

2023-
2024

Mayfield – Acquittal Report

This is
Mayfield.

Janice Musumeci
JM Consultancy Services
2023-2024

Introduction

We are pleased to present the financial acquittal for Mayfield Business Improvement Association (MBIA) for the period 01/07/2023 to 30/06/2024. This document outlines the financial activities and outcomes achieved during the year, providing a transparent overview of how funds were utilized and ensuring accountability to our stakeholders.

Throughout this report, you will find detailed information on income received, expenditures incurred, and any remaining funds. Our commitment to financial transparency and accountability underscores our dedication to responsible stewardship of resources and the achievement of the association's goals.

We trust that this financial acquittal will serve as a valuable resource and demonstrate our commitment to sound financial management.

Sincerely,



Janice Musumeci Principal JM Consultancy Services
for MBIA

Board Members as of June 2024

Role	Name	Business
Chair/Public Officer	Tony Sansom OAM	Community Member
Vice Chair/Treasurer	Brett Hyham	Mex Club
Secretary	Aaron Buman	Newcastle Affordable Housing
Ordinary Board Member	Allan Jackson	Beauford Hotel
Ordinary Board Member	Bradley Page	Dowling Property Group
Ordinary Board Member	Jason Pridmore	JP & KF Group

MBIA extends thanks to Kath Teagle who served as a volunteer Board Member for four years retiring in May 2024.

Projects & Events

Economic Development - Community Events, Live Spots

The MBIA planned two larger scale activations in the precinct in 2024 and continued with the Live Spots music project.

Community Events

Mayfield Arts Trail was held in the January school holidays and Mayfield Day was planned for May but was postponed due to rain. This year we achieved sponsorships for Mayfield Day from Mex Club as a minor sponsor and Optus as a major sponsor. Both events were coordinated by Hunter Events Group.

The intention of Mayfield Arts Trail was to highlight the street art in the precinct with a printed map given to those attending. This allowed the community to walk the trail and learn about the art and the artists, stopping off at local cafes and shops along the way. A live art installation was in the centre of the Trail located at Castle Personnel with UPNUP Inspirations holding spray art classes engaging with those attending and creating a community mural at this private location. The MBIA had other local entertainment and stalls at this focal point.

The day highlighted Jordan Luckys largescale mural at Roe Street with Jordan in attendance talking about his art. This mural was partly sponsored by MBIA with funds from 22/23 FY and received a lot of media attention for the area.

This year the MBIA introduced Little Festival to Mayfield on this day. Little Festival saw 11 artists on the street displaying around 60 temporary and permanent installations with 28m2 of permanent murals installed at three locations in the precinct. The day drew a lot of media attention for the precinct.

It is the intention of the MBIA to work with interested parties to continue to host this event in the future with MBIA being a minor sponsor.

Mayfield Day was first launched in May 2022 and was deemed a great success. This is now an annual event in Webb Park. This year's event was postponed due to wet weather and will now take place on October 26, 2024.

Live Spots

This project was embraced by the MBIA bringing local musicians to local cafes on a weekly basis. The program was promoted via social media and posters in the cafes. The MBIA engaged a local Talent Manager with a database of emerging local musicians to organise the 2-hour gigs and provide regular updates to the Board.

The MBIA has received excellent feedback from local venues appreciating and supporting the Live Spots music program as it enhances the visitor experience to local hospitality venues and promotes visitation to Mayfield businesses. The project saw 24 live music performances at businesses between Sept – Dec 2023.

Promotion - Social Media, Branding, Advertorials

MBIA have This is Mayfield FB and Instagram pages on social media. FB Showed an increase in followers of 10% to 4.9k and Instagram showed an increase in followers of 38% to just over 1k.

The MBIA have used these social media platforms to engage with, educate and promote Mayfield businesses, projects, and initiatives. This has proved a valuable tool alongside the membership database to build MBIA awareness.

