Important Notice to Commonwealth Bank of Australia Customers

Effective **1 December 2026**, CommBank is updating the CommBank Yello for Business Terms and Conditions dated 1 May 2026 (the **Terms and Conditions**). The updates include:

- **'CommBank Yello for Business' benefit set:** We have introduced the 'CommBank Yello for Business' benefit set (new base eligibility criteria for the CommBank Yello for Business program) and its eligibility requirements.
- **Program terms and benefits:** We have updated the provisions relating to eligibility, access to benefit sets, changes to the program and customer notifications, and the terms and availability of offers and discounts.
- **Other clarifications:** We have updated definitions and made grammatical and punctuation improvements.

What's changing in the Terms and Conditions?

1. Overview of CommBank Yello for Business

- The first paragraph is deleted in full and replaced with:

  "CommBank Yello for Business is our customer recognition program and is available to business customers who meet certain eligibility criteria. Benefits are only accessible by an authorised operator of an eligible business customer using the latest version of the CommBank app."
- The second bullet point has been amended by adding the words *"prepared by us"* after the words *"any additional terms and conditions"*.
- The section has been amended by adding the following wording after the third bullet point:

  "To the extent of any inconsistency between any of the above listed documents, the documents will prevail in the order in which they are listed above, with each listed document prevailing over any document listed after it."
- **The sub-section titled "CommBank Yello & CommBank Yello for Business"** has been amended by deleting the first sentence in the third paragraph and replacing it with:

  "Eligibility for CommBank Yello for Business is separate to, and does not impact eligibility for, CommBank Yello Tiers and offers for our retail customers (non-business customers)."

Clause 1.1 Changes to these terms and conditions

- The first paragraph is deleted in full and replaced with:

  "At any time, we may, acting reasonably, change these terms and conditions, as well as any other terms and conditions applying to CommBank Yello for Business."
- The second bullet point has been deleted in full:

  "add, change or remove benefits; or"
- **The sub-section titled "How we tell you about changes"** has been amended by deleting the opening sentence and replacing it with:

  "Subject to clause 4.1.2, we will notify you that a change has been made and when the change takes effect:"
- The second bullet point in that sub-section has been amended by adding the word *"calendar"* before the words *"days' notice"*.

- The paragraph beginning with *"If there are any changes"* has been amended by deleting the words *"we'll provide"* in the first sentence and replacing it with *"we will notify you by providing".*
- The second sentence of that paragraph has been amended by deleting *"significant"* and replacing it with *"unfavourable or material to you".*

2. Key terms explained

The definitions of "business product", "eligible business loan or finance product", "eligible business transaction account" and "you, your" have been amended by replacing their meanings with the corresponding wording below:

Term	Meaning
business product	*"A CommBank product designed primarily for use by a business and established primarily for business purposes."*
eligible business loan or finance product	*"The business loans or finance products set out in clause 4.3(b) of these terms and conditions."*
eligible business transaction account	*"The business transaction accounts set out in clause 4.3(a) of these terms and conditions."*
you, your	*"Depending on the context:* • *a CommBank customer;* • *a CommBank customer who holds an eligible business transaction account and (if applicable) an eligible business loan or finance product;* • *a CommBank customer that also meets the eligibility criteria described in clause 4; or* • *an authorised operator acting on behalf of an eligible business customer."*

3. Key things you should know

- The first bullet point is deleted in full and replaced with:
  "You can only access CommBank Yello for Business through an authorised operator."
- The fifth bullet point has been deleted in full and replaced with:
  "The latest version of the CommBank app is required for an authorised operator to access CommBank Yello for Business."
- The section has been amended by adding a new bullet point after the twelfth bullet point with the wording:
  "If a benefit relates to the goods or services of a third party, the third party is solely responsible for the provision of the goods or services including the offer and/or discount associated with the goods or services."
  The bullet point beginning with *"We take no responsibility"* has been amended by deleting the words *"accuracy, currency, reliability, and correctness"* and replacing them with *"accuracy, currency, reliability or correctness".*

4. Accessing the program

- The third paragraph is deleted in full and replaced with:
  "You (as an eligible business customer) can access CommBank Yello for Business and all your benefits, through your authorised operator's use of the latest version of the CommBank app."
- The fifth paragraph is deleted in full and replaced with:
  "If you think that we have made an error as to how we have assessed your eligibility for a relevant benefit set, please contact us (refer to clause 8 for information on how to contact us)."
- The last paragraph has been amended by deleting the words *"(acting reasonably)"* before *"to manage our risk".*

Clause 4.1 Eligibility (please see further details and qualifications in clauses 4.2–4.6)

- The first paragraph has been amended by deleting the words *"CommBank Yello for Business customers"* and replacing them with *"You"*.

