Foreign Exchange

Product Disclosure Statement For Foreign Exchange Transactions

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You should read all sections of this Product Disclosure Statement ("PDS") before making a decision to acquire any financial products listed in this document.



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1. Features at a Glance

Topic	Description	Paragraph in PDS
Costs	See "What are the costs involved in FX transactions?" at paragraph 19.	19
Early termination	An amount may be payable by or to you depending on the <i>close-out</i> amount of the FX transaction, which will include any losses and costs the <i>Bank</i> may incur.	16
Foreign Exchange transaction	A Foreign Exchange (FX) transaction allows you to exchange one currency for another at an agreed exchange rate on an agreed settlement date or settlement period that is between the trade date and up to two years after the trade date.	3
Minimum transaction amount	There is no minimum transaction amount requirement, except for the order service, which requires a transaction amount of at least AUD 100,000.00 or equivalent.	15
Settlement	FX transactions must be settled on the agreed settlement date (which can be within a range of settlement dates). Variations and extensions to settlement dates are also available through agreement with the Bank.	13
Significant benefits	Entering into an FX transaction allows you to lock in an exchange rate for a future settlement date and achieve cash flow certainty.	10
Significant risks	These include the potential opportunity cost given an FX transaction does not allow you to benefit from favourable future exchange rate movements which occur after the time you enter into the FX transaction.	11
Term	The period from the <i>trade date</i> up to 2 years. A longer <i>term</i> may be available on request.	3

Defined terms are in italics and are set out in the "Definitions" section of this PDS.

Important Information: When you make a foreign exchange transaction that does not settle immediately, you are entering into a foreign exchange contract which is a financial product. By providing this service to you the Bank is providing a financial service which requires this Product Disclosure Statement ("PDS") to be provided to you. This PDS provides information about foreign exchange transactions and does not take into account your personal objectives, financial situation and needs. Before trading in any of these products, you should be satisfied that such product is suitable for you in view of those objectives, and your financial situation and needs. We also recommend that you consult your investment adviser or obtain other independent advice. Unless you are familiar with foreign exchange dealings and products of this type, the product may not be suitable for you.

The information in this PDS has been prepared without taking into account of the objectives, financial or taxation situation or needs of any particular individual and is limited to Australian taxation implications. Taxation considerations are general and based on present taxation laws and may be subject to change. You should seek independent, professional tax advice before making any decision based on this information. The Bank is not a registered tax (financial) adviser under the Tax Agent Services Act 2009 and you should seek advice from a registered tax agent or a registered tax (financial) adviser if you intend to rely on this information to satisfy the liabilities or obligations or claim entitlements that arise, or could arise, under a taxation law.

This PDS relates to FX transactions between the Bank and persons who are residents of Australia. The distribution of this PDS in any jurisdiction outside of Australia may be restricted by law. This PDS does not constitute an offer or invitation in any jurisdiction in which, or to whom it would be unlawful to offer or invite a person to enter into an FX transaction.

The information in this PDS is subject to change from time to time and is up to date as at the date stated on the front page. Where the new information is materially adverse information the Bank will either issue a new PDS or a supplementary PDS setting out the updated information. Where the new information is not materially adverse we will not issue a new PDS or a supplementary PDS, but we will make the updated information available to you on our website commbank.com.au, or you can call 13 2221 between 6.00am and 10.00pm (Sydney time), from Monday to Friday. If you ask us to, we will send you a hard copy of the information.

We will provide you (free of charge) with information about the current standard fees and charges applicable to your product, if you ask us.

2. Purpose of a PDS

A PDS aims to provide you as a retail client with the information necessary to help you decide whether the financial products in this PDS meet your requirements. It will also help you to compare the products with other products you may be considering.

This PDS provides information about FX transactions.

If you decide to enter into an FX transaction, you should keep this PDS and all other documentation related to your FX transaction for future reference.

If you have any questions or wish to contact us, call 13 2221 between 6.00am and 10.00pm (Sydney time), from Monday to Friday. You may also visit our website at commbank.com.au.

To assist you in understanding this PDS, the definitions of some words have been provided in the "Definitions" section. Generally, these words have been italicised in this PDS.

3. What is FX?

FX allows you to exchange one currency for another at an agreed exchange rate on an agreed settlement date or settlement period that is between the trade date and up to two years after the trade date.

Exchange rates may be quoted as spot exchange rates, value today or value tomorrow exchange rates, or forward exchange rates.

An FX transaction with a settlement date that is two business days after the trade date is referred to as a spot transaction in this PDS.

An FX transaction with a settlement date that is on the same business day as the trade date is referred to as a value today transaction in this PDS.

An FX transaction with a settlement date that is one business day after the trade date is referred to as a value tomorrow transaction in this PDS.

An FX transaction with a settlement date that is more than two business days and up to two years after the trade date is referred to as a forward transaction in this PDS. This includes par forward transactions (see paragraph 8.3).

When specified and agreed, a forward transaction will give you the opportunity to specify a settlement period during which exchange of the currencies can occur at the agreed forward exchange rate. See "Flexible settlement periods" at paragraph 9.

Details of exchange rates for spot, value today, value tomorrow, and forward transactions as well as the currencies and currency pairs in which the Bank offers FX transactions and information on interest rates, are available on request through your relationship manager.

Access to FX transactions is subject to the Bank's credit approval processes.

4. Uses of FX

Commercial activities for which FX may be useful include:

- a. importing, where the invoice is received in a foreign currency;
- b. exporting, where the invoice is issued in a foreign currency;
- c. foreign currency borrowing;
- d. foreign currency investing;
- e. repatriation of overseas profits or interest in foreign currency; and
- f. other foreign currency payments.

5. Spot transactions

5.1

A spot transaction is a foreign exchange transaction with a settlement date that is two business days after the trade date.

