

Mortgage Advantage Connect (MAV) Application

Agent details

Agent name Contact phone number Agent number

Customer details

I, Title First name Second name Surname

Street address State Postcode

of

Work number Home number Mobile number

Email address

Payment details

You can select to pay your MAV annual package fee via your Commonwealth Bank credit card **or** your Commonwealth Bank transaction account.

A valid account number must be recorded below for this application to be accepted.

If you do not currently have an account with the Bank, please contact your agent.

Please select **one** option from below:

Credit Card debit authorisation

I irrevocably authorise the Commonwealth Bank ABN 48 123 123 124 to debit my **Commonwealth Bank Credit Card** when my MAV annual package fee is due.

Name of card Commonwealth Credit Card number

or

Direct Debit request

I (Client Name)

Irrevocably authorise and request Commonwealth Bank of Australia ABN 48 123 123 124 (APCA User ID 207920) to arrange for funds to be debited from my Commonwealth Bank Account identified below and as prescribed below through Bulk Electronic Clearing System (BECS) or to debit my account by any other means. This authorisation is to remain in force in accordance with the terms described in the Direct Debit Request Service Agreement described in the MAV Terms and Conditions.

Name of Bank where your account is held Commonwealth Bank account name

Commonwealth State Branch (BSB No.) Account number

I am interested in receiving a telephone call from the relevant Commonwealth Bank Group member for more information regarding:

Loan Protection
 Transaction accounts (excluding Streamline)
 Personal Risk Insurance
 Financial Advice
 At Call Investments
 Fixed Term Investments
 Personal Loans
 Home Insurance
 Margin Loans
 Other

I acknowledge and consent to the relevant Commonwealth Bank Group member providing my agent with feedback relating to the referral. I also acknowledge that my agent may receive benefits from the Bank by way of "award points" or commission, under the "CONNECT Program" as a result of a successful sale of any of the above products referred to the Commonwealth Bank Group. The value of these benefits will be \$40 for Home and Contents Insurance and Loan Protection products, \$5 for Cash Investment Accounts, up to \$64 for Personal Loans, 0.1% of the total amount invested for Funds under Management, up to \$250 for Margin Loans and up to 17.5% of the first year's premium for Personal Risk products.

By signing this application I acknowledge that:

- I have read understand and accept the MAV Terms and Conditions;
- I confirm the payment details set out in this application form;
- I understand that the annual package fee is non-refundable; and
- I consent to such use and disclosure of my personal information as set out in the 'Privacy' section of the MAV Terms and Conditions. I understand that I may indicate that my consent does not apply to the use and disclosure of personal information for your marketing purposes. A tick in the box indicates that I do not want to receive direct marketing from you.

Client signature

Date

Referral Owner details (to be completed by the Agent only if making a referral)

Branch name <input type="text"/>	or	Specialist contact name <input type="text"/>
State <input type="text"/>		Specialist contact number <input type="text"/>

Agent surname

Agent first name

Agent number

Company Name

Agent contact number

Agent fascimile number

Email address

Agent declaration

I have not provided to the customer any financial product advice or financial service within the meaning of Chapter 7 of the Corporations Act, as amended from time to time, on behalf of the Bank.

Agent signature

Date

Your accounts

Please provide us with details of all the accounts you have with the Bank to which you would like MAV benefits applied.

Name of spouse or de facto (if applicable)

Full name of account	Type of account	Account number (if known)	Existing account
			<input type="checkbox"/> Yes <input type="checkbox"/> No
			<input type="checkbox"/> Yes <input type="checkbox"/> No
			<input type="checkbox"/> Yes <input type="checkbox"/> No
			<input type="checkbox"/> Yes <input type="checkbox"/> No
			<input type="checkbox"/> Yes <input type="checkbox"/> No
			<input type="checkbox"/> Yes <input type="checkbox"/> No
			<input type="checkbox"/> Yes <input type="checkbox"/> No
			<input type="checkbox"/> Yes <input type="checkbox"/> No
			<input type="checkbox"/> Yes <input type="checkbox"/> No
			<input type="checkbox"/> Yes <input type="checkbox"/> No

MAV Terms and Conditions

In these terms and conditions, “you” is the individual person in whose name the MAV Package is established. MAV Package cannot be established in joint names, or in the name of a business, family investment company or family investment trust.

