Commonwealth Bank

Financial Abuse

Easy Read version





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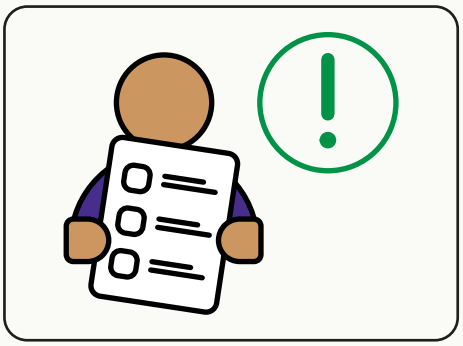
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Help with this guide

Hard words

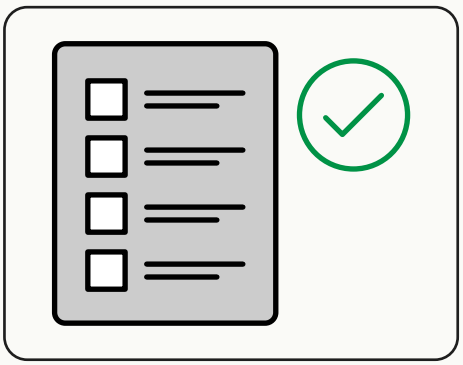


This guide has some hard words.

bold

The first time we write a hard word:

- the word is in **bold**. Bold means the letters are thicker and darker
- we write what the hard word means.



There is a list of hard words on page 14.

You can get help with this guide

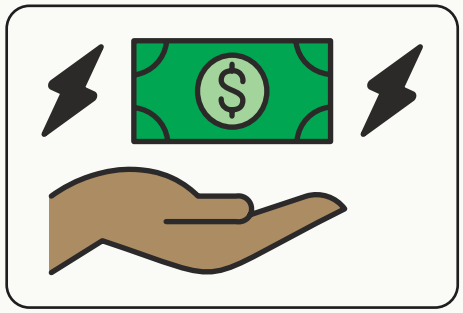


You can get someone to help you:

- read this guide
- find out what this guide is about
- get more information.

About this guide

This guide is from Commonwealth Bank.

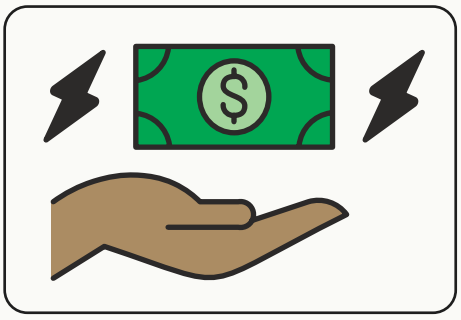


We wrote this guide to tell you about financial abuse.

You can find our contact information on page 15 at the end of this guide.

Financial abuse

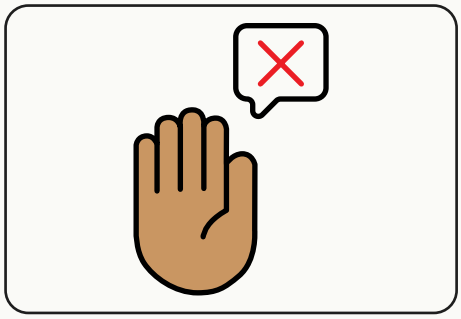
What financial abuse is



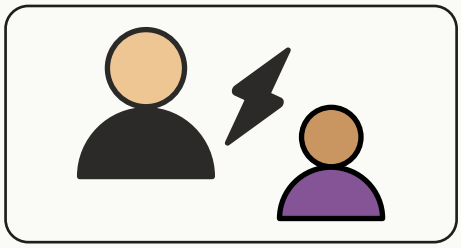
Financial abuse means someone uses your money:



- when you do not say yes

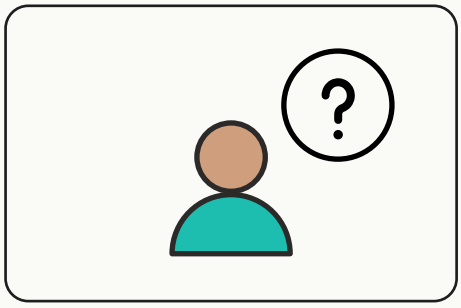


- when you do not want them to



- to control you.

