

PARLIAMENTARY JOINT COMMITTEE ON CORPORATIONS AND FINANCIAL SERVICES

MOBILE PAYMENT AND DIGITAL WALLET FINANCIAL SERVICES

Commonwealth Bank of Australia

WQoN002-05: Will CBA use their customers' banking information to advertise or offer promotions for StepPay?

Answer: StepPay will be available to eligible CBA customers, on the basis they:

- can cover repayment instalments, and
- will be subject to internal and external credit checks.

As disclosed in CBA's Privacy Policy, CBA collects personal information in the course of providing products and services to consumers.

Personal information may be used for a number of reasons, including managing security, risk and crime prevention, but importantly to help serve a customer, such as assessing and processing applications, administering and managing existing products and services, as well as informing customers about other products and services that may be of interest.

Customers are able to opt-out of communications from us about products and services, either by contacting us or updating their message preference settings in our online platforms (such as Netbank, CommBiz or CommSec).

For further information, the Privacy Policy is accessible online via:
<https://www.commbank.com.au/support/privacy.html>