



003

THE TRUSTEE
 20 DALWOOD AVE
 SEAFORTH NSW 2092

Account Number 06 2251 10193752

Statement Period 26 Feb 2022 - 25 Aug 2022

Closing Balance \$13,075.45 CR

Enquiries 13 2221

Direct Investment Account

If this account has an attached overdraft limit or facility and we send you a statement every 4 or 6 months, we will update your statement preference to every 3 months as part of changes made to the new Banking Code of Practice from 1 July 2019.

The Commonwealth Direct Investment Account is the preferred cash account for SMSF customers. Enjoy the convenience of managing your investments through NetBank and the CommBank app.

Name: ALBERT HENRY JORDAN AND JEANNETTE ANNE J
 ORDAN ITF LONRAD SUPERANNUATION FUND

Note: Have you checked your statement today? It's easy to find out more information about each of your transactions by logging on to the CommBank App or NetBank. Should you have any questions on fees or see an error please contact us on the details above. Cheque proceeds are available when cleared.

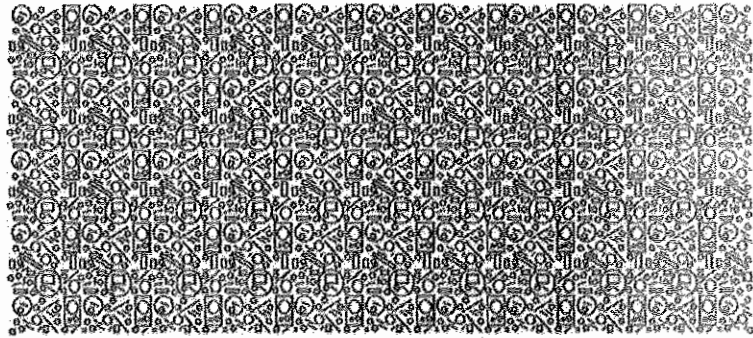
The date of transactions shown here may be different on your other transaction lists (for example, the transaction list that appears on the CommBank app).

Date	Transaction	Debit	Credit	Balance
26 Feb 2022	OPENING BALANCE			\$5,529.42 CR
07 Mar	Direct Credit 628110 Australian Unity 20500997/DISTRIB		178.48	\$5,707.90 CR
08 Mar	Direct Credit 607019 MCP MASTER INCOM Ref: 2251519		117.25	\$5,825.15 CR
14 Mar	Transfer From Mr Lucas Jordan LJ loan		500.00	\$6,325.15 CR
16 Mar	Transfer to CBA A/c NetBank wages	2,000.00		\$4,325.15 CR
28 Mar	Direct Credit 458106 BHP GROUP DIV A1385/00511716		1,872.50	\$6,197.65 CR
30 Mar	Direct Credit 401507 CBA ITM DIV 001272061954		717.50	\$6,915.15 CR
05 Apr	Transfer to CBA A/c NetBank wages	2,000.00		\$4,915.15 CR
08 Apr	Direct Credit 498510 LNK DIV 001276208470		83.58	\$4,998.73 CR
08 Apr	Direct Credit 607019 MCP MASTER INCOM Ref: 2327569		126.00	\$5,124.73 CR
08 Apr	Transfer To Prestige Kitchens Bathrooms NetBank Jordan 10% deposit Seaforth	3,600.00		\$1,524.73 CR
08 Apr	Direct Credit 106600 JEANNETTE JORDAN wages for bathroom		30,000.00	\$31,524.73 CR

