

# **CommBank Cash Management Services**

## **Accelerator Cash Account**

General Information Statement  
Issued 1 May 2021



**Issued by:** Commonwealth Bank of Australia ABN 48 123 123 124 Australian Financial Services Licence Number 234945.  
Ground Floor, Tower 1, 201 Sussex Street, Sydney, NSW, 2000.

Accelerator Cash Account is a product of the Commonwealth Bank of Australia ABN 48 123 123 124 AFSL 234945 ('Bank') and is administered by Commonwealth Securities Limited ('CommSec') ABN 60 067 254 399 AFSL 238814, under the brand CommSec Adviser Services. CommSec is a market participant of ASX & Chi-X Australia, a clearing participant of ASX Clear Pty Limited and a settlement participant of ASX Settlement Pty Limited. CommSec is a wholly owned but non-guaranteed subsidiary of the Bank.

If you have any enquiries about this product, please call us on 13 15 20 between 8.30am and 6.00pm (Sydney time) Monday to Friday. If you have a complaint, our dispute resolution process can be accessed by calling 1800 805 605.

As the information in this document has been prepared without considering your objectives, financial situation or needs, you should, before acting on the information, consider its appropriateness to your circumstances.

This document contains general information about the Commonwealth Bank Accelerator Cash Account and includes information about Electronic Banking facilities and should be read in conjunction with the Accelerator Cash Account Terms and Conditions, the Standard Fees and Charges document and the Electronic Banking General Information and Terms and Conditions. Full Terms and Conditions for the Accelerator Cash Account are available in the Cash Management Services Accelerator Cash Account Terms and Conditions. Information about the standard fees and charges that apply to an Accelerator Cash Account and Electronic Banking is available in the Standard Fees and Charges document for this product.

The terms and conditions which apply to Electronic Banking are contained in the Electronic Banking General Information and Terms and Conditions document, which is available from any branch of the Bank, or from [commbank.com.au/netbank](http://commbank.com.au/netbank)

Margin Loans and Investment Loans referenced in this General Information Statement are provided by Commonwealth Bank of Australia (CBA) ABN 48 123 123 124, AFSL and Australian credit licence 234945 and are administered by its wholly owned but non-guaranteed subsidiary Commonwealth Securities Limited (CommSec) ABN 60 067 254 399 AFSL 238814.

The information in this document is subject to change from time to time and is up to date at the date of issue.

If you have any questions on the Financial Claims Scheme, terms and conditions or fees and charges ask our staff or call us on 13 15 20.

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# Features at a glance

	Accelerator Cash Account
<b>Service &amp; Security</b>	Enjoy everyday banking functionality through NetBank, 24/7 Phone Banking and Australia's largest retail banking network.
<b>Minimum opening balance</b>	Nil
<b>Minimum ongoing balance</b>	No minimum ongoing balance requirement.
<b>Interest</b>	At-call interest rates. Calculated daily, paid monthly.
<b>Fees and charges</b>	No account keeping fees.
<b>Access to funds<sup>1</sup></b>	Make use of NetBank, ATMs, EFTPOS, Phone Banking, optional cheque book or any Commonwealth Bank branch.
<b>Adviser-friendly</b>	Designed with advisers in mind, account information can be automatically uploaded into your adviser's planning software <sup>2</sup> , helping them better manage your investments and act on opportunities as they arise.
<b>Government guaranteed deposits</b>	Deposits to this account are covered under the Australian Financial Claims Scheme (FCS). However, any entitlement to payment under the FCS will depend on your circumstances.

<sup>1</sup> Please note that keycards, cheque books and deposit books are not available to customers with a non-Australian postal address.

<sup>2</sup> Data feeds supported to selected third party packages. Check with your adviser to ensure they use one of these supported planning packages if you require this functionality.

# Accelerator Cash Account Information

## Safe, simple, powerful cash management for investors

The Accelerator Cash Account (ACA) is a product of the Commonwealth Bank of Australia (CBA) and is a convenient, fully-featured cash management account for investors and their advisers.

Developed specifically for investors, the ACA helps manage investment cash flow needs by combining the features and access of an everyday banking account with balance and transaction visibility for advisers to make smart investing simpler.

The ACA can be used as a settlement account for share trades, to receive dividend payments or simply as an everyday bank account. The account can also be accessed in real-time via NetBank, Phone Banking, ATMs, EFTPOS, direct debit or cheque book.

