



Commonwealth
Bank

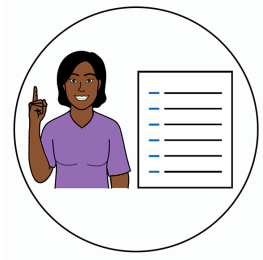


Help from an interpreter

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



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This book is written by Commonwealth Bank.



This book is about how to get help from
an **interpreter**.

An interpreter is a person who can

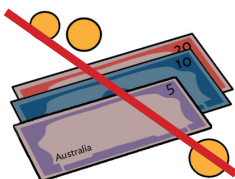
- speak your language



- help you understand us



- help us understand you.



It is **free** to get help from an interpreter at
our bank.

Who can be an interpreter?



An interpreter might be

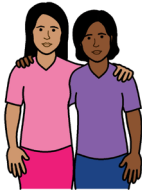
- a Commonwealth Bank staff member who can speak your language



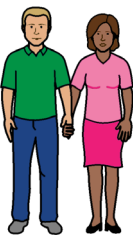
- a person who works at the Translating and Interpreter Service or TIS.

An interpreter might be someone you know.

For example



- a friend



- a family member



- a support worker.

If you get help from a person you know, they must be over 18 years old.

What happens when you use an interpreter?

When you use an interpreter, staff at the bank will take you into a room.



The interpreter will be

- in the room.

or

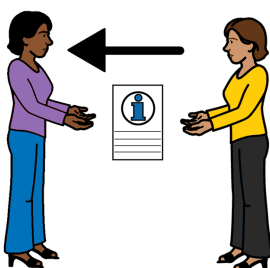


- on the phone.



We will give you lots of time to

- get your message across



- get the information you need.

Why use an interpreter at the bank?

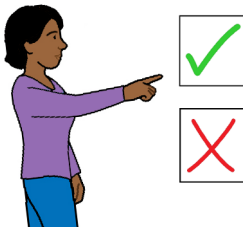
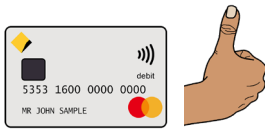


Interpreters can help you understand a product.

It is important to understand the product before you say **yes**.

For example

- the good things
- the rules
- the risks.



We will ask for your **consent** to get help from an interpreter. Consent means you say **yes**.

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.



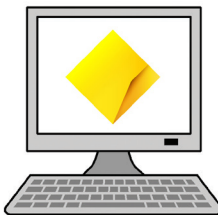
More information

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



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

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