A spot exchange rate is determined by the Bank taking into account the following factors:

- a. the prevailing market spot exchange rate;
- b. execution factors being the amounts to compensate the Bank for risk management and trade execution (refer to "execution factors" in the Definitions section for more detail); and
- c. service factors being the amounts to compensate the Bank for the pre and post trade services provided to a client (refer to "service factors" in the Definitions section for more detail).

5.2

How does a spot transaction work?

* Example 1: You are making a payment in a foreign currency

You need to make a payment of USD 100,000.00 to an offshore beneficiary in two business days. You need to sell AUD and buy USD to make this payment.

You wish to enter into a *spot* transaction with the *Bank* today to fix a *spot exchange rate* where you buy USD 100,000.00 and sell AUD in two business days.

You contact the Bank and ask for a spot exchange rate. The Bank quotes you a spot exchange rate of AUD/USD 0.7360. If you accept this quote (which can be done verbally), a spot transaction is entered into between you and the Bank.

The AUD equivalent is calculated by dividing the USD amount by the current AUD/USD spot exchange rate:

USD 100,000.00 ÷ AUD/USD 0.7360 = AUD 135,869.57

After entering into the spot transaction with the Bank, you must buy USD 100,000.00 from the Bank on the settlement date, in exchange for AUD 135,869.57.

Non-settlement of a spot transaction may result in termination of that spot transaction.

^{*} Examples are used for illustrative purposes only. Actual exchange rates will depend on market rates on the date of calculation.

6. Value today transactions

6.1

A value today transaction is a foreign exchange transaction with a settlement date that is today i.e. the trade date.

A value today exchange rate is determined by making an adjustment to the spot exchange rate. In this case, the Bank will determine the adjustment and the resulting value today exchange rate it quotes to you based on the following factors:

- a. the value today forward points, which are calculated based on interest rate differentials between the two currencies being exchanged and expressed as a number of forward points. These points may be an addition to or subtraction from the market spot exchange rate;
- b. the prevailing market spot exchange rate;
- c. execution factors being the amount to compensate the Bank for risk management and trade execution (refer to "execution factors" in the Definitions section for more detail); and
- d. service factors being the amounts to compensate the Bank for the pre- and post-trade services provided to a client (refer to "service factors" in the Definitions section for more detail).

6.2

How does a value today transaction work?

* Example 2: You are making a payment in a foreign currency.

You need to make a payment of USD 100,000.00 to an offshore beneficiary today. You need to sell AUD and buy USD to make this payment.

You wish to enter into a value today transaction with the Bank today to fix a value today exchange rate where you buy USD 100,000.00 and sell AUD for settlement today.

You contact the Bank and ask for a value today exchange rate. The Bank quotes you a value today exchange rate of AUD/USD 0.7362, calculated as below.

Assume the following:

Current AUD/USD spot exchange rate 0.7360

Value today forward points + 0.0002

Value today exchange rate 0.7362

If you accept this quote (which can be done verbally), a value today transaction is entered into between you and the Bank.

The AUD equivalent is calculated by dividing the USD amount by the current AUD/USD value today exchange rate:

USD 100,000.00 ÷ AUD/USD 0.7362 = AUD 135,832.65

By entering into the value today transaction with the Bank; on the settlement date you must buy USD 100,000.00 from the *Bank* in exchange for AUD 135,832.65.

Non-settlement of a value today transaction may result in termination of that value today transaction.

^{*} Examples are used for illustrative purposes only. Actual exchange rates will depend on market rates on the date of calculation.

7. Value tomorrow transactions

7.1

A value tomorrow transaction is a foreign exchange transaction where the value date is the first business day after the *trade date*.

A value tomorrow exchange rate is determined by making an adjustment to the spot exchange rate. The Bank will determine the adjustment and the resulting value tomorrow exchange rate it quotes to you based on the following factors:

- a. the value tomorrow forward points, which are calculated based on interest rate differentials between the two currencies being exchanged, expressed as a number of forward points. These points may be an addition to or subtraction from the market spot exchange rate;
- b. the prevailing market spot exchange rate;
- c. execution factors being the amounts to compensate the Bank for risk management and trade execution (refer to "execution factors" in the Definitions section for more detail); and
- d. service factors being the amounts to compensate the Bank for the pre- and post-trade services provided to a client (refer to "service factors" in the Definitions section for more detail).

7.2

How does a value tomorrow transaction work?

* Example 3: You are making a payment in a foreign currency.

You need to make a payment of USD 100,000.00 to an offshore beneficiary in one business day, i.e. tomorrow. You need to sell AUD and buy USD to make this payment.

You wish to enter into a value tomorrow transaction with the Bank today to fix a value tomorrow exchange rate where you buy USD 100,000.00 and sell AUD in one business day.

You contact the Bank and ask for a value tomorrow exchange rate. The Bank quotes you a value tomorrow exchange rate of AUD/USD 0.7361, calculated as below.

Assume the following:

Current AUD/USD spot exchange rate 0.7360

Value tomorrow forward points + 0.0001

Value tomorrow exchange rate 0.7361

If you accept this quote (which can be done verbally), a value tomorrow transaction is entered into between you and the Bank.

The AUD equivalent is calculated by dividing the USD amount by the current AUD/USD value tomorrow exchange rate:

USD 100,000.00 ÷ AUD/USD 0.7361 = AUD 135,851.11

By entering into the value tomorrow transaction with the Bank; on the settlement date you must buy USD 100,000.00 from the *Bank* in exchange for AUD 135,851.11.

Non-settlement of a value tomorrow transaction may result in termination of that value tomorrow transaction.

^{*} Examples are used for illustrative purposes only. Actual exchange rates will depend on market rates on the date of calculation.

8. Forward transactions

8.1

A forward foreign exchange transaction is a foreign exchange transaction where the value date is more than two business days after the trade date, i.e. greater than the spot date. This also includes par forward transactions.

