Results Presentation and Investor Discussion Pack

For the full year ended 30 June 2019

CommonwealthBank

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Matt Comyn Chief Executive Officer

Alan Docherty Chief Financial Officer

Commonwealth Bank, South Eveleigh building, NSW

Results Presentation

Matt Comyn, Chief Executive Officer

Commonwealth Bank of Australia | ACN 123 123 124 | 7 August 2019

Overview

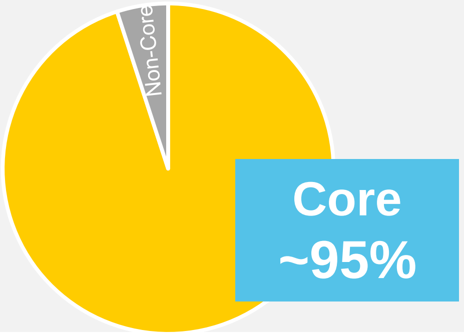
- **Disciplined execution**
  - Simpler - progress on divestments
  - Better - cultural change, better customer outcomes
  - Best in digital - leadership position further strengthened
- **Responding to a challenging operating context**
  - Cash NPAT - ↓ 4.7%
  - Impacted by - remediation, fee removals, risk & compliance
- **Delivering strong core outcomes**
  - Highlighted by - balance sheet, surplus capital, franchise strength

A simpler bank

Progress on divestments – surplus capital – more to do on costs

Divestments

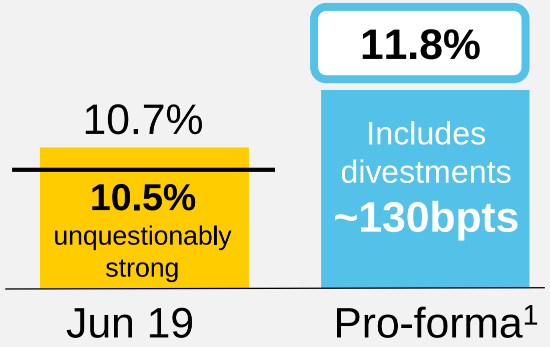
Group NPAT
FY19



GAM completion
CMLA progress

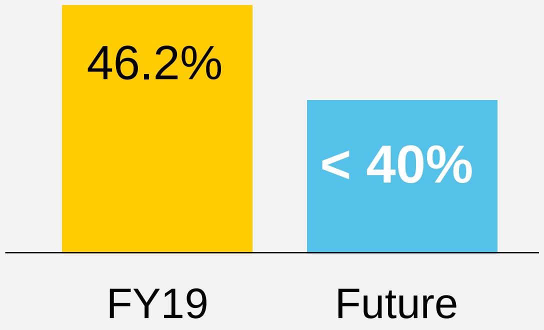
Capital

CET1



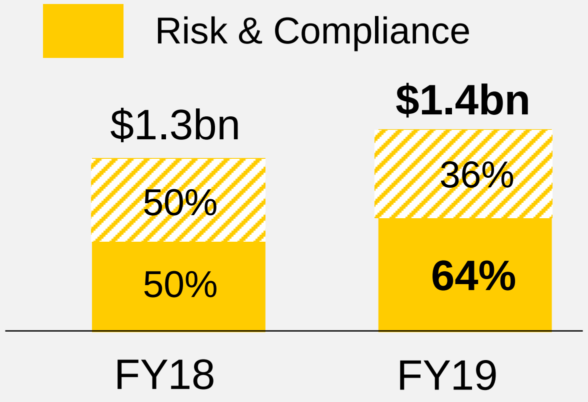
Strong pro-forma CET1 of 11.8%

Cost-to-Income[2]



More to do on costs - targeting sub 40% cost-to-income

Investment Spend



Elevated risk and compliance spend

1. Pro-forma includes divestments and the impact of regulatory changes. Completion of divestments subject to regulatory approvals and conditions. 2. Operating expenses to total operating income.

