

Commonwealth Bank

Domestic and family violence assistance for customers



We're here to help

If you're a CommBank customer experiencing domestic or family violence, you can speak to our specialist Community Wellbeing team about your financial needs. This includes situations of financial abuse.

Our Community Wellbeing team provides confidential support to help customers with their immediate banking needs.

The specialists are not trained trauma counsellors, they're bank staff specifically trained who will discuss financial needs.

How to get in touch

You can submit a confidential call request via a webform on commbank.com.au/dfv or CBA staff can complete an eForm on your behalf.

The team will call back at a safe time that you can nominate on the webform.

How our DFV assistance works

You'll have access to a Community Wellbeing specialist who will assess your needs and help you safely manage your finances

You'll receive ongoing specialist financial assistance if you're experiencing financial hardship as a result of your situation

You may be referred to other services, if appropriate

Who is eligible?

CBA customers, staff and Bankwest staff who:

- are experiencing domestic and family violence, or are in a financial abuse situation
- over 16 years of age

To receive any financial support designed to provide short term practical assistance, customers must have:

- a valid CBA transaction account that has been open and operational for at least 6 months prior to the request or an active credit facility
- limited ability to support themselves financially