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Account Number

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Date	Transaction	Debit	Credit	Balance
08 Apr	Direct Credit 628110 Australian Unity 20500997/DISTRIB		178.48	\$31,703.21 CR
14 Apr	Transfer to CBA A/c NetBank WAGES	3,000.00		\$28,703.21 CR
19 Apr	Transfer From Mr Lucas Jordan LJ loan		500.00	\$29,203.21 CR
20 Apr	Direct Credit 498351 SHYF DST 001276716586		204.26	\$29,407.47 CR
21 Apr	Direct Credit 255730 AUST UNITY OFFIC S00098184490		1,081.63	\$30,489.10 CR
21 Apr	Direct Credit 255730 AUST UNITY OFFIC S00112621652		696.46	\$31,185.56 CR
22 Apr	Transfer to CBA A/c NetBank wages	4,000.00		\$27,185.56 CR
01 May	Credit Interest		0.92	\$27,186.48 CR
09 May	Direct Credit 607019 MCP MASTER INCOM Ref: 2412191		126.00	\$27,312.48 CR
09 May	Direct Credit 628110 Australian Unity 20500997/DISTRIB		201.76	\$27,514.24 CR
12 May	Transfer to CBA A/c NetBank Wages	10,800.00		\$16,714.24 CR
13 May	Direct Credit 458106 SOL DIV PAYMENT MAY22/00844701		297.25	\$17,011.49 CR
16 May	Transfer From Mr Lucas Jordan LJ loan		500.00	\$17,511.49 CR
18 May	Direct Credit 093992 AUSIEX TRUST S SHYF 38540208-00		23,551.82	\$41,063.31 CR
18 May	Transfer to CBA A/c NetBank Wages for bathroom	13,590.00		\$27,473.31 CR
20 May	Transfer to CBA A/c NetBank wages	15,000.00		\$12,473.31 CR
20 May	Direct Credit 539212 CMW DST MAR 001277134266		519.46	\$12,992.77 CR
31 May	Transfer to CBA A/c NetBank Wages	10,800.00		\$2,192.77 CR
01 Jun	Credit Interest		1.21	\$2,193.98 CR
08 Jun	Direct Credit 607019 MCP MASTER INCOM Ref: 2534740		150.50	\$2,344.48 CR
14 Jun	Direct Credit 628110 Australian Unity 20500997/DISTRIB		201.71	\$2,546.19 CR
01 Jul	CREDIT INTEREST EARNED on this account to June 30, 2022 is \$9.04			
02 Jul	Transfer From LUCAS JORDAN LJ loan		7,500.00	\$10,046.19 CR

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Date	Transaction	Debit	Credit	Balance
04 Jul	Direct Credit 077669 MQG FNL DIV 001277466982		868.00	\$10,914.19 CR
08 Jul	Direct Credit 607019 MCP MASTER INCOM Ref: 2600013		157.50	\$11,071.69 CR
18 Jul	Direct Credit 628110 Australian Unity 20500997/DISTRIB		1,055.36	\$12,127.05 CR
19 Jul	Fast Transfer From Mr Lucas Jordan LJ loan minus lunch		320.00	\$12,447.05 CR
28 Jul	Direct Credit 255730 AUST UNITY OFFIC S00112621652		696.46	\$13,143.51 CR
28 Jul	Direct Credit 255730 AUST UNITY OFFIC S00098184490		1,081.63	\$14,225.14 CR
01 Aug	Credit Interest		4.00	\$14,229.14 CR
05 Aug	Direct Credit 628110 Australian Unity 20500997/DISTRIB		174.60	\$14,403.74 CR
08 Aug	Direct Credit 607019 MCP MASTER INCOM Ref: 2683971		152.25	\$14,555.99 CR
18 Aug	Transfer to CBA A/c NetBank wages	2,000.00		\$12,555.99 CR
19 Aug	Direct Credit 539212 CMW DST JUN 001280199444		519.46	\$13,075.45 CR
25 Aug 2022	CLOSING BALANCE			\$13,075.45 CR

Opening balance	-	Total debits	+	Total credits	=	Closing balance
\$5,529.42 CR		\$66,790.00		\$74,336.03		\$13,075.45 CR

Your Credit Interest Rate Summary

Date	Balance	Standard Credit Interest Rate (p.a.)
25 Aug	Less than \$10,000.00	0.00%
	\$10,000.00 and over	1.10%

Note: Interest rates are effective as at the date shown but are subject to change.

Important Information:

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You can fix most problems simply by contacting us.

Write to: CBA Group Customer Relations, Reply Paid 41, Sydney NSW 2001

Tell us online: commbank.com.au/support/compliments-and-complaints.html

Call: 1800 805 605 (free call)

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Write to: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

Email: info@afca.org.au

Call: 1800 931 678, free call Monday to Friday 9am– 5pm, AEST

Important Safety Notice: Keeping Your Accounts Safe.

Contact us immediately, anytime, on **13 2221** if you notice any suspicious activity on your account or if you need to report a lost or stolen card.