A forward exchange rate is determined by the Bank by making an adjustment to the spot exchange rate. The Bank will determine the adjustment and the resulting forward exchange rate it quotes to you based on the following factors:

- a. the forward points, which are calculated based on interest rate differentials between the two currencies being exchanged, expressed as a number of forward points. These forward points may be added to or subtracted from the market spot exchange rate;
- b. the prevailing market spot exchange rate;
- c. execution factors being the amounts to compensate the Bank for risk management and trade execution (refer to "execution factors" in the Definitions section for more detail); and
- d. service factors being amounts to compensate the Bank for the pre- and post-trade services provided to a client (refer to "service factors" in the Definitions section for more detail).

It is important to note that a forward exchange rate is not a prediction of what the exchange rate will be on the forward date.

8.2

How does a forward transaction work?

* Example 4: You are making a payment in a foreign currency on a future date.

You need to make a payment of USD 100,000.00 to an offshore beneficiary in 93 days. You need to sell AUD and buy USD to make this payment.

You wish to enter into a forward transaction with the Bank today to fix a forward exchange rate where you buy USD 100,000.00 and sell AUD in 93 business days' time.

You contact the Bank and ask for a forward exchange rate. The Bank quotes you a forward exchange rate of AUD/USD 0.7350, calculated as below.

Assume the following:

Current AUD/USD spot exchange rate 0.7360

Forward points -0.0010

Forward exchange rate 0.7350

If you accept this quote (which can be done verbally), a forward transaction is entered into between you and the Bank.

The AUD equivalent is calculated by dividing the USD amount by the current AUD/USD forward exchange rate:

USD 100,000.00 ÷ AUD/USD 0.7350 = AUD 136,054.42

By entering into the forward transaction with the Bank; on the settlement date you must buy USD 100,000.00 from the *Bank* in exchange for AUD 136,054.42.

Non-settlement of a *forward* transaction may result in termination of that *forward* transaction. Please refer to 'Terminating an FX Transaction' at paragraph 16.

^{*}Examples are used for illustrative purposes only. Actual exchange rates will depend market rates on the date of calculation.

How does a par forward transaction work?

A par forward is a series of forward transactions in the same currency pair entered into at the same time and at the same agreed exchange rate for a series of settlement dates.

* Example 5: You need to make a series of payments in a foreign currency on a series of future dates.

You need to make three individual payments of USD 100,000.00 per month to an offshore beneficiary every month starting in a month. You need to sell AUD and buy USD to make each payment.

You also wish to keep the forward exchange rate consistent for each month.

In this case, you contact the Bank and ask for three forward exchange rates for each of the three dates. The Bank can quote you three different rates. However, say this does not meet your need to keep the exchange rate consistent for each month.

Assume the following:

Current AUD/USD spot exchange rate 0.7360

Forward points are as per table below:

Date 1	1 month	-0.0010
Date 2	2 months	-0.0020
Date 3	3 months	-0.0033

Based on the above spot exchange rate and forward points, the Bank can offer you the following three forward transactions:

Date 1	Bank Sells USD 100,000	0.7350	Bank buys AUD 136,054.42
Date 2	Bank Sells USD 100,000	0.7340	Bank buys AUD 136,239.78
Date 3	Bank Sells USD 100,000	0.7327	Bank buys AUD 136,481.51

Total USD amount you must buy over the three dates is USD 300,000.00 in exchange of total AUD 408,775.71.

Alternatively, the Bank can quote you one par forward rate for all three dates. This rate will be the weighted average rate for all three individual forward transactions.

The par forward rate in this example would be 0.7339.

The AUD equivalent for the three individual *forward* transactions at the par *forward* rate would be: USD 300,000.00 ÷ AUD/USD 0.7339 = AUD 408,775.04

By entering into the par forward transaction with the Bank, on each settlement date, you must buy USD 100,000.00 at the exchange rate of AUD/USD 0.7339.

Once the par forward transaction is in place, each individual transaction within the par forward transaction is treated as an individual forward transaction.

^{*}Examples are used for illustrative purposes only. Actual exchange rates will depend on market rates on the date of calculation.

9. Flexible settlement periods

A flexible settlement period (also referred to as "optional delivery dates") provides you with the flexibility to settle the forward transaction at any time during the agreed period and at the agreed forward exchange rate. You may require this feature if you are uncertain of the exact settlement date on which you will want to exchange currencies.

For example, if you expect to make a payment in a foreign currency sometime around the 15th day of a future month, you may request a flexible settlement periods between the 10th day and the 20th day of that month.

The applicable forward exchange rate will be determined by taking into account the required settlement period.

10. What are the significant benefits of FX transactions?

Benefits of an FX transaction include:

- a. cash flow certainty, as it allows you to exchange one currency for another at an agreed rate on an agreed date;
- b. exchange rate protection against unfavourable foreign exchange movements between the time you enter into the FX transaction and the settlement date; and
- c. in the case of a forward transaction, flexible settlement periods provide flexibility as to the settlement date.

11. What are the significant risks of FX transactions?

Significant risks of an FX transaction include:

- a. potential opportunity cost, given an FX transaction does not allow you to benefit from favourable future exchange rate movements which occur after the time you enter into the FX Transaction; and
- b. there may be a cost if the FX transaction is terminated prior to the settlement date (see "Terminating an FX transaction" at paragraph 16).

12. What are the other risks?

Risks derive from factors that are beyond your control. Starting from the time at which you enter an FX transaction with the Bank, risk factors may lead to unfavourable changes in the financial outcomes for you. Monitoring of any risks associated with this product is your responsibility (subject to the responsibility of the Bank for its own operational systems under "Operational risk" below).

a. Market risk

Market risk is the risk that prices, including foreign exchange rates or interest rates, will move against you.

The Bank expects that in most cases, you will use FX transactions for managing your foreign currency cash flows.

If you enter into an FX transaction for any purpose you may be in a different position compared to having not entered into the FX transaction due to changes in the relevant foreign exchange market.