Branding

The Board recognised that branding is important to help create a unique identity for the Association. To that end they chose to rebrand their logo for a more contemporary look. This also resulted in a document with brand guidelines for the MBIA.

Advertorials

After several quotes and proposals, the Board chose Hunter Coastal Lifestyle magazine to highlight Mayfield in two editions. The purpose was to show readers of this high-end magazine the businesses, benefits and beauty of Mayfield. This also included a voluntary online survey of readers. Questions were specific to Mayfield and received 105 responses for the Board to review. It should be noted that one article showcasing the historical homes in Mayfield was highly successful with reach of 70k+, over 2k reactions and 500+ comments.

Beautification - Clean Streets

Chair, Tony Sansom OAM led a call to City of Newcastle to pressure clean Maitland Road, Mayfield within the SBR Levy paying area. This task was put to tender and completed, in the latter half of 2023 from SBR reserve funds.

The MBIA have continued to partner with Rotary Newcastle to regularly monitor street cleanliness and remove graffiti, tend to tidy up weeds and grass along the footpath and main roadside and clean up vacant shopfronts as required.

Conclusion

The Board has gained good traction with its members via database communication and will build on that in the coming year. They are utilising their Digital Asset Manager to create short videos and shoot photography at local small businesses that engage those business owners and provide the business, and THIS IS MAYFIELD with content to promote their businesses. Hence building relationships with its membership which has been challenging in previous years.

The Association has been successful in gaining sponsorship for Mayfield Day which has assisted with funding this large-scale community event. This is an ongoing vision for the Board to top up funds for projects.

The MBIA Board have worked cohesively under Chair Tony Sansom OAM. They utilised budgeted funds in their Deliverables Plan effectively. It should be noted that Mayfield Day was fully paid from this financial year's budget and due to postponement, the Board will need to use leftover funds to assist with promotion of new date.

MBIA Financial Report as at 30/06/2024

SBR Funds received \$110,000.00 (incl. GST) 28/09/2023

Expenditure Summary 2023/2024

Category	Budget	Actual
Beautification		\$1,500.00
Promotion	\$45,000.00	\$30,982.00
Economic Development	\$50,000.00	\$73,191.50
Governance	\$5,000.00	\$7,253.67
GST		\$9,916.00
TOTAL Income incl. GST	\$110,000.00	\$122,843.17

Opening Balance as of 01/07/23 \$782.59

Credits Received \$110,000.00 SBR + \$3,632.82 Sponsorships + \$11,147.00 BAS GST Refunds

Sub Total \$125,562.41

Less Expenses \$122,843.17

At bank as of 30/06/2024 \$2,719.24

Expenditure Breakdown 2023/2024

Beautification \$1,500.00	Rotary Graffiti Cleaning \$1,500.00
Promotion \$30,982.00	Social Media \$15,675.00 Branding \$3,575.00 Business Photography \$3,135.00 Magazine Advertorials \$5,839.00 Mayfield School Cookbook Sponsorship \$350.00 Mayfield Day Promotion \$2,408.00
Economic Development \$73,191.50	Live Spots \$7,157.50 Little Festival \$11,000.00 UPNUP \$9,350.00 Hunter Events Group Arts Trail \$14,556.00 Hunter Events Group Mayf. Day \$31,128.00
Governance \$7,253.67	Bank Fees \$29.43 Insurances \$5,350.00 Accounting \$1,820.00 Association Fees \$54.24
GST PAID TO ATO \$9,916.00	BAS GST \$9,916.00

Approved Tony Sansom OAM (Chair)





Your Statement

Statement 12 (Page 1 of 3)



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THE CHAIRMAN
 PO BOX 2374
 DANGAR NSW 2309

Tax invoice	
Date of Issue	1 Oct 2023
Total amount of taxable Bank services including GST	\$11.55
Total GST paid on taxable Bank services	\$1.05
Account Number	06 2815 10595159
Statement Period	1 Jul 2023 - 30 Sep 2023
Closing Balance	\$111,522.54 CR
Enquiries	13 1998 (24 hours a day, 7 days a week)