These terms and conditions (“Agreement”) govern the Bank’s MAV Package (referred to as “the Package” in this Agreement). You should read the terms and conditions carefully, and keep them for your future reference. You should also read the Bank’s information booklet, ‘The Better Banking Book’, copies of which may be obtained by telephoning the Bank on 13 24 35 (between 8am and 6pm EST Monday to Friday), or from any branch of the Bank. The Better Banking Book contains useful information on a range of banking matters including the rights and obligations that arise out of the banker and customer relationship, account opening procedures, the Bank’s obligations regarding confidentiality of your information, complaint handling procedures, bank cheques, the advisability of you informing the Bank promptly when you are in financial difficulty and the advisability of you reading the terms and conditions applying to any banking service provided to you or in which you are interested. The relevant provisions of the Code of Banking Practice apply to the Package.

1 Accounts to be maintained

As a condition of the Bank granting you the Mortgage Advantage (MAV) you must have an approved Commonwealth Bank Gold Credit Card and have or apply for and be granted a minimum of \$150,000 in holdings, where holdings refers to the sum of home lending in which you are a borrower with the Commonwealth Bank Group (excluding general and life insurance premiums or policies, business accounts, family investment companies and trusts, any portion of a loan used for bridging purposes, overdraft products and loans in which you are a guarantor). The Bank on satisfaction of these terms will advise you of the accounts contained in this Agreement.

During this Agreement you must maintain the Commonwealth Bank Gold Credit Card account and maintain a minimum of \$100,000 in home lending (excluding general and life insurance premiums or policies, business accounts, family investment companies and trusts, any portion of a loan used for bridging purposes, overdraft products and loans in which you are a guarantor) with the Commonwealth Bank Group and maintain a Line of Credit, a Viridian Line of Credit or a transaction account with the Bank. If you do not maintain the Commonwealth Bank Gold Credit Card account and a minimum of \$100,000 in home lending (excluding general and life insurance premiums or policies, business accounts, family investment companies and trusts, any portion of a loan used for bridging purposes, overdraft products and loans in which you are a guarantor) with the Commonwealth Bank Group and a transaction account or Viridian Line of Credit or a Line of Credit Facility with the Bank, the Bank has the option of terminating this Agreement in accordance with Clause 6.

During this Agreement, you must maintain a Commonwealth Bank transaction account or a Commonwealth Bank credit card account as your nominated account (“Nominated Account”) to pay the annual package fee referred to in clause 2.

You must give us a written authority in a form acceptable to us to draw or obtain by direct debit from your Nominated Account the annual package fee.

2 MAV annual package fee

You must pay the MAV annual package fee of \$300 (GST inclusive) per twelve months or part thereof while this Agreement applies. The MAV annual package fee is payable in advance, and is non-refundable.

The Bank reserves the right to vary the amount of the MAV annual package fee and the basis of charging from time to time.

For new applications, the Bank will debit your Nominated Account with the annual package fee on receipt of your application at the Bank. If you choose to pay your annual package fee with a Commonwealth Bank credit card, your credit card must be activated before package concessions can be applied.

Your Nominated Account will be debited with the annual package fee on each anniversary of that debiting while this Agreement continues. You irrevocably authorise us to debit, at our discretion, any other account you hold with the Bank with the amount of the annual package fee, if there are insufficient funds in your Nominated Account, or the Nominated Account is closed.

If you need to change your Nominated Account please call the Packages Team on 13 24 35

The Bank has the right to cancel the Package concessions under clause 3 if you have insufficient funds available in your Nominated Account at the time of debiting

3 Concessions

While this Agreement continues, except as otherwise indicated, you, any spouse/ partner and any family investment company of which you are a director or family investment trust of which you are a beneficiary shall be entitled to the concessions and benefits from the Bank, as set out below other than the Commonwealth Bank Gold Credit Card, subject to the Bank’s usual terms and conditions and normal credit criteria and assessment. Loans in which you are a guarantor are not eligible for package concessions

Accounts held by a married or de facto spouse/partner, family investment company of which you are a director or family investment trust of which you are a beneficiary, do not contribute to the minimum holdings requirements described in clause 1.

