

Media Presentation

For the full year ended 30 June 2013

CommonwealthBank



Ian Narev

CHIEF EXECUTIVE OFFICER

Notes

Disclaimer

The material that follows is a presentation of general background information about the Group's activities current at the date of the presentation, 14 August 2013. It is information given in summary form and does not purport to be complete. It is not intended to be relied upon as advice to investors or potential investors and does not take into account the investment objectives, financial situation or needs of any particular investor. These should be considered, with or without professional advice when deciding if an investment is appropriate.

Cash Profit

The Management Discussion and Analysis discloses the net profit after tax on both a 'statutory basis' and a 'cash basis'. The statutory basis is prepared in accordance with the Corporations Act 2001 and the Australian Accounting Standards, which comply with International Financial Reporting Standards (IFRS). The cash basis is used by management to present a clear view of the Group's underlying operating results, excluding a number of items that introduce volatility and/or one off distortions of the Group's current period performance. These items, such as hedging and IFRS volatility, are calculated consistently year on year and do not discriminate between positive and negative adjustments. A list of items excluded from statutory profit is provided in the reconciliation of the net profit after tax ("cash basis") on page 3 of the Profit Announcement (PA) and described in greater detail on page 15 of the PA and can be accessed at our website <http://www.commbank.com.au/about-us/shareholders/financial-information/results/>

Overview

- ◆ A strong financial result driven by long term strategic focus
- ◆ Customer satisfaction driving revenue momentum
- ◆ Productivity culture enabling investment
- ◆ Innovation underpinned by state-of-the-art technology core
- ◆ Conservative settings further strengthened

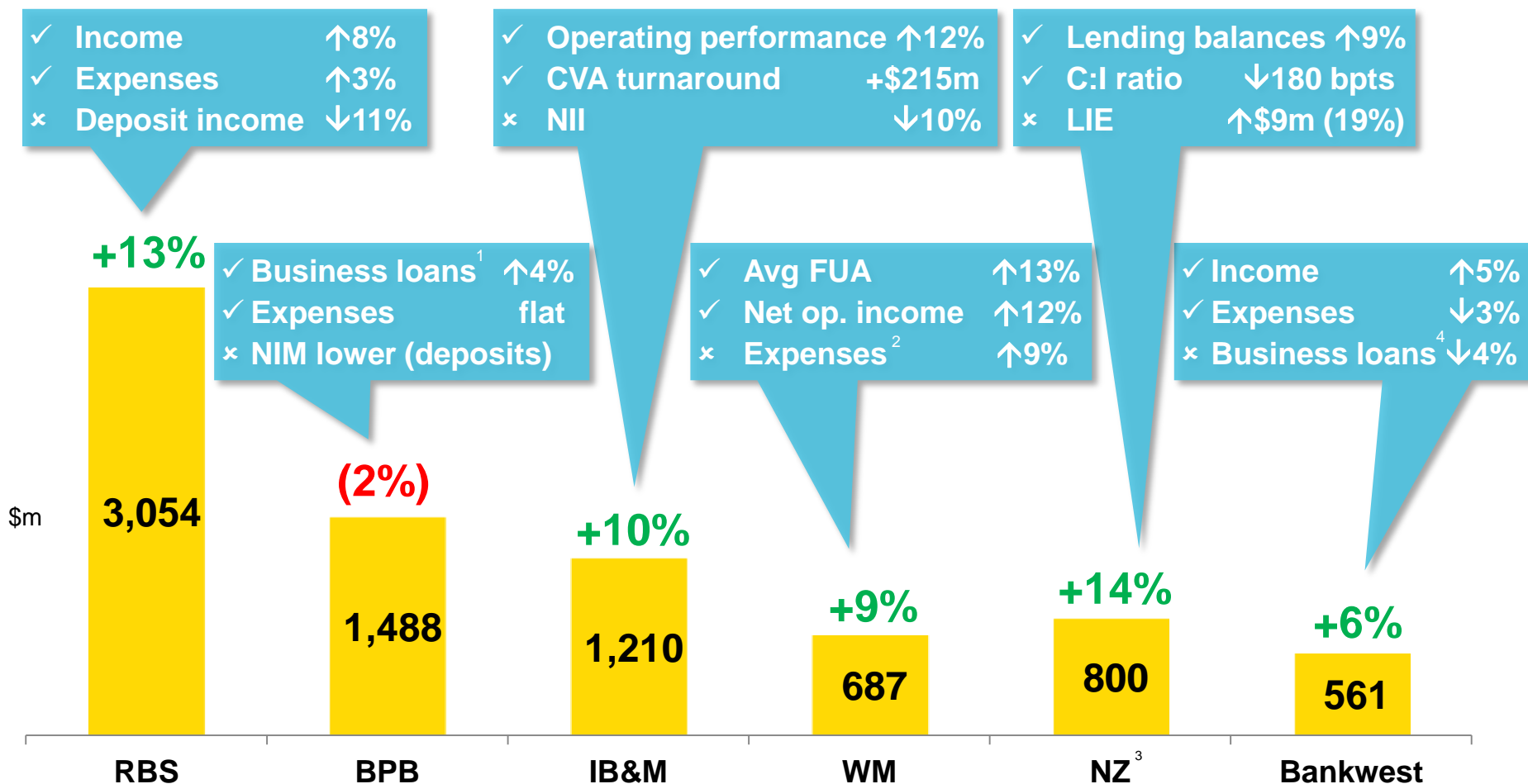
A strong financial result

	Jun 13	Jun 13 vs Jun 12
Statutory Profit (\$m)	7,677	8%
Cash NPAT (\$m)	7,819	10%
ROE – Cash (%)	18.4%	(20) bpts
Cash Earnings per Share (\$)	4.86	8%
Dividend per Share (\$)	3.64	9%



Cash NPAT drivers

FY13



All movements on prior comparative period unless stated otherwise.