Financial abuse can happen to anyone

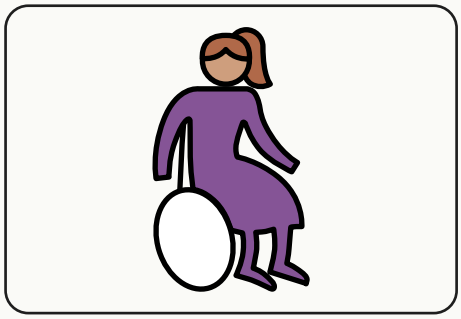


Anyone can be a **victim** of financial abuse.

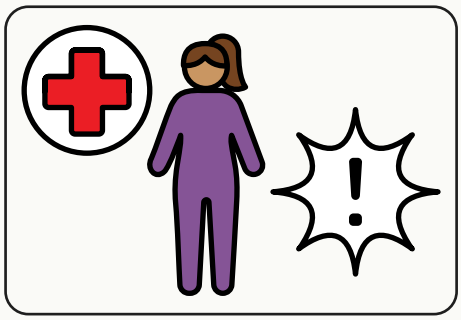
A victim is a person who is abused.

Some people are more likely to be a victim.

For example:



- women with disability

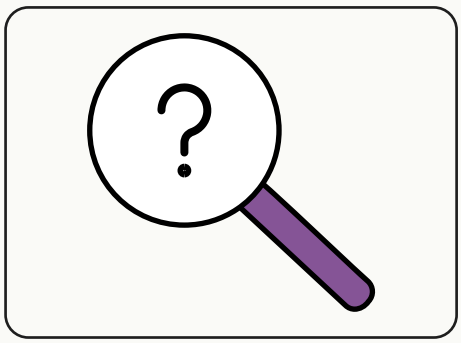


- women with serious health problems.

How to know if you are a victim of financial abuse



It can be hard to know if you are a victim of financial abuse.

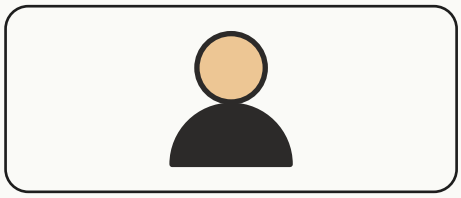


There are signs of financial abuse to look for.



We can help you look for signs of financial abuse. We can show you where to get help.

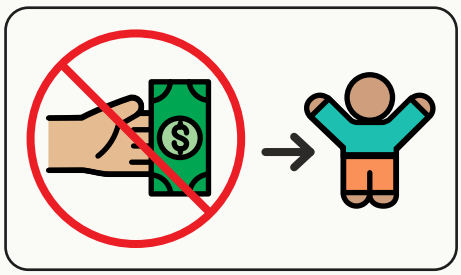
Signs of financial abuse from your partner



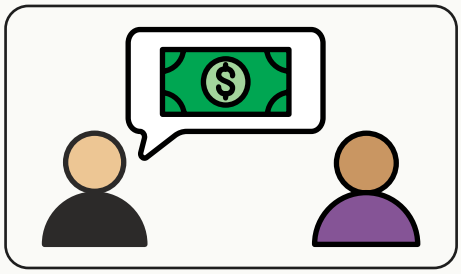
Your partner might:



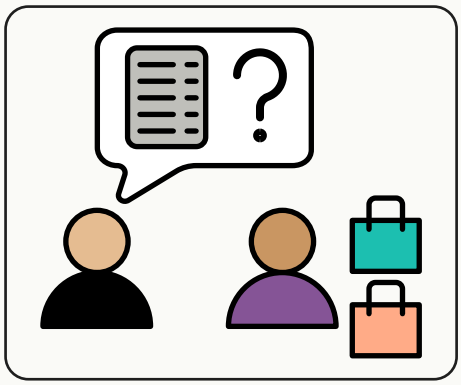
- stop you from going to work



- not pay child support



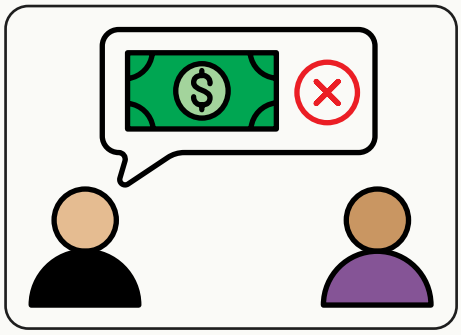
- tell you how to spend your money



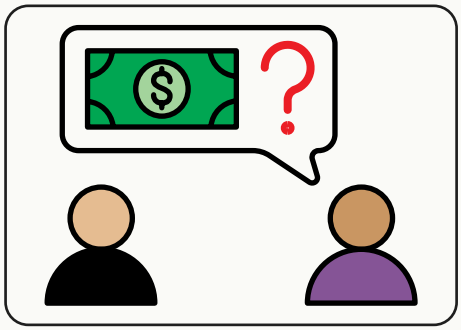
- want to see the receipts after you go shopping.