To obtain concessions you must notify the Bank, in writing, of the products within the Package upon which you would like to receive concessions.

The concessions cannot be taken in conjunction with any other discounts and/ or special offers. In the situations where multiple discounts and/or special offers are available on a single product, the MAV concession will apply. No other discounts and/or special offers may be added on top of the MAV concession.

a) Commonwealth Bank Gold Credit Card

During this Agreement you are eligible to receive the credit card annual package fee and additional cardholder fee benefit on one existing Gold credit card only held in your name and of which you are the primary cardholder. The Bank will not refund any annual package fee already paid or due and payable on an existing credit card.

Concessions on existing Commonwealth Bank Gold Credit Cards are not available to any married or de facto spouse/partner, and any family investment company of which you are a director or family investment trust of which you are a beneficiary.

- b) Home Loans (benefits available on Standard Variable Rate Loans, Fixed Rate Loans, One Year Guaranteed Rate Loans and 6/12 Month Discounted Variable Rate Loans only).

Concessions may only be applied to existing Commonwealth Bank-branded loans where the loan has already been funded. Concessions cannot be applied to new Commonwealth Bank-branded loans or existing Commonwealth Bank-branded fixed rate loans whilst such loans are at a fixed rate.

The Bank will not charge any upfront establishment fees on Home Loans under the Package. However, a deferred establishment fee may be payable if the Home Loan is repaid in full within four years from the funding date of the loan but excluding repayment during a guaranteed interest rate period.

Switching the loan to another type of Home Loan or to a Viridian Line of Credit/Colonial Line of Credit with us does not constitute repayment but a switching fee will apply. No loan service fees will be charged on loans under the Package. For loans that are being secured by more than one property, the additional security fee will be payable by you.

The Bank will not refund any establishment fee already paid or due and payable on an existing Home Loan.

i Standard Variable Rate Home Loans

The annual percentage rate that applies to Standard Variable Rate Home Loans will be the Bank's reference interest rate for Standard Variable Rate Home Loans less the margin currently applied by the Bank to borrowings by Package Clients, subject to the Bank reserving the right to vary such margin at any time in the future as provided for in clause 4.

The margin applied to loans held by you, a married or de facto spouse/partner, family investment company of which you are a director or family investment trust of which you are a beneficiary will be based on the sum of holdings you have with the Commonwealth Bank Group at the time you apply for the Package or apply for a new Standard Variable Rate Home Loan under the Package (excluding general and life insurance premiums or policies, business accounts, family investment companies and trusts, any portion of a loan used for bridging purposes, overdraft products and loans in which you are a guarantor). The Bank's reference interest rate is subject to change in accordance with the Bank's usual terms and conditions. If you become eligible to receive a higher interest rate margin due to an increase in the sum of holdings you have with the Commonwealth Bank Group (excluding general and life insurance premiums or policies, business accounts, family investment companies and trusts, any portion of a loan used for bridging purposes, overdraft products and loans in which you are a guarantor), you must advise the Bank in writing that you wish to receive the higher margin. Requests to receive a higher margin are limited to a maximum of 3 requests per calendar year.

ii One Year Guaranteed Rate, 6 Month Discounted Variable Rate and 12 Month Discounted Variable Rate Home Loans

There is no interest rate concession for One Year Guaranteed Rate Home Loans, 6 Month Discounted Variable Rate Home Loans or for 12 Month Discounted Variable Rate Home Loans. If you apply for a One Year Guaranteed Rate Home Loan, 6 Month Discounted Variable Rate Home Loan or 12 Month Discounted Variable Rate Home Loan as part of the Package or at the time you apply for the Package you have a One

Year Guaranteed Rate Home Loan, 6 Month Discounted Variable Rate Home Loan or 12 Month Discounted Variable Rate Home Loan, at the end of an introductory rate period, the annual percentage rate that applies will be the relevant Standard Variable Rate less a set margin currently applied by the Bank to borrowings by Package Clients, subject to the Bank reserving the right to vary such margin at any time in the future as provided for in clause 4.

iii Fixed Rate Home Loans (available on new loans or existing loans at maturity only)

The annual percentage rate that applies to eligible Fixed Interest Rate Home Loans will be the Bank's reference interest rate for the relevant fixed interest rate period at the beginning of that period less the margin then currently applied by the Bank to borrowings by Package Clients, subject to the Bank reserving the right to vary such margin at any time in the future as provided for in clause 4.

