

Commonwealth Bank CEO Unaware of \$3 Fee Before Media Reportaa



[Commonwealth](#) Bank recently faced significant backlash over a controversial \$3 “assisted withdrawal fee” applied to the Smart Access account. Customers would incur the fee for withdrawing cash over the counter, through post offices, or via phone. While ATM withdrawals remained fee-free, the announcement sparked public anger, with critics dubbing it the “worst Christmas present ever.”

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