Business Transaction Account

If this account has an attached overdraft limit or facility which is secured over your primary place of residence or over a residential Investment property you should ensure that the property is insured in accordance with the terms and conditions of the mortgage. If you have any queries about your insurance cover you should contact your insurer. Information on property insurance can also be found on www.moneysmart.gov.au. Note, if this account has an attached overdraft limit or facility and we send you a statement every 4 or 6 months, we will update your statement preference to every 3 months as part of changes made to the new Banking Code of Practice from 1 July 2019.

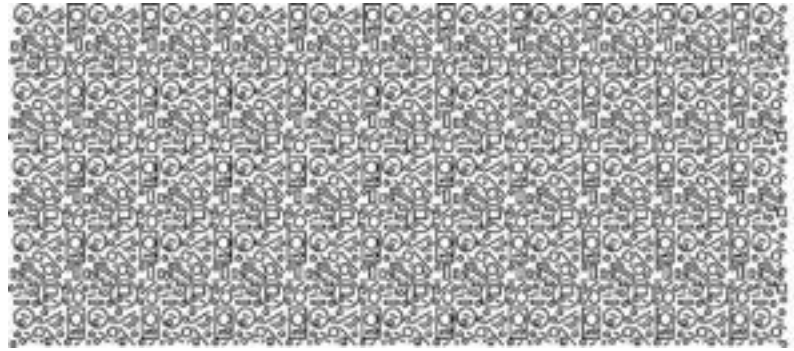
Name: MAYFIELD BIA INCORPORATED

Note: Have you checked your statement today? It's easy to find out more information about each of your transactions by logging on to the CommBank App or NetBank. Should you have any questions on fees or see an error please contact us on the details above. Cheque proceeds are available when cleared.

GST: All transactions marked with a (T) are GST inclusive. This means that the GST has been paid on these transactions and no additional payment is necessary.

The date of transactions shown here may be different on your other transaction lists (for example, the transaction list that appears on the CommBank app).

Date	Transaction	Debit	Credit	Balance
01 Jul	2023 OPENING BALANCE			\$782.59 CR
17 Jul	(T) COMMBIZ FEES TRANS FEES-0351386	8.80		\$773.79 CR
27 Jul	Direct Credit 012721 ATO ATO55634039506I002		2,429.00	\$3,202.79 CR
27 Jul	Direct Credit 301500 MAYFIELD BIA INC Co inv0123	200.00		\$3,002.79 CR



Date	Transaction	Debit	Credit	Balance
08 Aug	Direct Credit 301500 MAYFIELD BIA INC Co inv142live spots	200.00		\$2,802.79 CR
08 Aug	Direct Credit 301500 MAYFIELD BIA INC Co invmayjun23	770.00		\$2,032.79 CR
14 Aug	Direct Credit 301500 MAYFIELD BIA INC Co KMART INV 1	157.50		\$1,875.29 CR
15 Aug (T)	COMMBIZ FEES TRANS FEES-0351386	0.55		\$1,874.74 CR
16 Aug	Direct Credit 301500 MAYFIELD BIA INC Co inv202309	350.00		
15 Sep (T)	COMMBIZ FEES TRANS FEES-0351386	2.20		
28 Sep	Direct Credit 014152 NCLE City Council 160331		110,000.00	
30 Sep 2023	CLOSING BALANCE			

Opening balance	-	Total debits	+	Total credits	=	Closing balance
\$782.59 CR		\$1,689.05		\$112,429.00		\$111,522.54 CR

