVISER ACCESS TO YOUR ACCOUNT

You have the ability to authorise your adviser to access your ACA to:

- ✓ Transfer funds to linked accounts
- ✓ Transfer funds to third party accounts
- ✓ Request statement reprints
- ✓ Retrieve account balances and transaction history<sup>2</sup>

To authorise your adviser to access your account, simply complete the 'Adviser Authority' section of the Application Form.

## REFERRAL FEE / COMMISSION

Your adviser may be entitled to receive a referral fee / commission of up to 1.00% from the Bank based on the daily balance of your ACA account. The interest rate applicable to your ACA account is net of any fees / commission paid to your adviser.

<sup>1</sup> Subject to a minimum opening balance of \$5,000.

<sup>2</sup> Your adviser can request this data to be sent to their third party planning software.



## Managing your Account

### CONVENIENT ACCESS 365 DAYS A YEAR

We've worked hard to make it easy for you to access and manage your funds. Here's a list of all the things you can do through these convenient channels:

| Phone Banking  | NetBank  | Branches   | Your Adviser   |
|--|--|--|--|
| <ul style="list-style-type: none"> <li>✓ Check account balance</li> <li>✓ Transfer funds to linked accounts</li> <li>✓ Pay regular bills</li> <li>✓ Activate Keycards</li> <li>✓ Change address and contact details</li> <li>✓ Request statement reprints</li> </ul> | <ul style="list-style-type: none"> <li>✓ Check account balance</li> <li>✓ Transfer funds between your linked CBA accounts</li> <li>✓ Transfer funds to any third party account</li> <li>✓ Pay regular bills</li> <li>✓ Activate Keycards</li> <li>✓ Pay Bills using BPAY®</li> <li>✓ Set up scheduled payments and transfers</li> <li>✓ Change address and contact details<sup>2</sup></li> <li>✓ View/print statements</li> </ul> | <ul style="list-style-type: none"> <li>✓ Check account balance</li> <li>✓ Transfer funds between your linked accounts</li> <li>✓ Transfer funds to any third party account</li> <li>✓ Activate Keycards</li> <li>✓ Change address and contact details</li> <li>✓ Request statement reprints</li> </ul> | <ul style="list-style-type: none"> <li>✓ Transfer funds between your linked accounts*</li> <li>✓ Transfer funds to any third party account*</li> <li>✓ Request statement reprints</li> <li>✓ Retrieve account balances</li> </ul> <p>* Authority to Operate required</p> |

BPAY is registered to BPAY Pty Ltd ABN 69 079 137 518

### DEPOSITING AND WITHDRAWING FUNDS

With no minimum transaction amount and no minimum ongoing deposit requirement, you are free to deposit and withdraw as much or as little as you like<sup>1</sup>.

You can deposit your salary, dividends and managed fund distributions directly into your ACA using the following methods:

| Deposit Method  | Instructions  |
|---|---|
| <ul style="list-style-type: none"> <li>✓ <b>Electronic funds transfer</b></li> </ul>                              | You can transfer money into your ACA from any linked or third party account via electronic funds transfer. All you need is the BSB and account number of your ACA.  |
| <ul style="list-style-type: none"> <li>✓ <b>Depositing your salary, dividends and other income</b></li> </ul>     | Credit your salary directly into your cash account by simply providing your employer with your new ACA BSB and account number. You can also provide your ACA BSB and account number to other institutions such as share registries to have dividends and other income paid into your ACA.   |
| <ul style="list-style-type: none"> <li>✓ <b>Cheque deposits</b></li> </ul>  | You can deposit money into your ACA by taking your cheque made out to the same name as your ACA account to any of CBA's 1,000 branches. You can also request special clearance of cheques in situations where you cannot wait the usual 3 days for your cheque to clear and the funds to be available for use in your ACA. If you require special clearance, please inform the teller when you are depositing the cheque into your account. Please note, a fee is payable for this service. |
| <ul style="list-style-type: none"> <li>✓ <b>Depositing from overseas banks</b></li> </ul>                         | To receive an international money transfer into your ACA, all you need to do is provide the sender with CBA's SWIFT Code (CTBAU2S) and the BSB and account number of your ACA.  |
| <ul style="list-style-type: none"> <li>✓ <b>Assisted Transfers (Phone Banking, branch and adviser)</b></li> </ul> | You can transfer funds into your account from any linked bank account through Phone Banking or your adviser as well as deposit funds at any Commonwealth Bank branch.   |