Clause 4.1.1 Eligibility for each benefit set

- **The benefit set eligibility table** has been amended by adding a new row before the Everyday Business benefit set with the wording:

"Benefit set: *CommBank Yello for Business (base eligibility criteria)"*	***"You are eligible for the 'CommBank Yello for Business' benefit set if you:*** • *hold one or more eligible business transaction accounts as at the end of the prior month."*

- The Everyday Business benefit set row is deleted in full and replaced with:

"Benefit set: *Everyday Business"*	***"You are eligible for the Everyday Business benefit set if you:*** • *meet the criteria for the 'CommBank Yello for Business' benefit set (see above); and* • *made at least five eligible, completed outbound transactions in total from any eligible business transaction accounts in the prior month. For information about outbound transactions, see clause 4.4 below. System limitations may prevent transactions made on the last day of the prior month from being counted as eligible completed outbound transactions."*

Clause 4.1.2 What makes you ineligible

- **Clause 4.1.2 titled "What makes you ineligible" is deleted in full and replaced with:**

  "4.1.2 Qualifications to eligibility and access

  Despite any clause to the contrary:

  - *an authorised operator will not be able, or will cease to be able, to access CommBank Yello for Business if one or more of the following conditions apply:*
    - *we decide that we no longer wish to maintain a banking relationship with that authorised operator;*
    - *the authorised operator is an authorised operator on multiple business products held by more than 25 different business customers;*
    - *the authorised operator is under the age of 18;*
    - *we are notified that the authorised operator is deceased;*
    - *the address we hold for the authorised operator is outside of Australia;*
    - *the authorised operator does not meet, or no longer meets, our 'Know Your Customer' requirements (being the customer identification procedures and customer due diligence we are obliged to undertake under the law relating to our customers and account authorised operators);*
    - *the authorised operator elects to opt out of CommBank Yello for Business; or*
    - *the relevant business customer on whose behalf the authorised operator acts is no longer eligible for CommBank Yello for Business;*

- *an eligible business customer will cease to be eligible for CommBank Yello for Business if one or more of the following conditions apply:*
    - *it ceases to hold an eligible business transaction account as at the end of the prior month;*
    - *we decide that we no longer wish to maintain a banking relationship with the relevant business customer;*
    - *the address we hold for the relevant business customer is outside of Australia; or*
    - *the relevant business customer does not meet or no longer meets our 'Know Your Customer' requirements (being the customer identification procedures and customer due diligence we are obliged to undertake under the law relating to our customers and account authorised operators);*
- *an eligible business customer that has no authorised operator who is able to access CommBank Yello for Business on its behalf, or whose authorised operators have all opted out of CommBank Yello for Business, will not be able to access CommBank Yello for Business, notwithstanding that the customer may otherwise remain eligible for the program.*

As CommBank Yello for Business is a discretionary benefit offered by us, we may from time to time need to refine certain eligibility criteria at our sole discretion. This may include limiting access to or excluding certain customer segments from CommBank Yello for Business. When we do so, certain customers who may otherwise be eligible, may not see benefits and offers. We will exercise any such discretion reasonably, including for reasons such as system limitations or where we have a legitimate business interest, like seeking to maximise commercial benefit or engagement with certain segments, or to minimise exposure to risk identified through our internal risk modelling. As such discretion will not impact CommBank Yello for Business as a whole, it may not be operationally feasible or practical to vary these terms or otherwise provide notice."

Clause 4.2 CommBank Yello for Business benefit sets – how long do you retain access to benefit sets?

- **Clause 4.2 titled "CommBank Yello for Business benefit sets – how long do you retain access to benefit sets?" is deleted in full and replaced with:**

  "4.2 How long do you retain access to benefit sets?

  This clause 4.2 only applies while you continue to meet the requirements for eligibility and access to CommBank Yello for Business in clause 4.1.2, "Qualifications to eligibility and access".

  Your eligibility for a benefit set is updated at the beginning of each month based on your activity in the prior month.