What to look out for

Other people may make unauthorised transactions on your account by gaining access to your personal information. They commonly gain your personal information by posing as another person or business, or by stealing your passwords. This is usually done by SMS or email phishing, and via telephone scams. This information is then often used to make unauthorised transactions on your accounts.

How can I keep my accounts safe?

Keep your devices, PIN and passwords secure so that nobody can gain access or discover this information:

- Memorise your codes and delete or destroy any record of them.
- If you are waiting for your card in the mail, secure your letterbox at all times.
- Don't tell anyone your passwords or PINs – including family, friends and anyone who claims they are from the bank.
- Don't choose any passwords or PINs which are easily guessed, such as your birthday, name, phone number, or numbers which form a pattern.

Keep your cards and devices safe, take extra care of your online wallets and mobile banking applications:

- Activate and set a PIN on your card as soon as you receive it.
- Regularly check your card is still in your possession.
- Cancel, cut up and securely dispose of any card you no longer use.
- Don't let anyone else register their own thumbprint or other biometrics on your device.
- Don't leave your card unattended when you are in public, including at work.

Has there been an unauthorised transaction on your account?

1. Double check that the transaction was not made by you, or an authorised person on the account.
2. Document the incorrect transaction.
3. Contact the merchant that charged you (most issues can be resolved faster that way).

For more information, visit:

commbank.com.au/support/disputing-a-transaction.html

If the issue is still unresolved, contact us within 30 days of your transaction statement date, and we may be able to exercise our chargeback rights to recover your funds.

Please note: We cannot request a chargeback on BPAY payments because different rules apply (these rules are set out in the ePayments Code).

To find out more about chargebacks, visit:

commbank.com.au/support/faqs/1387.html

Important information: This document is a guideline only. If you don't take reasonable measures to protect your cards and devices, or protect your personal and security information, or prevent others from accessing such information, you may be liable for any unauthorised transactions. Your liability for any losses arising from unauthorised transactions is determined in accordance with the ePayments Code and is set out in your account terms and conditions. For a copy visit commbank.com.au. To notify us of any account security issues, simply call 13 2221, 24 hours a day, 7 days a week. HomePath Pty Limited ABN 35 081 986 530 is a wholly owned but non-guaranteed subsidiary of Commonwealth Bank of Australia.





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Closing Balance \$69,094.89 CR

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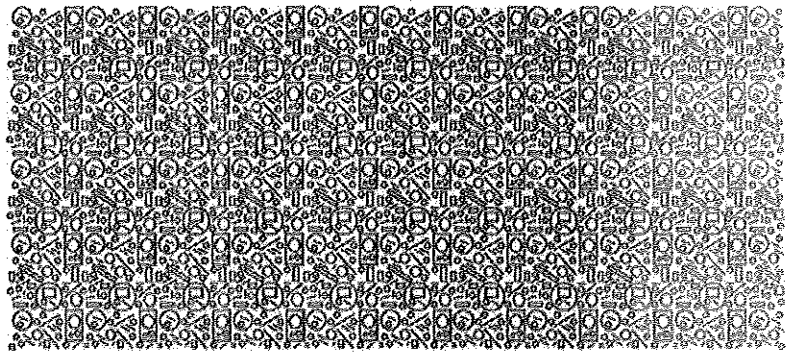
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Date	Transaction	Debit	Credit	Balance
26 Aug 2022	OPENING BALANCE			\$13,075.45 CR
01 Sep	Credit Interest		9.37	\$13,084.82 CR
06 Sep	Direct Credit 628110 Australian Unity 20500997/DISTRIB		174.60	\$13,259.42 CR
08 Sep	Direct Credit 607019 MCP MASTER INCOM Ref: 2760131		194.25	\$13,453.67 CR
16 Sep	Transfer to CBA A/c NetBank wages	4,000.00		\$9,453.67 CR
23 Sep	Direct Credit 458106 BHP GROUP DIV AF386/00514552		2,296.65	\$11,750.32 CR
29 Sep	Direct Credit 401507 CBA FNL DIV 001280862451		861.00	\$12,611.32 CR
01 Oct	Credit Interest		10.21	\$12,621.53 CR
06 Oct	Direct Credit 458106 WOODSIDE INT22/00997768		259.12	\$12,880.65 CR
11 Oct	Direct Credit 628110 Australian Unity 20500997/DISTRIB		174.60	\$13,055.25 CR
11 Oct	Direct Credit 607019 MCP MASTER INCOM cm-32761		183.75	\$13,239.00 CR
14 Oct	Direct Credit 012721 ATO ATO004000016980482		2,136.76	\$15,375.76 CR

