

CBA

Core Personal Products

eLearning script

Version 2.4

**Savv-e Pty Ltd  
abn**: 710 766 710 13  
Level 7, 33 Chandos St,  
St Leonards, NSW 2065

Euan Ramsey-Stewart  
**t**: (02) 9901 4522  
**e**: euan@savv-e.com.au  
**w**: [www.savv-e.com.au](http://www.savv-e.com.au)

# **Table of Contents**

[Version control 4](#_Toc524537706)

[How to read this document 5](#_Toc524537707)

[Resources 6](#_Toc524537708)

[Detailed script 7](#_Toc524537709)

[Screen overlay carousel 7](#_Toc524537710)

[Home page 8](#_Toc524537711)

[Topic 1: Core Personal Products 9](#_Toc524537712)

[1.1. Personal needs 9](#_Toc524537713)

[1.2. Optimise personal financial wellbeing 9](#_Toc524537714)

[1.3. Products available 10](#_Toc524537715)

[1.4. How to identify needs 14](#_Toc524537716)

[1.5. Accessing Product Resources 15](#_Toc524537717)

[1.6. Types of advice and fulfilment channels 16](#_Toc524537718)

[Topic 2: Meeting customer needs 17](#_Toc524537719)

[2.1. Meet John Khan 17](#_Toc524537720)

[2.2. The right questions 17](#_Toc524537721)

[2.3. Finding a solution 18](#_Toc524537722)

[2.4 Meet Karen Lo 20](#_Toc524537723)

[2.5 Identifying a need 21](#_Toc524537724)

[2.6 Using your resources portals 22](#_Toc524537725)

[2.7 Jones Beach Newsagencies 23](#_Toc524537726)

[2.8 Identifying customer needs 23](#_Toc524537727)

[2.9 Wrap up 24](#_Toc524537728)

[2.10 Meet Luis Mutabe 26](#_Toc524537729)

[2.11 Considering the customer need 26](#_Toc524537730)

[2.12 The right solution 27](#_Toc524537731)

[Topic 3: Challenge 29](#_Toc524537732)

[3.1. Challenge 29](#_Toc524537733)

[3.2. Question 1 29](#_Toc524537734)

[3.3 Question 2 30](#_Toc524537735)

[3.4 Question 3 31](#_Toc524537736)

[3.5 Question 4 32](#_Toc524537737)

[3.6 Question 5 33](#_Toc524537738)

[3.7 Question 6 33](#_Toc524537739)

[3.8 Question 7 34](#_Toc524537740)

[3.9 Question 8 35](#_Toc524537741)

[3.10 Congratulations 36](#_Toc524537742)

[3.11 Quiz Results 37](#_Toc524537743)

[3.12 Your source of truth 37](#_Toc524537744)

# Version control

|  |  |  |  |
| --- | --- | --- | --- |
| **Version** | **Date Created** | **Purpose** | **Created/Amended by** |
| 1.0 | 07.09.2018 | Draft Script | Savv-e (ERS) |
| 1.1 | 10.09.2018 | Draft Script resent with updates | Savv-e (ERS) |
| 1.2 | 11.09.2018 | Draft Script reviewed | Savv-e/CBA (ERS/CR) |
| 1.3 | 12.09.2018 | Changes by CBA implemented | Savv-e/CBA (ERS/CR) |
| 2.0 | 17.09.2018 | Changes by CBA implemented. Final send to Compliance for final Sign-off | Savv-e/CBA (ERS/CR) |
| 2.1 | 18.09.2018 | Changes by CBA to product Everyday Offset(EDO) accepted | Savv-e/CBA (ERS) |
| 2.2 | 03.10.18 | Changes to completion 3.12 | Savv-e /CBA (SS and CR) |
| 2.3 | 09.10.18 | Changes to script – beta feedback | Savv-e /CBA (SS and CR) |
| 2.4 | 22.10.20 | Clean | Savv-e (KW) |

# How to read this document

This document provides a precise specification to be used for the build of the **Core Personal Products** eLearning module. Each numbered section in this document represents a single screen in the final module, and specifies all elements to appear on that screen, including:

* The title of the screen
* Screen navigation instructions
* On-screen text exactly as it will appear in the final module, including all grammar and punctuation
* A detailed description of any image/s OR a thumbnail version of images that have been selected (NB: images are placeholders at this stage and will be updated once the Interface Design is signed off)
* Captions for any images exactly as they will appear on screen
* Audio transcript of any audio exactly as it will be recorded (**NB:** no audio proposed for this module).
* Exact video transcript and detailed production notes for any video to be produced (**NB:** no videos proposed for this module).
* Any instructions relating to the specific screen, such as timing of images/text, randomisation of questions or description of any animations

This document is the master document that will be used in the build of your module. Please return this document to Savv-e, marked up with your requested edits/changes.

**It is important that your review and feedback is accurate and complete, and is consolidated from all stakeholders. Where different stakeholders have diverse opinions or questions, these need to be resolved before returning the document to Savv-e. Please do not give general comments or vague feedback, but provide the exact wording you would like to see in your module.**

Savv-e will review and accept the edits and forward the final version to you with a sign-off sheet. Any changes to the final version of this document will likely result in schedule and/or budget adjustments.

# Resources

A ‘Resources’ icon in the header of the eLearning component launches a list of resources with links to those resources.

[CBA: if there are additional resources you would like to see included, please list them below]

|  |  |  |
| --- | --- | --- |
| **Resource** | **Hyperlink/PDF** | |
| iSource app | | Link to download the Isource and PPL App (.03 Information Text):   <https://one.cba/#/myapps> |
| PPL app | | Link to download the Isource and PPL App (.03 Information Text):   <https://one.cba/#/myapps> |
|  | |  |