When you use FX transactions to manage your foreign currency cash flows, and the relevant market exchange rate on the settlement date is different to the agreed exchange rate, there is a risk that you may not receive any benefit relative to not having entered into an FX transaction.

Early termination of an FX transaction may result in a cost to you.

b. Credit risk

Credit risk is the risk of financial loss (or other disadvantage) associated with a counterparty not being able to meet their financial obligations under a transaction. Credit risk is common to all financial market products that you may hold with the Bank. In all cases, you are reliant on the ability of the Bank to meet its obligations to you under the terms of an FX transaction. This risk is sometimes described as counterparty risk. The Bank may require you to meet your settlement obligations before the Bank is required to meet its obligations in relation to an FX transaction. In this circumstance, you have counterparty risk to the Bank.

c. Operational risk

Operational risk is the risk of loss resulting from inadequate or failed internal processes, people and systems or events that are external to the Bank.

You are reliant on the ability of the Bank to price and settle your transaction in a timely and accurate manner. The Bank, in turn, is dependent on the reliability of its own operational processes, which include communications, computers and computer networks. Disruptions in the Bank's processes may lead to delays in the execution and settlement of your FX transaction.

Such disruptions may result in contractual outcomes that are less favourable to you.

The Bank accepts responsibility only for those operational risks that are internal to the Bank. In particular, to deliver some currencies, the Bank may use agent and correspondent banks. Any delay or failure by such agent or correspondent bank to deliver the required currency may result in a delay or failure by the Bank in settling your FX transaction. The Bank cannot control and does not accept responsibility for any losses resulting from events external to the Bank, but will refund any payment you have made in relation to your FX transaction where the Bank is unable to settle your transaction due to a failure by an agent or correspondent bank.

d. Financial crime risk

The Bank is required to ensure that money laundering, terrorist financing and sanctions matters are detected, managed and reported. This may involve the Bank disclosing information held about you to relevant regulatory and/or law enforcement agencies in Australia or overseas. Other necessary activity may include the imposition of financial restrictions and/or the termination of arrangements. In certain circumstances, the Bank may be prohibited from dealing with or may decline to deal with, certain persons (including you), entities and transactions.

If there is any information which causes the Bank to be aware, or have reasonable grounds to suspect, that there are connections, however incidental, to financial crime matters, or that you are a proscribed person or entity under sanctions law, or any person, entity, good or service involved in a transaction is a proscribed person or entity or is subject to sanctions, or is dealing with persons, jurisdictions or services that are outside of the Bank's sanctions risk appetite, or if any dealings with you are otherwise in breach of applicable sanctions laws, then the Bank may be required to suspend, cancel, or refuse you services, or close or terminate any account, facility, transaction (including an FX transaction), arrangement or agreement with you.

The Bank may also be required to freeze your assets and/or any assets involved in a transaction to which you are a party.

You could incur a significant cost as a result of these actions. Please refer to paragraph 16 of this PDS.

e. Controlled FX transactions risks

Controlled FX transactions are FX transactions in which at least one of the currencies forming the currency pair is subject to a control or restriction affecting the holding, trading or transfer of that currency (a currency restriction). These restrictions are typically imposed by a government or governmental agency, a regulatory authority, a market, exchange or facility for trading, clearance or settlement of foreign exchange or of any financial product, a clearing or settlement bank, or an agent of any such body or person (each a relevant authority). The nature of the currency restrictions that may be imposed is wide. Significantly, currency restrictions may be imposed at short notice or with no notice and may be imposed after a particular controlled FX transaction has been entered into but before it has been settled. Currencies subject to currency restrictions are typically illiquid and have the potential for high volatility.

The existence, operation or enforcement of a currency restriction may directly or indirectly affect the performance, settlement or value of a controlled FX transaction. For example:

- i. You may incur costs if the controlled FX transaction has to be terminated prior to the settlement date as a result of the currency restriction (these costs will be the costs associated with the termination of an FX transaction - see paragraph 16 of this PDS);
- ii. The settlement date of the controlled FX transaction or the ability to vary the settlement date may be impacted by the currency restriction.

Please consider the risks carefully before entering into any transaction for restricted currencies. These currencies are generally known to have a higher risk of controls or restrictions.

It is your responsibility to ensure that these controls or restrictions are complied with before entering a controlled FX transaction. For example, you may be requested to provide additional documentation before you enter an FX transaction in a controlled currency.

The risks described here may not include all risk considerations that may be relevant to you when transacting FX. Please also refer to the significant risks of an FX transaction at paragraph 11. Before transacting in this product, you should be satisfied that you have considered all the risks and that this product is suitable for you. We recommend that you consult your investment adviser or obtain other independent advice.

13. Entering and settling an FX transaction

Entering an FX transaction

Following credit approval by the Bank and, where required, your entering into a master agreement with the Bank or agreeing to the Bank's applicable terms and conditions, the steps to be followed for entering into an FX transaction are:

- You contact the Bank and ask for an exchange rate for a currency pair for a specified transaction amount and settlement date (or a settlement period).
- If the Bank offers you a spot exchange rate, value today exchange rate, value tomorrow exchange rate or a forward exchange rate, and if you accept the offer (which can be done verbally or via IPFX, you enter into an FX transaction with the Bank at that point in time.

All telephone conversations between you and the Bank's FX desk will be recorded.

FX documentation

FX documentation comprises either:

- a master agreement and a confirmation letter; or
- a short-form confirmation.

If a master agreement is in place or will be put in place with you given the Bank's internal requirements, the Bank will send you a confirmation letter or, if no master agreement is required in the circumstances taking into account the Bank's internal requirements, a short-form confirmation setting out the details of your FX transaction will be sent to you. You must sign and return this confirmation letter or short-form confirmation, as the case may be, to the Bank as specified in the confirmation letter or short-form confirmation.

Samples of the FX documentation can be obtained from the Bank on request.