Other signs of financial abuse

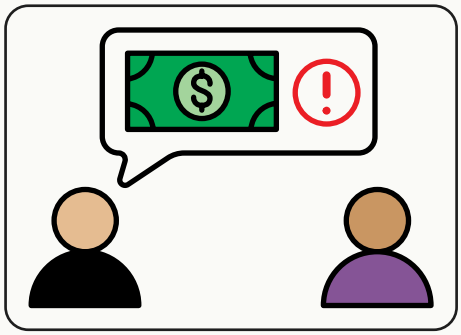
Financial abuse can also mean someone:



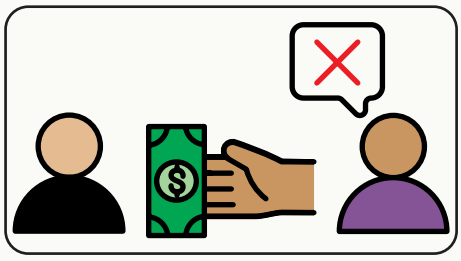
- tells you not to make or spend your money



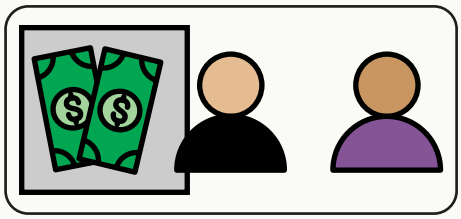
- makes you ask for your own money



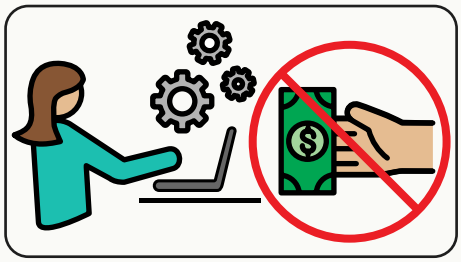
- only gives you money if you do a favour



- makes you take out a loan or cash even when you say no



- keeps their money secret from you



- makes you work for your family business and not get paid properly.

More information about financial abuse



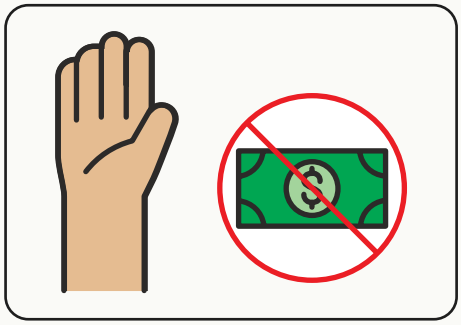
It is a good idea to get advice before you make changes to your money.

You might talk to an expert or support person.

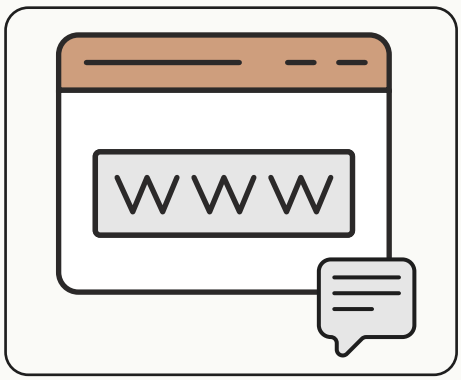


You can go to our website to get more information about financial abuse.

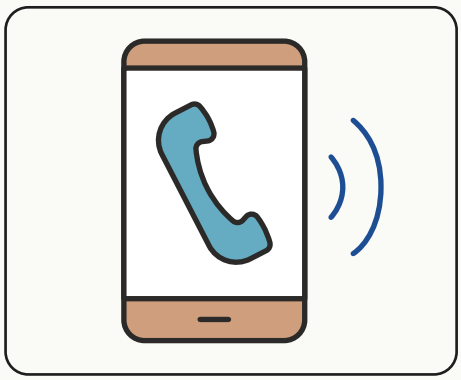
Get help for financial abuse



1800RESPECT is a free service that can help you with financial abuse. They will not tell your information to anyone.



Website and online chat:
1800respect.org.au



Call 1800 737 732

Text 0458 737 732

List of hard words

This is a list of the hard words used in this guide.

