



Notice of Variation of Account Details

Authority to switch recurring payments to the Commonwealth Bank



Prompt action required.

Confidential Communication

This document is confidential and intended only for the use of the addressee. If you have received this communication in error, please notify the financial institution from which you have received it to arrange disposal. Unauthorised use of the information in this message may result in legal proceedings against the user.

About this form

This Notice of Variation of Account Details authorises Commonwealth Bank to notify Debit Users and Credit Users of changed account details on behalf of the customer. The Commonwealth Bank must send each Debit/Credit User, through its Sponsor or User Financial Institution (as the case may be), a copy of this signed Notice, together with the particular Schedule relevant to that Debit/Credit User. Debit/Credit Users are required to verify (by signature comparison or other means) that this form has been properly authorised by the customer before making any changes to the Direct Debit or Direct Credit arrangements.

Debit/Credit Users are required to action this request promptly and contact the customer if there is any doubt as to the authorisation. The Customer's instruction takes effect from the date of receipt by the User, subject to the expiry of any notice period which may apply to amendments to the terms of the Customer's arrangement with the User.

Section 1 – Authority

- I/We have switched financial institutions and as a result my/our account details, for the purposes of Direct Debits and Direct Credits, have changed.
- I/We authorise Commonwealth Bank to notify each Debit/Credit User listed in the attached Schedules, through its Sponsor or User Financial Institution, as the case may be, of my/our changed account details on my/our behalf.
- I/We authorise the Bank to use an electronic image of my/our signature(s) from this form in communicating the new BSB and Account information.
- I/We acknowledge that provision of this Notice, together with the relevant Schedule attached, to each such Debit/Credit User will change the account details set out in my/our direct debit arrangements or direct credit arrangements with them. The other terms of my/our original Direct Debit Request and Direct Credit arrangements are not affected.
- I/We instruct each such Debit/Credit User, with immediate effect, to use the new account details provided below for my/our Direct Debits/Direct Credits.
- I/We acknowledge that the Bank cannot guarantee that a Direct Debit/Credit User will act on my/our instructions within a specific time frame.
- I/We acknowledge that if any information provided on this form, or the list of regular direct debits and credits, is incorrect, that the Bank will not be held responsible for any Direct Debits or Direct Credits that are incorrectly processed, cancelled or dishonoured, nor any other transactions that depend on a Direct Debit or Direct Credit being correctly processed.

Section 2 – Account details

My/Our old account details

Account name

BSB

Account number

Name of Financial Institution

My/Our new account details

Account name

BSB

Account number

Name of Financial Institution

Commonwealth Bank of Australia

Section 2 – Account details (continued)

I/We confirm that I am/we are authorised to operate the accounts represented by the BSB and Account numbers shown above.
Customer's name(s) (Please print)

Authorising Signature(s)

Contact email address

Contact phone number

Signature

Date (DD/MM/YYYY)

Signature

Date (DD/MM/YYYY)

Customer information for completing this form

1. Tick the date of the most recent transactions you would like to switch on the list.
2. Circle the date of the **Direct Debits** you would like to cancel (if any). No action will be taken on unmarked transactions.
3. If your policy, billing or contract number is different to the lodgement reference listed for the transactions you wish to switch or cancel, then write the number above the lodgement reference on the list.
4. Complete and sign this Notice of Variation of Account Details form.
5. Return both this form and the marked list to us by:
 - Reply paid envelope provided if you received these documents by mail, or
 - Scan and email the documents to us at accountswitching@cba.com.au, or
 - Drop it off at the nearest branch.

It will take up to 15 business days to complete the switching process from when we receive your instructions on this form and the list.

Example of marked list

Direct Debit and Direct Credit Arrangements for Past 13 months as at 1/7/2012

Date	DE User ID	Name of User	Name of Remitter	Lodgement Reference	Amount
				3154987	
✓ 02/03/2011	037017	FOXTELEDD	FOXTEL	7142862	AUD60.00
04/03/2011	062246	COM CONNECT	CommInsure	9586456-055494587	AUD45.25
				SI 90-78-115	
✓ 21/03/2011	012178	COMPASSION	COMPASSION AUST	00000000007105167	AUD44.00

CBA Branch instructions

Ensure you attach the list of the customer's regular direct debits and credits. Use the transaction list to complete the following steps.

Note: Statement information is not sufficient.

1. Review the list with your customer and mark the items they would like to switch with a tick (✓) next to the last payment date. Circle the last payment date (04/03/2011) for items to be cancelled. No action will be taken on unmarked transactions.
2. Complete this form and ask your customer to sign it.
3. Use the Imaging Form for Account Switching to image documents to the customer's account in CommSee.
4. Send a Work Item to OPC Melbourne Transaction Services requesting they switch the marked direct debits and credits on behalf of the customer.