Transaction Summary during 1st June 2023 to 31st August 2023

Transaction Type	01 Jun to 30 Jun	01 Jul to 31 Jul	01 Aug to 31 Aug	Free	Chargeable	Unit Price	Fee Charged
Staff assisted withdrawals	0	0	0	0	0	\$3.00	\$0.00
Cheques written	0	0	0	0	0	\$3.00	\$0.00
Cheque deposit	0	0	0	0	0	\$3.00	\$0.00
Over the counter deposit	0	0	0	0	0	\$3.00	\$0.00
Quick deposits	0	0	0	0	0	\$3.00	\$0.00
Cheq deposit in quick deposit box	0	0	0	0	0	\$3.00	\$0.00
Total	0	0	0	0	0		\$0.00
Account Fee						\$0.00	\$0.00
Paper Statement Fee						\$2.50	\$0.00

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Email: info@afca.org.au

Call: 1800 931 678, free call Monday to Friday 9am– 5pm, AEST





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THE CHAIRMAN
PO BOX 2374
DANGAR NSW 2309

Tax invoice

Date of Issue 1 Jan 2024

Total amount of taxable
Bank services including
GST \$7.43

Total GST paid on
taxable Bank services \$0.68

Account Number 06 2815 10595159

Statement
Period 1 Oct 2023 - 31 Dec 2023

Closing Balance \$28,615.11 CR

Enquiries 13 1998
(24 hours a day, 7 days a week)



Business Transaction Account

If this account has an attached overdraft limit or facility which is secured over your primary place of residence or over a residential Investment property you should ensure that the property is insured in accordance with the terms and conditions of the mortgage. If you have any queries about your insurance cover you should contact your insurer. Information on property insurance can also be found on www.moneysmart.gov.au. Note, if this account has an attached overdraft limit or facility and we send you a statement every 4 or 6 months, we will update your statement preference to every 3 months as part of changes made to the new Banking Code of Practice from 1 July 2019.

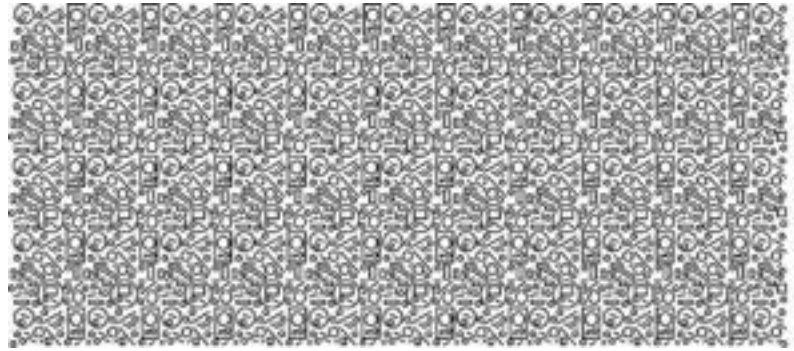
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Date	Transaction	Debit	Credit	Balance
01 Oct 2023	OPENING BALANCE			\$111,522.54 CR
09 Oct	Direct Credit 301500 MAYFIELD BIA INC Co inv0029	339.00		\$111,183.54 CR
09 Oct	Direct Credit 301500 MAYFIELD BIA INC Co inv1452	3,300.00		\$107,883.54 CR
09 Oct	Direct Credit 301500 MAYFIELD BIA INC Co inv5600	1,650.00		\$106,233.54 CR