## Key features

### INTEREST RATES AND NO ACCOUNT KEEPING FEES

The ACA offers an interest rate for all types of account holders with interest calculated daily and paid monthly with no account keeping fees. All this means is more cash for you to invest or utilise whenever the opportunity presents itself.

The ACA has three different rates according to the type of account holder you are:

Retail rate*	Financial Institution rate*	Non-household rate*
<ul style="list-style-type: none"><li>Individuals</li><li>Joint individuals</li><li>Self-managed super funds (SMSFs)</li><li>Individual informal trust arrangements</li><li>Family trusts^</li></ul>	An entity that is in the business of operating and/or providing financial services for a third party*.	An entity that is not a financial institution or retail entity as defined by the Accelerator Cash Account terms and conditions.

\* Please refer to the Accelerator Cash Account Terms and Conditions for definitions of a Retail/Financial Institution/Non-Household entity for the purposes of the Accelerator Cash Account.

^ For family trusts that do not meet the financial institution definition as defined by the Accelerator Cash Account Terms and Conditions.

Please note that the basis for setting your interest rate depends upon whether we and you have agreed that your adviser may be paid a referral fee/commission.

To obtain the latest interest rate applicable to your account please contact your adviser or CommSec Adviser Services.

### CONVENIENT ACCESS FOR YOU AND YOUR ADVISER

Enjoy access<sup>2</sup> to your money through the CBA retail branch network, ATMs, NetBank, Phone Banking and your adviser:

<b>Internet banking</b> – manage your finances with ease in a secure online environment. Check your balance, transfer money, pay bills, review transactions and much more.	✓
<b>Phone Banking</b> – Our Customer Service team is available to assist 24 hours a day, 7 days per week. Our automated telephone banking system also allows clients to check balances and transact as required.	✓
<b>Over 950 branches</b> – Visit a Commonwealth Bank branch and have an experienced staff member assist with a variety of enquiries and transactions.	✓
The Bank's branch network is supported by Australia's largest ATM and EFTPOS networks.	✓
<b>Adviser flexibility</b> – You can also authorise your adviser to perform many of the account functions on your behalf, helping you streamline the management of your account <sup>1</sup> .	✓

Plus, if you're an existing CBA customer, you'll see your ACA details in NetBank alongside any other CBA products you may have including your credit cards, home loans and insurance products.

Please note that the basis for setting your interest rate depends upon whether we and you have agreed that your adviser may be paid a referral fee/commission.

To obtain the latest interest rate applicable to your account please contact your adviser or CommSec Adviser Services.

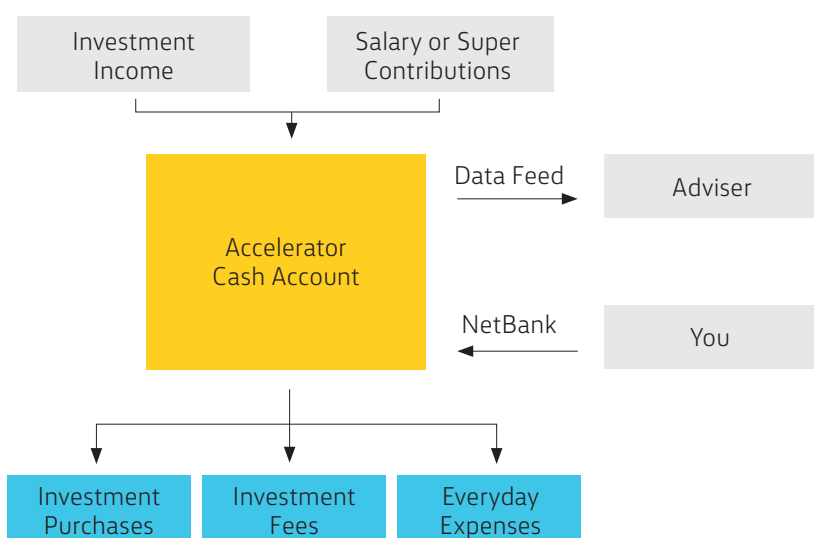
<sup>1</sup> Authority to Operate required. Please note that even if an Authority to Operate is not in place for your adviser, your adviser will still be able to view your account details, inclusive of balance and transaction information.

<sup>2</sup> Please note that keycards, cheque books and deposit books are not available to customers with a non-Australian postal address.

