



Stephen Cooke <[stephen@cookeincode.com](mailto:stephen@cookeincode.com)>

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## Your CBA complaint reference CF-14491371C

3 messages

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**Jo Giles-Richards** <[Jo.GilesRichards@cba.com.au](mailto:Jo.GilesRichards@cba.com.au)>

22 April 2025 at 04:08

To: "stephen@cookeincode.com" <[stephen@cookeincode.com](mailto:stephen@cookeincode.com)>

**[ CBA Information Classification: Customer and Personal ]**

Dear Stephen

I hope you are well.

Please let me know if you will be available to discuss your complaint tomorrow morning (Wednesday) between 10am and 12pm AEST.

Kind regards,



**Jo Richards**

Customer Relations Manager

Group Customer Relations

GPO BOX 41 Sydney NSW 2000

**Telephone:** 02 8388 3856

**Email:** [jo.gilesrichards@cba.com.au](mailto:jo.gilesrichards@cba.com.au)

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**Our purpose: Building a brighter future for all.**

**CommBank acknowledges the Traditional Owners of the lands across Australia as the continuing custodians of Country and Culture.**

**We pay our respect to First Nations peoples and their Elders, past and present.**

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

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We can be contacted through our web site: [commbank.com.au](http://commbank.com.au). If you no longer wish to receive commercial electronic messages from us, please reply to this e-mail by typing Opt Out in the subject line.

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[ CBA information handling guidelines can be found on our web site: [commbank.com.au/DataClass](http://commbank.com.au/DataClass) ]

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**Stephen Cooke** <[stephen@cookeincode.com](mailto:stephen@cookeincode.com)>  
To: Jo Giles-Richards <[Jo.GilesRichards@cba.com.au](mailto:Jo.GilesRichards@cba.com.au)>

22 April 2025 at 07:05

Yes, I'm available during that window.

[Quoted text hidden]

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**2 attachments**



**image001.png**  
5K

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**image002.png**  
1K

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**Stephen Cooke** <[stephen@cookeincode.com](mailto:stephen@cookeincode.com)>  
To: Jo Giles-Richards <[Jo.GilesRichards@cba.com.au](mailto:Jo.GilesRichards@cba.com.au)>

23 April 2025 at 03:28

Please try me again, the phone call disconnected as I answered - half a ring and disconnected.

[Quoted text hidden]