Other Documentation

Depending on the outcome of the Bank's credit checking process, the nature of the transaction (e.g. controlled currency), or the channel used to enter into an FX transaction, you may be asked to provide and/or agree to and sign other documentation that relates to your FX transactions and/or entry into them. The Bank will inform you if any further documentation is required.

Settling an FX transaction

Subject to the terms and conditions of the FX documentation, the currency pair will be exchanged on the settlement date. You must ensure that you have sufficient cleared funds accessible to the Bank in order to settle the FX transaction.

Non-settlement of an FX transaction may result in termination of the FX transaction. Please refer to 'Terminating an FX Transaction' at paragraph 16.

14. Variations to settlement dates

If you wish to change the settlement date after you have entered into an FX transaction, two variations are available, subject to approval by the *Bank*:

a. Pre-delivery

A pre-delivery is where the settlement date of an FX transaction is adjusted from the existing settlement date to an earlier settlement date. For example, the forward settlement date is changed from 20 May to 5 May.

* Example 6

You have locked in a forward transaction to buy USD 100,000 at the rate of 0.7350 for settlement on a date 93 days from the trade date. The USD are required for payment for a shipment of goods.

Today, you are advised that the shipment will arrive two weeks early, in two days' time.

You need to pre-deliver the forward transaction and purchase the USD 100,000 for the new delivery date.

In this case, you contact the Bank and ask for the forward transaction to be pre-delivered.

The Bank makes an adjustment to the forward exchange rate to pre-deliver the transaction for settlement in two days' time. This adjustment takes into account all of the factors set out in 'Forward transactions' (at paragraph 8) plus a funding cost or benefit.

Current forward transaction rate	0.7350
Adjusted forward points*	+0.0003*
Extended forward transaction rate	0.7353

^{*} Note: the adjusted forward points in this example are for illustrative purposes only and may be significantly different for your transaction depending on the relevant prevailing circumstances and factors at the time.

In two days' time, you will buy USD 100,000.00 at the pre-delivered rate of 0.7353. You will pay the *Bank* AUD 135,998.91.

b. Extensions

An extension (also known as a historical rate rollover) is where the settlement date of an FX transaction is adjusted from the existing settlement date to a later settlement date. For example, the settlement date for a forward transaction is changed from 20 May to 6 June.

* Example 7

You have locked in a forward transaction to buy USD 100,000.00 at the rate of 0.7350 for settlement on a date 93 days from trade date. The USD are required for payment for a shipment of goods.

Today, you are informed that the shipment will be delayed by two weeks.

You need to extend the forward transaction and purchase the USD 100,000.00 for the new delivery date.

You contact the Bank and ask for the forward transaction to be extended.

The Bank makes an adjustment to the forward exchange rate to extend the transaction for settlement 14 days after the original value date. This adjustment takes into account all of the factors set out in 'Forward transactions' (at paragraph 8) plus a funding cost or benefit.

Current forward transaction rate	0.7350
Adjusted forward points*	-0.0003*
Extended forward transaction rate	0.7347

^{*} Note: the adjusted forward points in this example are for illustrative purposes only and may be significantly different for your transaction depending on the relevant prevailing circumstances and factors at the time.

The forward exchange transaction is for you to buy USD 100,000.00 at the extension rate of 0.7347. You will pay the Bank AUD 136,109.98 on the new settlement date.

For these variations, the agreed exchange rate will be adjusted to reflect the new settlement date. The adjusted exchange rate takes into account the factors set out in "Forward transactions" at paragraph 8 plus a funding cost or benefit.

Where the adjusted exchange rate is agreed to by you, the Bank will send you a confirmation letter setting out the new details of your FX transaction. The confirmation will be a confirmation letter if a master agreement is in place; if no master agreement is in place you will receive a short-form confirmation.

An extension of an FX transaction is subject to approval by the Bank, the Bank's historical rate rollover policy and the Bank's credit policy. The Bank may require additional documentation as a condition of any historical rate rollover approval. Extensions will only be approved by the Bank where it is satisfied that justifiable circumstances and/or genuine reasons exist for the extension.

15. Order service

The Bank offers a service that allows you to place orders for foreign exchange transactions. Orders will be managed in accordance with the FX Order Execution and Handling Client Disclosure, which is available at https://www.commbank.com.au/about-us/opportunity-initiatives/policies-andpractices.html?ei=Policies.

You must specify in advance the spot exchange rate(s) and the amount at which you are willing to buy or sell a specified currency against another specified currency. When the exchange rate quoted by the Bank reaches the level of your specified exchange rate, the Bank will attempt to fill your order at that exchange rate.

The order service is only offered for spot transactions. Should you require a different settlement date from the spot settlement date, you may request that settlement date when placing the order. Subject to the Bank's credit approval process, if your order is filled or partially filled (where the type of order can be partially filled), the Bank will adjust your spot exchange rate by the forward points applicable to the requested settlement date.

Orders for FX transactions remain in place until filled or until you advise the Bank that the order is to be cancelled or amended. It is important to note that if you fail to cancel or amend an order, it may be filled as you originally requested, but at a later date. You may incur a cost if you cancel or amend an unwanted FX transaction after the order has been filled.

The order service is available via a FX dealer and is usually available from the opening of foreign exchange markets at 7.30am Sydney time on a Monday morning until the close of foreign exchange trading at 5.00pm New York, United States of America on a Friday afternoon (New York time).

Currencies offered under the order service may vary. Please check the available currencies and the types of orders available for this service with your foreign exchange dealer.

The minimum amount for an individual foreign exchange transaction through the order service is AUD 100,000.00 or equivalent. Participation in the order service and the maximum amount of any order that you may leave will be determined by the Bank's credit assessment of you.

The Bank offers the order service on a best efforts basis; however, we are not obliged to accept an order. In certain circumstances, the Bank reserves the right to cancel all or part of an outstanding order. These circumstances include, but are not limited to, where the foreign exchange market becomes illiquid, where a large movement in exchange rates occurs, where there is a system failure or where an order must be cancelled in accordance with legal instructions (such as where you are bankrupt or insolvent or where money laundering, terrorist financing and/or sanction laws require).