# Detailed script

## Screen overlay carousel

|  |  |  |
| --- | --- | --- |
| **Screen overlays: Personal advice warning** | | **Image** |
| Title text: | **Before you start** | |
| 0.1 Information text: | This module is about providing personal advice to a customer where we can take into consideration one or more of the customer’s objectives, financial situation and needs.  If you are not accredited to provide personal advice, always refer the customer to an appropriately qualified team member. | Information presented via carousel in overlay |
| Prompt buttons: | **Next** | Carousel moves to next slide |
| 0.2 Information text | Bankers who are accredited to give Deposit Products general advice only are encouraged to complete this module to gain an understanding of the products and solutions available, but are reminded you are limited to providing product factual information that does not take into account the customer’s personal circumstances. | Information presented via carousel in overlay |
| Prompt buttons: | **Next** | Carousel moves to next slide and new title appears |
| Title text: | **Resources to use** | |
| 0.3 Information text: | Download the iSource app from the Group One.CBA intranet Apps for the latest detailed information on Personal Products and Solutions. Use this app along with the Business Banking PPL app to obtain all your policy, product and process information. | iSource app logo included (Provided by CBA) icon should be clickable as well as the download button. Clicking (optional) takes learner to download page for the app on CBA Intranet page (link to be provided by CBA) |
| Prompt buttons: | **Download** | Clicking takes learner to download page for the app on CBA Intranet page. (link to be provided by CBA) |
| Prompt buttons: | Next | Carousel moves to next slide |

## Home page

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Screen type: Home page** | | | | |
| Default text: | | **Welcome to Core Personal Products.** | | |
| Prompt text: | | **Click a topic to begin.** | | |
| **Topic** | **Topic title** | | **Topic text** | **Images** |
| 1 | **Core Personal Products** | | Discover how your customers can benefit from accessing and using Core Personal Products.  **Time required: 10 minutes** | Image of heart with bank card and stethoscope |
| 2 | **Meeting customer needs** | | Explore some common scenarios and practice applying what you have learnt.  **Time required: 20 minutes**  **Note: This topic will unlock when you’ve completed Topic 1.** | Four customers; John, Karen, Greg (in wheelchair) and Luis, smiling to the learner |
| 3 | **Challenge** | | Take the challenge and test your understanding of Core Personal Products and which channels they can be accessed from.  **Time: 5 minutes**  **Note: The assessment will unlock when you’ve completed Topics 1 and 2.** | Challenge icon |

## Topic 1: Core Personal Products

### Personal needs

|  |  |  |  |
| --- | --- | --- | --- |
| **Screen type: Click and reveal more text and image change** | | | |
| **Screen description:** | *Learners read text and then click on Hani and Sue to learn more.* | | |
| **Heading:** | **Personal Needs** | | |
| **Text:** | Hani and his wife Sue are existing customers whose cleaning business ‘Bright Shine’ has experienced positive quarter-on-quarter growth. They have recently expanded their operations.  Hani and Sue are very good at managing their business cash flows, but as they are both consumed with managing their business during its growth, their personal financial needs are taking more of a backseat. | | |
| **Image:** | Hani and Sue in front of cleaning business Van (3 x) | | |
| **Prompt:** | **Click Hani and Sue to continue.** | | |
| **Hotpot image** | | | Hotspot action |
| Hani and Sue | | | Text changes. Image above fades to image of family |
| **Text:** | They also have two young children (9 and 11) and are looking at ways to help their children save money while also maintaining a level of oversight on their spending habits. | | |
| **Image:** | Hani and Sue in front of House with 2 small children | | |
| **Prompt:** | **Click Next to continue.** | | |

### Optimise personal financial wellbeing

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Screen type: Graphical button list** | | | | |
| Heading: | | | **Optimise personal financial wellbeing** | |
| Default text: | | | Hani and Sue’s personal savings are considerable, but they do not manage these as effectively as they could. How could Core Personal Products and online access help Hani and Sue to maximise returns on their personal savings and reduce other expenses and costs, providing better financial wellbeing? | |
| Prompt: | | | **Click the financial wellbeing diagram to learn more.** | |
| Button title | | | **Button image** | Button action |
| **Financial wellbeing** | | | A diagram of financial wellbeing | Launch ‘financial Wellbeing’ overlay |
| **Button 1:** | | | | |
| **Heading:** | **Optimising Hani and Sue’s Financial Wellbeing** | | | |
| **Default text:** | The correct Core Personal Product and access solutions help Hani and Sue manage their personal cash effectively, while still remaining focused on their business. They help Hani and Sue maximise a return on extra funds and ensure quick and easy access to manage their savings, when required, to help with those incursions on their savings.  ***(Each dot point has a tick next to it)***  This means Hani and Sue easily:   * Maximise returns on extra cash * Save for expenses * Streamline the management of bills and other expenses and * Maintain a level of oversight over their children’s savings and spending habits | | | |