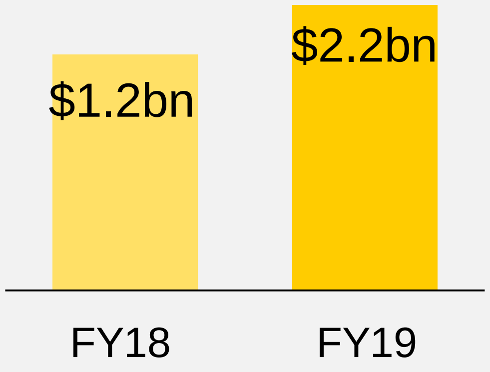
A better bank

Committed to remediating customers quickly	Changes saving customers $415m annually	Remedial Action Plan on track and driving change	Committed to rebuilding trust

Customer Remediation Costs

Cumulative spend/provisions
(including program costs)

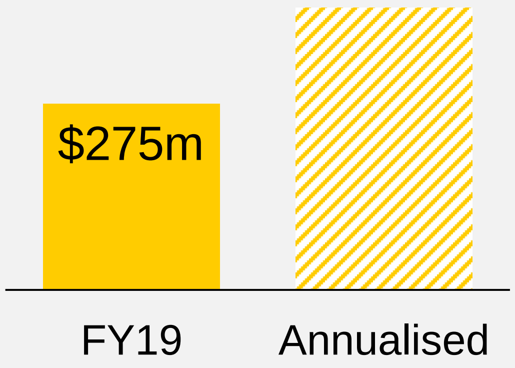
+$1bn
in FY19



Better Customer Outcomes

Income forgone

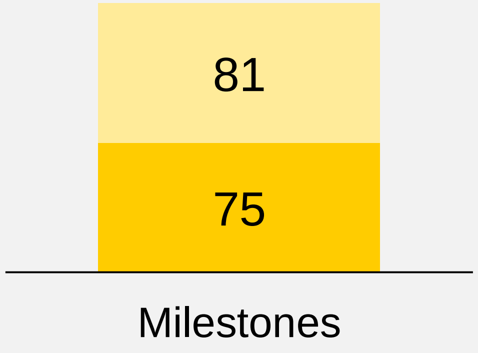
$415m
annually



Remedial Action Plan[1]