<sup>1</sup> Subject to a minimum opening balance of \$5,000.

<sup>2</sup> Please note you cannot change your mobile number via NetBank.

You can use your ACA to pay regular bills and loan repayments in a number of convenient ways:

| Withdrawal Method                  | Instructions  |
|------------------------------------|---|
| <p>✓ <b>NetBank</b></p>            | <p>NetBank is the easiest way to transfer money from your ACA.</p> <p>You can make a one-off transfer, schedule future payments (such as paying off a credit card) or arrange regular payments (such as ongoing rent payments).</p> <p>Transfers between your own Commonwealth Bank accounts (including to your linked home and personal loans) and to most other Commonwealth Bank accounts are immediate.</p> <p>Transfers to most other Australian financial institutions are usually available the next business day. All you need is the BSB and account number of the account to which you wish to transfer funds.</p> <p>You can also make transfers in NetBank to overseas accounts.</p>  |
| <p>✓ <b>Phone Banking</b></p>      | <p>Call CBA Phone Banking on 13 2221 to transfer funds from your ACA quickly and easily.</p>  |
| <p>✓ <b>Your adviser</b></p>       | <p>You can instruct your adviser to transfer funds to another CBA or third party account.</p>   |
| <p>✓ <b>Periodic payments</b></p>  | <p>Setup regular payments to anyone through NetBank or your adviser. Choose from weekly, fortnightly, monthly, quarterly, half yearly and yearly payment frequencies.</p>   |
| <p>✓ <b>Direct Debit</b></p>       | <p>You can organise for a pre-arranged debit or payment to be made from your ACA to a merchant, biller or service provider (e.g. telephone bill).</p>   |
| <p>✓ <b>Cheque withdrawals</b></p> | <p>If you chose the optional cheque book during the application process, you can use your cheque book to pay individuals or merchants. You can add a chequebook to your ACA at any time by contacting your adviser, visiting any branch or calling Phone Banking on 13 2221.</p>  |
| <p>✓ <b>BPAY®</b></p>              | <p>You can use your ACA to pay your bills via Phone Banking or NetBank using BPAY®. NetBank also gives you the following benefits when setting up BPAY® payments:</p> <ul style="list-style-type: none"> <li>◆ Choose to pay now or schedule payments up to 18 months in advance</li> <li>◆ Quickly view your past bill payments with searchable payment history</li> <li>◆ Faster repeat payments with all new biller details automatically saved after the first payment</li> <li>◆ Choose to use your cheque or savings accounts (selected billers also accept credit card payments) – Receive and view all your bills via BPAY View™. Please note that not every BPAY biller has this service.</li> </ul> <p>All you need to pay a bill is the BPAY biller code and customer reference number located on your bill.</p> |

# Term Deposit Information

A Term Deposit account is an investment account where your funds are invested for a selected term at a nominated interest rate. The interest rate is guaranteed not to change for the life of the selected term. A selection of terms are available, all at competitive interest rates.

Term Deposits are perfect for investors who are looking for a competitive, guaranteed interest rate without the need for immediate access to their money.