### Products available

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Screen type: Button list** | | | | |
| Heading | | | **Products available** | |
| Default text: | | | As Bankers, we can offer customers a range  of solutions to best meet their unique personal financial wellbeing needs.  Take a moment now to explore the three core product categories related to Personal Products.  Here you will uncover key concepts, polices and features aligned to the information available on iSource. Remember, you can always find more information on these and other Retail products from the iSource app. | |
| Prompt: | | | **Click each product area to learn more.** | |
| Button title | | | | **Button action** |
| **Transaction solutions** | | | | Launch ‘Transaction’ overlay carousel |
| **Savings solutions** | | | | Launch ‘Savings’ overlay carousel |
| **Investment solutions** | | | | Launch ‘Investment’ overlay |
| **Button 1: Transaction solutions overlay carousel** | | | | |
| **Heading:** | **Transaction solutions** | | | |
| **Default text:** | Everyday transaction solutions provide simple and convenient transaction accounts that help a customer manage their personal daily, payment and cash requirements.  A variety of transaction accounts can be offered to meet cash, cheque and other personal payment needs of customers. They offer competitive interest rates, easy access to funds, online transactions and account maintenance when needed by a customer. | | | |
| **More info**  **(button with overlay carousel)** | **Types of Transaction solutions**  There are various types of Transaction account. Refer to iSource for full product information. Click the arrow to read the next product.  **Smart Access Account**  A full service transaction account with no interest paid. Monthly account fee waived if at least $2,000 a month is deposited (or $1,000 a month if you are between 21-24 years old). It allows customers to manage accounts and track your spending online in NetBank and the CommBank app.  Cardless Cash, Spend Tracker and Lock, Block, Limit available with the CommBank app  Supports cheque access  Unlimited electronic transactions  PayID registration available  **Streamline Basic Account**  An everyday bank non-interest-bearing account for disadvantaged or low-income earners with a Commonwealth seniors health card, Commonwealth health care card or pensioner concession card holders.  No monthly account keeping, dishonour or overdrawing fee  Unlimited and free electronic and assisted withdrawals at CommBank ATMs and branches  Link to an online account and manage through NetBank or CommBank app.  PayID registration available  **Pensioner Security Account**  This account is for retirees over the age of 55, or over the age of 18 and receiving an eligible pension credit. Designed to meet the banking needs of self-funded retirees and recipients of selected pensions or allowances, while offering a competitive interest rate.  No monthly account fee  15 free electronic withdrawals a month (default option)  Full access option, 5 electronic and 2 fee-free assisted withdrawals a month  Money is 100% security guaranteed if fraud occurs  Tiered credit interest according to balance  Manage the account online with NetBank or CommBank app  **Everyday Offset**  Everyday Offset (EDO) offers the convenience of an everyday transaction account with interest offset, so customers pay less interest on their home loan. Everyday offset is only available to borrowers on Standard Variable Home/Investment Home Loan.  Multiple offset accounts can be linked to a home loan  Daily balance of the account offset against home loan daily interest  **Foreign Currency Account**  Allows foreign currency deposit and withdrawals in [NetBank](https://www.commbank.com.au/personal/online-banking/netbank.html) or [branch](https://www.commbank.com.au/digital/locate-us/), letting customers save on conversion costs. Send an [International Money Transfer](https://www.commbank.com.au/business/international/international-payments/international-money-transfer.html) or buy an [International Bank Draft](https://www.commbank.com.au/business/international/international-payments/international-bank-drafts.html) in the currency of the account.  Choose major global currencies  At call, convert funds at a time that suits the customer  Earn interest on some foreign currencies held in Australia  View real-time information and manage online through [NetBank](https://www.commbank.com.au/personal/online-banking/netbank.html) | | | |
| **Button 2: Savings solutions** | | | | |
| **Heading:** | **Savings solutions** | | | |
| **Default text:** | Savings solutions are a simple and effective way to invest spare funds or set savings goals, whilst having the ability to electronically transfer these funds at any time, if it is required.  Spare funds can be invested in online savings accounts to maximise rates of return and give the customer the ability to establish cash reserves for the future. | | | |

|  |  |
| --- | --- |
| **More info**  **(button with overlay carousel)** | **Types of Savings solutions**  There are three types of Savings solution. Refer to iSource for full feature details.  **NetBank Saver**  An online savings account with the flexibility to move money in and out of a linked CommBank transaction account using NetBank, Telephone Banking or the CommBank app.  account  Maximum amount for bonus is $5 million  No fees for transacting on your NetBank Saver  **GoalSaver**  An at-call online savings account that pays bonus interest if a minimum of $200 is deposited each month and no withdrawals are made for that month.  No monthly or account setup fees  No minimum opening balance  Interest calculated daily  Joint account available  **Youthsaver**  Designed to teach saving skills for under 18’s. Bonus interest with one or more deposits and no withdrawals made per month. Use the CommBank Youth apps for under 14’s to give hands-on experience in managing money responsibly.  No account or withdrawal fees  School banking program and under 12’s Dollarmite club  Manage online with NetBank, CommBank Youth app (under 14s) or and the CommBank app (over 14s or parents).  Parental controls when linked to a Smart Access Account for Youth |
| **Button 3: Investment solutions** | |
| **Heading:** | **Investment solutions** |
| **Default text:** | Investment solutions provide access to fixed term investment options linked to prevailing market rates.  For some customers this provides a level of assurance that they will receive a specific return on investments over a fixed period of time. |

|  |  |
| --- | --- |
| **More info**  **(Button with overlay carousel)** | **Types of Investment solutions**  Refer to iSource for full feature details.  **Term Deposits**  Suitable for both business and personal customers looking to deposit set amount of funds for a fixed term for a guaranteed rate of interest.  Must be between >$5000 and <$2 million  1 month up to 5 year terms to fix interest rate and avoid market fluctuations  No set up or establishment fees  Fees to break the agreed term may apply  Manage the account online |

### How to identify needs

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Screen type: Multiple choice questions, answers** | | | | |
| **Heading:** | | **Identifying customer needs** | | |
| Questions text: | | How can you recognise good questions to ask Hani and Sue to help them determine their personal needs for their future financial wellbeing?  How can you tell if your customer would benefit from a Personal retail product solution?  You ask the right questions!  Let’s consider Hani and Sue and their personal situation. What questions could we ask them to determine their personal banking needs? | | |
| Image: | | Hani Sue and the children are looking to the front with a neutral expression | | |
| Answer options: | | Options | Correct/Incorrect | |
| What sort of flexibility are you looking for to achieve your personal saving objectives? | **✓** | |
| Are you interested in a 4-5-year term investment to put your money into? | **X** | |
| Can you explain the savings habits that you would like to establish? | **✓** | |
| How are you looking to add to your savings regularly? | **✓** | |
| What plans do you have to help your children save? | **✓** | |
| Correct answer feedback: | | **That’s right.**  To determine their personal financial needs, you could ask the following questions:   * What kind of account access flexibility are they looking for? * What sort of savings habits do they wish to establish? * How do they wish to support their children to save and appreciate the value of saving for the future?   It’s important to ask the right questions to uncover information about the customer’s situation in order to determine the best solution. | | |
| Incorrect answer feedback: | | **Not quite.**  To determine their personal financial needs, you could ask the following questions:   * What kind of account access flexibility are they looking for? * What sort of savings habits do they wish to establish? * How do they wish to support their children to save and appreciate the value of saving for the future?   It’s important to ask the right questions to uncover information about the customer’s situation in order to determine the best solution. | | |

### Accessing Product Resources

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Screen type: Graphical button list** | | | | |
| Heading: | | | **Accessing Product Resources** | |
| Default text: | | | Identifying a potential solution for a customer by asking the right questions and using the right resources is a great start. As Bankers, we can inform customers about what products are available to them and how these can meet their need.  Let’s take a look at how using your online resources can benefit the customer. | |
| Image: | | | A Banker is smiling to the front. iSource and PPL icons appear next to the Banker as visual reminder of the resources available to a Banker. | |
| Prompt: | | | **Click the ‘How resources can help’ button to learn what a Banker can offer.** | |
| Button title | | | | Button action |
| **How resources can help** | | | | Launch ‘How resources can help’ overlay |
| **Button 1: How resources can help** | | | | |
| **Heading:** | **How resources can help** | | | |
| **Default text:** | *(A tick appears next to each dot point)*   * Provide current and specific details on products and services, and help recommend the most suitable solution for a customer need. | | | |
| **Image:** | Banker smiling to the learner | | | |