Submitted   Not yet due

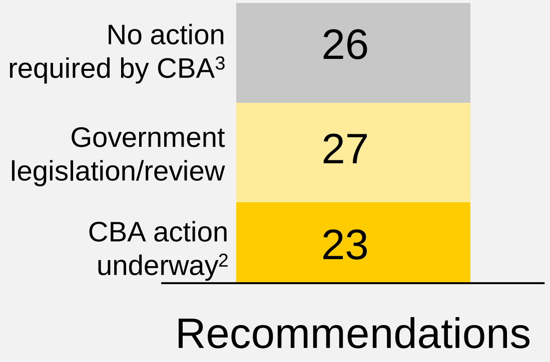
75 of 156
milestones submitted



Royal Commission

Implementation

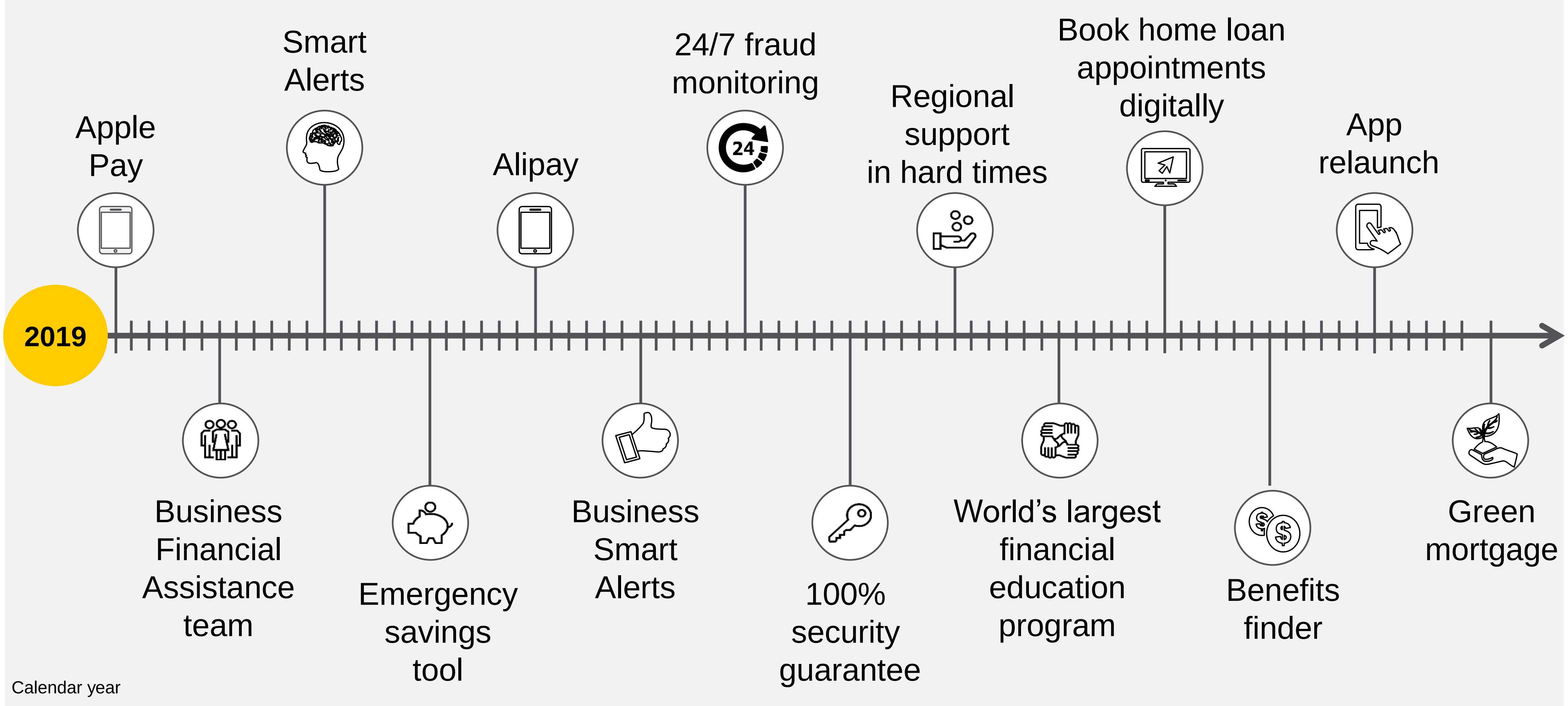
23
Underway[2]



1. The Remedial Action Plan is CBA's response to the recommendations contained in the Final Report of the Australian Prudential Regulation Authority (APRA) Prudential Inquiry into CBA released May 2018. 2. Recommendations that are underway - some requiring legislative action to complete. 3. No action required as action is with Government/regulator or CBA does not operate in that business.

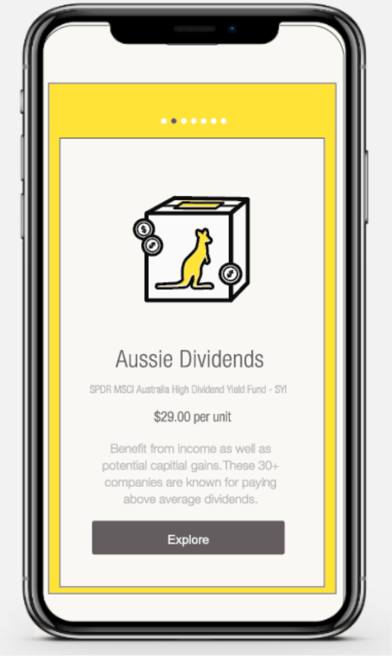
"Better for you"