## Key Features

### GUARANTEED RETURNS

Because the interest rate is fixed up front, you can enjoy a secure return for the nominated term of your deposit. If you need to withdraw money during the term, you may request withdrawal of all or part of your funds by giving the Bank 31 days' notice. A prepayment adjustment and \$30.00 prepayment administration fee will apply to withdrawals before maturity. The notice period starts on the day you request withdrawal and funds will be credited to your nominated Commonwealth Bank statement account on day 32, (or the next/following business day if day 32 is a non-business day). More information is provided in Clause 10 of the Term Deposit Terms and Conditions.

### THE PERFECT COMPANION FOR YOUR ACCELERATOR CASH ACCOUNT

The Commonwealth Bank Term Deposit works in tandem with the Commonwealth Bank Accelerator Cash Account (ACA) to help you and your adviser effectively manage your cash flow and investments.

By linking each Term Deposit account to your ACA, you'll be able to automatically direct investment proceeds into your Term Deposit account without the need to complete additional paperwork. Provided we receive sufficient processing time, funds are transferred within the same business day.

Interest payments from the Term Deposit accounts and maturing Term Deposit funds can also be directed back to the ACA, rounding off a powerful cash management service.

### STREAMLINED ACCOUNT VISIBILITY AND MAINTENANCE

Your Term Deposit accounts will be visible in NetBank alongside your ACA and any other CBA products you hold (if applicable).

### DESIGNED WITH INVESTORS AND ADVISERS IN MIND

The Accelerator Cash Account and Term Deposit products offered through CommSec Adviser Services have been designed with advisers in mind. Both accounts are equipped with daily data feeds that supply advisers with balance and transaction data (depending on what software your adviser uses). This enables your adviser to keep better track of your cash investments and identify funds that are available for alternative asset allocation and use.

## Term Deposit Details

### STANDARD TERM DEPOSITS

Terms available:

- ◆ Term in months – from 1 month to 60 months.
- ◆ Term in days – from 30 days to 990 days. A term of less than 30 days may be available at the Bank's discretion.

Interest payment options:

- ◆ Interest is credited to your nominated account with the choice of the following payment frequencies:
  - **4 weekly:** interest is credited to your nominated account every 28 days and at maturity.
  - **6 monthly:** interest is credited to your nominated account every 6 months and/or at maturity.
  - **Annual:** interest is credited to your nominated account every 12 months and/or at maturity.
- ◆ Interest is added to your Term Deposit with the choice of the following frequencies:
  - **Compound 4 weekly:** interest is added to your Term Deposit every 28 days and at maturity.
  - **6 monthly:** interest is added to your Term Deposit every 6 months and/or at maturity.
  - **Annual:** interest is added to your Term Deposit every 12 months and/or at maturity.
- ◆ For Term Deposit fixed terms greater than 12 months, interest is paid every 12 months and at maturity.

### HOW INTEREST IS CALCULATED

Interest is calculated daily on your Term Deposit using this simple interest formula:

**Interest** = amount invested x rate % per annum x number of days/365

Interest is paid to you in accordance with Clause 7 of the Term Deposit Terms and Conditions.

#### Example 1\*

You have lodged a 6 month Term Deposit of \$25,000.00 on 1 June at an interest rate of 4.00% per annum with Six Monthly interest payment option (that is, interest is paid every 6 months and at maturity).

The interest is calculated as follows:

- ◆ Interest earned on a deposit lodged on 1 June to mature on 1 December (183 days)

$$= \$25,000.00 \times 4.00\% \times \frac{183}{365}$$

$$= \$501.36$$

- ◆ Total Interest earned at time of maturity is \$501.36

### KEY COSTS

When investing in a Term Deposit you agree to invest your funds for a set period of time at a fixed interest rate. There are no account keeping fees to maintain this account.

### PREPAYMENT COSTS

If we allow you to withdraw all or part of your funds prior to the maturity date, a prepayment adjustment and a \$30.00 prepayment administration fee will apply (see Clause 10 of the Terms and Conditions). Prepayment costs do not apply to Term Deposits held in the name of a deceased account holder or in the name of a deceased account holder's legal personal representative.