The Bank's reference interest rate is subject to change in accordance with the Bank's usual terms and conditions but the Bank will not change the interest rate or the margin for an existing customer during a fixed interest rate period.

c) Investment Home Loans (benefits available on Standard Variable Rate Loans, Fixed Rate Loans, Interest in Advance Loans and 6/12 Month Discount Variable Rate Loans only)

Concessions may only be applied to existing Commonwealth Bank-branded loans where the loan has already been funded. Concessions cannot be applied to new Commonwealth Bank-branded loans or existing Commonwealth Bank-branded fixed rate loans whilst such loans are at a fixed rate.

The Bank will not charge any upfront establishment fees on Investment Home Loans under the Package. However, a deferred establishment fee may be payable if the Investment Home Loan is repaid in full within four years from the funding date of the loan but excluding repayment during a guaranteed interest rate period. Switching the loan to another type of Investment Home Loan or to a Viridian Line of Credit/ Colonial Line of Credit with us does not constitute repayment but a switching fee will apply. No loan service fees will be charged on loans under the Package. For loans that are being secured by more than one property, the additional security fee will be payable by you.

The Bank will not refund any establishment fee already paid or due and payable on an existing loan.

i Standard Variable Rate Investment Home Loans

The annual percentage rate that applies to Standard Variable Rate Investment Home Loans will be the Bank's reference interest rate for Standard Variable Rate Investment Home Loans less the margin currently applied by the Bank to borrowings by Package Clients, subject to the Bank reserving the right to vary such margin at any time in the future as provided for in clause 4.

The margin applied to loans held by you, a married or de facto spouse/partner, family investment company of which you are a director or family investment trust of which you are a beneficiary will be based on the sum of holdings you have with the Commonwealth Bank Group at the time you apply for the Package or apply for a new Standard Variable Rate Investment Home Loan under the Package (excluding general and life insurance premiums or policies, business accounts, family investment companies and trusts, any portion of

a loan used for bridging purposes, overdraft products and loans in which you are a guarantor).

The Bank's reference interest rate is subject to change in accordance with the Bank's usual terms and conditions. If you become eligible to receive a higher interest rate margin due to an increase in the sum of holdings you have with the Commonwealth Bank Group (excluding general and life insurance premiums or policies, business accounts, family investment companies and trusts, any portion of a loan used for bridging purposes, overdraft products and loans in which you are a guarantor), you must advise the Bank in writing that you wish to receive the higher margin. Requests to receive a higher margin are limited to a maximum of 3 requests per calendar year.

ii One Year Guaranteed Rate, 6 Month Discounted Variable Rate and 12 Month Discounted Variable Rate Investment Home Loans

There is no interest rate concession for One Year Guaranteed Rate Investment Home Loans, 6 Month Discounted Variable Rate Investment Home Loans or for 12 Month Discounted Variable Rate Investment Home Loans during the introductory rate periods.

If you apply for a One Year Guaranteed Rate Investment Home Loan, 6 Month Discounted Variable Rate Investment Home Loan or 12 Month Discounted Variable Rate Investment Home Loan as part of the Package or at the time you apply for the Package you have a One Year Guaranteed Rate Investment Home Loan, 6 Month Discounted Variable Rate Investment Home Loan or 12 Month Discounted Variable Rate Investment Home Loan, at the end of an introductory rate period, the annual percentage rate that applies to the Standard Variable Rate will be the relevant Standard Variable Rate less a set margin currently applied by the Bank to borrowings by Package Clients, subject to the Bank reserving the right to vary such margin at any time in the future as provided for in clause 4.

iii Fixed Rate Investment Home Loans (available on new loans or existing loans at maturity only)

The annual percentage rate that applies to eligible Fixed Interest Rate Investment Home Loans (including Interest in Advance Investment Home Loans) will be the Bank's reference interest rate for the relevant fixed interest rate period at the beginning of that period less the margin then currently applied by the Bank to borrowings by Package Clients, subject to the Bank reserving the right to vary such margin at any time in the future as provided for in clause 4.

