

HOUSE OF REPRESENTATIVES STANDING COMMITTEE ON ECONOMICS

REVIEW OF THE FOUR MAJOR BANKS (SECOND REPORT)

Commonwealth Bank of Australia

CBA24QW:

Where BankWest charges for paper statements on any account, what are the exemptions available to customers so that they will not be required to pay fees?

Answer:

No paper statement fees are charged in the following circumstances:

- customers who turned 65 on or before 28 February 2017;
- children's products (Kids Bonus Saver and Children's Savings only);
- products for customers with intellectual disabilities;
- products where e-statements are not yet available; and
- deceased estates.

On a case-by-case basis the following exemptions will also be considered:

- customers without a computer or internet access or unable to use a computer; and
- customers in financial hardship.