Date	Transaction	Debit	Credit	Balance
09 Oct	Direct Credit 301500 MAYFIELD BIA INC Co inv5643	1,650.00		\$104,583.54 CR
09 Oct	Direct Credit 301500 MAYFIELD BIA INC Co inv5618	1,650.00		\$102,933.54 CR
09 Oct	Direct Credit 301500 MAYFIELD BIA INC Co inv0100	5,500.00		\$97,433.54 CR
10 Oct	Direct Credit 301500 MAYFIELD BIA INC Co inv0094	5,500.00		\$91,933.54 CR
18 Oct	Direct Credit 301500 MAYFIELD BIA INC Co invmaysep23	350.00		\$91,583.54 CR
18 Oct	BPAY TAX OFFICE PAYMENTS 75556 CommBiz 2556340395067060 2556340395067060	9,916.00		\$81,667.54 CR
18 Oct	Direct Credit 301500 MAYFIELD BIA INC Co invBIAMAY011	8,052.00		\$73,615.54 CR
26 Oct	Direct Credit 301500 MAYFIELD BIA INC Co inv5658pepperit	1,650.00		\$71,965.54 CR
31 Oct	Direct Credit 301500 MAYFIELD BIA INC Co inv1612livespots	3,300.00		\$68,665.54 CR
15 Nov	Direct Credit 301500 MAYFIELD BIA INC Co inv5672	1,650.00		\$67,015.54 CR
15 Nov	Direct Credit 301500 MAYFIELD BIA INC Co INVBIAMAY014	8,657.00		\$58,358.54 CR
15 Nov	(T) COMMBIZ FEES TRANS FEES-0351386	6.33		\$58,352.21 CR
05 Dec	Direct Credit 301500 MAYFIELD BIA INC Co INVMAY012HEG	6,104.00		\$52,248.21 CR
05 Dec	Direct Credit 301500 MAYFIELD BIA INC Co inv5690pepperit	1,650.00		\$50,598.21 CR
15 Dec	(T) COMMBIZ FEES TRANS FEES-0351386	1.10		\$50,597.11 CR
15 Dec	Direct Credit 301500 MAYFIELD BIA INC Co BIAMAY018	400.00		\$50,197.11 CR
15 Dec	Direct Credit 301500 MAYFIELD BIA INC Co BIAMAY015	8,657.00		\$41,540.11 CR
15 Dec	Direct Credit 301500 MAYFIELD BIA INC Co INV5709	3,575.00		\$37,965.11 CR
19 Dec	Direct Credit 301500 MAYFIELD BIA INC Co inv0337	9,350.00		\$28,615.11 CR
31 Dec 2023	CLOSING BALANCE			\$28,615.11 CR

Opening balance	-	Total debits	+	Total credits	=	Closing balance
\$111,522.54 CR		\$82,907.43		Nil		\$28,615.11 CR

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Transaction Summary during 1st September 2023 to 30th November 2023

Transaction Type	01 Sep to 30 Sep	01 Oct to 31 Oct	01 Nov to 30 Nov	Free	Chargeable	Unit Price	Fee Charged
Staff assisted withdrawals	0	0	0	0	0	\$5.00	\$0.00
Cheques written	0	0	0	0	0	\$5.00	\$0.00
Cheque deposit	0	0	0	0	0	\$5.00	\$0.00
Over the counter deposit	0	0	0	0	0	\$5.00	\$0.00
Quick deposits	0	0	0	0	0	\$10.00	\$0.00
Cheq deposit in quick deposit box	0	0	0	0	0	\$5.00	\$0.00
Total	0	0	0	0	0		\$0.00
Account Fee						\$0.00	\$0.00
Paper Statement Fee						\$2.50	\$0.00

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Financial difficulty support for your business

All businesses may experience financial difficulty at some time. But getting support is important and we're here to help. To learn how we can support you, visit commbank.com.au/bfa, contact your Relationship Manager or the Business Financial Assistance team on 13 2607 at any time.



IMPORTANT NOTICE

Reminder about the changes to Cheque and Assisted transaction fees

From 1 October 2023 fees for the following transactions will change:

Transaction type	Current	From 1 October
Assisted over the counter*	\$3	\$5
Cheques (written & deposited)	\$3	\$5
QuickCash bags	\$3	\$10

*Includes deposits and withdrawals made over the counter at a CommBank branch, Australia Post office or private agency (including EFTPOS/ Bank@Post), cheques drawn on your account and cashed over the counter at any CommBank branch, withdrawals or transfers made via telephone banking using an operator.