1 Source RBA. Six months to Jun 13 annualised.

2 Excludes volume related expenses.

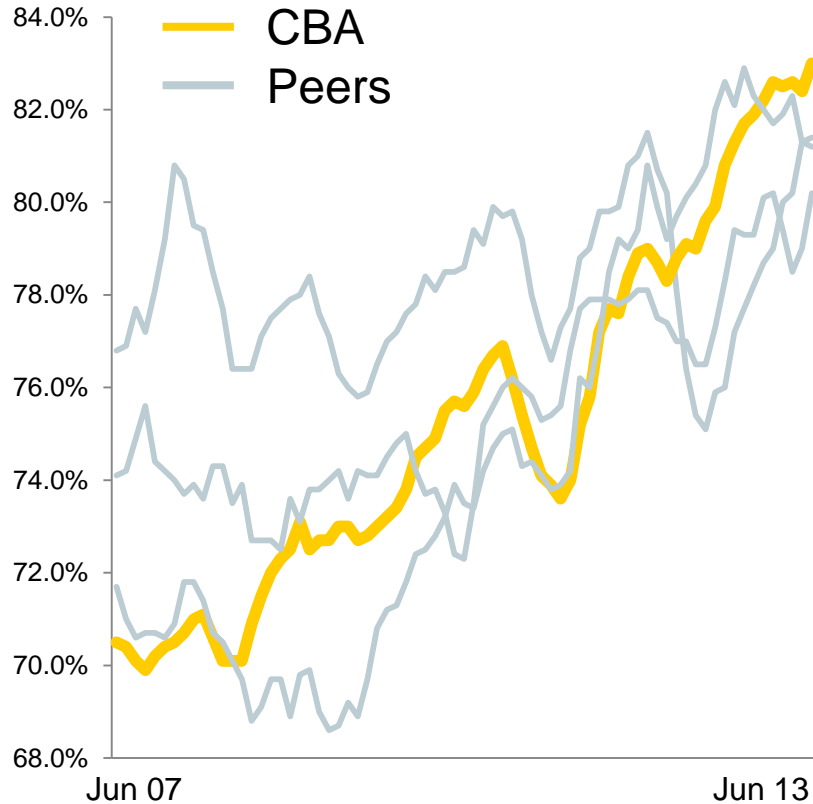
3 NZD.

4 Source RBA. Six months to Jun 13 annualised. Bankwest core market balances.



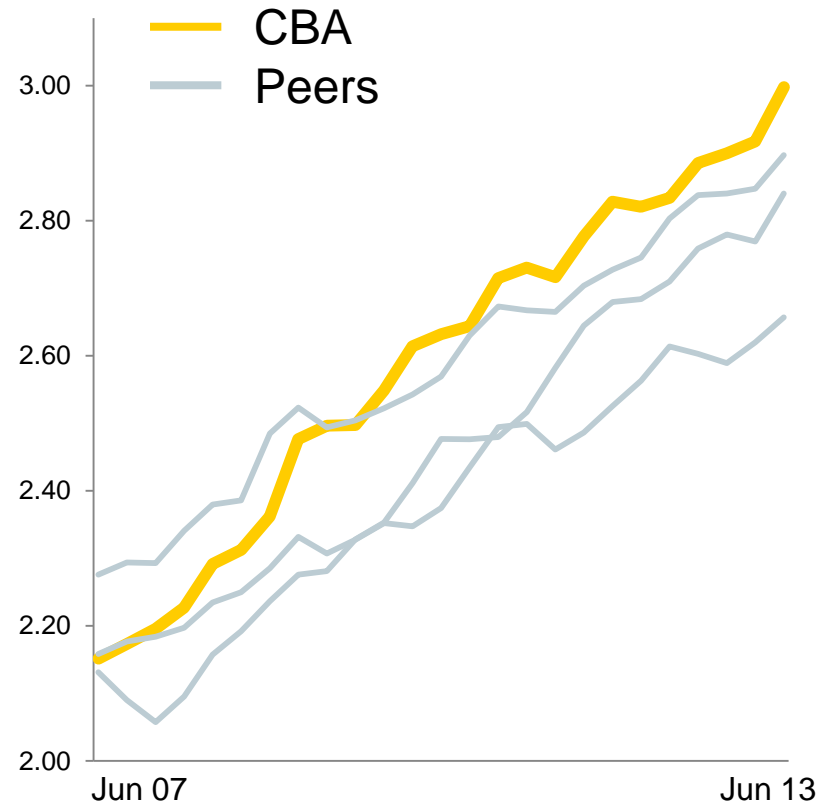
Peer leading customer satisfaction and products per customer