  The following explains how long you can retain access to each benefit set once you have become eligible:

  - ***'CommBank Yello for Business' benefit set:** If you continue to hold one or more eligible business transaction accounts and continue to be eligible as at the end of the prior month, you will remain eligible in the current month for the 'CommBank Yello for Business' benefit set.*
  - ***Everyday Business or Business Growth benefit sets – Three months benefit set access:** If you become eligible for the Everyday Business or Business Growth benefit set, you can access that benefit set for the next three (3) months, starting from the month your eligibility is updated. Each subsequent month that you meet the eligibility criteria for the Everyday Business or Business Growth benefit set, your three-month access period will restart from that month. If you become eligible for a higher benefit set, you will move up from the month your eligibility is updated.*
    - ***Dropping down from the Business Growth benefit set:** If you do not meet the eligibility criteria for the Business Growth benefit set over three (3) consecutive months, then from the following month, we will change your benefit set to the next highest benefit set (Everyday Business).*

- ***Dropping down from the Everyday Business benefit set:*** *If you do not meet the eligibility criteria for the Everyday Business benefit set over three (3) consecutive months, then from the following month, we will change your benefit set to the lowest benefit set ('CommBank Yello for Business').*

You will no longer be able to access your benefit set if you or all of your authorised operators can no longer access CommBank Yello for Business for one or more of the reasons set out in clause 4.1.2 "Qualifications to eligibility and access".

The examples below show how eligibility for CommBank Yello for Business is assessed and how you may move between benefit sets, remain in a benefit set, or cease to be eligible for the program.

Example 1 – you no longer meet the eligibility criteria for the 'CommBank Yello for Business' benefit set

Month assessed	*Did you hold one or more eligible business transaction accounts as at the end of the prior month?*	*Benefit set you are eligible for*
February (based on January)	*Yes*	***'CommBank Yello for Business'** benefit set throughout February*
March (based on February)	*No*	*Not eligible for CommBank Yello for Business*

Example 2 – moving from 'CommBank Yello for Business' benefit set to Everyday Business

Month assessed	*Did you meet the eligibility criteria for the **'CommBank Yello for Business'** benefit set?*	*Benefit set you are eligible for*
February (based on your activity in January)	*Yes*	***'CommBank Yello for Business' benefit set** throughout February*
March (based on your activity in February)	*Yes, and you made at least five eligible, completed outbound transactions in total from any eligible business transaction accounts in the prior month*	*Moved up to **Everyday Business** throughout March, April, and May*

Example 3 – remaining eligible for the Everyday Business benefit set

Month assessed	*Did you meet the eligibility criteria for the **Everyday Business benefit set?***	*Benefit set you are eligible for*
February (based on your activity in January)	*Yes*	***Everyday Business** throughout February, March, and April*
March (based on your activity in February)	*Yes*	***Everyday Business** throughout March, April, and May*
April (based on your activity in March)	*Yes*	***Everyday Business** throughout April, May, and June*

Example 4 – dropping from Business Growth to Everyday Business

Month assessed	*Did you meet the eligibility criteria for the **Business Growth** benefit set?*	*Benefit set you are eligible for*
February (based on your activity in January)	*Yes*	***Business Growth** throughout February, March, and April*
March (based on your activity in February)	*No*	***Business Growth** throughout March and April only*
April (based on your activity in March)	*No*	***Business Growth** throughout April only*
May (based on your activity in April)	*No*	*Moved down to **Everyday Business** benefit set from May* *You will remain in the Everyday Business benefit set throughout May, June, and July*

5. Program benefits

- The second paragraph is deleted in full and replaced with:

  "The CommBank Yello for Business benefits are available to business customers who are eligible for the 'CommBank Yello for Business', Everyday Business, or Business Growth benefit sets."

Clause 5.1 CommBank Yello for Business offers and discounts

- The section has been amended by adding the following two paragraphs after the first paragraph:

  "Each offer and discount has its own terms and conditions, available in the CommBank app, which may set out eligibility, how to activate or redeem it, any cap or limit, and its end date.

  The offers and discounts available in the CommBank app are subject to change. Any change made to the offers and discounts will not apply retrospectively. You must satisfy the terms and conditions of the offer at the time of redemption."

- The paragraph beginning with *"If you are an authorised operator for business products held by more than one eligible business customer"* has been amended by deleting the reference to *"clause 3"* and replacing it with *"clause 4".*

- The paragraph beginning with *"The relevant third party provider is solely responsible"* has been amended by adding the following sentence at the end of the paragraph:

  "If you experience any issue with the goods or services or redemption of an offer and/or discount, you should contact the relevant third party provider."

Other minor changes

- Other minor changes to punctuation and structural changes have also been made throughout the document.

What do customers need to do?

It's important that you familiarise yourself with the changes referred to above. You can access the current terms and conditions (dated 1 May 2026) at: **commbank.com.au/content/dam/commbank-assets/business/commbank-yello-for-business/docs/yello-business-terms.pdf**

From 1 December 2026, the amended version of these Terms and Conditions will reflect the above changes and be available through the same link mentioned above. The amended version of the CommBank Yello for Business Terms and Conditions (effective 1 December 2026) is also provided below. From 1 December 2026, if you would prefer to receive an electronic or paper version of any of the amended Terms and Conditions, please visit your local branch.