### Types of advice and fulfilment channels

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Screen type: Graphical button list** | | | | |
| Heading: | | | **Types of advice and fulfilment channels** | |
| Default text: | | | We can further increase the quality of the customer experience by discussing the customer’s personal financial requirements and using the resources available to you via the Group Intranet page.  Let’s take a look at how engaging your resources and understanding fulfilment channels can benefit the customer. | |
| Image: | | | A Banker is smiling to the front. When the learner clicks the button, a Banker thought bubble appears, next to the Banker | |
| Prompt: | | | **Click the ‘How a Banker can help’ button to learn what a Banker can offer.** | |
| Button title | | | | Button action |
| **How a Banker can help** | | | | Launch ‘How a Banker can help’ overlay |
| **Button 1: How a Banker can help** | | | | |
| **Heading:** | **How a Banker can help** | | | |
| **Default text:** | ***(A tick appears next to each dot point)***   * A Banker can listen to the customer and identify and provide specific details on products * A Banker can, if accredited to do so, recommend the most suitable solution for a particular customer * *A Banker can identify the correct fulfilment channels a customer can use such as the customer’s personal portfolio manager (Commonwealth Private Bank or Premium Banking), branch or online as indicated on their CommSee customer profile).* | | | |
| **Image:** | A Banking Specialist smiling to the learner and icons for a iSource, PPL and customer profile | | | |

## Topic 2: Meeting customer needs

### Meet John Khan

|  |  |  |  |
| --- | --- | --- | --- |
| **Screen type: Text, image and hotspot** | | | |
| **Screen description:** | *Learners read text and then click on John to launch a pop-up speech bubble.* | | |
| **Heading:** | **Meet John Khan** | | |
| **Default text:** | It is close to the end of a busy day, with quite a few customers calling you regarding their business needs. You receive a call from an existing customer, who expresses a need for some direction with his money and personal finances. | | |
| **Image:** | John Khan, in construction gear with image of new home build and truck in background. | | |
| **Prompt:** | **Click John to hear what he has to say.** | | |
| **Hotpot image** | | | Hotspot action |
| John Khan | | | Launch speech bubble pop-up |
| **Pop-up speech bubble 1:** | | | |
| **Default text:** | “It’s been a bit tough these last few months, but the building business is going great and the maintenance side is expanding rapidly.  The thing is, my wife Jenny recently passed away. She was responsible for looking after the family side of things when it came to money. I’m really stretched to look after the books now that I am looking after the kids, as well as working the long hours I need to grow the business.  I think I need some help in managing my money and looking at the savings we need as a family down the track.” | | |

### The right questions

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Screen type: Multiple choice questions, answers** | | | | |
| **Heading:** | | **The right questions** | | |
| Questions text: | | It sounds like John might find use of short to medium investment options such as a GoalSaver Account or a term deposit. What questions could you ask him to uncover more about his personal situation? | | |
| Image: | | John is listening inquisitively on a mobile phone as the learner asks the questions | | |
| Answer options: | | Options | Correct/Incorrect | |
| What kind of flexibility are you looking for in a saving plan? | **✓** | |
| Would you consider investing your money in longer term options? | **✓** | |
| What are unexpected costs you incur and do these occur frequently? | **✓** | |
| Have you considered an investment portfolio? | **X** | |
| Correct answer feedback: | | **That’s right.**  As there are a number of term options and retail products that may suit his needs, ranging from ‘at call’ to term deposits from 1 – 60 months, you could ask how often John would need to access his funds, as well as what kind of flexibility he’s looking for and what the regularity of his unexpected costs may be.  At this point, we’re learning more about John’s situation, so there’s no need to ask if he would like to invest his money long term. | | |
| Incorrect answer feedback: | | **Not quite.**  As there are a number of term options and retail products that may suit his needs, ranging from ‘at call’ to term deposits from 1 – 60 months, you could ask how often John would need to access his funds, as well as what kind of flexibility he’s looking for and what the regularity of his unexpected costs may be.  At this point, we’re learning more about John’s situation, so there’s no need to ask if he would like to invest his money long term. | | |

### Finding a solution

|  |  |  |
| --- | --- | --- |
| **Screen type: Timeline** | | |
| Heading | **Finding a solution** | |
| Default text: | Asking the right questions is the first step to confirming the customer need and finding the right solution. | |
| Prompt: | **Click through the slides to discover how a solution was determined.** | |
| **Slide 1** | | |
| **Slide title:** | **John’s response** |
| **Slide text:** | Take a look at John’s response to your questions below:  “Well I have regular private school fees due for the kids, as well as repayments on the mortgage that will hopefully only continue for the next five years.  I have contracted money coming in regularly from the maintenance business and the building contracts are locked in for a few years as well. The thing is the varying expenses on things like household items, unexpected school costs and maintenance on the home and car.  I really need to be able to access and manage my money while I am on the move as I work on site most of the time and when I get home I want to spend time with the kids.” |
| **Slide image:** | John is facing the learner, explaining something. Background is the same as screen before, i.e. House construction site. |
| **Slide 2** | | |
| **Slide title:** | **The following week** |
| **Slide text:** | After your first conversation John expressed interest in getting more information. Another call was scheduled for the following week to further discuss his needs. Before the meeting you set some time aside to read up on retail products via the iSource app that might be useful in John’s circumstances.  John has re-examined his position during the week and restates the essential position on cash flow and ease of access. He also would like to put some extra money away for a ‘rainy day’ to cover unexpected medical costs, schooling milestones for his children or extra house and maintenance expenses.  After further examination and questioning it is revealed that the need to diversify has become more apparent. |
| **Slide image:** | John now on a different work site sitting in a parked ute with door opens talking on a hands free mobile  Additional Image of iSource app included next to the text box |
| **Slide 3** | | |
| **Slide title:** | **The solution** |
| **Slide text:** | The features of the NetBank Saver, not a GoalSaver account, are better suited to meet his overall short to medium term needs due to a regular cashflow.  *Term Deposits may not be suitable for John, as he requires access to his money to pay the mortgage and regular school fees.*  A NetBank Saver account:   * Allows online access with competitive interest rates and no transacting fees * Provides flexibility to transfer funds instantly to and from his regular CommBank transaction account * Addresses his mobility needs with funds access via NetBank or the CommBank app |
| **Slide image:** | John is on a work site accessing his account via a tablet sized device and is looking pleased |