16. Terminating an FX transaction

An FX transaction may be terminated before the settlement date either:

- i. as set out in the FX documentation; or
- ii. by agreement between you and the Bank.
- a. Where the FX documentation comprises a master agreement and a confirmation letter:

At termination, the Bank will calculate the close-out amount. The close-out amount is the Australian dollar equivalent amount of the losses or costs that are or would be incurred by the Bank under prevailing circumstances (expressed as a positive number) or gains that are or would be realized by the Bank under prevailing circumstances (expressed as a negative number) in replacing the terminated FX transaction and will have regard to market exchange rates compared to the contract exchange rate. The close-out amount may also include the Bank's costs of funding, transaction costs and any loss or gain incurred by the Bank in terminating, liquidating or re-establishing any hedge position related to the terminated FX transaction or group of terminated FX transactions ("break amount").

Upon request, the Bank will provide you with a valuation estimate of the close-out amount for the FX transaction. This does not include other costs such as hedging and/or funding unwind costs or transaction costs, and so, is only approximate to the close-out amount.

Break amounts can be substantial. You should understand the potential costs before making a decision to terminate an FX transaction early.

- i. If more than one FX transaction is terminated, the sum of all positive close-out amounts will be set-off against the sum of all negative close-out amounts.
- ii. If, as a result of this calculation, the overall sum is positive, you must pay the Bank an amount equal to the total positive sum. Alternatively, if as a result of this calculation, the overall sum is negative, then the Bank must pay you an amount equal to the total negative sum. The Bank will notify you as soon as practicable after making these calculations.
- b. Where the FX documentation comprises a short form confirmation:
 - You will be liable for any loss, costs, fees, charges and expenses, including, without limitation, any break amounts and interest, suffered or reasonably incurred by the Bank in consequence of the termination.
 - ii. You may request the Bank to terminate an FX transaction before the settlement date as outlined below in Example 8 termination by agreement. To do this, you must contact the Bank and ask to terminate a specific FX transaction before the settlement date.

If you contact the Bank by phone, the Bank will provide you a quote to terminate your specified FX transaction, which you can accept or reject. If you accept the offer you have agreed to the termination on the terms of the quote. If you reject the quote there is no change to your original FX transaction.

If you contact the Bank via IPFX, you will need to request the Bank to pre-deliver the transaction from the future value date to today's value date and then close out the transaction at the value today exchange rate. Example 8 below illustrates this.

* Example 8

You have locked in a forward transaction to buy USD 100,000.00 at the rate of 0.7350 for settlement on a date 93 days from trade date.

Today, you cancel the shipment order and realise that you will no longer be required to buy USD 100,000.00 on the future date. The trade is due in 14 days.

You contact the Bank and ask for the forward transaction to be terminated.

There are two steps involved in terminating the foreign exchange contract you have in place with the Bank. The Bank will (1) pre-deliver the transaction to today's value date and then (2) close out the transaction at the value today exchange rate.

Step 1 – *Pre-delivery* (i.e. adjusting your FX transaction from the existing settlement date to an earlier settlement date).

The Bank makes an adjustment to the forward exchange rate to pre-deliver the transaction to today. This adjustment takes into account all of the factors set out in 'Forward transactions' (at paragraph 8) plus a funding cost or benefit.

Current forward transaction rate	0.7350
Adjusted forward points*	+0.0003*
Pre-delivered forward transaction rate	0.7353

^{*} Note: the adjusted forward points in this example are for illustrative purposes only and may be significantly different for your transaction depending on the relevant prevailing circumstances and factors at the time

Step 2 - Close-out (i.e. settle the transaction in the base currency by simultaneously buying USD 100,000.00 at the adjusted pre-delivery forward transaction rate and selling back USD 100,000.00 at the value today exchange rate).

The Bank applies the Bank's value today exchange rate to buy USD from you regardless of the original transaction. The following transactions will occur:

Exchange rate for you to pre-deliver the forward transaction to today	0.7353
Current value today exchange rate for Bank to buy USD 100,000.00	0.7489

You will be required to pay AUD 2,469.74 to the Bank, which is calculated as:

- At the pre-delivery rate of 0.7353, you buy USD 100,000.00 and pay AUD 135,998.91 to the Bank;
- You sell the USD 100,000.00 to the Bank at the value today exchange rate of 0.7489 and receive AUD 133,529.18

You will pay to the Bank AUD 2,469.74 for settlement today being the net of the two AUD equivalent amounts (135,998.91-133,529.18).

The termination of an FX transaction, depending on market rates, could result in the Bank paying you.

17. Terminating or extending an FX transaction due to lack of cleared funds

If an FX transaction does not settle on the settlement date due to non-receipt of cleared funds by the Bank, (i.e. if you do not pay the Bank due to a payment error or delay or the Bank cannot reasonably identify the receipt of cleared funds), the Bank reserves the right to terminate or extend the transaction. If the Bank terminates the transaction, there may be a difference between the market exchange rate used for the purposes of calculating the close-out amount and the contract exchange rate.

If the Bank extends the transaction, you are bound to settle the extended transaction (see variations to settlement dates at paragraph 14). If the Bank terminates the transaction, you may be required to make payment to the Bank (see 'Terminating an FX Transaction' in paragraph 16(a) above).

18. Payments netting

Where a master agreement is in place between you and the Bank, and if you have more than one FX transaction with the same settlement date and for the same currency, payments and receipts arising from the transactions may be "net settled". This means that all settlements on the same settlement date and in the same currency are combined to a single net payment between you and the Bank.

19. What are the costs involved in FX transactions?

The exchange rate quoted to you includes amounts to compensate the Bank for the execution factors and service factors. For further information regarding these amounts, see paragraphs 5.1, 6.1, 7.1 and 8.1 in this PDS. Please refer to the Bank's FX Cost of Service Client Disclosure, which is available at https://www.commbank.com.au/about-us/opportunity-initiatives/policies-andpractices.html?ei=Policies for further details.