We're here to help

For more information, please visit your local branch.



CommBank Yello for Business

Terms and Conditions

Effective 1 December 2026

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1. Overview of CommBank Yello for Business

CommBank Yello for Business is our customer recognition program and is available to business customers who meet certain eligibility criteria. Benefits are only accessible by an authorised operator of an eligible business customer using the latest version of the CommBank app.

Benefits of the CommBank Yello for Business program are provided subject to:

- these terms and conditions;
- any additional terms and conditions prepared by us relating to specific benefits, as detailed on **commbank.com.au/commbankyelloforbusiness**, the CommBank app or on third party provider platforms; and
- the terms and conditions of any products or services which relate to the benefit.

To the extent of any inconsistency between any of the above listed documents, the documents will prevail in the order in which they are listed above, with each listed document prevailing over any document listed after it.

CommBank Yello & CommBank Yello for Business

Please note that these terms and conditions only relate to CommBank Yello for Business.

They do not relate to CommBank Yello for our retail customers (non-business customers).

Eligibility for CommBank Yello for Business is separate to and does not impact eligibility for CommBank Yello Tiers and offers for our retail customers (non-business customers). Refer to this link for terms and conditions for CommBank Yello for our retail customers **commbank.com.au/commbankyello**.

1.1 Changes to these terms and conditions

At any time we may, acting reasonably, change these terms and conditions, as well as any other terms and conditions applying to CommBank Yello for Business.

For example, we may:

- change who is eligible for benefits and the criteria for being eligible for a benefit; or
- terminate the CommBank Yello for Business program.

How we tell you about changes

Subject to clause 4.1.2, we will notify you that a change has been made and when the change takes effect:

- If we consider that the changes are favourable or non-material to you, we will tell you no later than the day on which the change takes effect.
- If we consider that the changes are unfavourable or material, we will give you at least 30 calendar days' notice before the change takes effect (unless notice is impracticable or shorter notice is necessary to manage a material and immediate risk).

If there are any changes, we will notify you by providing an update at **commbank.com.au/commbankyelloforbusiness** and the changes will be effective from the effective date set out in the update. If we consider the changes are unfavourable or material to you, we may also notify you by other means, including electronically or by advertising in the national or local media. You can always find the most up-to-date version of these terms and conditions at **commbank.com.au/commbankyelloforbusiness**.

Any changes we make will apply from the effective date only and will not impact the benefits you may have already received prior to the effective date.

If you are not happy with the changes, you may choose not to take up the CommBank Yello for Business benefits.

Authorised operators can opt out of the CommBank Yello for Business app experience at any time in accordance with clause 4.7 of these terms and conditions.

2. Key terms explained

Term	Meaning
authorised operator	Each individual who: • has access to view and operate or administer an eligible business customer's business product(s) through NetBank and the CommBank app; and • has a 'Business Profile' set up on the CommBank app; and • is not an authorised operator of another eligible business customer who holds a higher set of CommBank Yello for Business benefits.
benefit set	A level of eligibility for CommBank Yello for Business benefits in the CommBank Yello for Business program (detailed in clause 4.1 of these terms and conditions).
business product	A CommBank product designed primarily for use by a business and established primarily for business purposes.
CommBank, we, us, our	Commonwealth Bank of Australia (ABN 48 123 123 124). These references (e.g. to "CommBank") don't include Bankwest and Unloan, being separate divisions of Commonwealth Bank.
completed transaction	Payments, transfers or cash withdrawals that have been fully processed. These are generally processed within 3 to 5 business days, but the process can sometimes take 10 or more business days. Completed transactions do not include transactions which are pending. You can view your pending transactions in the CommBank app.
customer record	Our view of the products you hold with us and your contact information.
eligible business customer	A CommBank customer who holds an eligible business transaction account, and (if applicable) an eligible business loan or finance product and meets the eligibility criteria described in clause 4.
eligible business loan or finance product	The business loans or finance products set out in clause 4.3(b) of these terms and conditions.
eligible business transaction account	The business transaction accounts set out in clause 4.3(a) of these terms and conditions.
month	A calendar month.
outbound transaction	Has the meaning set out in clause 4.4.
unique voucher code	A unique, single-use code consisting of alphanumeric and/or special characters provided to an eligible business customer that can be used to redeem certain CommBank Yello for Business offers or discounts. This code will be displayed in the CommBank app where applicable.
you, your	Depending on the context: • a CommBank customer; • a CommBank customer who holds an eligible business transaction account and (if applicable) an eligible business loan or finance product; • a CommBank customer that also meets the eligibility criteria described in clause 4; or • an authorised operator acting on behalf of an eligible business customer.