### 2.4 Meet Karen Lo

|  |  |  |  |
| --- | --- | --- | --- |
| **Screen type: Text, image and hotspot with overlay** | | | |
| **Screen description:** | Learners read text and click on an image of Karen to launch a pop-up speech bubble. | | |
| **Heading:** | **Meet Karen Lo** | | |
| **Default text:** | You are visiting a local IT services firm that you portfolio manage . During this visit you meet Karen Lo, an account manager responsible for managing various international customer accounts on a regular basis. | | |
| **Image:** | Image of Karen sitting in and office environment thinking. | | |
| **Prompt:** | **Click Karen to find out how things are going.** | | |
| **Hotpot image** | | | | Hotspot action |
| Karen | | | | Launch speech bubble pop-up |
| **Speech bubble:** | | | | |
| **Default text:** | | “Oh yes, I travel regularly overseas for holidays. The last trip was with my partner for our honeymoon last month. We would like to have our own accounts for everyday things, but we are looking at buying a property in the next five years, so we would like to set up a joint account. We want to keep travelling regularly and we do not know the options to save and travel at the same time.” | | |

### 2.5 Identifying a need

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Screen type: Multiple choice questions, answers** | | | | |
| **Heading:** | | **Identifying a need** | | |
| Questions text: | | Karen sounds concerned about the fact that they want to travel and maintain their lifestyle, but also save enough for a deposit in the uncertain property market. You set up another more convenient time to discuss details with Karen in a couple of days.  But first you ask a few questions to uncover more about her personal needs. What questions could you ask? | | |
| Answer options: | | Options | Correct/Incorrect | |
| How regularly would you be looking to save – and how much would you be looking to bank? | **✓** | |
| How would you like to reduce fees on your account? | **✓** | |
| Is it important to you to earn a higher interest rate on your savings? | **✓** | |
| Do you want easy and quick access to these funds if you need them in a hurry? | **✓** | |
| Would you and your partner like to lock some money away for an extended period to earn a set amount of interest? | **X** | |
| Image: | | Karen has a neutral expression and is looking at the learner | | |
| Correct answer feedback: | | **That’s right.**  We can gain useful information about Karen’s situation by asking:   * What’s the expected amount and frequency of a savings plan that would suit? * What interest rate is anticipated from the account? * Does she require independent access to her own funds/account? * How much access does Karen and her partner need to the money, just in case? | | |
| Overlay image: | | Small portrait photo of Karen next to her quote to show she is speaking | | |
| Incorrect answer feedback: | | **Not quite.**  We can gain useful information about Karen’s situation by asking:   * What’s the expected savings plan that would suit * What interest rate is anticipated from the account? * Does she require independent access to her own funds/account? * How much access does Karen and her partner need to the money, just in case? | | |
| **Overlay image:** | | Small portrait photo of Karen next to her quote to show she is speaking | | |

### 2.6 Using your resources portals

|  |  |  |
| --- | --- | --- |
| **Screen type: Conversation** | | |
| Heading | **The next meeting** | |
| Default text: | In response to your questions, you went back to the office to research suitable retail products using the iSource app.  You follow up with Karen to further assess their needs | |
| Prompt: | **Read the conversation between you and Karen.** | |
| **Character images** | | |
| **Character 1:** | You |
| **Character 2:** | Karen |
| **Character text** | | |
| **Character 1 text:** | “Karen, what you have told me already is:   * You would like to maximise savings as you save towards the goal of purchasing a property together * You both want separate access to your personal money for those little things”   “Based on this, I have some information for you on the GoalSaver and Smart Access accounts as well as the CommBank app.” |
| **Character 2 text:** | “What about the fees and interest rates on these two accounts?” |
| **Character 1 text:** | “Actually, no monthly account or electronic transaction fees are charged on the GoalSaver account and you also receive bonus interest if you deposit a minimum amount each month and make no withdrawals. You can also set it up as a joint account. Having a Smart Access account each would allow both of you at call access to your individual funds. If you deposit more than $2000 per month like your salary, then there is no monthly account fee charged.” |

### 2.7 Jones Beach

|  |  |  |  |
| --- | --- | --- | --- |
| **Screen type: Text, image and hotspot** | | | |
| **Screen description:** | *Learners read text and then click on Greg Jones to launch a pop-up speech bubble.* | | |
| **Heading:** | **Jones Beach** Franchises | | |
| **Default text:** | Greg Jones is the owner of Jones Beach Franchises, a chain of four stores. Greg calls the Bank to check on the balances of his loans as he is thinking of paying off his investment/holiday property.  While on the phone to you he decides to bring up another topic on his mind. | | |
| **Prompt:** | **Click Greg to hear his side of the conversation.** | | |
| **Hotpot image** | | | Hotspot action |
| Greg on the phone | | | Greg speech bubble pop-up |
| **Pop-up speech bubble 1:** | | | |
| **Default text:** | “Look, I am 59, almost 60, and I am thinking of retiring. I am looking at ways to reduce my workload and enjoy family time, but I still want to be able to pay off the investment mortgage quickly. I want ways to access my money and reduce my account fees, while maximising its interest return and paying off the mortgage.  My accountant advised me that I need to be able to draw down personal equity from the business, so I want to review my transaction banking needs.  I would like to sort this out soon as I go on holidays in a few weeks to the USA and Canada. I am also looking at how I will take my money with me. Cash and cheques are a real hassle.” | | |