Retail Customer Satisfaction



% Satisfied ('Very Satisfied' or 'Fairly Satisfied')¹

Products per Customer



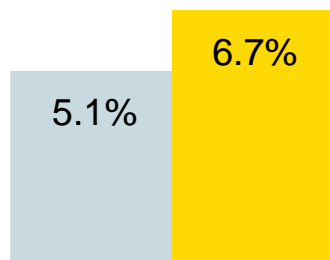
Average Number of Banking and Finance Products held by Customers 18+ (at the Financial Institution)³

Strong momentum

Home Loans

Balance Growth¹

+160bpts



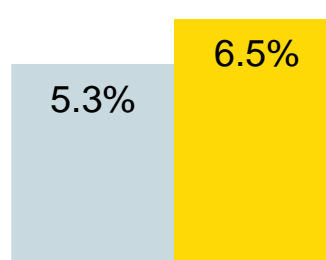
System

CBA

Household Deposits

Balance Growth^{1,2}

+120bpts



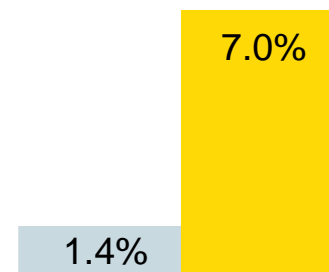
System

CBA

Business Lending

Balance Growth¹

5X



System

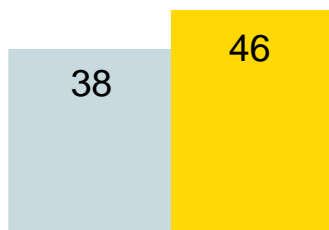
CBA

Transaction Banking

No.

IB&M Mandates/Wins

+21%



FY12

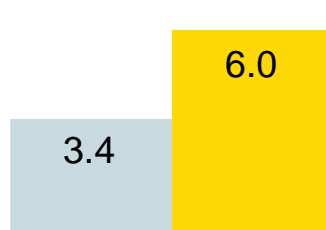
FY13

Funds Management

\$bn

Platform³ Net Flows

+76%



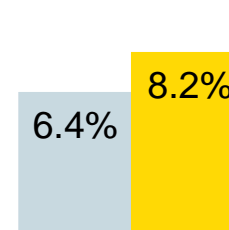
FY12

FY13

ASB⁴

Home Loan Balances

+180bpts

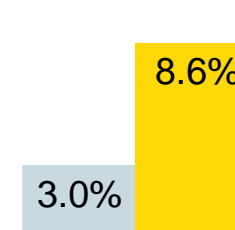


System

ASB

Business & Rural Balances

+560bpts



System

ASB

1 Balance growth figures are six months to Jun 13 annualised (CBA is ex Bankwest). Source RBA/APRA.

2 Household Deposits system growth adjusted for series breaks for new market entrants.

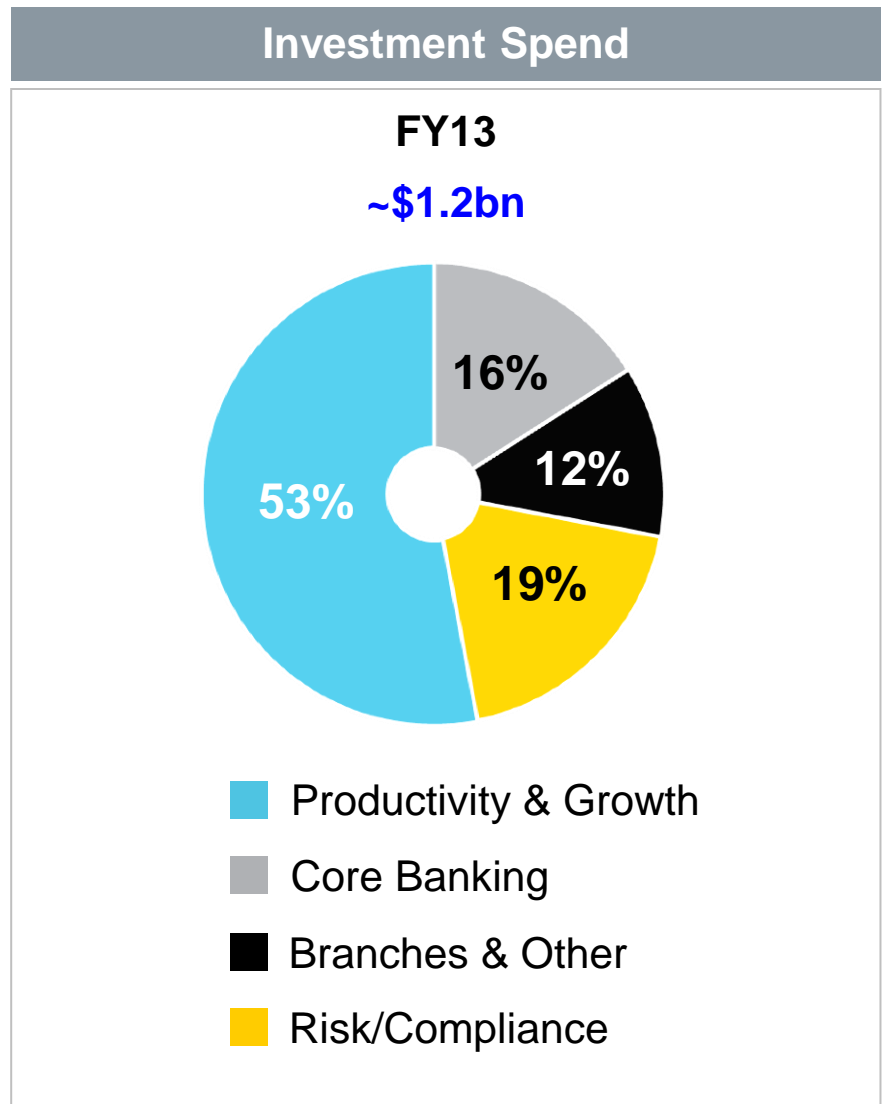
3 FirstChoice and Custom Solutions.