The Bank's reference interest rate is subject to change in accordance with the Bank's Usual Terms and Conditions but the Bank will not change the interest rate or the margin for an existing customer during a fixed interest rate period.

d) Viridian Lines of Credit or Colonial Lines of Credit

Concessions may only be applied to Viridian Lines of Credit where the limit has already been established. Concessions cannot be applied to new Viridian Lines of Credit. The Bank will not charge any upfront establishment fees for a Viridian Line of Credit under the Package. No ongoing account service fees will be charged on a Viridian Line of Credit or Colonial Line of Credit under the Package.

The Bank will not refund any establishment fee already paid or due and payable on an existing Viridian Line of Credit or Colonial Line of Credit.

i Viridian Lines of Credit

The annual percentage rate that applies to a Viridian Line of Credit will be the Bank's Residential Equity Rate or Viridian Reference Rate plus a customer margin, for Viridian Lines of Credit less the margin currently applied by the Bank to borrowings by Package Clients, subject to the Bank reserving the right to vary such margin at any time in the future as provided for in clause 4. The margin applied will be based on the sum of holdings you have with Commonwealth Bank Group at the time you apply for the Package or apply for a new Viridian Line of Credit under the Package (excluding general and life insurance premiums or policies, business accounts, family investment companies and trusts, any portion of a loan used for bridging purposes, overdraft products and loans in which you are a guarantor). The Bank's Residential Equity Rate and Viridian Reference Rate are subject to change in accordance with the Bank's usual terms and conditions.

ii Colonial Lines of Credit

The annual percentage rate that applies to an existing Colonial Line of Credit will be the Colonial Residential Equity Rate or Line of Credit Reference Rate plus a customer margin, less the margin currently applied by the Bank to borrowings by Package Clients, subject to the Bank reserving the right to vary such margin at any time in the future as provided for in clause 4. The margin applied will be based on the sum of holdings you have with the Commonwealth Bank Group at the time you apply for the Package (excluding general and life insurance premiums or policies, business accounts, family investment companies and trusts, any portion of a loan used for bridging purposes, overdraft products and loans in which you are a guarantor). The Colonial Residential Equity Rate and Line of Credit Reference Rate are subject to change in accordance with the Bank's usual terms and conditions.

If you become eligible to receive a higher interest rate margin due to an increase in holdings you have with the Commonwealth Bank Group, you must advise the Bank in writing that you wish to receive the higher margin. Requests to receive a higher margin are limited to a maximum of 3 requests per calendar year.

e) Streamline account/s

The Bank will not charge any withdrawal fees on any Streamline account/s nominated under this Agreement except for transactions through automatic teller machines of other financial institutions in Australia, ASB Bank in New Zealand, PT Bank Commonwealth in Indonesia and the Cirrus/Maestro networks overseas. However, the Bank will charge all other service fees, including NetBank service charges (if applicable).

f) Term Deposits

The annual percentage rate that applies to a Term Deposit will be the Bank's standard Term Deposit rates plus the margin currently applied by the Bank to deposits by Package Clients, for Term Deposits of \$10,000 to less than \$500,000 subject to the Bank reserving the right to vary such margin at any time in the future as provided for in clause 4.

This offer is not available in conjunction with any other bonus or special Term Deposit interest rate offer.

g) CommInsure General Insurance

CommInsure is a registered business name of Commonwealth Insurance Limited ABN 96 067 524 216. CommInsure Home Insurance is offered by Commonwealth Insurance Limited. Commonwealth Insurance Limited is a wholly owned, but non-guaranteed subsidiary of the Commonwealth Bank of Australia.

Where the Commonwealth Bank of Australia acts as an agent for Commonwealth Insurance Limited, the Commonwealth Bank of Australia receives a commission from Commonwealth Insurance Limited.

i Residential Home Package Commonwealth Insurance Limited will discount a building or contents package base premium or a combined building and contents package base premium by the discount currently applied to Package Clients, subject to Commonwealth Insurance Limited reserving the right to vary such discount at any time in the future as provided for in clause 4.

