



**Commonwealth
Bank**



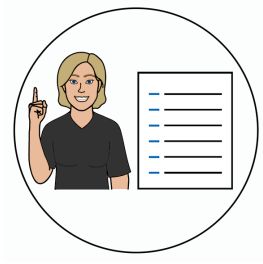
Financial difficulty

Help with money problems

Commonwealth Bank



Easy English



Hard words

This book has some hard words.

The first time we write a hard word

- the word is in **blue**
- we write what the hard word means.

You can get help with this book



You can get someone to help you

- read this book
- know what this book is about
- find more information.



About this book



This book is written by Commonwealth Bank.



This book tells you where to get help for **financial difficulty**.

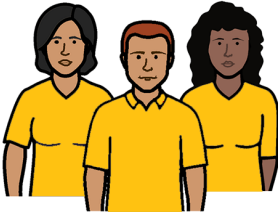
Financial difficulty means money problems.



You can get help if you

- have had money problems for a long time
- just started to have money problems.

How we can help

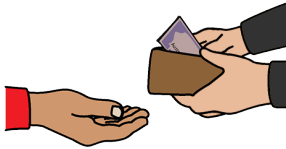


We have a team of experts who can help with money problems.



We will ask you how much money you

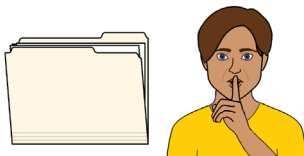
- make
- spend.



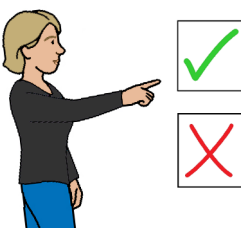
We might ask to see documents.

For example, medical certificates.

Everything you tell us is **confidential**.



Confidential means we do **not** tell anyone your information.



You can ask someone to talk to us for you but we will make sure you say **yes** first.



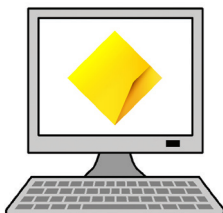
More help

It is a good idea to get advice before you make changes to your money.



You might talk to an expert or support person.

You can see the full information on our website.



Website

commbank.com.au/support/financial-difficulty

Help with gambling



Call

1300 720 814

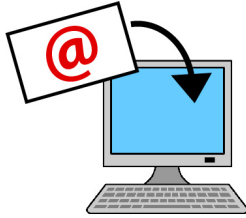
Monday to Friday from 8 am to 6 pm

Help with money problems



Call

1300 720 814



Email

financialassist@cba.com.au



Website

[commbank.com.au/support/
financial-difficulty](http://commbank.com.au/support/financial-difficulty)

Help for Indigenous customers in remote areas



Call

1800 700 682 and press option 1

Monday to Friday from 9 am to 5pm

Help from our Complaints Team



Complaints mean you tell us you are **not** happy.



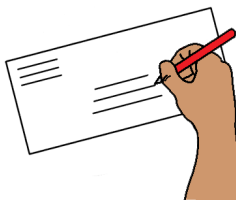
Call

1300 720 814



Website

[commbank.com.au/support/compliments
-and-complaints](http://commbank.com.au/support/compliments-and-complaints)



Write to us

Customer Relations

Reply Paid 41

Sydney NSW 2001

You do **not** need to use a stamp.

We will pay for the postage.

Help with insurance



For general insurance information call
132 423

For life insurance information call
131 056

Help with NetBank



Call
1300 720 814

Monday to Friday from 8 am to 9 pm
Saturdays from 9 am to 2 pm



Website

[my.commbank.com.au/netbank/Logon/
Logon.aspx](http://my.commbank.com.au/netbank/Logon/Logon.aspx)



Other places to get help

There are other places to get help that are **not** part of Commonwealth Bank including

- the National Debt Helpline
ndh.org.au
- Uniting Care – Kildonan
unitingkildonan.org.au
- ASIC Money Smart
moneysmart.gov.au
- Government crisis payment
[servicesaustralia.gov.au/individuals/
subjects/crisis-and-special-help](http://servicesaustralia.gov.au/individuals/subjects/crisis-and-special-help)
- Australian Banking Association
ausbanking.org.au



More information

For more information contact Commonwealth Bank.



Call us 13 22 21.

6 am to 10 pm



Website

commbank.com.au



If you are deaf or have a hearing or speech impairment you can use the National Relay Service.



Website

nrschat.nrscall.gov.au/nrs/internetrelay

Call 1300 555 727



Give the relay officer the phone number you want to call.

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