3. Key things you should know

- You can only access CommBank Yello for Business through an authorised operator.
- If an individual is an authorised operator for business products held by multiple eligible business customers that have the same benefit set, that authorised operator may only access one benefit set regardless of how many business customers they act as authorised operator for.
- Our systems will determine which eligible business customers' benefit set applies when the authorised operator accesses CommBank Yello for Business through the CommBank app. If the eligible business customers have different benefit sets, the individual may only access the highest benefit set available among those business customers.
- Any individual authorised operator can choose to opt out of viewing CommBank Yello for Business benefits in that individual's experience of the CommBank app. This choice does not affect another authorised operator's view.
- The latest version of the CommBank app is required for an authorised operator to access CommBank Yello for Business.
- These terms and conditions relate to CommBank Yello for Business only. Terms and conditions relating to CommBank Yello for our retail customers (non-business customers) can be found at **commbank.com.au/commbankyello**.
- We may communicate with you regarding your eligibility from time to time, but we are not obliged to notify you if your eligibility for a particular benefit set changes.
- We may, at our discretion, provide you with access to a benefit set that you are not otherwise eligible for, for a limited period.
- Not all offers through CommBank Yello for Business are exclusive and may be available via other channels.
- The terms and conditions relating to benefits available under CommBank Yello for Business may be detailed on **commbank.com.au/commbankyelloforbusiness**, the CommBank app, third party provider platforms and/or in these terms and conditions.
- Your eligibility for a benefit set is updated at the beginning of each month based on your activity in the prior month. You must hold an eligible business transaction account as at the end of the prior month to be eligible for CommBank Yello for Business benefits.
- If you are eligible for a benefit, provision of the benefit may be through a third party or may be processed by a third party. Depending on the processes of that third party, delays may occur.
- If a benefit relates to the goods or services of a third party, the third party is solely responsible for the provision of the goods or services including the offer and/or discount associated with the goods or services.
- We take no responsibility for the accuracy, currency, reliability or correctness of any information regarding CommBank Yello for Business which is included in material created, provided or managed by third parties (including third party websites). These external information sources are outside our control, and it is therefore your responsibility to make your own decisions about the accuracy, reliability and correctness of information found via these third party sources.
- You and your authorised operators should consider the potential tax implications for receiving a benefit. Please refer to the FAQs for further information by visiting **commbank.com.au/commbankyelloforbusiness**.
- An individual authorised operator can opt out of the CommBank Yello for Business experience at any time in the CommBank app. See clause 4.7.

4. Accessing the program

CommBank Yello for Business is available to business customers who meet certain eligibility criteria.

When you hold an eligible business transaction account with us and meet certain eligibility criteria (see clause 4.1), your authorised operators will have access to CommBank Yello for Business.

You (as an eligible business customer) can access CommBank Yello for Business and all your benefits, through your authorised operator's use of the latest version of the CommBank app.

Eligibility for CommBank Yello for Business, including the way we count monthly outbound transactions, may be impacted by data complexities or errors. We do our best to proactively identify these circumstances, but we may not always succeed.

If you think that we have made an error as to how we have assessed your eligibility for a relevant benefit set, please contact us (refer to clause 8 for information on how to contact us).

Acting reasonably and to the extent necessary to protect our legitimate interests, we have the right to (at any time and without notice to you) remove you or any of your authorised operators from CommBank Yello for Business if we reasonably suspect that in substance you are not meeting our intended eligibility criteria, for example if we find unusual patterns in the way you make your transactions, or otherwise to manage our risk.

4.1 Eligibility (please see further details and qualifications in clauses 4.2–4.6)

You can only be eligible for one benefit set at any one time and will be eligible for the highest benefit set that is achieved based on eligibility criteria as outlined below. You can only access and receive benefits associated with the benefit set you are eligible for while you remain eligible for that benefit set (subject to clause 4.2). Individual benefits may have additional eligibility criteria. Please see further details and qualifications in clauses 4.2–4.6.

