



25 October 2021



04054-R04 000000104349829

A R Sprake Superfund  
104 Christensen St  
URRAWEEEN QLD 4655



PSFFNC104349829

Dear Sir/Madam,

## We're refunding you **\$13.89.**

We're building a simpler, better bank and are committed to taking actions to serve you better – this includes putting things right when we get it wrong.

During a recent review, we have identified that due to a system processing error between 1 February 2017 and 31 August 2021, you may not have been provided information regarding the introduction of the Paper Statement Fee. Therefore, we are refunding you \$13.89, which includes incorrectly charged Paper Statement Fees plus associated interest. The refund amount also includes any potential Paper Statement Fee charges between 1 September 2021 and 31 December 2021 inclusive.

We apologise for this mistake and any inconvenience we've caused.

Please note that this amount may have tax implications depending on your individual circumstances. You may wish to seek independent tax advice.

### What you need to do

All you need to do is deposit the enclosed cheque at your earliest convenience.

### We're here to help

If you have any questions, require a refund breakdown or would like to make a complaint, please call us on **1800 785 683**, or **+61 2 8093 1687** 9:00am to 5:00pm (Sydney/Melbourne time), Monday to Friday.

Yours sincerely

Commonwealth Bank of Australia

### Things you should know:

This mail contains important information or updates about your service and as such you cannot unsubscribe from this communication. Commonwealth Bank of Australia ABN 48 123 123 124 Australian Financial Services Licence and Australian Credit Licence 234945