These discounts apply to new and renewed policies only and for each renewal thereafter.

ii Investment Home Package Commonwealth Insurance Limited will discount a building or contents package base premium or a combined building and contents package base premium by the discount then currently applied to Package Clients, subject to Commonwealth Insurance Limited reserving the right to vary such discount at any time in the future as provided for in clause 4.

These discounts apply to new and renewed policies only, and for each renewal thereafter.

iii If more than one property is insured with Commonwealth Insurance Limited under a Residential Home Package or an Investment Home Package, Commonwealth Insurance Limited will further discount the base premium for each additional policy, after the first, by an additional 1%. This discount does not apply to the first policy or to policies taken out before 15 March 2002. The discount is not cumulative and is available for new business as well as renewal of policies first taken out after 15 March 2002, provided that more than one property is insured through Commonwealth Insurance Limited at any one time. If proposals for insurance are received at Commonwealth Insurance Limited at the same time for more than one property, it, at its absolute discretion, will determine which policy, if issued, will be treated as the first policy.

h) CommSec Margin Loans

CommSec Margin Loan is a product of the Commonwealth Bank of Australia administered by its wholly owned, but not guaranteed, subsidiary Commonwealth Securities Limited ABN 60 067 254 399.

i Variable Rate CommSec Margin Loans

The annual percentage rate that applies to a Variable Rate CommSec Margin Loan will be the Bank's Standard Variable Margin Loan Rate less the margin currently applied by the Bank to borrowings by Package Clients, subject to the Bank reserving the right to vary such margin at any time in the future as provided for in clause 4. This margin applies to new and eligible existing variable rate CommSec Margin Loans which you notify the Bank in writing to obtain the concessions. The Bank's Standard Variable Margin Loan Rate is subject to change in accordance with the Bank's Usual Terms and Conditions. Applications are subject to the Bank's normal credit criteria and assessment.

ii Fixed Rate CommSec Margin Loans The annual percentage rate that applies to a Fixed Rate CommSec Margin Loan will be the Bank's Standard Fixed Loan Rate less the margin currently applied by the Bank to borrowings by Package Clients, subject to the Bank reserving the right to vary such margin at any time in the future as provided for in clause 4.

This margin applies to new fixed rate CommSec Margin

Loans. The Bank's Standard Fixed Loan Rate is subject to change in accordance with the Bank's Usual Terms and Conditions. Applications are subject to the Bank's normal credit criteria and assessment.

j) Loan Protection

The Colonial Mutual Assurance Society Limited will discount a Loan Cover or Loan Repayment Cover Policy premium or a combined Loan Cover and Loan Repayment Cover policy premium by the discount currently applied to Package Clients, subject to the Colonial Mutual Assurance Society Limited reserving the right to vary such discount at any time in the future as provided for in clause 4. These discounts apply for each renewal thereafter.

Loan Protection is offered by Colonial Mutual Assurance Society Limited ABN 12 004 021 809 (CMLA). CMLA is a wholly owned, but non-guaranteed subsidiary of the Commonwealth Bank of Australia. Where the Commonwealth Bank of Australia acts as an agent for CMLA, the Commonwealth Bank of Australia receives a commission from CMLA.

Concessions on Loan Protection are not available to any married or de facto spouse/partner and any family investment company of which you are a director or family investment trust of which you are a beneficiary.

4 Variation

The Bank may reduce or increase any interest rate or reference interest rates from time to time in accordance with the terms and conditions applicable to that loan, line of credit or account.

From time to time the Bank (or the relevant provider of the products or services) may:

- a) change any of the concessions referred to in Clause 3 or change the amount of or the basis for calculating any fee, charge or premium, change the interest or fee charging cycle, or both, and, except during any fixed interest rate period of the loan, change any interest rate margin, any link to a reference interest rate and the basis for calculating interest;
- b) impose and debit to any loan, line of credit or account any new fee or charge;
- c) change the frequency of repayments;
- d) provide new concessions and benefits which will be subject to these terms and conditions (as varied);
- e) change any other terms and conditions;
- f) except when the change reduces your obligations or extends the time for payment of any amount under the Contract, the Bank will give you prior written notice of the change. If the change relates to repayments, the Bank will give you twenty days' notice. Otherwise, the Bank will give you thirty days' notice. When the Bank changes a credit fee or charge the Bank may give this prior written notice by advertisement in a leading daily newspaper in your State or Territory.