4.1.1 Eligibility for each benefit set

Benefit set: CommBank Yello for Business (base eligibility criteria)	**You are eligible for the 'CommBank Yello for Business' benefit set if you:** • hold one or more eligible business transaction accounts as at the end of the prior month.
Benefit set: Everyday Business	**You are eligible for the Everyday Business benefit set if you:** • meet the criteria for the **'CommBank Yello for Business'** benefit set (see above); and • made at least five eligible, completed outbound transactions in total from any eligible business transaction accounts in the prior month. For information about outbound transactions, see clause 4.4 below. System limitations may prevent transactions made on the last day of the prior month from being counted as eligible completed outbound transactions.
Benefit set: Business Growth	**You are eligible for the Business Growth benefit set if:** • you meet the criteria for Everyday Business benefit set (see above); and • you also hold at least one eligible business loan or finance product as at the end of the prior month. The eligible business transaction account and eligible business loan or finance product must be held by the same customer record.
This eligibility criteria only applies to CommBank Yello for Business. For CommBank Yello offers for our retail customers (non-business customers), please visit the following link commbank.com.au/commbankyello	

4.1.2 Qualifications to eligibility and access

Despite any clause to the contrary:

- an authorised operator will not be able, or will cease to be able, to access CommBank Yello for Business if one or more of the following conditions apply:
  - we decide that we no longer wish to maintain a banking relationship with that authorised operator;
  - the authorised operator is an authorised operator on multiple business products held by more than 25 different business customers;
  - the authorised operator is under the age of 18;
  - we are notified that the authorised operator is deceased;
  - the address we hold for the authorised operator is outside of Australia;

- the authorised operator does not meet, or no longer meets, our 'Know Your Customer' requirements (being the customer identification procedures and customer due diligence we are obliged to undertake under the law relating to our customers and account authorised operators);
- the authorised operator elects to opt out of CommBank Yello for Business; or
- the relevant business customer on whose behalf the authorised operator acts is no longer eligible for CommBank Yello for Business;

- an eligible business customer will cease to be eligible for CommBank Yello for Business if one or more of the following conditions apply:
  - it ceases to hold an eligible business transaction account as at the end of the prior month;
  - we decide that we no longer wish to maintain a banking relationship with the relevant business customer;
  - the address we hold for the relevant business customer is outside of Australia; or
  - the relevant business customer does not meet or no longer meets our 'Know Your Customer' requirements (being the customer identification procedures and customer due diligence we are obliged to undertake under the law relating to our customers and account authorised operators);
- an eligible business customer that has no authorised operator who is able to access CommBank Yello for Business on its behalf, or whose authorised operators have all opted out of CommBank Yello for Business, will not be able to access CommBank Yello for Business, notwithstanding that the customer may otherwise remain eligible for the program.

As CommBank Yello for Business is a discretionary benefit offered by us, we may from time to time need to refine certain eligibility criteria at our sole discretion. This may include limiting access to or excluding certain customer segments from CommBank Yello for Business. When we do so, certain customers who may otherwise be eligible may not see benefits and offers. We will exercise any such discretion reasonably, including for reasons such as system limitations or where we have a legitimate business interest, like seeking to maximise commercial benefit or engagement with certain segments, or to minimise exposure to risk identified through our internal risk modelling. As such discretion will not impact CommBank Yello for Business as a whole, it may not be operationally feasible or practical to vary these terms or otherwise provide notice.

4.2 How long do you retain access to benefit sets?

This clause 4.2 only applies while you continue to meet the requirements for eligibility and access to CommBank Yello for Business in clause 4.1.2, "Qualifications to eligibility and access".

Your eligibility for a benefit set is updated at the beginning of each month based on your activity in the prior month.

The following explains how long you can retain access to each benefit set once you have become eligible:

- **'CommBank Yello for Business' benefit set:** If you continue to hold one or more eligible business transaction accounts and continue to be eligible as at the end of the prior month, you will remain eligible in the current month for the 'CommBank Yello for Business' benefit set.
- **Everyday Business or Business Growth benefit sets – Three months benefit set access:** If you become eligible for the Everyday Business or Business Growth benefit set, you can access that benefit set for the next three (3) months, starting from the month your eligibility is updated. Each subsequent month that you meet the eligibility criteria for the Everyday Business or Business Growth benefit set, your three-month access period will restart from that month. If you become eligible for a higher benefit set, you will move up from the month your eligibility is updated.
  - **Dropping down from the Business Growth benefit set:** If you do not meet the eligibility criteria for the Business Growth benefit set over three (3) consecutive months, then from the following month, we will change your benefit set to the next highest benefit set (Everyday Business).
  - **Dropping down from the Everyday Business benefit set:** If you do not meet the eligibility criteria for the Everyday Business benefit set over three (3) consecutive months, then from the following month, we will change your benefit set to the lowest benefit set ('CommBank Yello for Business').