4 Six months to Jun 13 annualised. Source: RBNZ.



Productivity culture enabling investment

Examples ¹	
Customer Service Transactions per FTE	↑ 4%
Sales and Converted Referrals per FTE	↑ 10%
% Personal Loans funded same day	↑ 11%
Direct Banking call handling time	↓ 3%
% Deposit customers receiving e-statements	↑ 5%
Number of intelligent deposit machines	132
First bank to complete transactions on national e-conveyancing platform	✓



1 All movements FY13 vs FY12. Refer notes page at back of presentation for definition of productivity metrics.

Everyday Settlement



- Same day access to funds, everyday, for merchant customers
- Market leading innovation enabled by Core Banking
- Material benefit to customer cash flows

CommBiz Mobile



- Real-time cash flow information for business customers
- Payment authorisation from anywhere
- 36,000 logins, >2,000 activations since launch in Mar 2013

Kaching



- World first social payments app for Apple and Android
- >1 million downloads, >\$9 billion in transactions
- Now with QR code for bill payment; new card activation

Contactless Payments



- Fast, simple in-store payments
- CBA led the market, first with cards and then with terminals
- Now ~20% of total card transactions and growing

Pi, Albert & Leo

Get paid anywhere on
your iPhone with **Leo.**

Leo is a new way to get paid. It's a compact, smart-case device that turns an Apple iPhone 4 or iPhone 4S into a mobile and secure merchant terminal, so you can accept business payments anywhere.



- World first innovations revolutionising point-of-sale experience
- Opening up opportunities to change the business model
- Pi launched and growing, Leo in rollout, Albert pilot coming soon

SmartSign



- Online contract acceptance for Asset Finance and Business Transaction account opening
- Straight through processing – reduced errors, greater efficiency
- Document turn-around-times improved by 60%

Simplified Products

MyWealth

I WANT AN INVESTMENT PROPERTY. NOW I'M THINKING, WHY JUST ONE?

Find, invest and manage a property portfolio. With MyWealth, you're the new face of finance.

[SIGN UP](#)

"I'll have the support of other investors, so I'm taking the plunge."

"In just a few clicks I can part own an Australian company."

"I'm creating a financial empire, ruled from the laptop in my kitchen."

What is MyWealth? MyWealth from CommBank: Take a tour

CommonwealthBank My home View accounts Transfers BPAY Offers & apply

Offers Pre-paid mobile Term Deposits Accounts Credit cards Personal loans Home loans Insurance

Super/Investments Call 1800 241 996, 8.30am - 5pm (Sydney time), Monday to Friday

ESSENTIAL SUPER. EVERYTHING YOU NEED. NOTHING YOU DON'T.
Consider Essential Super. Easy, low-fees and you can see it anytime in NetBank.