The prepayment adjustment applied will depend on the percentage of the original term elapsed. The prepayment adjustment will apply even if the Term Deposit has not been paid any interest up to the date of prepayment.

\* Example used for illustrative purposes only.

**TABLE 1: ADJUSTMENT TO BE APPLIED**

| Percentage of time elapsed | Adjustment to be applied as a % of your interest rate |
|----------------------------|---|
| 0% to less than 20%        | 90%   |
| 20% to less than 40%       | 80%   |
| 40% to less than 60%       | 60%   |
| 60% to less than 80%       | 40%   |
| 80% to less than 100%      | 20%   |

For example, if your funds are invested for 50% of the agreed term, the prepayment adjustment to be applied will be 60%. In other words, if the agreed interest rate at lodgement date was 4.00% per annum, the interest rate that you will earn on the amount that you have withdrawn early will be 40% of the interest rate agreed at the start of the term. That is the interest rate you would earn on the withdrawal amount is:

$$4.00\% \text{ per annum} - (4.00\% \text{ per annum} \times 60\%) = 1.60\% \text{ per annum.}$$

**Example 2\* – Full prepayment**

On 1 June, you have lodged a 183 day (approximately 6 month) Term Deposit of \$25,000.00 at an interest rate of 4.00% per annum with a Six Monthly interest payment option (that is, interest is paid every 6 months and at maturity).

On 30 July, after 59 days (approximately 2 months) you provide a 31 days' notice request to withdraw the entire \$25,000.00 with funds to be available in your Commonwealth Bank statement account on 31 August.

$$\begin{aligned} \text{Percentage of term elapsed} &= \frac{\text{number of days deposited}}{\text{number of days in term}} \times 100 \\ &= \frac{90 \text{ days}}{183 \text{ days}} \times 100 \\ &= 49.18\% \end{aligned}$$

As 49.18% of the original term has elapsed, an adjustment of 60% will apply (refer Table 1).

$$\begin{aligned} \text{Interest rate adjustment} &= \text{adjustment} \times \text{your interest rate} \\ &= 60\% \times 4.00\% \text{ per annum} \\ &= 2.40\% \text{ per annum} \end{aligned}$$

Interest is calculated for the period of 90 days at your original interest rate of 4.00% per annum. This amounts to \$246.57. This amount is reduced by the prepayment adjustment amount of \$147.94 (\$246.57 x 60%), making an interest payment amount of \$98.63. A prepayment administration fee of \$30.00 is also payable. The amount paid to you on the date of withdrawal is \$25,068.63 (i.e. the original lodgement amount of \$25,000.00 plus the adjusted interest payment of \$98.63 less the prepayment administration fee of \$30.00).

Note: When calculating interest adjustments, the Bank takes into consideration any interest already paid to you during the term. Interest already paid will have been calculated at your original interest rate. As an adjustment is now being made to your interest rate, interest already paid to you must also be adjusted down. Rather than asking you to repay some of the interest already paid to you by the Bank, we simply deduct the prepayment adjustment amount from the amount being repaid to you on the date of withdrawal.

Despite this, the sum of the amount paid to you on the withdrawal date, plus the sum of all previous interest payments will always be equal to or more than your original investment amount (excluding the prepayment administration fee).

\* Example used for illustrative purposes only.

**Example 3\* – Partial prepayment**

This is the option that lets you withdraw part of your funds at maturity and reinvest the remaining balance for the same or a different term. Remember the remaining balance of your Term Deposit after this partial withdrawal must be at least \$1,000.00. When you request a partial prepayment, you can choose to have:

- (a) a specific prepayment amount, e.g. \$10,000.00, where the prepayment costs are deducted from the Term Deposit balance remaining after prepayment; or
- (b) a specific balance to remain in the Term Deposit, e.g. \$15,000.00, where the prepayment costs are deducted from the amount being prepaid.