You will no longer be able to access your benefit set if you or all of your authorised operators can no longer access CommBank Yello for Business for one or more of the reasons set out in clause 4.1.2 "Qualifications to eligibility and access".

The examples below show how eligibility for CommBank Yello for Business is assessed and how you may move between benefit sets, remain in a benefit set, or cease to be eligible for the program.

Example 1 – you no longer meet the eligibility criteria for the 'CommBank Yello for Business' benefit set

Month assessed	Did you hold one or more eligible business transaction accounts as at the end of the prior month?	Benefit set you are eligible for
February (based on January)	Yes	**'CommBank Yello for Business' benefit set** throughout February
March (based on February)	No	Not eligible for CommBank Yello for Business

Example 2 – moving from 'CommBank Yello for Business' benefit set to Everyday Business

Month assessed	Did you meet the eligibility criteria for the **'CommBank Yello for Business'** benefit set?	Benefit set you are eligible for
February (based on your activity in January)	Yes	**'CommBank Yello for Business' benefit set** throughout February
March (based on your activity in February)	Yes, and you made at least five eligible, completed outbound transactions in total from any eligible business transaction accounts in the prior month	Moved up to **Everyday Business** throughout March, April, and May

Example 3 – remaining eligible for the Everyday Business benefit set

Month assessed	Did you meet the eligibility criteria for the **Everyday Business** benefit set?	Benefit set you are eligible for
February (based on your activity in January)	Yes	**Everyday Business** throughout February, March, and April
March (based on your activity in February)	Yes	**Everyday Business** throughout March, April, and May
April (based on your activity in March)	Yes	**Everyday Business** throughout April, May, and June

Example 4 – dropping from Business Growth to Everyday Business

Month assessed	Did you meet the eligibility criteria for the **Business Growth** benefit set?	Benefit set you are eligible for
February (based on your activity in January)	Yes	**Business Growth** throughout February, March, and April
March (based on your activity in February)	No	**Business Growth** throughout March and April only
April (based on your activity in March)	No	**Business Growth** throughout April only
May (based on your activity in April)	No	Moved down to **Everyday Business** benefit set from May You will remain in the Everyday Business benefit set throughout May, June, and July

4.3 Eligible products

a) **Eligible business transaction accounts:**
   - Business Transaction Account
   - Stream Working Capital Transaction Account

b) **Eligible business loan or finance products:**
   - BetterBusiness Loan
   - Business Boost Loan
   - Business Overdraft
   - Asset Finance (Car & Equipment Finance)
   - Stream Working Capital

4.4 Outbound transactions

An eligible **outbound transaction** means any debit transaction completed from your eligible business transaction account from the following categories:

- payments or other purchases made using a debit card on an eligible business transaction account, including digital wallet transactions;
- cash withdrawals at an ATM or CommBank branch from an eligible business transaction account;
- payments or transfers to an unrelated third party from an eligible business transaction account
  - Note: Payments or transfers to an account where an authorised operator is the account holder, joint account holder, cardholder or authorised operator **are not** considered a payment or transfer to a third party.
  - Note: Payments or transfers to accounts that are associated with your customer record or to an account of a related entity (but where you are not the account holder) **are not** considered payments or transfers to a third party. For example, if you are a director of a business and make payments between your individual account and business account, or make payments to an account that you are a signatory on or you are an authorised third party on the account, including under a power of attorney.

We may also from time to time consider other transactions to be eligible outbound transactions.

4.5 Eligibility exclusions – business loans

A business loan or finance product will no longer be considered as eligible if it is:

- paid off or closed; or
- refinanced into another business loan product that is not eligible; or
- refinanced to another bank.

4.6 Check that your CommBank products are under the same customer record

We maintain a separate customer record for each customer in our systems, and we determine your eligibility for CommBank Yello for Business benefits based on (amongst other things) the products and services held under your customer record.

Sometimes, customers may have more than one customer record (for example, if you applied for different products at different times and the products were not linked). If this is the case, you may not become eligible for certain CommBank Yello for Business benefits or may experience a delay in receiving them (as we consider each customer record as a separate customer). We try our best to ensure that when you take on an additional product, we link it to your existing profile.

If you think you may have more than one customer record and that this might impact your eligibility for the CommBank Yello for Business program, contact us on 13 19 98 and we'll check for you. You can also check yourself by logging into the CommBank app or NetBank and seeing if you can view all of your CommBank products and services using your single CommBank app or NetBank login.