Prior to the anniversary date of your MAV Agreement, we will review your balances in home lending (excluding general and life insurance premiums or policies, business accounts, family investment companies and trusts, any portion of a loan used for bridging purposes, overdraft products and loans in which you are a guarantor) with the Commonwealth Bank Group. If you wish to retain MAV you must maintain \$100,000 in home lending (excluding general and life insurance premiums or policies, business accounts, family investment companies and trusts, any portion of a loan used for bridging purposes, overdraft products and loans in which you are a guarantor) with the Commonwealth Bank Group.

We will allow you two months after the anniversary date to enable you to reach the required threshold. We give you thirty days' prior written notice of any change to your concessions.

5 Government fees

The account holder/s will remain responsible for all Government fees, taxes and charges which apply to the loan/s, line/s of credit or account/s. Goods and Services Tax (GST) is levied on fees received by the Bank for a taxable supply. The Bank passes the GST on to you as a part of its fee.

6 Termination

The Bank may choose to cancel this Agreement without notice if:

- a) you are in default under this Agreement or you or any borrower are in default under any loan contract or Commonwealth Bank Gold Credit Card contract with the Bank, whether or not it forms part of this Agreement (the Bank's rights under this clause are in addition to its rights under such contract); or
- b) you do not take up, or do not maintain, your nominated Commonwealth Bank Gold Credit Card account; or
- c) you do not maintain a Line of Credit, Viridian Line of Credit or a transaction account with the Bank; or
- d) you do not maintain the minimum amount required of \$100,000 in home lending (excluding general and life insurance premiums or policies, business accounts, family investment companies and trusts, any portion of a loan used for bridging purposes, overdraft products and loans in which you are a guarantor) with the Commonwealth Bank Group.
- e) you do not maintain a Nominated Account referred to in clause 1 to pay your annual package fee; or there are insufficient funds available in your nominated account to debit the annual package fee

The Bank may also cancel this Agreement at any time on giving you 3 months' written notice.

You may cancel this Agreement at any time by giving written notice to the Bank at least 10 days' written notice prior to your Package anniversary date. Written requests can be forwarded by mail to: Reply Paid 3102 BRISBANE QLD 4001.

On cancellation of this Agreement the concessions and benefits referred to in clause 3 will cease and if you are in default under any loan agreement the Bank may charge you interest at default rates provided for under that loan agreement

7 Direct Debit Request Service Agreement (this clause only applies if your Nominated Account is a Commonwealth Bank transaction account)

- Where the due date for payment falls on a non-business day we will draw the amount on the following business day.
- We reserve the right to charge a dishonour fee if any debit item already debited from your Nominated Account is returned as unpaid by the Bank.
- We will keep your information about your Nominated Account at the Commonwealth Bank private and confidential unless this information is required by us to investigate a claim made on it relating to an alleged or wrongful debt, or as otherwise required by law.
- In the event of a debit returned unpaid we may attempt a redraw on your Nominated Account.
- We will advise you 14 days in advance of any changes to the Direct Debit arrangements.

8 Your rights

- You may terminate or alter the Direct Debit arrangement of your annual package fee with us, however, this termination must be in writing.
- Where you consider this debit is incorrect in either due date or amount or both, you should raise this matter with us by contacting Premium Financial Services on 13 24 35 between 8am – 6pm (EST) Monday to Friday or by discussing it with your Relationship Manager.
- For all matters relating to the Direct Debit arrangement on your account, including requests for deferment of debits, alteration of debit arrangements or stopping or cancelling your direct debit request, please call us on 13 24 35 between 8am – 6pm (EST) Monday to Friday, or forward a written request to: Commonwealth Bank Reply Paid 3102 BRISBANE QLD 4001.

9 Your responsibilities

It is your responsibility:

- to check with the Bank before completing the Direct Debit Request (DDR) as Direct Debiting through Bulk Electronic Clearing System (BECS) is not allowed on the full range of accounts. You should also complete your account details (including Bank State Branch (BSB) number) directly off a recent account statement from the Bank;
- to ensure sufficient cleared funds are available in the Nominated Account to meet the debit of your annual package fee on the due date;
- to ensure that the authorisation to debit the Nominated Account is in the same name as the account signing the instruction held by the Bank;
- to advise us if the account you have nominated to debit is transferred or closed;
- to ensure that suitable arrangements are made if the Direct Debit is cancelled
 - by yourself; or
 - for any other reason.