In addition, for those on the \$10 monthly account option[^], the number of free assisted transactions you can make each month will reduce:

BTA monthly account fee	Current included assisted transactions	New included assisted transactions
\$0	Nil	Nil
\$10 [^]	20	5

[^]Or discounted equivalents

Your monthly access fee will stay the same, and you will still receive free unlimited:

- Electronic transactions
- Deposits and withdrawals via our ATMs

You can visit commbank.com.au/transactionchanges for more information on our fee changes and alternative ways to take payments.

This information has been prepared without taking into account your individual or business needs and objectives. You can view the Terms and Conditions for Business Transaction and Savings Accounts, our Financial Services Guide and the Electronic Banking Terms and Conditions, & PayID Terms and Conditions at commbank.com.au/bta and should consider them before making any decision about these products and services. Bank fees and charges may apply. The target market for these products can be found within the product's Target Market Determination, available at commbank.com.au/TMD.



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THE CHAIRMAN
PO BOX 2374
DANGAR NSW 2309

Tax invoice

Date of Issue 1 Apr 2024

Total amount of taxable
Bank services including
GST \$6.05

Total GST paid on
taxable Bank services \$0.55

Account Number 06 2815 10595159

Statement
Period 1 Jan 2024 - 31 Mar 2024

Closing Balance \$12,280.82 CR

Enquiries 13 1998
(24 hours a day, 7 days a week)

Business Transaction Account

If this account has an attached overdraft limit or facility which is secured over your primary place of residence or over a residential Investment property you should ensure that the property is insured in accordance with the terms and conditions of the mortgage. If you have any queries about your insurance cover you should contact your insurer. Information on property insurance can also be found on www.moneysmart.gov.au. Note, if this account has an attached overdraft limit or facility and we send you a statement every 4 or 6 months, we will update your statement preference to every 3 months as part of changes made to the new Banking Code of Practice from 1 July 2019.

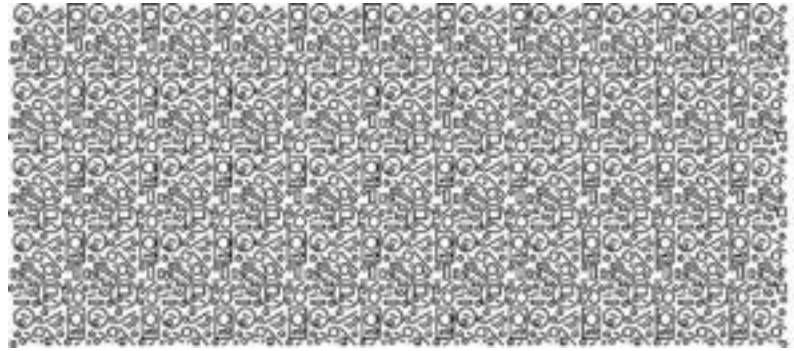
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Date	Transaction	Debit	Credit	Balance
01 Jan 2024	OPENING BALANCE			\$28,615.11 CR
05 Jan	Direct Credit 301500 MAYFIELD BIA INC Co inv0101	5,500.00		\$23,115.11 CR
05 Jan	Direct Credit 301500 MAYFIELD BIA INC Co inv5716	1,650.00		\$21,465.11 CR
15 Jan	(T) COMMBIZ FEES TRANS FEES-0351386	3.30		\$21,461.81 CR



Date	Transaction	Debit	Credit	Balance
18 Jan	Direct Credit 012721 ATO ATO556340395061002		6,635.00	\$28,096.81 CR
13 Feb	Direct Credit 301500 MAYFIELD BIA INC Co INVMAYDEC23	350.00		\$27,746.81 CR
13 Feb	Direct Credit 301500 MAYFIELD BIA INC Co inv10416979	1,595.00		\$26,151.81 CR
15 Feb	(T) COMMBIZ FEES TRANS FEES-0351386	1.10		\$26,150.71 CR
21 Feb	Direct Credit 301500 MAYFIELD BIA INC Co BIAMAY016	8,657.00		\$17,493.71 CR
06 Mar	Direct Credit 301500 MAYFIELD BIA INC Co inv5	54.24		\$17,439.47 CR
12 Mar	Direct Credit 301500 MAYFIELD BIA INC Co invBIAMAY017	5,157.00		\$12,282.47 CR
15 Mar	(T) COMMBIZ FEES TRANS FEES-0351386	1.65		\$12,280.82 CR
31 Mar 2024	CLOSING BALANCE			\$12,280.82 CR

