

A new CommBiz experience on the way for CommBank's business customers

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Key points

- CommBank is refreshing CommBiz with a modern, more intuitive experience, making it easier for business customers to manage everyday banking.
- The updated experience will progressively introduce customisable dashboards, smarter cash flow insights, AI-powered support and streamlined payments¹ and administration.
- The changes will roll out progressively over the coming months, alongside enhanced security measures including a simplified Multi-Factor Authentication process.

CommBank's digital business banking platform CommBiz is getting a new look, providing users with intelligent security, intuitive design and actionable insights.

The changes, which will be rolled out progressively over the next few months, are designed to make it easier for customers to navigate CommBiz, manage day-to-day banking tasks and access the information they need, while maintaining the functionality they already rely on.

The refreshed CommBiz experience focuses on simplifying common tasks, improving usability and stronger security.

Customers will notice a modern home page, enhanced navigation, improved payment and administration dashboards, and greater flexibility to customise the information most relevant to them.

- Modern design and simpler navigation, allowing users to find what they need faster with a more intuitive layout
- Customisable homepage, bringing payments, tasks, alerts and information most relevant to individual users and helping them stay on top of their banking.
- Smarter insights, providing a clearer view of cash flow trends.
- 24/7 access to AI-powered support, with the option to connect to a person if required.
- Simplified payments and administration, allowing users to process payments, authorisations and complete admin tasks more efficiently.

Kim Hughes, CommBank's General Manager Digital and Transformation, said: "Business customers have told us they want digital banking experiences that are easy to navigate and help them complete tasks more efficiently.

"The updated experience is intended to reduce complexity and address common customer pain points, while creating a stronger foundation for future enhancements."

CommBank is also simplifying the Multi-Factor Authentication (MFA) process for CommBiz

administrators, before broader implementation of MFA across all users.

What do customers need to do?

Most customers will not need to take any action. Customers will be notified when the new experience becomes available to them and will continue to be able to access the banking services they use today.

Because the updated screens may look different, we encourage customers to familiarise themselves with the changes, ensure they log in via CommBank's website only, and remain alert to potential scams.

A broader digital banking transformation

The CommBiz refresh forms part of CommBank's broader investment in modernising its digital banking platforms.

Business Banking customers, including many small business owners, are also beginning to transition to NetBank Next, a redesigned online banking experience featuring simpler navigation, a cleaner layout and more intuitive way to manage everyday banking. Together, these investments are designed to make digital banking easier to use today while creating a stronger platform for future enhancements.

For more about the new CommBiz, visit: www.commbank.com.au/new-commbiz

¹ For eligible CommBank accounts, T&Cs, fees and charges may apply.

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