



**Commonwealth** Bank

## **Media Release**

### **COMMONWEALTH BANK AND SOUTH EAST WATER FIRST WITH BPAY VIEW™**

**Sydney: January 21, 2002:** The Commonwealth Bank today announced that it is the first bank to go live with BPAY View™, the new Internet bill presentment and payment service.

From today, Commonwealth Bank NetBank customers will be able to register to receive their South East Water bill at their internet banking site. Other financial institutions and billers will be introducing BPAY View progressively throughout 2002.

“This is good news for the 1.3 million customers of South East Water and for our growing online banking customer base who will now have the ability to receive, view and pay their bills using NetBank,” General Manager eCommerce, Bernadette Fifield said.

NetBank has experienced rapid growth over the past 12 months and now has over 1.5 million customers. Overall the Commonwealth Bank has over 2 million online customers.

“More than 7,000 billers accept BPAY as a payment method, giving Australians a convenient way to pay their bills. The rapid growth in billers utilising BPAY has been a result of them recognising the convenience of BPAY to their customers.

“With BPAY View our customers can access, review and pay their South East Water bills faster and more easily than with paper bills. South East Water customers can view their bill, review current and outstanding account balances and access full bill details from the convenience of their NetBank site”, added Ms. Fifield.

South East Water's General Manager Sales and Marketing, Murray Goddard, said "We're extremely pleased to be taking a lead with BPAY View. We're particularly impressed by the increased flexibility and convenience it offers our customers in managing their water account".

One in every two Australian households has Internet access and 4 million customers are registered for Internet banking. Nearly half of the 6 million monthly BPAY payments are made via the internet.

BPAY General Manager Linda Hemstrom said the rapid growth of BPAY payments points to a speedy take-up of the new Internet bill viewing service.

"Australians lead the world in Internet Banking and we believe this new service is a significant advance, especially for households and small businesses, Ms Hemstrom said.

South East Water is the first of 19 major billers who announced their intention to offer BPAY View in the first half of 2002.

Customers can view the Commonwealth Bank's website at [www.commbank.com.au/netbank](http://www.commbank.com.au/netbank) or visit the BPAY website to view a list of participating billers and financial institutions on the BPAY website at [www.bpay.com.au](http://www.bpay.com.au).

**ENDS**