### 2.8 Identifying customer needs

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Screen type: Multiple choice questions, answers** | | | | |
| **Heading:** | | **Identifying customer needs** | | |
| Question text: | | Based on what we heard from Greg, what information would be useful in recommending the most suitable solution to meet Greg’s needs? | | |
| Answer options | | Options | Correct/Incorrect | |
| He is almost 60 and thinking of retirement and is considering drawing personal equity from his business. | **✓** | |
| The amount of fees he is willing to pay on an account for savings. | **✓** | |
| He wants to pay off his investment loan faster but still have ready access to cash. | **✓** | |
| He needs access to various currencies while overseas without the hassle of cash and cheques. | **✓** | |
| Correct answer feedback: | | **That’s right.**  Greg has provided useful information to help you identify the most appropriate solutions to best meet his needs:   * He is thinking of retirement and will be drawing equity from his business. * He wants to continue paying down an investment mortgage but maximise his returns and reduce his fees. * He is heading on an overseas holiday soon and needs ready access to various currencies. | | |
| Incorrect answer feedback: | | **Not quite.**  Greg has provided useful information to help you identify the most appropriate solutions to best meet his needs:   * He is thinking of retirement and will be drawing equity from his business. * He wants to continue paying down an investment mortgage but maximise his returns and reduce his fees. * He is heading on an overseas holiday soon and needs ready access to various currencies. | | |
| **Image:** | | Greg is outside one of his Franchise shops and is looking to the front | | |

### 2.9 Wrap up

|  |  |  |
| --- | --- | --- |
| **Screen type: Timeline** | | |
| Heading | **Wrap up** | |
| Default text: | You contact Greg a few days later after using iSource to research retail products that may be suitable for his needs. | |
| Prompt: | **Click through the slides to discover how the story unfolds.** | |
| **Slide 1** | | |
| **Slide title:** | **What we know** |
| **Slide text:** | We know that Greg requiresan account that will maximise his returns and reduce his fees, and still enable him to pay off an investment mortgage quickly. He will travel overseas soon and needs the ability to use more than one foreign currency without having to use cash and/or travellers’ cheques. |
| **Slide image:** | You provide insight to Greg on a suitable solution |
| **Slide 2** | | |
| **Slide title:** | **The right solution** |
| **Slide text:** | Greg confirms the amount to be held in the account would typically exceed $50 thousand; he is 59 and retiring soon.  You went to iSource to confirm the best account options for Greg and discovered he may be eligible for a Pensioner Security Account as an appropriate personal solution as Greg is over the age of 55.  He may also like to consider an Everyday Off (EDO) linked to the mortgage as another means of paying off the investment property loan faster. |
| **Slide image:** | Greg is explaining something to you |
| Slide **3** | | |
| **Slide title:** | **Personal needs met** |
| **Slide text:** | You discuss the Pensioner Security account features with Greg. These include:  No monthly account fee  15 free electronic withdrawals a month (default option)  Full access option, 5 electronic and 2 fee-free assisted withdrawals a month  Money is 100% security guaranteed if fraud occurs  Tiered credit interest according to balance  Manage the account online with NetBank or CommBank app  You also introduce the Everyday Off (EDO) option and suggest that Greg consider a Travel Money Card (a reloadable prepaid card that can be loaded with multiple currencies) while overseas, as it removes the hassle of carrying cash and cheques while allowing access to an international network of ATMs.  Greg is pleased with this solution and finds them attractive options to manage his personal financial needs. |
| **Slide image:** | Greg looking very happy at Jones Beach |

### 2.10 Meet Luis Mutabe

|  |  |  |  |
| --- | --- | --- | --- |
| **Screen type: Text, image and hotspot with overlay mid** | | | |
| **Screen description:** | *Learners read text and click on an image of Luis to launch a pop-up speech bubble.* | | |
| **Heading:** | **Meet Luis Mutabe** | | |
| **Default text:** | Luis is on a work placement program for a few months, working in one of your customer’s Australian offices. While he is here, he continues to be paid in GBP and most of his expenses are being paid by his employer. | | |
| **Image:** | Image of Luis sitting in an office environment. | | |
| **Prompt:** | **Click Luis to find out how things are going.** | | |
| **Hotpot image** | | | | Hotspot action |
| Luis | | | | **Launch speech bubble pop-up** |
| **Speech bubble:** | | | | |
| **Default text:** | | *“I want to keep a close eye on my spending and how much money I convert to Australian Dollars.*  *Every month I have to pay several bills back in England for my apartment, expenses and credit card, so I will need to transfer money back home from time to time.”* | | |

### 2.11 Considering customer needs

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Screen type: Static text and image** | | | | | |
| **Heading:** | **Considering customer needs** | | | | |
| Default text: | You ask Luis a few more questions and you find that:  Luis has a Smart Access account set up for local purchases and uses NetBank and the CommBank app to manage his personal finances.  Luis is aware of FX movements and wants to minimise his exchange rate risk and have control of when and how much of his money he can convert to AUD.  In the International tab, he saw the Foreign Currency Account. | | | | |
| Prompt: | | Click the computer monitor to find out more. | | | | | |
| Image: | Image of Luis sitting in front of a computer screen facing the learner | | | | |
| **Hotpot image** | | | Hotspot action | | |
| Laptop Screen | | | Launch next slide | | |
| **Slide 2 Static text & images** | | | |
| **Slide title:** | **Foreign Currency Account** | |
| **Slide text:** | This account allows you to deposit or withdraw money online or at selected [CommBank branch](https://www.commbank.com.au/digital/locate-us/)es. It also allows you to send an [International Money Transfer](https://www.commbank.com.au/business/international/international-payments/international-money-transfer.html) or buy an [International Bank Draft](https://www.commbank.com.au/business/international/international-payments/international-bank-drafts.html) in the currency held in the account. Some of the account features enable the account holder(s) to:   * Choose major global currencies and convert funds when needed to save on conversion costs * Hold foreign currency in Australia while earning interest on selected currencies * View real-time account information and manage this online, including fee-free transfers between linked Commonwealth Bank accounts | |
| **Slide image:** | Luis looking in anticipation for your suggestion | |

### 2.12 The right solution

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Screen type: Static text & images** | | | | | | | |
| **Heading:** | | **The right solution** | | | |
| Questions text: | | | Based on his circumstances, would a Foreign Currency Account be a good solution for Luis to consider? | | | | |
| Answer options: | | | Options | Correct/Incorrect | | | |
| YES - the Foreign Currency Account can be opened in a few minutes in bank or online and helps Luis to manage his overseas funds. | **✓** | | | |
| NO - Luis should discuss his needs with a Financial Planner | **🞪** | | | |
| Correct answer feedback: | | | **That’s right.**  Luis has provided us with very useful information already. He understands FX movements and conversion costs and wants a simple way to allow himself control over his foreign currency. | | | | |
| Incorrect answer feedback: | | | **Not quite.**  Luis has provided us with very useful information already. He understands FX movements and conversion costs and wants a simple way to allow himself control over his foreign currency. | | | | |
| **Image:** | | | Luis is outside an office building smiling and is looking to the front | | | | |