Where no preference is stated, prepayment costs are deducted from the balance remaining after prepayment.

**(a) Specific prepayment amount of \$10,000.00 (prepayment costs deducted from balance).**

After 59 days (approximately 2 months) you provide a 31 days' notice request to withdraw \$10,000.00 from your Term Deposit, that is a partial prepayment. Funds will be credited into your nominated Commonwealth Bank statement account on 31 August.

$$\begin{aligned}
 &\text{Percentage of term elapsed} &&= 49.18\% \text{ (as calculated in Example 2)} \\
 &\text{Interest rate adjustment} &&= 2.40\% \text{ per annum (as calculated in Example 2)} \\
 &\text{Prepayment adjustment} &&= \text{amount to be prepaid} \\
 &&&\times \frac{\text{number of days deposited}}{365} \\
 &&&\times \text{interest rate adjustment} \\
 &&&= \$10,000 \times \frac{90}{365} \\
 &&&\times 2.40\% \text{ per annum} \\
 &&&= \$59.17
 \end{aligned}$$

The prepayment amount you will receive will be \$10,000.00 as you requested, and after the prepayment costs are deducted from the remaining Term Deposit balance, the remaining Term Deposit will be \$25,000.00 - \$10,000.00 - \$59.17 - \$30.00 = \$14,910.83.

The amount of \$14,910.83 will continue to earn interest at 4.00% per annum. The interest earned on the amount prepaid will be paid at the next interest payment date.

**(b) Specific balance remaining of \$15,000.00 (prepayment costs deducted from partial withdrawal amount).**

After 59 days you provide a 31 days' notice request to withdraw a prepayment amount that leaves \$15,000.00 remaining as your Term Deposit balance. Funds will be credited into your nominated Commonwealth Bank statement account on 31 August.

$$\begin{aligned}
 &\text{Percentage of term elapsed} &&= 49.18\% \text{ (as calculated in Example 2)} \\
 &\text{Interest rate adjustment} &&= 2.40\% \text{ per annum (as calculated in Example 2)} \\
 &\text{Prepayment adjustment} &&= \text{amount to be prepaid} \\
 &&&\times \frac{\text{number of days deposited}}{365} \\
 &&&\times \text{interest rate adjustment} \\
 &&&= \$9,911.35 \times \frac{90}{365} \\
 &&&\times 2.40\% \text{ per annum} \\
 &&&= \$58.65
 \end{aligned}$$

To leave a balance of \$15,000.00, the prepayment amount you will receive will be \$9,911.35 (calculated as \$25,000.00 - \$15,000.00 - \$58.65 - \$30.00 = \$9,911.35) on the prepayment date. This will leave the remaining balance of \$15,000.00 to continue to earn interest at 4.00% per annum. The interest earned on the amount prepaid will be paid at the next interest payment date.

You will note that the prepayment adjustment in (b) is slightly less since the prepayment adjustment is calculated on a lesser amount than that of (a) in order to provide the specific amount as the remaining balance.

**BANK CHEQUE FEE**

Where you request your balance to be paid to you in the form of a Bank Cheque, a fee will apply. For the latest fee information, refer to our Accelerator Cash Account and Term Deposit Standard Fees and Charges brochure available from your adviser.

\* Example used for illustrative purposes only.

## Where to begin

### OPENING YOUR TERM DEPOSIT ACCOUNT

To open your account, simply follow these easy steps:

1. Read and familiarise yourself with this General Information Statement, Terms and Conditions and Fees and Charges for the Term Deposit.
2. Complete the required sections of the 'Accelerator Cash Account and Term Deposit Application Form'. The Application Guide at the end of the Application Form will show you how to complete the form.
3. Provide appropriate identification for each signatory named on the Application Form. Existing clients can list their Commonwealth Bank account as proof of identification. Individuals new to the Commonwealth Bank will need to complete the Identification section of the Application Form.
4. Send your completed Application Form to:

**CommSec Adviser Services  
Adviser Cash Team  
Locked Bag 3005  
Australia Square NSW 1215**

### FEES AND CHARGES

Please refer to the 'Accelerator Cash Account and Term Deposit Standard Fees and Charges' document for further details on fees and charges that may apply to your Term Deposit.

