



Commonwealth Bank

Commonwealth Bank of Australia  
ABN 48 123 123 124 AFSL and  
Australian credit licence 234945



023

3194

MRS VIJAYALAXMI AKKENAPALLY  
UNIT 1 306 PASCOE VALE RD  
ESSENDON VIC 3040



24 December 2023

**Your minimum repayments are increasing for your home loan - 788169724**

Dear MRS VIJAYALAXMI AKKENAPALLY

Over the life of your home loan, your minimum repayments may need to be adjusted to help keep you on track to repay your home loan within the term you've chosen.

This can occur for a variety of reasons, such as:

- Your interest rate has increased due to an increase in the reference rate, or you have switched your product
- Your home loan package has closed and your discount has been removed, or your home loan package discount has been changed.
- A fixed rate, Interest Only or introductory interest rate period you were on has ended
- You have withdrawn funds from your redraw facility <sup>1</sup>

The changes and the dates they come into effect are outlined in the table below.

**Your new minimum monthly required repayment**

Your current monthly minimum	\$1,652.00
<b>Your new monthly minimum</b>	<b>\$1,704.00</b>
Your new monthly Direct Debit	\$1,704.00
Your new minimum is payable on	26/03/2024 As your repayments are made by Direct Debit, you won't need to do anything. Your new repayment amount will automatically commence on 26/03/2024.

**Your options**

**Do nothing and maintain your current payment arrangements**

As your minimum repayments are made by Direct Debit, you won't need to do anything. Your new minimum repayment amount will automatically commence on or after the date outlined above.

\*# 9563.39452.1.3 ZZ501 0204 SL.DH.S106.D358.OV03.01.38

<sup>1</sup>Including if you withdrew funds from your redraw facility on the same day your current fixed rate loan started.

## Make changes to reduce your interest charges

What you can do Your product	Make additional lump sum payments	Increase your regular repayment amount at any time in 'NetBank' <sup>12</sup> or the CommBank App	Change to weekly or fortnightly repayments	Link an Everyday Offset
Standard Variable Rate home loan	✓	✓	✓	✓
Fixed Rate home loan	✓ (Up to \$10,000 per fixed year without incurring Early Repayment Adjustment and Administrative Fee)		✓	✗
Extra home loan	✓	✓	✓	✗

If you'd like more information on how we make changes to your home loan repayments or your options, visit [commbank.com.au/repaymentchanges](http://commbank.com.au/repaymentchanges).

### Important

Please keep this letter for your records. It outlines your changed repayment arrangement and is a variation of your contract.

### We're here to help

If you need any further help regarding your home loan, contact us by:

- Calling your Home Lending Specialist, Relationship Manager or Broker
- Messaging us in the CommBank App
- Calling us on **13 2224** between 8am and 7pm Monday to Friday or 9am to 2pm Saturday (Sydney/Melbourne time)
- Visiting any CommBank branch

### Financial Hardship

If you think these changes will make it difficult for you to make your repayments, visit [commbank.com.au/hardship](http://commbank.com.au/hardship) or call 13 30 95 between 8am and 9pm Monday to Friday or 9am to 2pm Saturday (Sydney/Melbourne time). We're here to help and will work with you to develop a solution tailored to your needs.

If you are experiencing financial hardship and have an agreed alternative payment arrangement we will continue to support you through these arrangements:

- If you are currently being supported on a hardship arrangement, while your minimum repayment will increase, there is no change to your hardship arrangement. Please continue to make payments as agreed.
- If you are paying greater than your minimum repayment to clear arrears, you will need to maintain the new increased minimum repayment amount plus the extra amount you agreed to clear the arrears.
- If you are unable to do so, please contact us and we will amend your payment arrangement so that we can continue to support you.

If you have any questions around your agreed payment arrangement, please call 13 30 95 between 8am and 9pm Monday to Friday or 9am to 2pm Saturday (Sydney/Melbourne time).

Yours sincerely,

The CommBank Team

<sup>12</sup>If not already registered for NetBank, you should consider whether it is appropriate for you by considering the terms and conditions available at [netbank.com.au](http://netbank.com.au). You can register online for NetBank if you have a CommBank Keycard, Debit Mastercard or Credit Card or you can call us on 13 2221 or visit any of our branches.



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## Your Statement

Statement 4

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Account number

788169724

Statement period

2 Nov 2023 - 31 Dec 2023

Required  
Repayments

\$1,652.00 per month

Interest rate

6.800% per annum

Loan balance

\$260,940.74 DR

Enquiries

13 2224 or your Branch



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MRS VIJAYALAXMI AKKENAPALLY  
UNIT 1 306 PASCOE VALE RD  
ESSENDON VIC 3040

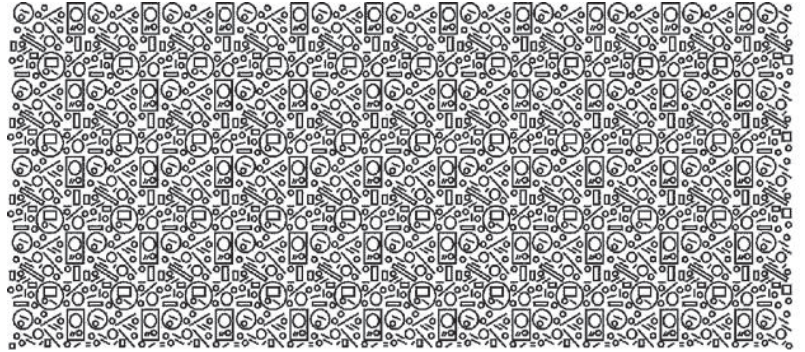
### Investment Home Loan Summary

**Important note** Please check the information in this statement and notify us immediately if anything is incorrect. Keep this statement for your records.