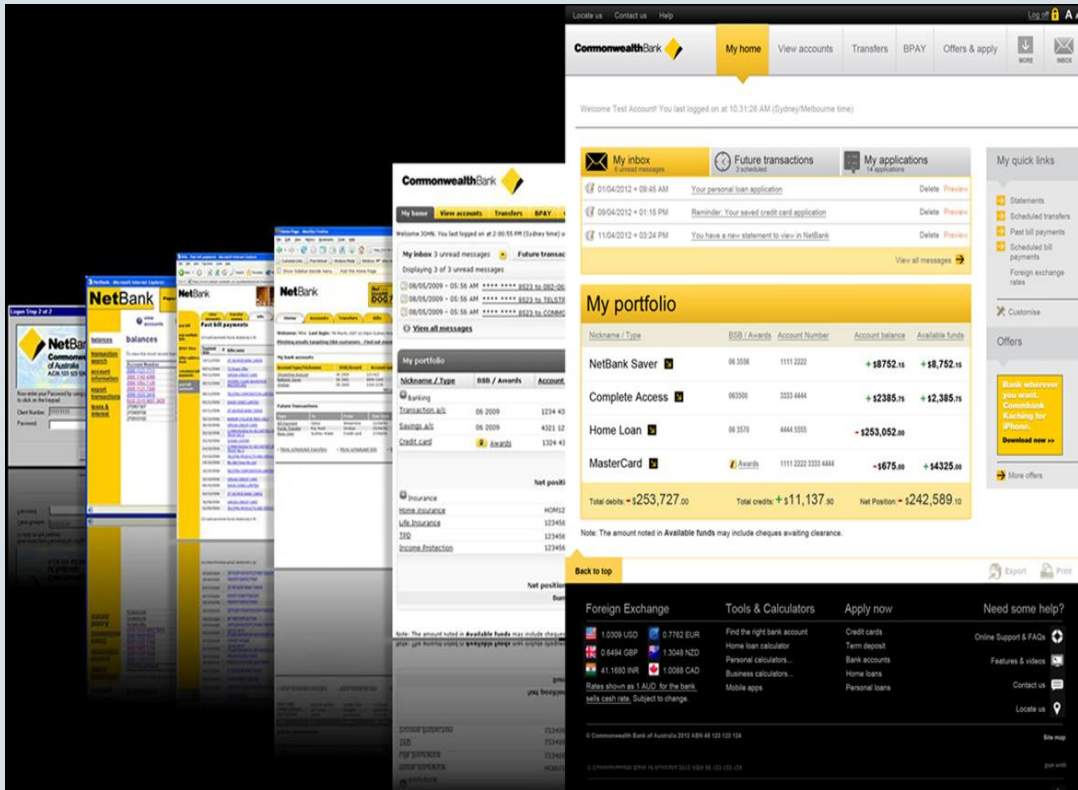
Key features

Essential Super	> Straight forward, low fee online super account > See your super in NetBank anytime > Take your super from job to job	APPLY NOW Learn more
FirstChoice Personal Super	> Value for money super fund with competitive fees > Choice of over 110 investment options > Award winning service from Colonial First State	APPLY NOW Get advice Learn more
FirstChoice Investments	> Value for money investment platform > Over 100 investment options including term deposits > Award winning service from Colonial First State	APPLY NOW Get advice Learn more

The Commonwealth Bank does not guarantee the performance of these products or the repayment of capital.

- Essential Super - easy, low fee superannuation solution
- MyWealth - simplified investing in one powerful hub

Australia's leading online bank



- More than 4.5 million active customers
- Australia's most visited business & finance site (NetBank)¹
- Refreshed, upgraded and redesigned online presence (Jun 13)
- Simpler navigation, single sign-on across sites, intelligent search

1. Source: Hitwise

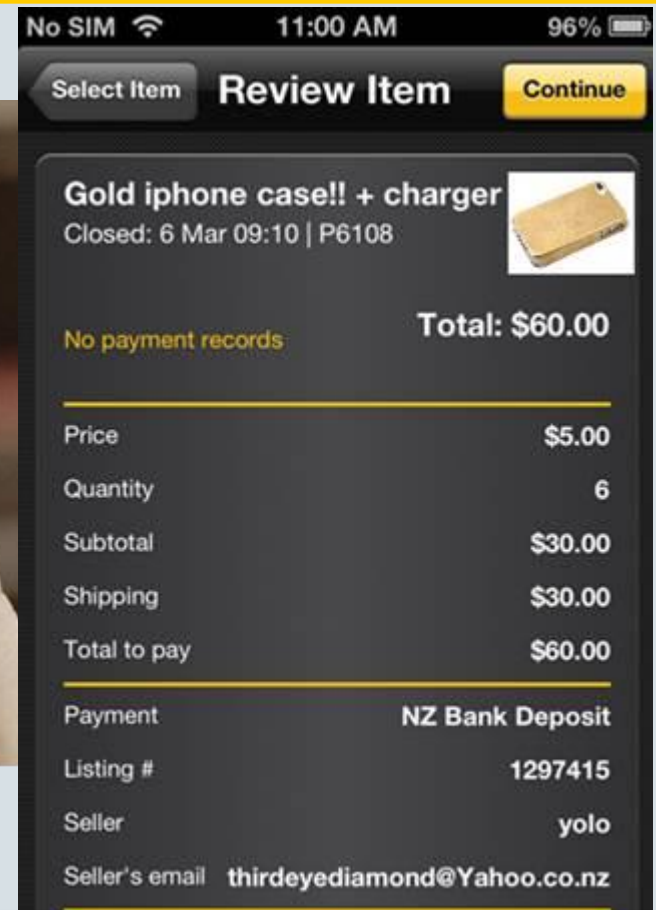
Video Conferencing across the branch network¹



- Rolled out to 1,016 CBA branches in the past six months
- On-the-spot customer access to a range of CBA specialists
- Customer needs addressed at first interaction
- Early results encouraging - especially in Merchant Facilities, Asset Finance and Mortgage Lending