## THE CENTRE OF YOUR INVESTMENT PORTFOLIO

The ACA is a highly accessible cash management account developed specifically to assist investors manage their investment cash flow needs together with their advisers.

Acting as an efficient and fully-featured cash hub, the ACA lets you direct income from your salary, investments and superannuation straight into the account, ready to capitalise on investment opportunities as soon as they arise.



## OVER 100 YEARS OF EXPERIENCE IN CASH MANAGEMENT

The Commonwealth Bank has over 100 years of experience in helping Australians manage their cash flow needs. Throughout this time, we have always focused on developing robust and innovative product and service solutions designed to meet the evolving needs of our clients. As your needs continue to change, so too will our investment solutions.

### EXCEPTIONAL SERVICE

We are committed to delivering the highest level of service and support to you and your adviser. We provide support to advisers through the provision of account information and a range of services to help them effectively manage your cash flow requirements.

## DESIGNED FOR MARGIN LENDING CLIENTS

You can use your ACA as security against a CommSec Adviser Service Investment Loan, CALIA+ Margin Loan, or Margin Loan.

- Increase your borrowing capacity or create an additional buffer against margin calls by nominating a 'hold' amount over all or a portion of your ACA balance. Your account balance up to the nominated 'hold' amount will be included as security on your margin loan and allocated a 100% lending ratio.
- Only the portion of your account balance above the 'hold' amount will be accessible by you.
- You can also streamline your margin lending transactions by depositing money into an ACA to earn interest, while waiting for the right time to invest.

## SELF-MANAGED SUPER FUNDS

The ACA gives you the control and visibility you need to manage your fund's transactions, reporting, administration and auditing. Simplify your SMSF end-of-year reporting with 24/7 access to your full transaction history, quarterly statements and yearly interest summaries online.

## FLEXIBLE DEPOSIT AND WITHDRAWAL OPTIONS

With no minimum ongoing balance and no minimum transaction amount, you are free to withdraw as much or as little as you like. In addition, the ACA does not impose a minimum ongoing deposit amount, meaning you can deposit as much or as little as you like.

Dividends and distributions from your investments can be deposited directly into your ACA. When you sell investments, you can deposit the sale proceeds in the account knowing you'll be earning a single interest rate across your full balance.

## ADVISER SERVICE CENTRE

A dedicated service team provides your adviser with information and support.

## Where to begin

### OPENING YOUR ACCELERATOR CASH ACCOUNT

To open your account, simply follow these easy steps:

1. Read and familiarise yourself with this General Information Statement, Terms and Conditions and Fees and Charges for the ACA.
2. Complete the required sections of the 'Accelerator Cash Account Application Form'. The Application Guide at the end of the Application Form will show you how to complete the form.
3. Provide appropriate identification for each signatory named on the Application Form. Existing clients can list their Commonwealth Bank account as proof of identification. Individuals new to the Commonwealth Bank will need to complete the Identification section within the Application Form.
4. Send your completed Application Form to:

**CommSec Adviser Services**  
**Locked Bag 22**  
**Australia Square NSW 1215**

## FEES AND CHARGES

Please refer to the 'Accelerator Cash Account Standard Fees and Charges' document for further details on fees and charges that may apply to your Accelerator Cash Account.

## GIVING YOUR ADVISER ACCESS TO YOUR ACCOUNT

You have the ability to authorise your adviser to access your ACA to:

- ✓ Transfer funds to linked accounts
- ✓ Transfer funds to third party accounts
- ✓ Request statement reprints
- ✓ Retrieve account balances and transaction history

To authorise your adviser to access your account, simply complete the 'Adviser Authority' section of the Application Form.

We will act upon the Adviser Authority given to the Bank until you vary or cancel it. If you wish to vary or cancel the Adviser Authority, you must give notice in writing to CommSec Adviser Services. Upon receiving such notice, the Adviser Authority will be varied or cancelled.

## REFERRAL FEE / COMMISSION

Your adviser may be entitled to receive a referral fee / commission of up to 1.00% from the Bank based on the daily balance of your ACA account. The interest rate applicable to your ACA account is net of any fees / commission paid to your adviser.

Your adviser will continue to receive the referral fee / commission until you or your adviser cancels the engagement and, either you or the adviser provide signed written notice to CommSec Adviser Services. Upon receiving such notice, CommSec Adviser Services will cancel the referral fee/commission to your adviser. You will then receive the full ACA interest rate applicable to your account.