You don't have to read this list, but you can use it to find out what a hard word means.

You can use the page number to find where the hard word is used.

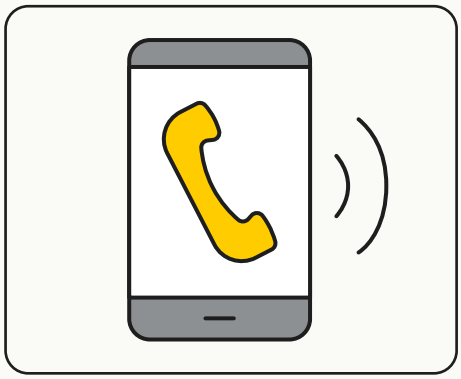
Page 3	When a word is in **bold**, the letters are thicker and darker.
Page 17	A **chatbot** is a computer program you can talk to as if it is a real person. Ceba is the name of the Commonwealth Bank chatbot. You say Ceba as: SEE – ba.
Page 6	**Financial abuse** means someone uses your money: • when you do not say yes • when you do not want them to • to control you.
Page 7	A **victim** is a person who is abused.

Contact information



You can contact us for more information.

There are many ways to contact us.



Call from Australia

132 221

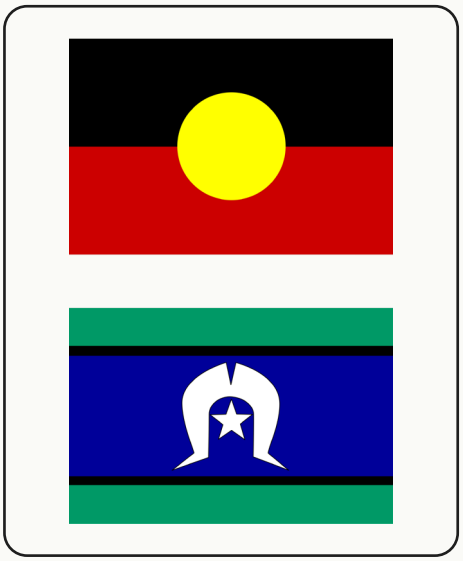
Call from outside Australia

+61 2 9999 3283



Visit our website

commbank.com.au

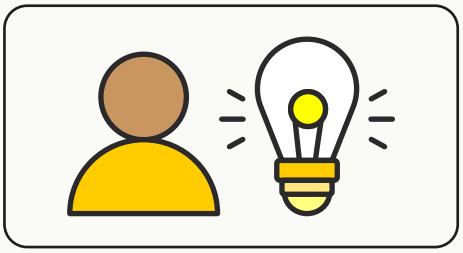


Indigenous Customer Assistance Line (ICAL)

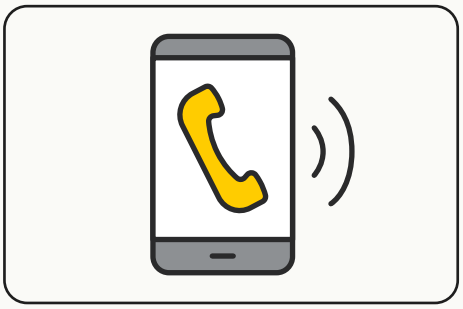
Support for Aboriginal and Torres Strait Islander customers

Call 1800 700 682

CommBank Next Chapter



We help with domestic and family violence, including financial abuse and problem gambling.



You can call Monday to Friday, 9:00 am to 6:00 pm (Sydney and Melbourne time).

We are closed on public holidays.

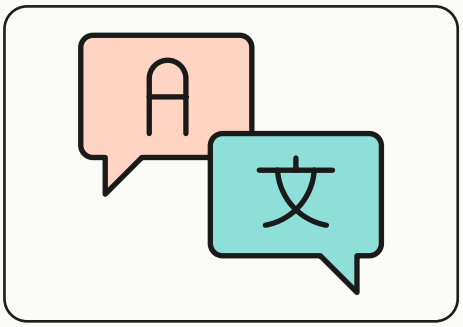
Call 1800 222 387



You can go to the Commonwealth Bank App and use the **chatbot** Ceba to send us a message. Then we will contact you.



A chatbot is a computer program you can talk to as if it is a real person. Ceba is the name of the Commonwealth Bank chatbot. You say Ceba as: SEE – ba.



Use the Translating and Interpreting Service (TIS)

Call 131 450 and ask to speak to Commonwealth Bank on 132 221

Use the National Relay Service (NRS)

Visit the National Relay Service website.

Call 1800 555 660

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