Opening balance	-	Total debits	+	Total credits	=	Closing balance
\$28,615.11 CR		\$22,969.29		\$6,635.00		\$12,280.82 CR

Transaction Summary during 1st December 2023 to 29th February 2024

Transaction Type	01 Dec to 31 Dec	01 Jan to 31 Jan	01 Feb to 29 Feb	Free	Chargeable	Unit Price	Fee Charged
Staff assisted withdrawals	0	0	0	0	0	\$5.00	\$0.00
Cheques written	0	0	0	0	0	\$5.00	\$0.00
Cheque deposit	0	0	0	0	0	\$5.00	\$0.00
Over the counter deposit	0	0	0	0	0	\$5.00	\$0.00
Quick deposits	0	0	0	0	0	\$10.00	\$0.00
Cheq deposit in quick deposit box	0	0	0	0	0	\$5.00	\$0.00
Total	0	0	0	0	0		\$0.00
Account Fee						\$0.00	\$0.00
Paper Statement Fee						\$2.50	\$0.00

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Email: info@afca.org.au

Call: 1800 931 678, free call Monday to Friday 9am– 5pm, AEST





017

THE CHAIRMAN
PO BOX 2374
DANGAR NSW 2309

Tax invoice

Date of Issue 1 Jul 2024

Total amount of taxable
Bank services including
GST \$4.40

Total GST paid on
taxable Bank services \$0.40

Account Number 06 2815 10595159

Statement
Period 1 Apr 2024 - 30 Jun 2024

Closing Balance \$2,719.24 CR

Enquiries 13 1998
(24 hours a day, 7 days a week)



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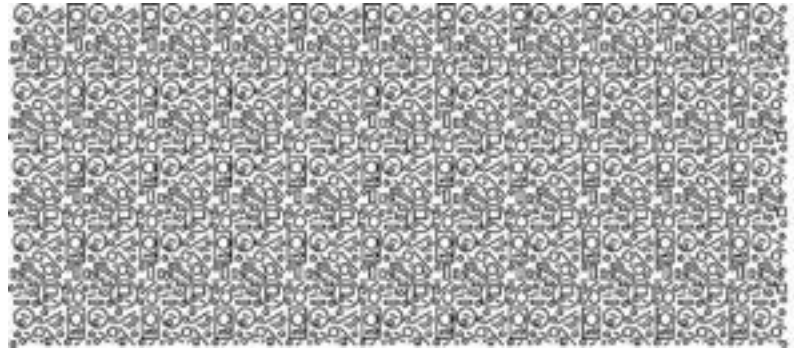
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01 Apr	2024 OPENING BALANCE			\$12,280.82 CR
10 Apr	Direct Credit 012721 ATO ATO55634039506I002		2,083.00	\$14,363.82 CR
12 Apr	Direct Credit 450223 Brand Influence INV - 0007		3,132.82	\$17,496.64 CR
16 Apr	(T) COMMBIZ FEES TRANS FEES-0351386	1.10		\$17,495.54 CR