## Managing your Account

### CONVENIENT ACCESS 365 DAYS A YEAR

We've worked hard to make it easy for you to access and manage your funds. Here's a list of all the things you can do through these convenient channels:

Phone Banking	NetBank	Branches	Your Adviser
<ul style="list-style-type: none"> <li>✓ Check account balance</li> <li>✓ Transfer funds to linked accounts</li> <li>✓ Pay regular bills</li> <li>✓ Activate Keycards</li> <li>✓ Change address and contact details</li> <li>✓ Request statement reprints</li> </ul>	<ul style="list-style-type: none"> <li>✓ Check account balance</li> <li>✓ Transfer funds between your linked CBA accounts</li> <li>✓ Transfer funds to any third party account</li> <li>✓ Pay regular bills</li> <li>✓ Activate Keycards</li> <li>✓ Pay Bills using Bpay®</li> <li>✓ Set up scheduled payments and transfers</li> <li>✓ Change address and contact details<sup>1</sup></li> <li>✓ View/print statements</li> </ul>	<ul style="list-style-type: none"> <li>✓ Check account balance</li> <li>✓ Transfer funds between your linked accounts</li> <li>✓ Transfer funds to any third party account</li> <li>✓ Activate Keycards</li> <li>✓ Change address and contact details</li> <li>✓ Request statement reprints</li> </ul>	<ul style="list-style-type: none"> <li>✓ Transfer funds between your linked accounts*</li> <li>✓ Transfer funds to any third party account*</li> <li>✓ Request statement reprints</li> <li>✓ Retrieve account balances</li> </ul> <p><small>* Authority to Operate required</small></p>

Bpay is registered to Bpay Pty Ltd ABN 69 079 137 518

### DEPOSITING AND WITHDRAWING FUNDS

With no minimum transaction amount and no minimum ongoing deposit requirement, you are free to deposit and withdraw as much or as little as you like.

You can deposit your salary, dividends and managed fund distributions directly into your ACA using the following methods:

Deposit Method	Instructions
<ul style="list-style-type: none"> <li>✓ <b>Electronic funds transfer</b></li> </ul>	You can transfer money into your ACA from any linked or third party account via electronic funds transfer. All you need is your account details.
<ul style="list-style-type: none"> <li>✓ <b>Depositing your salary, dividends and other income</b></li> </ul>	Credit your salary directly into your cash account by simply providing your employer with your new ACA account details. You can also provide your ACA account details to other institutions such as share registries to have dividends and other income paid into your ACA.
<ul style="list-style-type: none"> <li>✓ <b>Cheque deposits</b></li> </ul>	You can deposit money into your ACA by taking your cheque made out to the same name as your ACA account to any of CBA's 950 branches. You can also request special clearance of cheques in situations where you cannot wait the usual 3 days for your cheque to clear and the funds to be available for use in your ACA. If you require special clearance, please inform the teller when you are depositing the cheque into your account. Please note, a fee is payable for this service.
<ul style="list-style-type: none"> <li>✓ <b>Depositing from overseas banks</b></li> </ul>	To receive an international money transfer into your ACA, all you need to do is provide the sender with CBA's SWIFT Code (CTBAAU2S) and the BSB and account number of your ACA.
<ul style="list-style-type: none"> <li>✓ <b>Assisted Transfers (Phone Banking, branch and adviser)</b></li> </ul>	You can transfer funds into your account from any linked bank account through Phone Banking or your adviser as well as deposit funds at any Commonwealth Bank branch.

<sup>1</sup> Please note you cannot change your mobile number via NetBank.



You can use your ACA to pay regular bills and loan repayments in a number of convenient ways:

Withdrawal Method	Instructions
<p>✓ <b>NetBank</b></p>	<p>NetBank is the easiest way to transfer money from your ACA.</p> <p>You can make a one-off transfer, schedule future payments (such as paying off a credit card) or arrange regular payments (such as ongoing rent payments).</p> <p>Transfers between your own Commonwealth Bank accounts (including to your linked home and personal loans) and to most other Commonwealth Bank accounts are immediate.</p> <p>Transfers to most other Australian financial institutions are usually available the next business day. All you need is the account details of the recipient.</p> <p>You can also make transfers in NetBank to overseas accounts.</p>
<p>✓ <b>Phone Banking</b></p>	<p>Call CBA Phone Banking on 13 2221 to transfer funds from your ACA quickly and easily.</p>
<p>✓ <b>Your adviser</b></p>	<p>You can instruct your adviser to transfer funds to another CBA or third party account.</p>
<p>✓ <b>Periodic payments</b></p>	<p>Setup regular payments to anyone through NetBank or your adviser. Choose from weekly, fortnightly, monthly, quarterly, half yearly and yearly payment frequencies.</p>
<p>✓ <b>Direct Debit</b></p>	<p>You can organise for a pre-arranged debit or payment to be made from your ACA to a merchant, biller or service provider (e.g. telephone bill).</p>
<p>✓ <b>Cheque withdrawals</b></p>	<p>If you chose the optional cheque book during the application process, you can use your cheque book to pay individuals or merchants. You can add a chequebook to your ACA at any time by contacting your adviser, visiting any branch or calling Phone Banking on 13 2221.</p>
<p>✓ <b>Bpay®</b></p>	<p>You can use your ACA to pay your bills via Phone Banking or NetBank using Bpay®. NetBank also gives you the following benefits when setting up Bpay® payments:</p> <ul style="list-style-type: none"> <li>• Choose to pay now or schedule payments up to 18 months in advance</li> <li>• Quickly view your past bill payments with searchable payment history</li> <li>• Faster repeat payments with all new biller details automatically saved after the first payment</li> <li>• Choose to use your cheque or savings accounts (selected billers also accept credit card payments) – Receive and view all your bills via Bpay View™. Please note that not every Bpay biller has this service.</li> </ul> <p>All you need to pay a bill is the Bpay biller code and customer reference number located on your bill.</p>

# Other Important Information

## Financial Claims Scheme

The Financial Claims Scheme, under the Banking Act, covers deposit amounts you hold in a bank in aggregate up to a statutory prescribed limit (please note that for the purposes of calculating this total, joint accounts are considered to be held in equal shares). You may be entitled to a payment in some circumstances. Payments under the scheme are subject to a limit for each depositor. Information about the Financial Claims Scheme can be obtained from [www.fcs.gov.au](http://www.fcs.gov.au).

## Risks

### PRODUCT RISK

All investments involve a certain amount of risk, however an Accelerator Cash Account (being a transaction account) is considered to be a relatively low risk product offered by the Bank.

### LEGAL RISK

Australia, as a member state of the United Nations, is obliged to implement United Nations Security Council sanctions. Australia also may be required to implement other international sanctions and sometimes imposes unilateral sanctions. Sanctions can cover various subject matters including financial restrictions. Consequently, the Bank may be prohibited from dealing with certain persons or entities.

This means that if the Bank is aware that you are a proscribed person or entity, then the Bank may be required to suspend, cancel or refuse you services or close or terminate any account, facility, transaction, arrangement or agreement with you. We may also be required to freeze assets of yours. You could incur significant costs as a result of these actions.

## Taxation implications

If you do not provide us with a Tax File Number (TFN), TFN exemption, or an Australian Business Number or you are a non-resident, we are obliged by law to withhold tax from the interest we pay to you. Interest you have earned on this account may be subject to income tax. You should discuss any taxation issues with an independent taxation adviser.

While you are not required to provide the Bank with your Tax File Number (TFN) or Australian Business Number (ABN) in relation to an account, the Bank is obliged by law to withhold tax from interest credited to your account where a TFN exemption or ABN has not been quoted, or where you have an overseas residential address. Interest you have earned on this account may be subject to income tax. You should discuss any taxation issues with your tax adviser.

## Telephone recording policy

Telephone conversations with CommSec Adviser Services and Commonwealth Bank may be recorded to ensure our service standards are met or exceeded and to allow records to be kept of the advice given and instructions taken. Please let us know if you do not want your conversation to be recorded at the beginning of each call.

# Electronic Banking

## WHAT IS ELECTRONIC BANKING?

Electronic Banking is a range of banking services using electronic equipment (includes electronic terminal, computer and telephone) and includes the following:

- ✓ Phone Banking
- ✓ NetBank (Internet banking)
- ✓ CommBank App
- ✓ ATM
- ✓ Keycard (debit card)<sup>1</sup>
- ✓ Bpay<sup>®</sup> and Bpay View<sup>™</sup>
- ✓ EFTPOS
- ✓ Maestro/Cirrus/Visa Plus
- ✓ AFT (Automated Funds Transfer)

The terms and conditions applicable to Electronic Banking are contained in the Electronic Banking General Information and Terms and Conditions document, which is available from any branch of the Bank, or from [commbank.com.au/netbank](http://commbank.com.au/netbank)

## WHO IS ELECTRONIC BANKING SUITABLE FOR?

Electronic Banking may be appropriate for those wanting convenient and simple means to access their accounts and transfer funds between accounts.