### AUTHORISING YOUR ADVISER TO ACCESS YOUR ACCOUNT

You may authorise your adviser to access your Term Deposit accounts to:

- ◆ Withdraw balance before maturity (prepayment interest adjustment and administration fees apply)

To do this, complete the 'Adviser Authority' section of the Application Form.

## Managing your account

### WHAT YOU NEED TO DO AT MATURITY

**If you wish to add to, withdraw or change** your Term Deposit, please record your instructions through your adviser (if applicable), via NetBank (if you are a registered user), call 13 2221, or contact one of our branches on or before the maturity date. (If you give instructions that all or part of your deposit is to be paid to a nominated account at the Commonwealth Bank on maturity, you cannot change or cancel those instructions on or after the maturity date).

**If you do not contact us before the maturity date,** you agree that the Bank may either:

- i. renew the Term Deposit for the same investment term as before at the applicable interest rate and on the Terms and Conditions then applying to new standard Term Deposits. The interest rate applicable to the new Term Deposit may be significantly different, higher or lower, to the interest rate applied in the previous term as a consequence of market rate movements. Also, the investment terms giving the best interest rates may change from time to time. We recommend that you contact us on the maturity date to determine if the rate that applies to your renewed deposit meets your needs.
- or
- ii. transfer the funds to the holding facility. If your funds are transferred to the holding facility, the interest rate is fixed for each 7 day period but may be varied at the end of each 7 day period without notice. No interest is paid on funds in the holding facility for any 7 day interest period if funds are reinvested or withdrawn before the next interest payment date.

**If you renew,** the interest rate will depend on the amount, term and interest payment option you choose. For the latest rates, please go online at [commbank.com.au](http://commbank.com.au), or contact **13 2221**, one of our branches, or your adviser.

**Please note** that the Bank offers higher rates on selected investment terms and these interest rates may be significantly higher than for other terms. The Bank changes the terms of its best rates from time to time.

<sup>1</sup> Calls to **13 2221** on the maturity date need to be made before 9pm (Sydney time) or funds may not be available in your nominated Commonwealth Bank statement account until the next business day (if the maturity date is a business day) or the following business day (if the maturity date is not a business day). Funds paid on a non-business day will not appear on your statement or in a transaction listing until the next business day or the following business day.



The following sections (Other Important Information, Electronic Banking, Keeping you informed and Contact us) apply to both the Accelerator Cash Account and Term Deposit Accounts.

## Other Important Information

### Financial Claims Scheme

The Financial Claims Scheme, under the Banking Act, covers deposit amounts you hold in a bank in aggregate up to a statutory prescribed limit (please note that for the purposes of calculating this total, joint accounts are considered to be held in equal shares). You may be entitled to a payment in some circumstances. Payments under the scheme are subject to a limit for each depositor. Information about the Financial Claims Scheme can be obtained from the APRA website at [www.apra.gov.au](http://www.apra.gov.au) and the APRA hotline on 1300 55 88 49 (if calling from within Australia) or +61 2 9210 3480 (if calling from outside Australia).

### Risks

#### PRODUCT RISK

All investments involve a certain amount of risk, however an Accelerator Cash Account (being a transaction account) and a Term Deposit, are considered to be relatively low risk products offered by the Bank.

For Term Deposits, your funds are locked in for the agreed fixed term and 31 days' notice is required if you need to withdraw before maturity (subject to prepayment costs being applied to the amount withdrawn). If you think you may have a need to immediately access your money, other savings accounts may be more suitable.