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Date	Transaction	Debit	Credit	Balance
14 Oct	Direct Credit 498510 LNK SPC DIV 001285062731		222.88	\$15,598.64 CR
17 Oct	Transfer to CBA A/c NetBank wages	1,000.00		\$14,598.64 CR
27 Oct	Direct Credit 255730 AUST UNITY OFFIC S00112621652		458.20	\$15,056.84 CR
27 Oct	Direct Credit 255730 AUST UNITY OFFIC S00098184490		711.60	\$15,768.44 CR
01 Nov	Credit Interest		20.73	\$15,789.17 CR
04 Nov	Direct Credit 628110 Australian Unity 20500997/DISTRIB		174.60	\$15,963.77 CR
08 Nov	Direct Credit 607019 MCP MASTER INCOM cm-105214		220.50	\$16,184.27 CR
18 Nov	Transfer to CBA A/c NetBank wages	5,000.00		\$11,184.27 CR
18 Nov	Direct Credit 539212 CMW DST SEP 001285661834		439.55	\$11,623.82 CR
21 Nov	Transfer to xx4553 NetBank Super Accountancy	1,996.50		\$9,627.32 CR
01 Dec	Credit Interest		16.00	\$9,643.32 CR
02 Dec	Direct Credit 628110 Australian Unity 20500997/DISTRIB		174.60	\$9,817.92 CR
08 Dec	Direct Credit 607019 MCP MASTER INCOM cm-174366		224.00	\$10,041.92 CR
12 Dec	Direct Credit 458106 SOL DIV PAYMENT DEC22/00844674		594.50	\$10,636.42 CR
13 Dec	Direct Credit 077669 MQG ITM DIV 001285964936		744.00	\$11,380.42 CR
16 Dec	Transfer to CBA A/c NetBank wages	5,000.00		\$6,380.42 CR
01 Jan	Credit Interest		4.65	\$6,385.07 CR
06 Jan	Direct Credit 628110 Australian Unity 20500997/DISTRIB		174.60	\$6,559.67 CR
10 Jan	Direct Credit 607019 MCP MASTER INCOM cm-268858		236.25	\$6,795.92 CR
13 Jan	Transfer to CBA A/c NetBank wages	3,000.00		\$3,795.92 CR
13 Jan	Transfer to CBA A/c NetBank Wages	1,000.00		\$2,795.92 CR
19 Jan	Direct Credit 106600 JEANNETTE JORDAN for higher interes		50,000.00	\$52,795.92 CR
27 Jan	Direct Credit 255730 AUST UNITY OFFIC S00112621652		458.20	\$53,254.12 CR

Date	Transaction	Debit	Credit	Balance
27 Jan	Direct Credit 255730 AUST UNITY OFFIC S00098184490		711.60	\$53,965.72 CR
30 Jan	Transfer Out Branch BALGOWLAH	30,000.00		\$23,965.72 CR
01 Feb	Credit Interest		36.37	\$24,002.09 CR
02 Feb	Direct Credit 628110 Australian Unity 20500997/DISTRIB		174.60	\$24,176.69 CR
08 Feb	Direct Credit 607019 MCP MASTER INCOM cm-365889		252.00	\$24,428.69 CR
14 Feb	Transfer To Lifespan Financial P NetBank 175514 Lonrad Super Financial...	990.00		\$23,438.69 CR
15 Feb	Direct Credit 093992 AUSIEX TRUST ACC S MXT 40112401-00		20,014.68	\$43,453.37 CR
15 Feb	Direct Credit 093992 AUSIEX TRUST ACC S AOF 40112467-00		30,201.97	\$73,655.34 CR
16 Feb	Transfer to CBA A/c NetBank wages	3,000.00		\$70,655.34 CR
16 Feb	Transfer to CBA A/c NetBank wages	2,000.00		\$68,655.34 CR
17 Feb	Direct Credit 539212 CMW DST DEC 001289615171		439.55	\$69,094.89 CR
25 Feb	2023 CLOSING BALANCE			\$69,094.89 CR