Date	Transaction	Debit	Credit	Balance
19 Apr	Direct Credit 301500 MAYFIELD BIA INC Co MAYBIAMAR24	350.00		\$17,145.54 CR
30 Apr	Direct Credit 301500 MAYFIELD BIA INC Co inv10420734	2,330.00		\$14,815.54 CR
30 Apr	Direct Credit 301500 MAYFIELD BIA INC Co inv10420726	575.00		\$14,240.54 CR
30 Apr	Direct Credit 301500 MAYFIELD BIA INC Co inv5787	825.00		\$13,415.54 CR
30 Apr	Direct Credit 301500 MAYFIELD BIA INC Co inv10420735	850.00		\$12,565.54 CR
15 May	(T) COMMBIZ FEES TRANS FEES-0351386	2.75		\$12,562.79 CR
26 May	Direct Credit 301500 MAYFIELD BIA INC Co iv24004	1,500.00		\$11,062.79 CR
12 Jun	Direct Credit 500946 DIGGERSNEWCASTLE MEX CLUB MAYFIELD		500.00	\$11,562.79 CR
17 Jun	(T) COMMBIZ FEES TRANS FEES-0351386	0.55		\$11,562.24 CR
18 Jun	Direct Credit 301500 MAYFIELD BIA INC Co biamay019	2,408.00		\$9,154.24 CR
18 Jun	Direct Credit 301500 MAYFIELD BIA INC Co inv5788	3,300.00		\$5,854.24 CR
18 Jun	Direct Credit 301500 MAYFIELD BIA INC Co inv5821	3,135.00		\$2,719.24 CR
30 Jun 2024	CLOSING BALANCE			\$2,719.24 CR

Opening balance	-	Total debits	+	Total credits	=	Closing balance
\$12,280.82 CR		\$15,277.40		\$5,715.82		\$2,719.24 CR

Transaction Summary during 1st March 2024 to 31st May 2024

Transaction Type	01 Mar to 31 Mar	01 Apr to 30 Apr	01 May to 31 May	Free	Chargeable	Unit Price	Fee Charged
Staff assisted withdrawals	0	0	0	0	0	\$5.00	\$0.00
Cheques written	0	0	0	0	0	\$5.00	\$0.00
Cheque deposit	0	0	0	0	0	\$5.00	\$0.00
Over the counter deposit	0	0	0	0	0	\$5.00	\$0.00
Quick deposits	0	0	0	0	0	\$10.00	\$0.00
Cheq deposit in quick deposit box	0	0	0	0	0	\$5.00	\$0.00
Total	0	0	0	0	0		\$0.00
Account Fee						\$0.00	\$0.00
Paper Statement Fee						\$2.50	\$0.00

Important Information:

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

You can fix most problems simply by contacting us.

Write to: CBA Group Customer Relations, Reply Paid 41, Sydney NSW 2001

Tell us online: commbank.com.au/support/compliments-and-complaints.html

Call: 1800 805 605 (free call)

You can also contact the Australian Financial Complaints Authority, AFCA, an independent external dispute resolution body approved by ASIC - time limits may apply, visit AFCA, afca.org.au, website for more information.

Write to: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

Email: info@afca.org.au

Call: 1800 931 678, free call Monday to Friday 9am– 5pm, AEST



IMPORTANT NOTICE

Fee Changes to Paper statements

From **1 July 2024**, a fee will apply to all statements issued in paper regardless of the statement frequency, as set out below (please see section 2.2 and 3.1 in the Business Transaction and Savings Accounts Terms and Conditions).

Account Type	Account	Paper Statement Type	Previous Paper Statement Fee	Paper Statement Fee from 1 July 2024
Transacting	Business Transaction Account	Standard Cycle Paper Statement	\$0	\$5
		Out of Standard Cycle Paper Statement	\$2.50	\$5
Savings	Business Online Saver	Standard Cycle Paper Statement	\$2.50	\$5
		Out of Standard Cycle Paper Statement	\$2.50	\$5

To avoid paper statement fees, you can switch your statement delivery method to electronic at any time through electronic channels (CommBiz or NetBank), or by contacting the Bank.



IMPORTANT NOTICE

Fee Changes to Paper statements

This information has been prepared without taking into account your individual or business needs and objectives. You can view the Terms and Conditions for Business Transaction and Savings Accounts, our Financial Services Guide and the Electronic Banking Terms and Conditions, and PayID Terms and Conditions at commbank.com.au/btssa and should consider them before making any decision about these products and services. Bank fees and charges may apply.