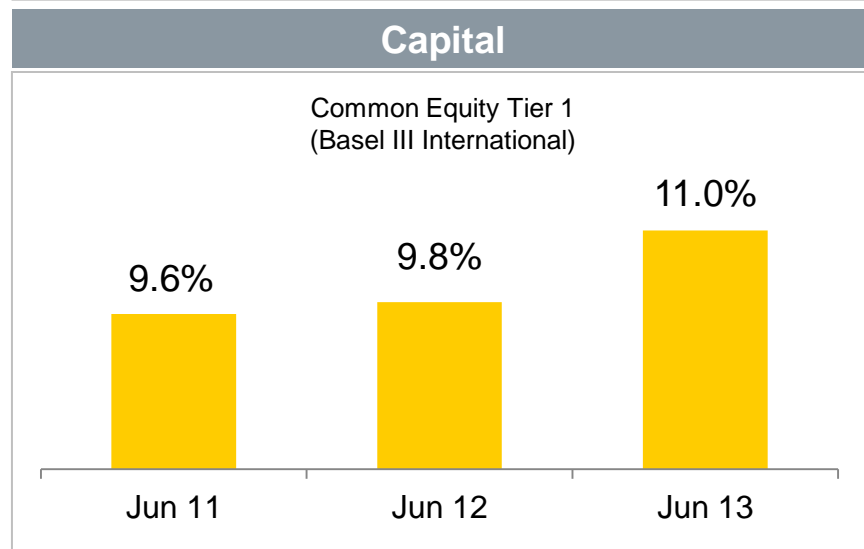
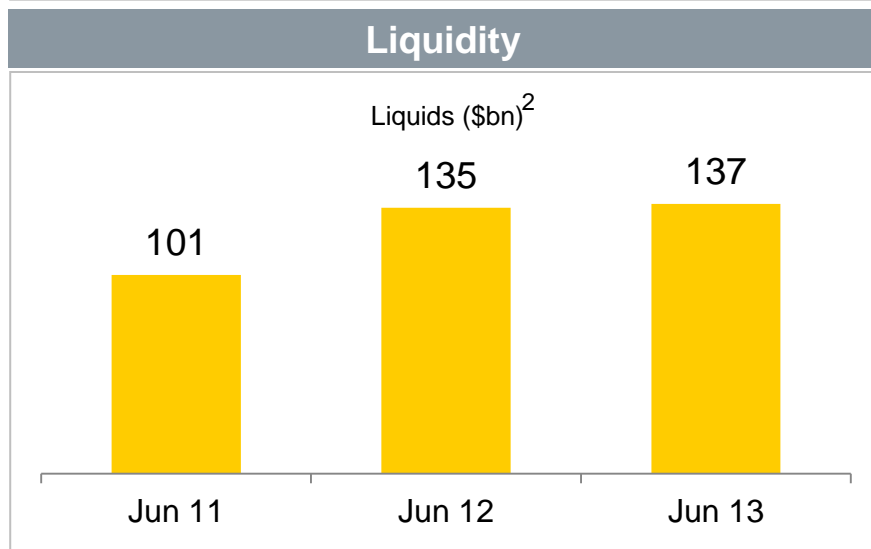
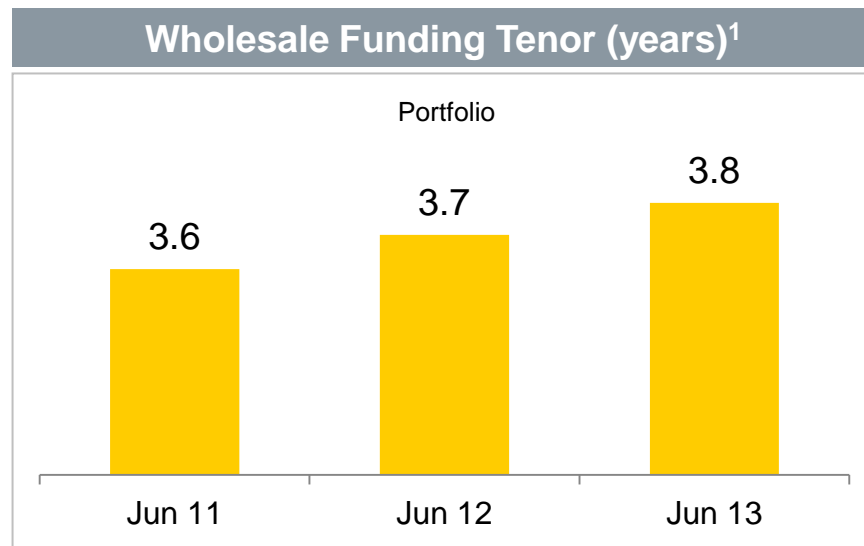
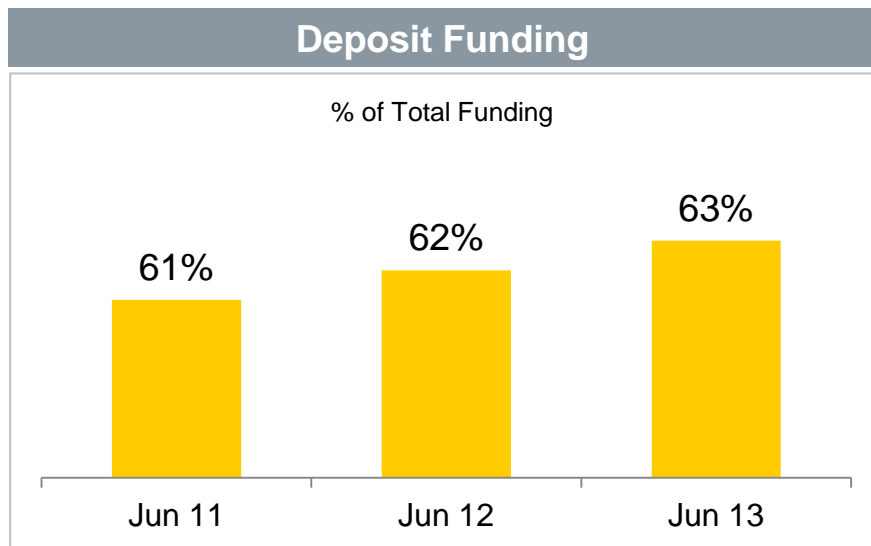
1. Excludes Bankwest and a very small number of CBA Branches.