Opening balance	-	Total debits	+	Total credits	=	Closing balance
\$13,075.45 CR		\$56,986.50		\$113,005.94		\$69,094.89 CR

Your Credit Interest Rate Summary

Date	Balance	Standard Credit Interest Rate (p.a.)
25 Feb	Less than \$10,000.00	0.25%
	\$10,000.00 and over	2.25%

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Important Notice

Changes to cheque access from 3 June 2023

We are phasing out cheque access¹ from 3 June 2023, as follows:

- If you open a CommBank account from 3 June 2023, cheque access to that account won't be available. Some exceptions apply².
- If a cheque book was not issued for your account² before 3 June 2023, cheque access to that account won't be available from 3 June 2023.
- From 3 June 2023 replacement cheque books will no longer be issued automatically. To obtain a replacement cheque book, please contact us or visit your nearest branch.
- If you switch from a CommBank account where a cheque book was previously issued, to a new CommBank account, and your cheque book is linked to your new account, you can continue to have cheque access to your new account until all of the cheques in your cheque book are used. Once you've used all the cheques in that cheque book, cheque access will no longer be available from 3 June 2023.
- All account Terms and Conditions will be updated to reflect these changes on 3 June 2023 on commbank.com.au

Using NetBank, the CommBank app or CommBiz (for business and institutional customers), you can manage your money securely online anywhere, anytime and you can access a range of handy features, including:

- Transferring money between your accounts in real-time
- Transferring money to a BSB and Account Number or paying money to someone using PayID
- Setting up a recurring transfer or scheduling a transfer for later
- Paying your bills using PayTo, BPAY® or direct debit

For your personal accounts you can also use phone banking to transfer money between your accounts by calling us at 13 2221. For your business accounts you can manage your money securely online anywhere, anytime using NetBank, the CommBank app or CommBiz. For more information visit commbank.com.au/changes-to-cheques

¹ Cheque access means being able to take money out of your account using a cheque from a cheque book issued to you on request and linked to your account, or a cheque obtained by you on request, over the counter in branch.

² Selected business and institutional banking accounts are excluded. Speak with your Relationship Manager, or visit commbank.com.au/changes-to-cheques

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Your Statement

Statement 26 (Page 1 of 4)

Account Number 06 2251 10193752

Statement Period 26 Feb 2023 - 25 Aug 2023

Closing Balance \$65,773.90 CR

Enquiries 13 2221



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Direct Investment Account

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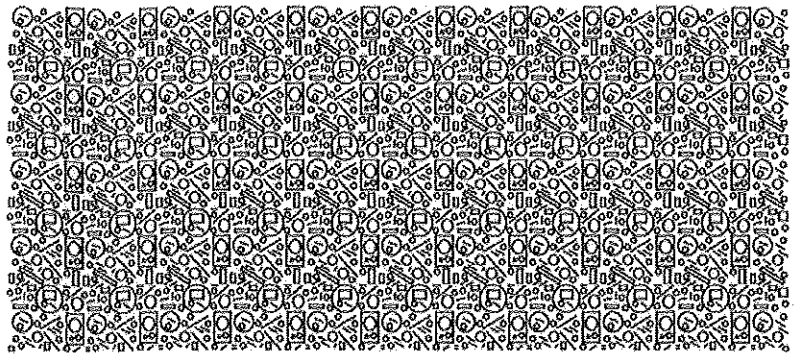
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26 Feb 2023	OPENING BALANCE			\$69,094.89 CR
01 Mar	Credit Interest		76.82	\$69,171.71 CR
01 Mar	Direct Credit 628110 Australian Unity 20500997/REDEMP		26,858.82	\$96,030.53 CR
02 Mar	Direct Credit 628110 Australian Unity 20500997/DISTRIB		65.71	\$96,096.24 CR
06 Mar	Transfer Out Branch BALGOWLAH	45,000.00		\$51,096.24 CR
06 Mar	Direct Credit 106600 JEANNETTE JORDAN for interest		4,000.00	\$55,096.24 CR
08 Mar	Direct Credit 607019 MCP MASTER INCOM cm-429231		94.82	\$55,191.06 CR
10 Mar	Direct Credit 106600 JEANNETTE JORDAN For interest - bal		1,545.09	\$56,736.15 CR
17 Mar	Transfer to CBA A/c NetBank wages	1,000.00		\$55,736.15 CR
22 Mar	Direct Credit 481471 SuperChoice P/L PC160323-155472146		816.68	\$56,552.83 CR
30 Mar	Direct Credit 401507 CBA DIV 001291369336		861.00	\$57,413.83 CR
30 Mar	Direct Credit 458106 BHP GROUP DIV A1387/00502691		1,227.27	\$58,641.10 CR
01 Apr	Credit Interest		124.64	\$58,765.74 CR

