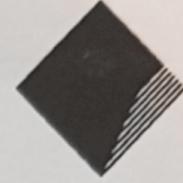


9 October 2018



Dear MR PRALJAK,

We're unable to recover the money you transferred

Recently, you asked us to recover some money you transferred by electronic payment¹ to an account at ANZ Bank. ANZ Bank has contacted us and confirmed that they received the money.

Here are the details:

Account Number	[REDACTED]
Date money was transferred	17/10/2017
Amount	\$350.00
Account where money was sent	[REDACTED]
Reference number	CN 4897260

Unfortunately however, ANZ Bank has declined our request to return the funds and the Commonwealth Bank cannot reverse the transaction from the destination account holder's account without their permission. In addition, the law prevents us from disclosing the destination account holder's identity to you without their consent or unless compelled to do so by an order of the Court.

What do you need to do?

We are sorry we are unable to help you further in recovering this money. We suggest you seek independent legal advice to find out whether you can recover it another way.

When transferring money electronically, please ensure that the money goes to the correct account by checking the details in the **From Account** and **To account** field before clicking **Confirm**.

We're here to help

If you have any questions or need more information, please call the Netbank Help Desk on 13 2221 + option 4, 24 hours a day, 7 days a week.

Yours sincerely

Commonwealth Bank
Processing Services

¹ Electronic Payment refers to one of either, online payments, internet and mobile banking.
ACS-077