ASB Innovation



- Mobile app users ↑250% in one year
- Mobile now >50% of all online account access
- Extra home loan payments online - Canstar Innovation Award
- Pay Trade Me sellers (NZ's eBay equivalent) via mobile banking app

Conservative settings further strengthened



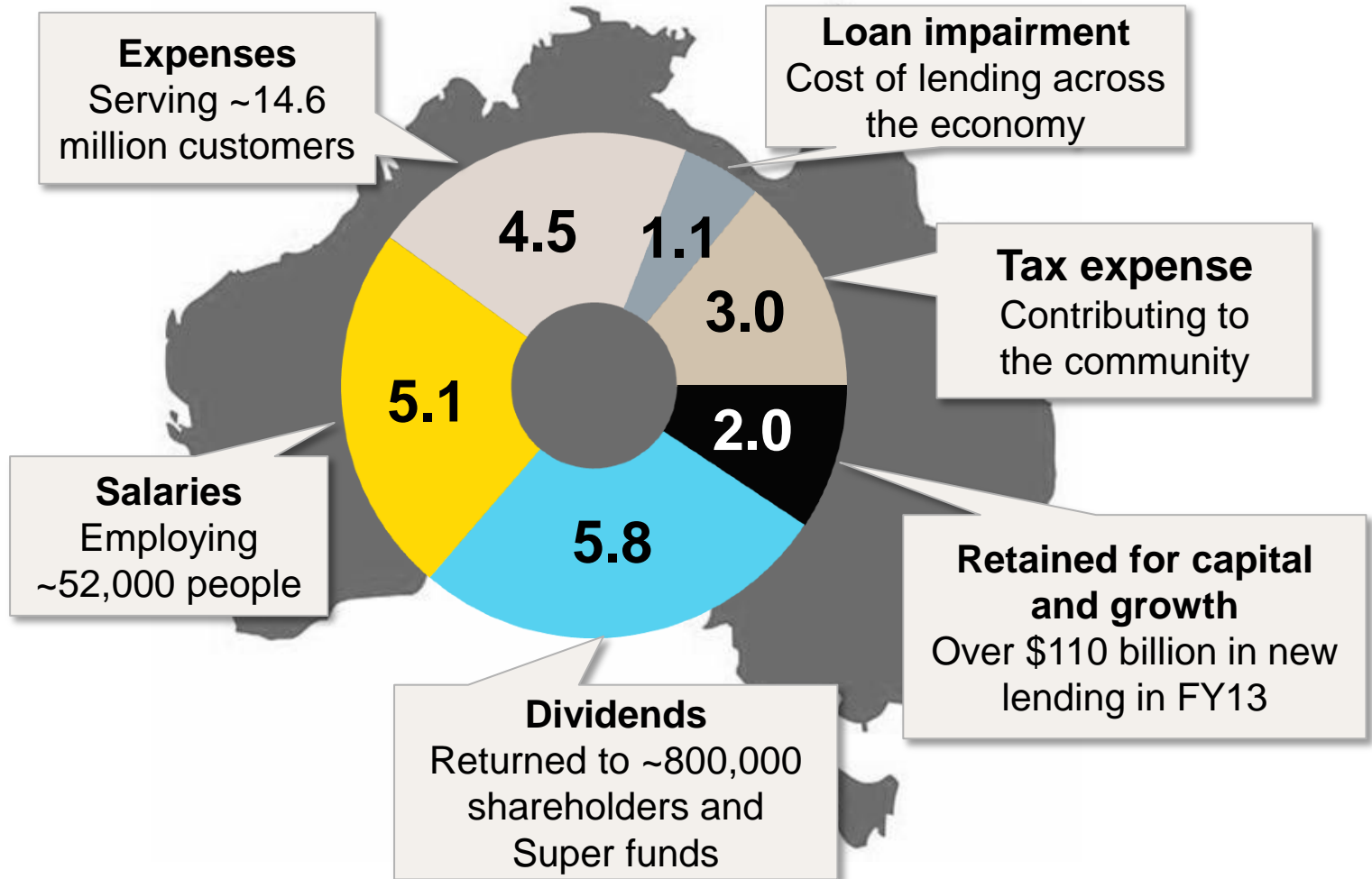
¹ Weighted Average Maturity of long term wholesale debt. Includes all deals with first call or contractual maturity of 12 months or greater.

