



Stephen Cooke &lt;stephen@cookeincode.com&gt;

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**I've received your complaint reference CF-14491371C**

2 messages

Jo.GilesRichards@cba.com.au &lt;Jo.GilesRichards@cba.com.au&gt;

9 April 2025 at 02:08

To: stephen@cookeincode.com

Dear Stephen

**We have received your complaint**

Thank you for your complaint about a stop placed on your NetBank.

I am writing to let you know that I am investigating it and aim to provide an outcome by 1 May 2025. I will also explain your options if you are not satisfied with my decision.

I have attempted to contact you today on the number held on file for you and was unable to get in touch.

**I will investigate the issues you raised**

Investigations often include:

- identity verification
- contacting you to discuss your complaint
- gathering more information about the issues you've raised

**We need you to provide more information**To assist me in investigating your complaint and providing you with a response, please contact me on [jo.gilesrichards@cba.com.au](mailto:jo.gilesrichards@cba.com.au) or on 02 8388 3856 to discuss your complaint. Otherwise, please provide me with your preferred phone number, date and time to contact you. My working hours are from 8am to 4.30pm Monday to Friday (AEST)**Additional support**Support is available when you need it. You can find support options at [www.commbank.com.au/support/financial-support](http://www.commbank.com.au/support/financial-support).At the Commonwealth Bank, we take your privacy seriously. We collect and handle your personal information to address your complaint and provide any further support you may need. Your personal information will be shared with our complaints specialist team and other teams within the Commonwealth Bank as necessary for these purposes. To find out more about how the Commonwealth Bank collects and handles your information, please visit our Group Privacy Statement via <https://www.commbank.com.au/support/privacy.html>

Please let me know if there are any other issues to consider or if you have any questions.

Regards,  
Jolene Richards  
Customer Relations Manager  
Commonwealth Bank of Australia**Commonwealth Bank**

\*\*\*\*\* IMPORTANT MESSAGE \*\*\*\*\*

This e-mail message is intended only for the addressee(s) and contains information which may be confidential. If you are not the intended recipient please advise the sender by return email, do not use or disclose the contents, and delete the message and any attachments from your system. Unless specifically indicated, this email does not constitute formal advice or commitment by the sender or the Commonwealth Bank of Australia (ABN 48 123 123 124 AFSL and Australian credit licence 234945) or its subsidiaries.

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**Stephen Cooke** <stephen@cookeincode.com>  
To: Jo.GilesRichards@cba.com.au

11 April 2025 at 08:11

Dear Jolene,

Thank you for your email.

I'm available and reachable for the next hour or so. Please feel free to try me again on **0412 846 712** during this time.

If we're unable to connect, I'm happy to arrange another suitable time that works within your hours.

Kind regards,  
Stephen

[Quoted text hidden]