#### LEGAL RISK

Australia, as a member state of the United Nations, is obliged to implement United Nations Security Council sanctions. Australia also may be required to implement other international sanctions and sometimes imposes unilateral sanctions. Sanctions can cover various subject matters including financial restrictions. Consequently, the Bank may be prohibited from dealing with certain persons or entities.

This means that if the Bank is aware that you are a proscribed person or entity, then the Bank may be required to suspend, cancel or refuse you services or close or terminate any account, facility, transaction, arrangement or agreement with you. We may also be required to freeze assets of yours. You could incur significant costs as a result of these actions.

#### INTEREST RATE RISK

Because the interest rate of your Term Deposit is fixed, you are protected from decreases in interest rates during the term of your investment. However, you may not be able to take advantage of interest rate increases should interest rates rise during the term of your investment.

If you have not given us instructions for renewal or closure of your Term Deposit before the maturity date, the Bank automatically renews your Term Deposit for the same term as before at the interest rate which applies on the day of maturity to that term. This interest rate may be significantly different, higher or lower, to the interest rate that applied in the previous term, as a consequence of market rate movements. Also, the investment terms giving the best interest rates may change from time to time as the Bank periodically renews and changes these terms based on market and business needs. We recommend that you contact us or your adviser on the maturity date to determine if the rate that applies to your renewed deposit meets your needs.

#### Taxation implications

If you do not provide us with a Tax File Number (TFN), TFN exemption, or an Australian Business Number or you are a non-resident, we are obliged by law to withhold tax from the interest we pay to you. Interest you have earned on this account may be subject to income tax. You should discuss any taxation issues with an independent taxation adviser.

While you are not required to provide the Bank with your Tax File Number (TFN) or Australian Business Number (ABN) in relation to an account, the Bank is obliged by law to withhold tax from interest credited to your account where a TFN exemption or ABN has not been quoted, or where you have an overseas residential address. Interest you have earned on this account may be subject to income tax. You should discuss any taxation issues with your tax adviser.

#### Telephone recording policy

Telephone conversations with CommSec Adviser Services and Commonwealth Bank may be recorded to ensure our service standards are met or exceeded and to allow records to be kept of the advice given and instructions taken. Please let us know if you do not want your conversation to be recorded at the beginning of each call.



# Electronic Banking

## WHAT IS ELECTRONIC BANKING?

Electronic Banking is a range of banking services using electronic equipment (includes electronic terminal, computer and telephone) and includes the following:

- ✓ Phone Banking
- ✓ NetBank (Internet banking)
- ✓ ATM
- ✓ Keycard (debit card)<sup>1</sup>
- ✓ BPAY<sup>®</sup> and BPAY View<sup>™</sup>
- ✓ EFTPOS
- ✓ Maestro/Cirrus/Visa Plus
- ✓ AFT (Automated Funds Transfer)

The terms and conditions applicable to Electronic Banking are contained in the Electronic Banking General Information and Terms and Conditions document, which is available from any branch of the Bank, or from [commbank.com.au/netbank](http://commbank.com.au/netbank)

## WHO IS ELECTRONIC BANKING SUITABLE FOR?

Electronic Banking may be appropriate for those wanting convenient and simple means to access their accounts and transfer funds between accounts.

## WHAT ARE THE FEES AND CHARGES FOR ELECTRONIC BANKING?

For details of Electronic Banking Fees and Charges refer to the Accelerator Cash Account and Term Deposit Standard Fees and Charges document. For NetBank Service Fees, refer to the Electronic Banking General information and Terms and Conditions document.

We may debit your accounts with all government taxes, duties or charges which may be imposed from time to time on your access method or on transactions through electronic equipment.

## WHAT ARE THE SIGNIFICANT RISKS OF ELECTRONIC BANKING?

There is a risk that unauthorised transactions may be performed on your account. In some circumstances you may be liable for these transactions. For more information regarding when you will be liable for unauthorised transactions, refer to the Electronic Banking General Information and Terms and Conditions document.

