

Mr David Ashton



17 November 2022

Complaint Reference CF-12671399C

Dear David,

We're sorry you've had some trouble, but we're glad you reached out. Thanks for being patient while we worked on your case. It gave us the time to go through the finer details of your matter regarding the Bank's partnership with CoGo.

The outcome of my investigation

After reviewing the information you provided and cross-checking it against our records, I was able to make the following conclusions.

- You are dissatisfied with the Bank's partnership with CoGo and have subsequently closed your Commonwealth Bank account as a result. I am sorry to read that you do not agree with the Bank's decision to participate.
- Within current versions of the CommBank app **this feature cannot be opted out of or switched off.** I do apologise for any frustration that this may cause.
- **What is carbon tracking and offsetting?**
 - A carbon footprint is used to measure a person's impact created on the environment by calculating greenhouse gases emitted from their activities. Carbon tracking is when these emission values are stored and reported on over time, and provides customers with insights on how their lifestyle may impact the environment over time.
 - Carbon offsetting can be used to counteract your carbon footprint by purchasing the benefits of authorised Australian Carbon Credit Units (ACCUs). These units are issued by the Clean Energy Regulator for greenhouse gas abatement activities, and each ACCU represents 1 tonne of carbon dioxide. ACCUs are generated through environmental projects, e.g. the regeneration of Australian bushland, and are stored on the National Registry of Emission Units.
 - I can also confirm that your carbon footprint estimate within the CommBank app is not and will never be sent to any third-party. **Nor will it impact your relationship with, or financial position with the bank – such as loan applications or credit reporting.**
- For more information about the Cogo partnership, please visit:
commbank.com.au/about-us/sustainability-hub/cogo.html

I understand that this may not be the outcome you were hoping for, however your feedback is important and I have provided the details of your experience with us to allow us to continually improve on our customer service and ensure future customers do not have the same experience as you.

I trust that this addresses your concerns and the matter is now resolved. However, if you feel there are still further issues you would like to address or you would like to chat openly about this email



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please reply with the best time and date that you are available or please feel free to contact me on the contact details below.

Your options

There is nothing further you need to do if you are satisfied with the outcome.

If you are not satisfied with the outcome of our investigation you can:

Contact our Commonwealth Bank Complaints team

Write to: CBA Group Customer Relations, Reply Paid 41, Sydney NSW 2001

Tell us online:

<https://www.commbank.com.au/support/compliments-and-complaints.html>

Call: 1800 805 605 (free call)

Contact the Australian Financial Complaints Authority (AFCA), an independent external dispute resolution body approved by ASIC
(time limits may apply, visit AFCA, afca.org.au, website for more information)

Write to: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

Email: info@afca.org.au

Call: 1800 931 678 (free call Monday to Friday 9am–5pm, AEST)

If you would like more information, you can contact me on +61 2 86457276 or at Jessica.Dilger@cba.com.au.

Regards,
Jessica Dilger
Retail Complaints Specialist
Commonwealth Bank of Australia