4.7 Opting out of CommBank Yello for Business

An authorised operator can choose to opt out of CommBank Yello for Business at any time in the CommBank app, by navigating to the CommBank Yello for Business settings, in their Business Profile. Once the authorised operator opts out of the program, the authorised operator won't be able to opt back in.

Opting out of CommBank Yello for Business, does not opt you out of CommBank Yello offers for our retail customers (non-business customers).

If there are multiple authorised operators but one chooses to opt out of CommBank Yello for Business, the other authorised operators will still have access to the program as long as the business eligibility criteria are met.

5. Program benefits

Your CommBank Yello for Business benefits may change over time, including CommBank Yello for Business offers and discounts which come from third parties. For details of some of the current program benefits please visit **commbank.com.au/commbankyelloforbusiness**. For the details and terms and conditions of each offer, navigate to the offer in the CommBank app.

The CommBank Yello for Business benefits are available to business customers who are eligible for the 'CommBank Yello for Business', Everyday Business, or Business Growth benefit sets.

5.1 CommBank Yello for Business offers and discounts

If you are an eligible CommBank Yello for Business customer, you may benefit from CommBank Yello for Business offers and discounts from third party providers made available to you (through your authorised operators) through the CommBank app.

Each offer and discount has its own terms and conditions, available in the CommBank app, which may set out eligibility, how to activate or redeem it, any cap or limit, and its end date.

The offers and discounts available in the CommBank app are subject to change. Any change made to the offers and discounts will not apply retrospectively. You must satisfy the terms and conditions of the offer at the time of redemption.

CommBank Yello for Business offers and discounts may not be available to all eligible business customers or at all times. You may not receive offers and discounts, for example, due to data complexities or errors, system limitations, or our policies. Other instances where the offers and discounts may be unavailable will be specified in the terms and conditions attached to that offer or discount in the CommBank Yello for Business hub within the CommBank app, via your Business Profile.

To access offers you may need to sign up to third party providers. Third party provider terms and conditions will apply.

Where a unique voucher code is provided, this is valid for a single redemption by one authorised operator and for one eligible business customer only.

If you are an authorised operator for business products held by more than one eligible business customer, and unique voucher codes are provided to those customers, you may only be able to access one unique voucher code (see clause 4 for further details).

CommBank may advertise the goods and services of third parties through the CommBank app or website, which may include discounts provided by such third parties. If you follow the links to the applications or websites of such third parties, you will be leaving the CommBank platform.

The relevant third party provider is solely responsible for providing the goods or services, as well as the offer and/or discount associated with the goods or services. CommBank is not liable and takes no responsibility for the goods or services provided (or not provided) to you by the third party provider, including but not limited to the quality of the goods or services, the timeliness of provision of the goods or services, the price of the goods or services and the application of any advertised offer and/or discount. If you experience any issue with the goods or services or redemption of an offer and/or discount, you should contact the relevant third party provider.

CommBank Yello for Business offers and discounts change from time to time, and the third party provider may also change.

If an authorised operator has opted out of CommBank Yello for Business, they may still see offers and discounts for a short period of time.

Check the latest version of the CommBank app for current CommBank Yello for Business offers and discounts available to you.

6. Protecting your privacy

You can find out more about how we collect your and your business's information and who we may share it with in clauses 5 and 6 of the CommBank app and NetBank Privacy Notice **commbank.com.au/support/privacy/privacy-collection-notice-nb-app**.

7. Giving us feedback

If there's something we can improve, or you're not satisfied with our products, services, staff or complaint-handling process, it's important we hear about it so we can make things right.

Talk to us

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


Visit a branch


Phone: **1800 805 605**


Online: **commbank.com.au/feedback**

We try to get things right the first time – but if we don't, we'll do what we can to fix it.

If you're not satisfied

If you're not satisfied with our handling of your complaint or our decision, you can refer your complaint to the Australian Financial Complaints Authority (AFCA).

AFCA provides a fair and independent dispute resolution service that is free for customers. It's important you raise your concerns with us first before going to AFCA, as AFCA will generally encourage this before they will investigate.


Visit: **afca.org.au**


Email: **info@afca.org.au**


Phone: **1800 931 678** from 9am to 5pm (Sydney/Melbourne time), Monday to Friday


Post: **Australian Financial Complaints Authority**
GPO Box 3
Melbourne VIC 3001

8. Contact us



Visit us online
commbank.com.au



Message us in the CommBank app



Call us
13 19 98 (in Australia)
or +61 2 9009 0593 (from overseas), 6am to 10pm



Drop into a branch
commbank.com.au/locateus

For more contact options, including accessibility services, visit **commbank.com.au/contact**.

008-116 011226