## Topic 3: Challenge

### Challenge

|  |  |
| --- | --- |
| **Screen type: Static text & images** | |
| **Heading:** | **Challenge** |
| **Default text:** | Take the challenge and test your understanding of Core Personal Products.  In this assessment you’ll attempt eight questions. You need to score at least 90% to pass the assessment.  You must pass the assessment to complete this module. You can attempt this challenge three times.  To review the product information, use the menu button to navigate back to product information in this module or refer to iSource for detailed product information. |
| **Prompt text:** | **Click 'Next' to begin the assessment.** |

### Question 1

|  |  |  |
| --- | --- | --- |
| **Screen type: Multiple choice question - check boxes** | | |
| **Learning outcome:** | *Understand how Core Personal Products can optimise a customer’s financial wellbeing.* | |
| **Heading**: | **Question 1** | |
| **Question text:** | Take a look at the following scenarios.  Select the scenarios that show how Core Personal Products can optimise a customer’s personal financial wellbeing.  There is more than one correct answer. | |
| **Image:** | A customer is looking to the front | |
| **Answer options:** | **Option** | **Correct** |
| A customer has acquired significant funds and is looking to have it earn interest | **✓** |
| Parents would like to help their kids learn to save | **✓** |
| A customer is looking at buying an investment property | **✓** |
| A customer is looking at ways to manage their money while on the move | **✓** |
| A customer is 64 and thinking of retiring early and wants to reduce fees while still earning interest on their money | **✓** |
| **Correct answer feedback** | | | |
| **CAF text:** | **That’s right.**   * These are all good examples of how Core Personal Products can optimise a customer’s personal financial wellbeing. | |
| **Wrong answer feedback** | | | |
| **WAF text:** | **Not quite.** | |

### 3.3 Question 2

|  |  |  |
| --- | --- | --- |
| **Screen type: Multiple choice question - check boxes** | | |
| **Learning outcome:** | Identify the three key product areas; transaction, savings and investment. | |
| **Heading**: | **Question 2** | |
| **Question text:** | Karl owns and operates a small printing company. He is time poor and finds it hard to get to the bank to manage his personal finances and look after his home expenses.  Which of the three key product areas would be most suitable for Karl’s personal financial wellbeing?  There is more than one correct answer. | |
| **Image:** | Karl stands outside a printing shop | |
| **Answer options:** | **Option** | **Correct** |
| Transaction | **✓** |
| Savings | **✓** |
| Investment | **X** |
| **Correct answer feedback** | | | |
| **CAF text:** | **That’s right.**  The Savings and Transactional products areas might have the solutions that Karl is looking for. | |
| **Wrong answer feedback** | | | |
| **WAF text:** | **Not quite.** | |

### 3.4 Question 3

|  |  |  |
| --- | --- | --- |
| **Screen type: Multiple choice question - check boxes** | | |
| **Learning outcome:** | *Recognise key questions that could be asked to uncover aspects of the customer’s personal needs that are related to Core Personal Products and platforms to allow easy access tracking and mobility of money.* | |
| **Heading**: | **Question 3** | |
| **Question text:** | A customer recently inherited a large sum of money, $500,000. They are looking to maximise interest on the funds, which they won’t need to access for the next 24 months. Which of the products is most suitable for this customer? | |
| **Image:** | Customer standing looking at learner | |
| **Answer options:** | **Option** | **Correct** |
| GoalSaver | **X** |
| Smart Access | **X** |
| NetBank Saver | **X** |
| Term Deposit | **✓** |
| **Correct answer feedback** | | | |
| **CAF text:** | **That’s right.**  The Term Deposit is most suitable for fixed term investments. It gives flexibility and access to a variety of fixed term investment options linked to market prevailing rates. Remember, if the customer requires funds before the maturity date, 31 days’ notice is required before funds can be released. | |
| **Wrong answer feedback** | | | |
| **WAF text:** | **Not quite.** | |

### 3.5 Question 4

|  |  |  |
| --- | --- | --- |
| **Screen type: Multiple choice question - check boxes** | | |
| **Learning outcome:** | Recognise key questions that could be asked to uncover aspects of the customer’s personal needs that may be related to Core Personal Products and services. | |
| **Heading**: | **Question 4** | |
| **Question text:** | What questions would you ask to establish a customer’s needs?  There is more than one correct answer. | |
| **Image:** | A customer is looking to the front | |
| **Answer options:** | **Option** | **Correct** |
| What plans do you have to save? | **✓** |
| What sort of access to your funds are you looking for to achieve your personal saving goals? | **✓** |
| Do you want a NetBank Saver? | **X** |
| What unexpected costs do you incur and do these occur frequently? | **✓** |
| Can you explain the savings habits that you would like to establish? | **✓** |
| **Correct answer feedback** | | | |
| **CAF text:** | **That’s right.**  By asking the right questions you can engage the customer in conversation that provides insights to help you identify the right solutions, such as:   * Plans for helping their family * Access to funds and personal saving goals * Unexpected costs and frequency * What savings habits they would like to establish | |
| **Wrong answer feedback** | | | |
| **WAF text:** | **Not quite.** | |

### 3.6 Question 5

|  |  |  |
| --- | --- | --- |
| **Screen type: Multiple choice question - check boxes** | | |
| **Learning outcome:** | Recognise when and how to provide the difference between a Transaction account (e.g. Smart Access) and a Savings Account (e.g. NetBank Saver) and the needs of the individual. | |
| **Heading**: | **Question 5** | |
| **Question text:** | A customer approaches you explaining they are looking for more suitable options to manage their money at a better rate.  They may need access to the funds every so often but regularly want to move money in.  Is the NetBank Saver account a good fit for this customer? | |
| **Image:** | A bank with a ‘Westcott Bank’ sign out the front | |
| **Answer options:** | **Option** | **Correct** |
| Yes – NetBank Saver Account would be a good fit for this customer for the needs they have expressed. | **✓** |
| No – A Smart Access everyday transaction account is a better fit for their needs. | **X** |
| **Correct answer feedback** | | | |
| **CAF text:** | **That’s right.**  A NetBank Saver account allows the customer to deposit funds into it regularly and withdraw funds via a linked everyday account with no transaction or monthly account fees. | |
| **Wrong answer feedback** | | | |
| **WAF text:** | **Not quite.** | |