10 Notices

- a) Notices given or made under this Agreement must be in writing, and may be:
 - i given personally (if they are for the Bank), to one of its employees or agents at the office where you arrange the Contract or any other branch or office that the Bank tells you;
 - ii left at the address last notified;
 - iii sent by prepaid post to the address last notified;
 - iv sent by facsimile transmission to the facsimile number last notified; or
 - v given in any other way permitted by law.
- b) Notices take effect from the time they are received unless a later time is specified in them.
- c) If notices are sent by post, they are taken to be received on the day they would be received in the ordinary course of the post.
- d) If notices are sent by facsimile machine, which produces a transmission report, they are taken to be received at the time shown in a transmission report, which indicates that the whole facsimile transmission was sent.
- e) You must tell us as soon as possible if you change your name or address.

The Bank reserves the right to add new products to the MAV Agreement and change the conditions of the Agreement at any time.

11 Privacy - Collection of personal information

The Bank collects personal information (including customers' full name, address and contact details) so that it may administer its customer relationships and provide customers with the products and services they request, as well as information on products and services offered by the Commonwealth Bank Group ('the Group'), affiliated product/service providers, and external product/service providers for whom it acts as agent. If you have provided the Bank with your email or mobile phone details, the Bank may provide information to you on those products and services electronically.

Where it is necessary to do so, the Bank also collects information on individuals such as company directors and officers (where the company is its Client), as well as Clients' agents and persons dealing with the Bank on a "one-off" basis.

The law can also require the Bank to collect personal information, eg. Commonwealth legislation requires the Bank to identify persons who open or operate accounts.

The Bank may take steps to verify the information it collects; eg. a birth certificate provided as identification may be verified with records held by the Registry of Births, Deaths and Marriages to protect against impersonation, or the Bank may verify with an employer that employment and remuneration information provided in an application for credit is accurate.

You need to provide the Bank with accurate and relevant information

If you provide the Bank with incomplete or inaccurate information, it may not be able to provide you with the products or services you are seeking.

Other members of the Group

The Bank is permitted by the Privacy Act to disclose personal information to other members of the Group. This enables the Group to have an integrated view of its Clients. Your personal information may be accessed by Group staff in other countries if that becomes necessary for transactional reasons or to enhance the Bank's relationship with you.

Other disclosures

Personal information may be disclosed to:

- your adviser, and brokers and agents who refer your business to us;
- any person acting on your behalf, including your financial adviser, solicitor, settlement agent, accountant, executor, administrator, trustee, guardian or attorney;
- if you have borrowed from the Bank to purchase property: valuers and insurers (so that the Bank can obtain a valuation of your property, and confirm that it is insured);
- if you have life insurance: medical practitioners (to verify or clarify, if necessary, any health information you may provide), claims investigators and reinsurers (so that any claim you make can be assessed and managed), insurance reference agencies (where the Bank is considering whether to accept a proposal of insurance from you and, if so, on what terms);
- if you have superannuation or managed investments: external product providers into which you might direct some of your investment, other product providers to which your investment might be transferred;
- organisations, including overseas organisations, to whom the Bank out sources certain functions.

In all circumstances where the Bank's contractors, agents and outsourced service providers become aware of personal information, confidentiality arrangements apply. Personal information may only be used by our agents, contractors and outsourced service providers for the Bank's purposes.

The Bank may also disclose personal information to other financial institutions and organisations at their request if you seek credit from them.

The Bank may be allowed or obliged to disclose information by law, eg. under Court Orders or Statutory Notices pursuant to taxation or social security laws.

Access

You may (subject to permitted exceptions) access your information by contacting:

Customer Relations
Commonwealth Bank Group
Reply Paid 41
Sydney NSW 2001.

The Bank may charge you for providing access.

Further information

For further information on the Bank's privacy and information handling practices, please refer to the Bank's Privacy Policy Statement, which is available at www.commbank.com.au or upon request from any branch of the Bank.