You will not be charged any separate fees or charges for entering into an FX transaction. However, other fees and charges may apply depending on the channel used to enter into the transaction. For example, a channel may charge a settlement or processing fee. Alternatively, you may wish to pay the foreign currency which you receive under an FX transaction to an overseas beneficiary using a channel. The processing of the foreign currency payment may additionally be subject to fees and charges imposed by the overseas banks involved in the processing. Such fees and charges will be disclosed under the relevant documentation relating to that channel.

20. Are there any tax implications I should be aware of?

The tax implications of entering into FX transactions can be complex, may change over time and are invariably specific to your circumstances including, but not limited to, your tax status, any elections you have made and the purpose for which you have entered into the FX transaction. FX transactions may give rise to taxable income and/or deductions or alternatively may impact other tax calculations you may be required to prepare.

Therefore, you should discuss any taxation issues with your tax adviser before entering a spot, value today, value tomorrow or forward transaction.

You may also be liable to government charges and taxes relating to spot, value today, value tomorrow and forward transactions.

21. Notification of changes

If you enter into FX transactions under a master agreement, we will notify you of any material changes to the master agreement, in accordance with the requirements of the Banking Code of Practice. Please refer to paragraph 22 of this PDS.

Where there is a material change to a matter in circumstances where the Corporations Act 2001 (Cth) requires a new PDS or a supplementary PDS, we will issue a new PDS or a supplementary PDS for FX transactions.

22. Banking Code of Practice

The Banking Code of Practice (the Code) outlines the standards of practice for banks, their staff and their representatives when dealing with small businesses and individuals. A business will be a small business for the purposes of the Code where its annual turnover for the previous financial year is less than \$10 million and it has fewer than 100 full-time equivalent employees and it has less than \$3 million total debt outstanding. The Code does not apply to financial products and financial services that are provided to wholesale clients for the purposes of the Corporations Act 2001 (Cth) (unless you are a wholesale client only because of section 761G(7)(b) of the Corporations Act 2001 (Cth)).

If you would like more information about the Code and whether it applies to you, please contact us on 13 2221 (between 6.00am and 10.00pm (Sydney time), Monday to Friday).

23. What if I have a complaint?

Most problems can be resolved quickly and simply by talking with us. You can talk to us by:

- a. Calling your relationship manager;
- b. Phoning our Customer Complaints team on 1800 805 605 or, if you are overseas, call +61 2 9687 0756;
- c. Completing the online feedback form at commbank.com.au/feedback, where you can also view our complaint process; or
- d. Writing to us at CBA Group Customer Relations, Commonwealth Bank Group, Reply Paid 41, Sydney NSW 2001.

If you are not satisfied with the resolution and wish to proceed further, you can contact the Commonwealth Bank's Customer Advocate for an independent review of your complaint. The Customer Advocate can be contacted via:

1800 832 806 (between 8.30am and 5.00pm (Sydney time), from Monday to Friday); Telephone:

Email: customeradvocate@cba.com.au; or

Writing: Customer Advocate

> Commonwealth Bank Reply Paid 88915 Sydney NSW 2001

Please quote the case reference number we provide you in all correspondence.

If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority, or AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumers. AFCA can be contacted through the following means:

Website: www.afca.org.au Email: info@afca.org.au

1800 931 678 (free call) Telephone:

In writing to: Australian Financial Complaints Authority

GPO Box 3

Melbourne VIC 3001

You can also contact the Australian Securities & Investments Commission, or ASIC, to make a complaint and to find further information on your rights. ASIC can be contacted through the following means:

Website: www.asic.gov.au

Email: infoline@asic.gov.au

Telephone: 1300 300 630

24. Customer information and privacy

What information we collect

In this clause 'you' includes our customer and any person who holds office in an entity which is a customer. We collect information about you (such as your name, address, contact details and identification documentation), and information about your interactions with us, such as transactions on your account. We may also collect publicly available information about you.

Why we collect your information and what we use it for

We collect *your* information because we are required to identify *you* in accordance with applicable anti-money laundering, financial crimes and sanctions laws, currency control regulations and in order to comply with taxation laws. We also collect it to administer our relationship with you including risk management and pricing, to meet our obligations in relation to external payment systems and under our arrangements with government agencies.

If you do not provide your information, we may not be able to provide you with the products and services that you require.

We also use your personal information to identify and tell you about products and services that may interest you (unless you tell us not to). If you don't want to receive marketing information you can tell us by calling 13 2221 between 6.00am and 10.00pm (Sydney time), from Monday to Friday and by speaking to your relationship manager.

You must give us accurate and complete information; otherwise you may be breaking the law and we may not be able to provide you with the products and services that you require.

If you change your personal details (e.g. address, name or email address) you must tell us straight away.

Who we may exchange your information with

We may exchange your information with other members of the Group who may use your information for any of the purposes we can.

We may also exchange your information with third parties outside the Group, for example, your representatives, our service providers, other financial institutions, enforcement and government authorities, relevant public registers and payment system operators.

Sometimes it may be necessary to send your information overseas – for example, where we outsource functions overseas, send information to Group members overseas, where we need to complete a transaction on your behalf or where this is required by laws and regulations. See our Group Privacy Statement for more information.

Our Group Privacy Statement

Our Group Privacy Statement is available on our website at commbank.com.au (search Privacy and follow the Group Privacy Statement link) or upon request from any branch of the Bank and should be read in conjunction with the above. It contains further details about our information collection and handling practices, including information about:

- other ways we may collect, use or exchange *your* information;
- how you may access and seek correction of the information; and
- how to make a complaint about a breach of your privacy rights, and our complaint handling procedures.

This statement also includes details of additional rights that may apply to you if you are located outside of Australia.