² Liquids reported post applicable haircuts.

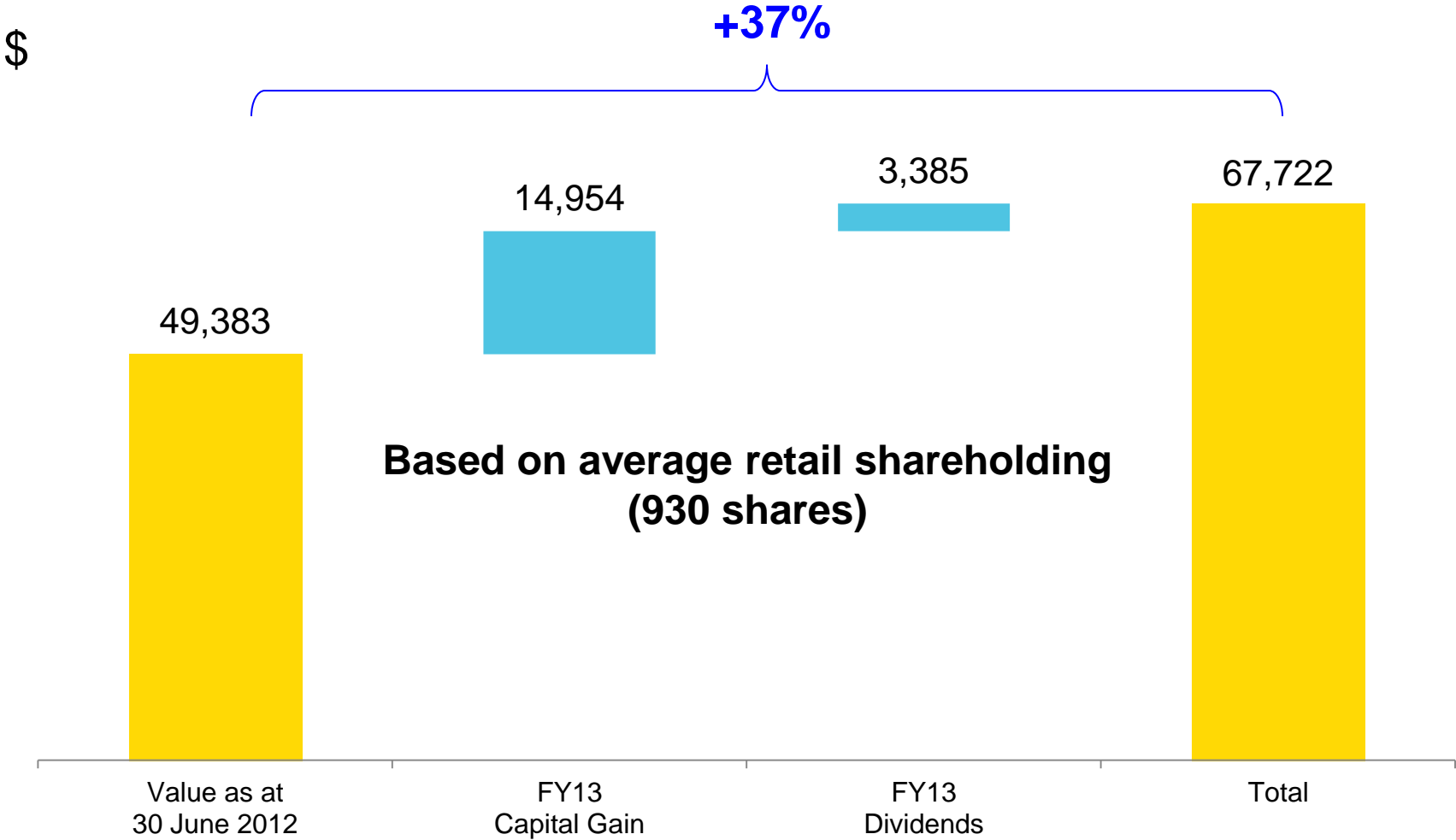
Strong contributor to Australian economy

Where does our income go?

FY13
(\$bn)



Shareholder return



Based on share price of \$53.10 as at 30 June 2012 and \$69.18 as at 28 June 2013.

Outlook – external factors influencing momentum

- ◆ Confidence the key:
 - Chinese demand
 - Outlook for AUD
 - Global markets volatility
 - Stable policy environment
- ◆ Competition remains strong
- ◆ Limited short term upside for domestic economy



Summary – sticking to the strategy

- ◆ A strong, good quality, strategy-driven result:
 - Revenue growth underpinned by peer leading customer satisfaction
 - Productivity focus enabling investment
 - Technology-led innovation
- ◆ Already conservative settings further strengthened
- ◆ Strong ROE notwithstanding significantly stronger capital position

Media Presentation

For the full year ended 30 June 2013

CommonwealthBank



Ian Narev

CHIEF EXECUTIVE OFFICER