## WHAT ARE THE FEES AND CHARGES FOR ELECTRONIC BANKING?

For details of Electronic Banking Fees and Charges refer to the Accelerator Cash Account Standard Fees and Charges document. For NetBank Service Fees, refer to the Electronic Banking General information and Terms and Conditions document.

We may debit your accounts with all government taxes, duties or charges which may be imposed from time to time on your access method or on transactions through electronic equipment.

## WHAT ARE THE SIGNIFICANT RISKS OF ELECTRONIC BANKING?

There is a risk that unauthorised transactions may be performed on your account. In some circumstances you may be liable for these transactions. For more information regarding when you will be liable for unauthorised transactions, refer to the Electronic Banking General Information and Terms and Conditions document.

<sup>™</sup> and <sup>®</sup> Registered to Bpay Pty Limited ABN 69 079 137 518

<sup>1</sup> Please note that keycards are not available to customers with a non-Australian postal address.

# Keeping you informed

Various features of your ACA account may be changed from time to time, including fees, interest rates and terms and conditions. The following table indicates how we will advise you of any changes:

Change	Minimum Number of Days	Method of Notice
Introduce a new fee or charge	30 days	In writing
Change the method by which interest is calculated or the frequency with which interest is debited or credited	30 days	In writing
Change the minimum balance to which an account keeping fee applies	30 days	In writing
Vary the balance ranges within which interest rates apply to the account	30 days	In writing
Change the interest rate which applies to the account	No later than the day of change	In writing or by press advertisement
Change any other term or condition	No later than the day of change	In writing or by press advertisement
Introduce, remove or adjust a daily transaction limit or other periodical transaction limit	30 days	In writing
Introduce or change a government charge	No later than the day of change	In writing or by press advertisement
Unfavourable changes	30*	In writing or by press advertisement

\*We may give you a shorter notice period, or no notice, of an unfavourable change if we believe doing so is necessary for us to avoid, or to reduce, a material increase in our credit risk or loss.

# Contact us

## ENQUIRIES AND FURTHER INFORMATION

For any questions regarding the ACA, please contact CommSec Adviser Services.

- Phone:** 13 15 20 (charges apply to calls to this number from outside Australia)
- Mail:** Locked Bag 22,  
Australia Square NSW 1215
- Email:** [advisercashteam@cba.com.au](mailto:advisercashteam@cba.com.au)
- Web:** [www.CommSecAdviserServices.com.au](http://www.CommSecAdviserServices.com.au)
- Hours:** 8.30am and 6.00pm (Sydney time),  
Monday to Friday

Alternatively, you can contact your adviser for information on the ACA, and help with completing the Application Form.

## COMPLAINTS AND THE AUSTRALIAN FINANCIAL COMPLAINTS AUTHORITY

We expect that our front line staff, managers or Customer Relations team will completely resolve the issue you raise.

- Web:** [www.commbank.com.au/contactus/comment.asp](http://www.commbank.com.au/contactus/comment.asp)
- Phone:** 1800 805 605;
- Fax:** 1800 028 542; or
- Mail:** CBA Group Customer Relations  
Reply Paid 41  
Sydney NSW 2001

If, despite our best efforts, you believe your complaint has not been satisfactorily dealt with, you may wish to contact an alternative dispute resolution scheme. The Australian Financial Complaints Authority (AFCA) provides fair and independent financial services complaint resolution that is free to consumers.

The types of disputes which can be considered by AFCA are set out in the AFCA Rules which can be accessed on its website: [www.afca.org.au](http://www.afca.org.au).

You can contact the Australian Financial Complaints Authority using the following details:

- Online:** [www.afca.org.au](http://www.afca.org.au)
- Email:** [info@afca.org.au](mailto:info@afca.org.au)
- Phone:** 1800 931 678 (free call)
- Mail:** Australian Financial Complaints Authority  
GPO Box 3, Melbourne VIC 3001





**Stay Connected:**

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**Email:**

[AdviserCashTeam@cba.com.au](mailto:AdviserCashTeam@cba.com.au)

**Call:**

13 15 20