How to contact us

For privacy-related enquiries, please contact us by:

CustomerRelations@cba.com.au Email:

Telephone: 1800 805 605, or

In writing to: the address in our Group Privacy Statement.

Definitions

"AUD"	Australian dollars.
the "Bank"	Commonwealth Bank of Australia ABN 48 123 123 124.
"business day"	A day on which normal business is conducted.
"channel"	A medium or platform through which you can enter into FX transactions with the <i>Bank</i> . It includes IPFX and Global Markets.
"cleared funds"	Funds that are immediately available to you for settlement of an FX transaction.
"close-out amount"	The close-out amount is the AUD equivalent amount of the losses or costs that are or would be incurred by the Bank under prevailing circumstances (expressed as a positive number) or gains that are or would be realised by the Bank under prevailing circumstances (expressed as a negative number) in replacing the terminated FX transaction and will have regard to market exchange rates compared to the contract exchange rate.
"confirmation letter"	A letter confirming the details of a particular FX transaction.
"currency pair"	The two currencies that are the subject of the FX transaction.
"execution factors"	The amounts (as an overall component of the <i>exchange rate</i> offered by the <i>Bank</i> to you) which are attributable to risk management and trade execution – which includes (but is not limited to) items such as:
	a. the cost of the execution via the relevant channel;
	 the liquidity in the foreign exchange market for the type of foreign exchange transaction;
	c. the transaction amount; and
	d. the type of foreign exchange transaction
"exchange rate"	The expression of the value of one currency in terms of another. For example, in the <i>exchange rate</i> AUD/USD 0.7800, one Australian dollar is equal to 78 United States cents (AUD 1.0000 = USD 0.7800).
"forward"	An FX transaction with a settlement date that is more than 2 business days after the trade date.

"forward exchange rate"	The expression of the value of one currency in terms of another where the settlement date is more than 2 business days after the trade date. A forward exchange rate is the spot exchange rate of the currency pair on the trade date adjusted for the forward points.
"forward points"	The value of the <i>interest rate differential</i> for the <i>currency pair</i> over the period from the <i>spot settlement date</i> to the <i>forward settlement date</i> , expressed as an adjustment to the <i>spot exchange rate</i> .
"forward settlement date"	The settlement date for a forward transaction.
"Group"	Means the <i>Bank</i> and its subsidiaries.
"interest rate rate differential"	The difference between the interest rates applicable to the <i>currency pair</i> for the <i>term</i> of a <i>value today, value tomorrow</i> or <i>forward</i> transaction.
"IPFX"	The International Payments and Foreign Exchange Service <i>channel</i> which is accessed via CommBiz.
"market spot exchange rate"	The current or prevailing <i>spot exchange rate</i> in the foreign exchange market before an allowance for the <i>Bank</i> 's costs and profit margin.
"master agreement"	The <i>Bank</i> 's Derivatives Master Agreement or ISDA Master Agreement (as applicable).
"parties to the agreement"	The parties to the FX transaction are you and the Bank.
"proscribed person"	A person who is the target of any sanctions law (or who is controlled by a person who is the target of any sanctions law, or who is acting on behalf of or for the benefit of a person who is the target of any sanctions law), including, but not limited to, a person whose name appears on a list of people with whom dealings are proscribed by any sanctions law.
"sanctions law"	Any trade, economic or financial sanctions administered or enforced by the Australian Department of Foreign Affairs and Trade, and to the extent applicable, the U.S. Department of Treasury's Office of Foreign Assets Control; the United Nations Security Council; the European Union; Her Majesty's Treasury; the New Zealand Ministry of Foreign Affairs and Trade; the Hong Kong Commerce, Industry and Tourism Branch of the Commerce and Economic Development Bureau; the Monetary Authority of Singapore; the Ministry of Finance Japan; or any other relevant sanctions authority.
"service factors"	The amount (as an overall component of the exchange rate offered by the Bank to you) which is attributable to pre- and post-trade services provided by the Bank to you – which includes (but is not limited to) items such as: a. the complexity of the service required; b. the impact of the transaction on the Bank's balance sheet and capital usage c. processing and settlement costs; d. compliance and oversight costs required to support a regulated, professionally operated FX business; and e. costs associated with maintaining required infrastructure.

"settlement date"	A business day on which the <i>currency pair</i> subject to an FX transaction is exchanged, being a business day in the commercial centre of the country of the foreign currency or currencies being exchanged but does not include a Saturday, Sunday or public holiday.
"settlement period"	A range of settlement dates agreed between the Bank and you as being allowed for a forward.
"short-form confirmation"	A letter or receipt confirming the details of a particular FX transaction where the FX transaction is not to be governed by a <i>master agreement</i> .
"spot"	An FX transaction with a settlement date that is 2 business days after the trade date.
"spot exchange rate"	The expression of one currency in terms of another for exchange on the spot settlement date after taking into account the execution factors and service factors.
"spot settlement date"	The settlement date for a spot transaction, which is 2 business days from the trade date.
"term"	The period from and including the trade date to and including the settlement date.
"termination date"	A date on which you or the <i>Bank</i> terminate the FX transaction.
"trade date"	The date on which an FX transaction is entered into by the <i>parties to the agreement</i> .
"USD"	United States dollars.
"value today"	An FX transaction with a settlement date that is on the same day as the trade date.
"value today exchange rate"	The expression of the value of one currency in terms of another where the settlement date is the same business day as the trade date.
"Value today points"	The interest rate differential of the currency pair being traded for the period from the spot settlement date to the value today settlement date.
"value today settlement date"	The settlement date for a value today transaction, which is on the same business day as the trade date.
"Value tomorrow"	An FX transaction with a settlement date that is 1 business day after the trade date.
"value tomorrow	The expression of the value of one currency in terms of another where the
exchange rate"	The expression of the value of one currency in terms of another where the settlement date is 1 business day after the trade date.
	· ·
exchange rate" "value tomorrow	settlement date is 1 business day after the trade date. The interest rate differential of the currency pair being traded for the period