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<sup>1</sup> Please note that keycards are not available to customers with a non-Australian postal address.

# Keeping you informed

Various features of your ACA account may be changed from time to time, including fees, interest rates and terms and conditions. The following table indicates how we will advise you of any changes:

| Change  | Minimum Number of Days          | Method of Notice                     |
|---|---------------------------------|--------------------------------------|
| Introduce a new fee or charge   | 30 days                         | In writing                           |
| Increase an existing fee or charge  | 30 days                         | In writing or by press advertisement |
| Change the method by which interest is calculated or the frequency with which interest is debited or credited | 30 days                         | In writing                           |
| Change the minimum balance to which an account keeping fee applies  | 30 days                         | In writing                           |
| Vary the balance ranges within which interest rates apply to the account                                      | 30 days                         | In writing                           |
| Change the interest rate for ACA and new Term Deposit accounts  | No later than the day of change | In writing or by press advertisement |
| Change any other term or condition  | No later than the day of change | In writing or by press advertisement |
| Introduce, remove or adjust a daily transaction limit or other periodical transaction limit                   | 30 days                         | In writing                           |

The following table indicates how and when we will advise you of changes to the terms and conditions of your Term Deposit:

| Change   | Minimum days' notice we give you   | How we tell you  |
|--|--|--|
| Any change to term or condition which is not a change to: <ul style="list-style-type: none"> <li>existing or new fees or charges (other than a government charge)</li> <li>interest rates, or</li> <li>the basis on which or frequency with which interest is calculated during the fixed term of your Term Deposit</li> </ul> | No later than the day of change  | In writing, or by electronic means where you agree, or by advertising in the national or local media |
| Introduce or change any Government tax or charge   | No later than the day of change.<br><b>Note:</b> no notice is given by us if the change has already been publicised by a government, government agency or representative body. |  |

# Contact us

## ENQUIRIES AND FURTHER INFORMATION

For any questions regarding these ACA or Term Deposit products, please contact CommSec Adviser Services.

**Phone:** 1800 252 351 (charges apply to calls to this number from outside Australia)

**Fax:** 1800 422 083

**Email:** [advisercashteam@cba.com.au](mailto:advisercashteam@cba.com.au)

**Web:** [www.CommSecAdviserServices.com.au](http://www.CommSecAdviserServices.com.au)

**Hours:** 8.30am and 6.00pm (Sydney time),  
Monday to Friday

Alternatively, you can contact your adviser for information on the ACA and Term Deposit, and help with completing the Application Form.

## COMPLAINTS AND THE FINANCIAL OMBUDSMAN SERVICE

We expect that our front line staff, managers or Customer Relations team will completely resolve the issue you raise.

**Web:** [www.commbank.com.au/contactus/comment.asp](http://www.commbank.com.au/contactus/comment.asp)

**Phone:** 1800 805 605;

**Fax:** 1800 028 542; or

**Mail:** CBA Group Customer Relations  
Reply Paid 41  
Sydney NSW 2001

If, despite our best efforts, you believe your complaint has not been satisfactorily dealt with, you may wish to contact an alternative dispute resolution scheme. The Financial Ombudsman Services (FOS) is an impartial, independent and free alternative dispute resolution scheme for customers of financial institutions.

The types of disputes which can be considered by FOS are set out in the FOS Terms of Reference which can be accessed on its website: [www.fos.org.au](http://www.fos.org.au).

You can contact the Financial Ombudsman Service using the following details:

**Web:** [www.fos.org.au](http://www.fos.org.au)

**Email:** [info@fos.org.au](mailto:info@fos.org.au)

**Phone:** 1300 78 08 08

**Fax:** 03 9613 6399

**Mail:** GPO Box 3  
Melbourne Victoria 3001





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Call:  
**1800 252 351**

Fax:  
**1800 422 083**