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Date	Transaction	Debit	Credit	Balance
05 Apr	Direct Credit 458106 WOODSIDE FIN22/01018072		349.01	\$59,114.75 CR
05 Apr	Direct Credit 481471 SuperChoice P/L PC300323-157918609		664.43	\$59,779.18 CR
06 Apr	Direct Credit 628110 Australian Unity 20500997/DISTRIB		65.71	\$59,844.89 CR
11 Apr	Direct Credit 498510 LNK DIV 001294921060		125.37	\$59,970.26 CR
12 Apr	Direct Credit 607019 MCP MASTER INCOM cm-537703		105.84	\$60,076.10 CR
14 Apr	Transfer to CBA A/c NetBank wages	1,000.00		\$59,076.10 CR
14 Apr	Transfer to CBA A/c NetBank wages	2,000.00		\$57,076.10 CR
19 Apr	Direct Credit 481471 SuperChoice P/L PC130423-159801176		792.32	\$57,868.42 CR
28 Apr	Direct Credit 255730 AUST UNITY OFFIC S00098184490		711.60	\$58,580.02 CR
01 May	Credit Interest		117.88	\$58,697.90 CR
02 May	Direct Credit 628110 Australian Unity 20500997/DISTRIB		65.71	\$58,763.61 CR
03 May	Direct Credit 481471 SuperChoice P/L PC270423-191461601		841.04	\$59,604.65 CR
08 May	Direct Credit 607019 MCP MASTER INCOM cm-628246		102.90	\$59,707.55 CR
12 May	Direct Credit 458106 SOL DIV PAYMENT MAY23/00843581		369.00	\$60,076.55 CR
17 May	Direct Credit 481471 SuperChoice P/L PC110523-112231252		646.16	\$60,722.71 CR
19 May	Transfer to CBA A/c NetBank wages	6,000.00		\$54,722.71 CR
19 May	Direct Credit 539212 CMW DST MAR 001295919206		439.55	\$55,162.26 CR
30 May	Direct Credit 628110 Australian Unity 20500997/REDEMPT		4,104.21	\$59,266.47 CR
31 May	Direct Credit 481471 SuperChoice P/L PC250523-150615941		725.33	\$59,991.80 CR
01 Jun	Credit Interest		127.26	\$60,119.06 CR
05 Jun	Direct Credit 628110 Australian Unity 20500997/DISTRIB		50.66	\$60,169.72 CR
08 Jun	Direct Credit 607019 MCP MASTER INCOM cm-744206		109.52	\$60,279.24 CR
14 Jun	Direct Credit 481471 SuperChoice P/L PC080623-183111104		792.32	\$61,071.56 CR

Your Credit Interest Rate Summary

Date	Balance	Standard Credit Interest Rate (p.a.)
25 Aug	Less than \$10,000.00	0.35%
	\$10,000.00 and over	3.00%