<b>Loan snapshot</b>	<b>Opening balance 2 November 2023 in debit</b>	<b>\$260,300.00</b>
	Government charges	Nil
	Bank fees	Nil
	Interest	+ \$2,920.74
	Repayments/Payments	- \$2,280.00
	<b>Closing balance 31 December 2023 in debit</b>	<b>\$260,940.74</b>
<b>Interest</b>	<b>Interest you paid on your loan 02/11/23 - 31/12/23</b>	<b>+ \$2,920.74</b>

### Support for home loan customers

Discover a range of tools and tips to help with the everyday cost of living at [commbank.com.au/homeloansupport](https://commbank.com.au/homeloansupport)



## Borrowers




VIJAYALAXMI AKKENAPALLY AND MAHIPAL VOODEM

## Security Address

Lot 244 Oleander Circuit, BEVERIDGE

3753

## Investment Home Loan Transactions - BSB 062370 - Account 788169724

Date	Transaction description	Debits	Credits	Balance
	Interest rate as of 02/11/23 - 6.550% per annum			
	0.000% interest rate per annum applied on loan balance equal to amount held in any linked Everyday Offset Account(s)			
02 Nov	Opening balance			\$260,300.00 DR
	Change in interest rate on 17/11/23 to 6.800% per annum			
17 Nov	0.000% interest rate per annum applied on loan balance equal to amount held in any linked Everyday Offset Account(s)			
26 Nov	Interest charged	1,464.10		\$261,764.10 DR
26 Nov	Repayment/Payment		1,140.00	\$260,624.10 DR
26 Dec	Interest charged	1,456.64		\$262,080.74 DR
26 Dec	Repayment/Payment		1,140.00	\$260,940.74 DR
29 Dec	We confirm changes to your new minimum required repayment amount effective from 26/03/2024: Interest rate (Item C): 06.800% pa. Your Direct Debit Repayment Amount will increase to \$1704.00 per month from 26/03/2024 to meet your new required repayment. Required monthly repayment amount (Item E): \$1704.00 due 26/03/2024. Loan Term (Item E(iv)): 30 Years.			
31 Dec	Closing balance			\$260,940.74 DR

## Important Safety Notice: Keeping your accounts safe

Contact us immediately, anytime, on **13 2221** if you notice any suspicious activity on your account or if you need to report a lost or stolen card.

### What to look out for

Other people may make unauthorised transactions on your account by gaining access to your personal information. They commonly gain your personal information by posing as another person or business, or by stealing your passwords. This is usually done by SMS or email phishing, and via telephone scams. This information is then often used to make unauthorised transactions on your accounts.

### How can I keep my accounts safe?

Keep your devices, PIN and passwords secure so that nobody can gain access or discover this information.

- Memorise your codes and delete or destroy any record of them.
- If you are waiting for your card in the mail, secure your letterbox at all times.
- Don't tell anyone your passwords or PINs - including family, friends and anyone who claims they are from the bank.
- Don't choose any passwords or PINs which are easily guessed, such as your birthday, name, phone number, or numbers which form a pattern.

Keep your cards and devices safe, take extra care of your online wallets and mobile banking applications.

- Activate and set a PIN on your card as soon as you receive it.
- Regularly check your card is still in your possession.
- Cancel, cut up and securely dispose of any card you no longer use.
- Don't let anyone else register their own thumbprint or other biometrics on your device.
- Don't leave your card unattended when you are in public, including at work.

### Has there been an unauthorised transaction on your account?

1. Double check that the transaction was not made by you, or an authorised person on the account.
2. Document the incorrect transaction.
3. Contact the merchant that charged you (most issues can be resolved faster that way).

For more information, visit:

**[commbank.com.au/support/disputing-a-transaction.html](https://commbank.com.au/support/disputing-a-transaction.html)**

If this issue is still unresolved, contact us within 30 days of your transaction statement date, and we may be able to exercise our chargeback rights to recover your funds.

Please note: We cannot request a chargeback on BPAY payments because different rules apply (these rules are set out in the ePayments Code).

To find out more about chargebacks, visit:

**[commbank.com.au/support/faqs/1387.html](https://commbank.com.au/support/faqs/1387.html)**

**Important information:** This document is a guideline only. If you don't take reasonable measures to protect your cards and devices, or protect your personal and security information, or prevent others from accessing such information, you may be liable for any unauthorised transactions. Your liability for any losses arising from unauthorised transactions is determined in accordance with the ePayments Code and is set out in your account Terms and Conditions. For a copy visit [commbank.com.au](https://commbank.com.au). To notify us of any account security issues, simply call 13 2221, 24 hours a day, 7 days a week.

