

❖ I am missing a token, what do I do?

- At times a token may be missed, this is not a worry as the system still counts your banking towards a reward. Just place a short note into your next banking, advising the school banking coordinator that you missed out on a token the previous week, and they will give you one. ***(Also note that all silver tokens should stay with the bank book so that coordinators know how many you have. Gold tokens can be taken out and kept.)***

❖ Where can I get a rewards form from?

- Normally coordinators will give you a form when you are almost due for a reward. If you don't receive one, you can place a short note into your next banking, asking for one. Or you can download and print one from the school banking website:

<https://www.commbank.com.au/personal/kids/school-banking.html>

❖ Can you tell me my account balance?

- **No.** School banking coordinators **do not** have access to your account and cannot view any personal information. School banking coordinators simply deposit into your account from the school banking portal. The only information visible is your name, account number, deposit amount, school banking ID number and rewards information.

❖ I forgot to put my bank book in last week, can I deposit twice in the next week?

- **No.** The school banking portal will only let coordinators deposit for a student, **once** in a week. Therefore, if you forget one week, the only thing that can be done is to add all the money together as **one** deposit in the next week. **Not two separate ones.**

❖ Where do I get a new book or yellow bank book folder from?

- School banking coordinators have spare books. Just place a note into your banking, requesting one, and we will issue you a new one. You can also go to any CBA branch for a new book.

❖ Can I save up my reward points?

- Yes. If you don't like the current terms rewards, you can wait to order in another term and get multiples of a reward you do like.

❖ Can I order any reward when I want?

- No. You can only order a reward for the current term, or any previous terms (provided it is still in stock). There are two rewards per term to choose from.

❖ Can my sibling also bank, even if they don't attend the school?

- Yes. Provided they have a youth saver account of their own. Only one name can be on an account for school banking. You can send their book in with your own.

❖ When will my reward arrive?

- It takes one to two weeks from the banking coordinators receiving your form and placing the order, to the reward arriving at school.

Remember: School banking is every TUESDAY.

Coordinators are available until 10am to answer any other questions you may have!

Thank you,
School Banking Coordinators