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Date	Transaction	Debit	Credit	Balance			
16 Jun	Transfer to CBA A/c NetBank wages	2,000.00		\$59,071.56 CR			
28 Jun	Fast Transfer From JEANNETTE JORDAN Contribution to Super Contribution to Super		7,000.00	\$66,071.56 CR			
29 Jun	Direct Credit 481471 SuperChoice P/L PC230623-105009747		792.32	\$66,863.88 CR			
01 Jul	CREDIT INTEREST EARNED on this account to June 30, 2023 is \$547.93						
01 Jul	Credit Interest		140.38	\$67,004.26 CR			
03 Jul	Transfer to other Bank NetBank Pension pay LSL	7,000.00		\$60,004.26 CR			
04 Jul	Direct Credit 077669 MQG FNL DIV 001296834275		1,116.00	\$61,120.26 CR			
04 Jul	Direct Credit 481471 SuperChoice P/L PC280623-151293372		3,325.88	\$64,446.14 CR			
10 Jul	Direct Credit 607019 MCP MASTER INCOM cm-846647		110.25	\$64,556.39 CR			
13 Jul	Direct Credit 481471 SuperChoice P/L PC060723-162417905		812.62	\$65,369.01 CR			
17 Jul	Transfer to CBA A/c NetBank WAGES	5,000.00		\$60,369.01 CR			
26 Jul	Direct Credit 628110 Australian Unity 20500997/DISTRIB		50.66	\$60,419.67 CR			
27 Jul	Direct Credit 255730 AUST UNITY OFFIC S00098184490		7,116.00	\$67,535.67 CR			
27 Jul	Direct Credit 481471 SuperChoice P/L PC210723-154559725		850.90	\$68,386.57 CR			
01 Aug	Credit Interest		162.86	\$68,549.43 CR			
08 Aug	Direct Credit 607019 MCP MASTER INCOM cm-974724		115.40	\$68,664.83 CR			
08 Aug	Direct Credit 628110 Australian Unity 20500997/DISTRIB		50.66	\$68,715.49 CR			
09 Aug	Direct Credit 481471 SuperChoice P/L PC030823-188051823		704.16	\$69,419.65 CR			
17 Aug	Transfer to CBA A/c NetBank wages	5,000.00		\$64,419.65 CR			
18 Aug	Direct Credit 539212 CMW DST JUN 001299316975		439.55	\$64,859.20 CR			
23 Aug	Direct Credit 481471 SuperChoice P/L PC170823-189758984		914.70	\$65,773.90 CR			
25 Aug	2023 CLOSING BALANCE			\$65,773.90 CR			
	Opening balance	-	Total debits	+	Total credits	=	Closing balance
	\$69,094.89 CR		\$74,000.00		\$70,679.01		\$65,773.90 CR



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Important Safety Notice: Keeping Your Accounts Safe.

Contact us immediately, anytime, on **13 2221** if you notice any suspicious activity on your account or if you need to report a lost or stolen card.

What to look out for

Other people may make unauthorised transactions on your account by gaining access to your personal information. They commonly gain your personal information by posing as another person or business, or by stealing your passwords. This is usually done by SMS or email phishing, and via telephone scams. This information is then often used to make unauthorised transactions on your accounts.

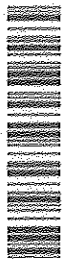
How can I keep my accounts safe?

Keep your devices, PIN and passwords secure so that nobody can gain access or discover this information.

- Memorise your codes and delete or destroy any record of them.
- If you are waiting for your card in the mail, secure your letterbox at all times.
- Don't tell anyone your passwords or PINs – including family, friends and anyone who claims they are from the bank.
- Don't choose any passwords or PINs which are easily guessed, such as your birthday, name, phone number, or numbers which form a pattern.

Keep your cards and devices safe, take extra care of your online wallets and mobile banking applications.

- Activate and set a PIN on your card as soon as you receive it.
- Regularly check your card is still in your possession.
- Cancel, cut up and securely dispose of any card you no longer use.
- Don't let anyone else register their own thumbprint or other biometrics on your device.
- Don't leave your card unattended when you are in public, including at work.



Has there been an unauthorised transaction on your account?

1. Double check that the transaction was not made by you, or an authorised person on the account.
2. Document the incorrect transaction.
3. Contact the merchant that charged you (most issues can be resolved faster that way).

For more information, visit:

commbank.com.au/support/disputing-a-transaction.html

If the issue is still unresolved, contact us within 30 days of your transaction statement date, and we may be able to exercise our chargeback rights to recover your funds.

Please note: We cannot request a chargeback on BPAY payments because different rules apply (these rules are set out in the ePayments Code).

To find out more about chargebacks, visit:

commbank.com.au/support/faqs/1387.html

Important information: This document is a guideline only. If you don't take reasonable measures to protect your cards and devices, or protect your personal and security information, or prevent others from accessing such information, you may be liable for any unauthorised transactions. Your liability for any losses arising from unauthorised transactions is determined in accordance with the ePayments Code and is set out in your account Terms and Conditions. For a copy visit commbank.com.au. To notify us of any account security issues, simply call 13 2221, 24 hours a day, 7 days a week.