### 3.7 Question 6

|  |  |  |
| --- | --- | --- |
| **Screen type: Multiple choice question - check boxes** | | |
| **Learning outcome:** | *Recognise importance of informing a customer of product conditions (mitigating risk of complaints) to make an informed decision, using iSource/PPL and CommBank website for the customer.* | |
| **Heading**: | **Question 6** | |
| **Question text:** | A current customer calls you explaining they are disappointed with a competitor bank because they were not told about all the fees and charges they are paying on an investment product.  The customer is looking for a more suitable product for their investment term at a better rate, like a 6-12 month Term Deposit with the ability to add additional funds each month.  Which would be the preferred solution/s you would present to the customer to meet their needs?  **Remember**: Use iSource to get the latest product information | |
| **Image:** | *A bank with a ‘Westcott Bank’ sign out the front* | |
| **Answer options:** | **Option** | **Correct** |
| Term Deposit | **X** |
| GoalSaver | **✓** |
| Streamline Basic | **X** |
| Youthsaver | **X** |
| **Correct answer feedback** | | | |
| **CAF text:** | **That’s right.**  It is always good to go to the source of truth for products and services. If a customer is looking to add additional funds each month, a GoalSaver might be a better option as it rewards customers with bonus interest if they can deposit a minimum of $200 each month and no withdrawals are made for that month. | |
| **Wrong answer feedback** | | | |
| **WAF text:** | **Not quite.** | |

### 3.8 Question 7

|  |  |  |
| --- | --- | --- |
| **Screen type: Multiple choice question - check boxes** | | |
| **Learning outcome:** | *Identify the core range of product fulfilment channels a personal customer could engage*. | |
| **Heading**: | **Question 7** | |
| **Question text:** | A current business customer contacts you and explains they have a busy life style and they find it difficult to manage their time and money. They also have recently moved in to a house with their long-term partner and are looking at setting up new accounts personally and jointly. They want your advice on how to go about it. This customer is relationship managed by a Premium Banker.  What channels are available to the customer to fulfil their banking needs?  There is more than one correct answer. | |
| **Image:** | A customer with a headless figurine on a counter wearing chunky jewellery | |
| **Answer options:** | **Option** | **Correct** |
| NetBank or the CommBank app | **✓** |
| Refer to the Premium/Private Banker | **✓** |
| Refer to Direct banking | **✓** |
| Visit a Branch. | **✓** |
| **Correct answer feedback** | | | |
| **CAF text:** | **That’s right.**  All of these are potential ways for the customer to open their accounts. | |
| **Wrong answer feedback** | | | |
| **WAF text:** | **Not quite.** | |

### 3.9 Question 8

|  |  |  |
| --- | --- | --- |
| **Screen type: Multiple choice question - check boxes** | | |
| **Learning outcome:** | *Recognise when a Foreign Currency Account is appropriate for customer need.* | |
| **Heading**: | **Question 8** | |
| **Question text:** | A customer has just arrived in Australia on a Sponsored Visa. They come from Canada and are working for a subsidiary company. They have already opened a Smart Access account here for local transactions, but they are still being paid in Canadian dollars.  After looking in iSource or PPL you find the Foreign Currency Account. Would you suggest this solution to the customer to meet their needs? | |
| **Image:** | A customer with a headless figurine on a counter wearing chunky jewellery | |
| **Answer options:** | **Option** | **Correct** |
| Yes – a Foreign Currency Account could be a good solution to manage international payments and offer control on when the account holder converts these funds to another currency. | **✓** |
| No – exchange rates are unpredictable so there are limited options available to assist. | **X** |
| **Correct answer feedback** | | | |
| **CAF text:** | **That’s right.**  As soon as a potential Foreign Currency Account need is identified, a customer can open this account within a few minutes online. | |
| **Wrong answer feedback** | | | |
| **WAF text:** | **Not quite.** | |

### 

### 3.10 Congratulations

|  |  |
| --- | --- |
| **Screen type: Static text & images** | |
| **Heading:** | **Congratulations** |
| **Default text:** | You’ve now completed the Core Personal Products module. |
| **Button:** | **Next** |
| **Image:** | The three customers smiling and facing the learner |

### 

### 3.11 Quiz Results

|  |  |
| --- | --- |
| **Screen type: Static text & images** | |
| **Heading:** | **Quiz results** |
| **Default text:** | Unfortunately, you did not pass the assessment and have therefore not completed this module.  If you’ve already had two attempts, you should review the scenarios in Topic 2 and then re-attempt the assessment. |
| **Button:** | **Next** |

### 3.12 Your source of truth

|  |  |  |
| --- | --- | --- |
| **Screen overlays: Personal advice warning** | | **Image** |
| Title text: | **Remember** | |
| 5.1 Information text: | This module is about providing personal advice to a customer where we can take into consideration one or more of the customer’s objectives, financial situation and needs.  If you are not accredited to provide personal advice always, refer the customer to an appropriately qualified team member. | Information presented via carousel in overlay |
| Prompt buttons: | **Next** | Carousel moves to next slide |
| 5.2 information text | Bankers who are accredited to give Deposit Products general advice are reminded you are limited to providing product factual information that does not take into account the customer’s personal circumstances. | Information presented via carousel in overlay |
| Prompt buttons: | **Next** | Carousel moves to next slide and new title appears |
| Title text: | Resources to use | |
| 5.3 Information text: | If you haven’t already done so, download the iSource and PPL app from the Group One. CBA intranet Apps page. | iSource app logo included (Provided by CBA) icon should clickable.  Clicking takes learner to download page for the app on CBA Intranet page (link to be provided by CBA) |
| Prompt buttons: | **Download** | Clicking takes learner to download page for the app on CBA Intranet page. (link to be provided by CBA) |
| Check box | I have downloaded the PPL/iSource App | Checking this box then displays the ‘next/exit’ button |
| Prompt buttons: | **Exit** | Page completes. |