At least one customer benefit each week



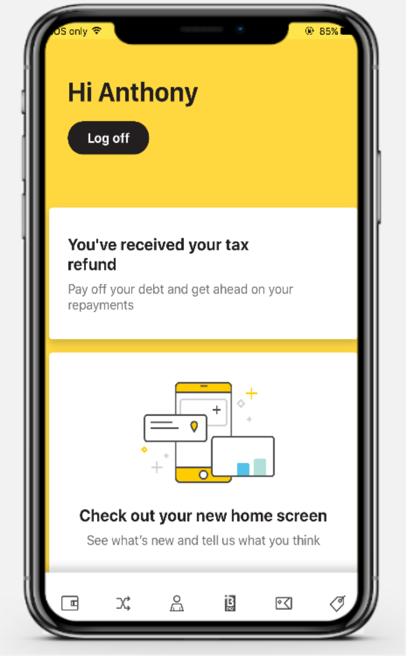
Leading in innovation

Developing innovative solutions for our customers



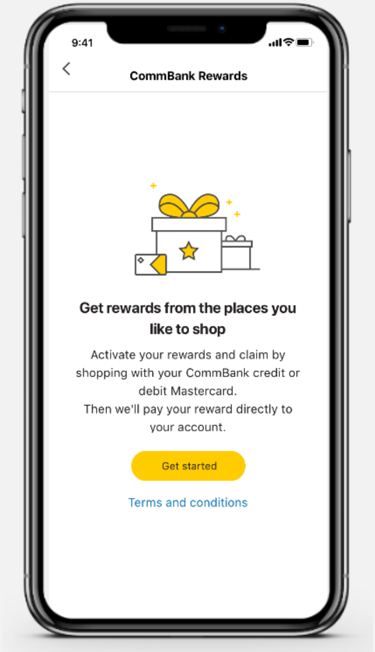
CommSec Pocket

Invest with as little as $50, with very low brokerage from $2 per trade



Tax Refunds

Notifies when refund is received and provides suggestions on how to use it

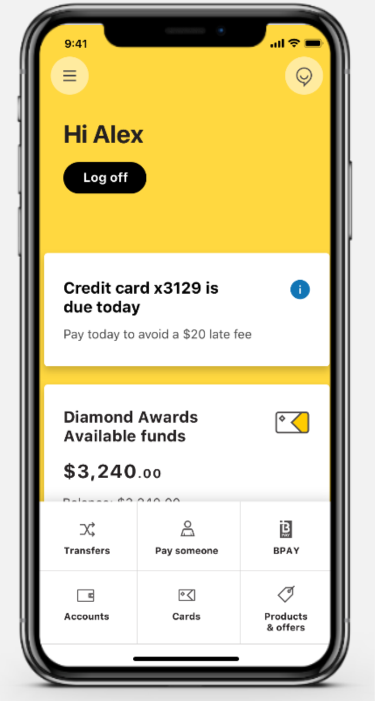


CommBank Rewards

Pay with your CommBank card and receive personalised cashback rewards

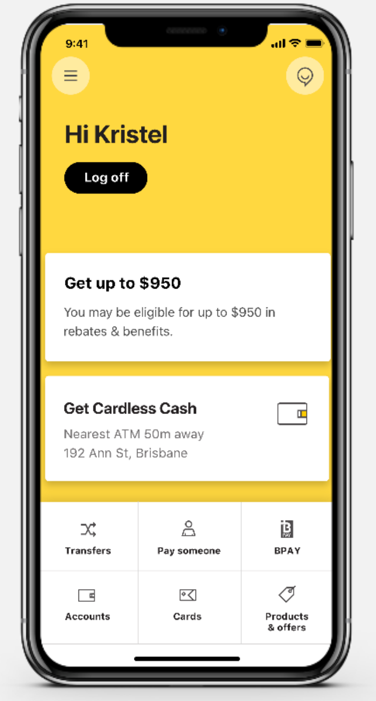
Best in digital

Simple	Smart	Secure



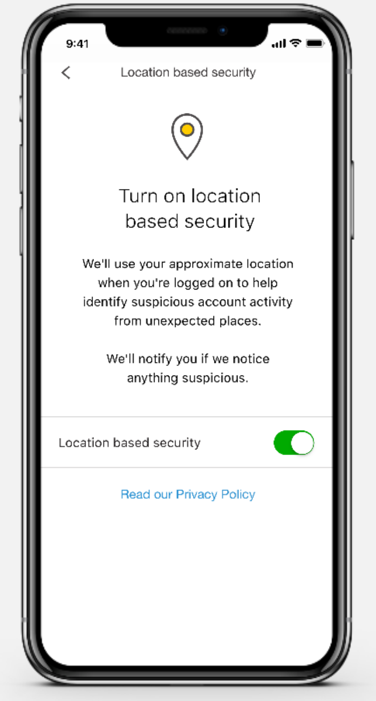
CommBank app

Relaunched – personalised experiences, customisable features



Benefits finder

Finding unclaimed rebates and benefits for our customers



100% security guarantee

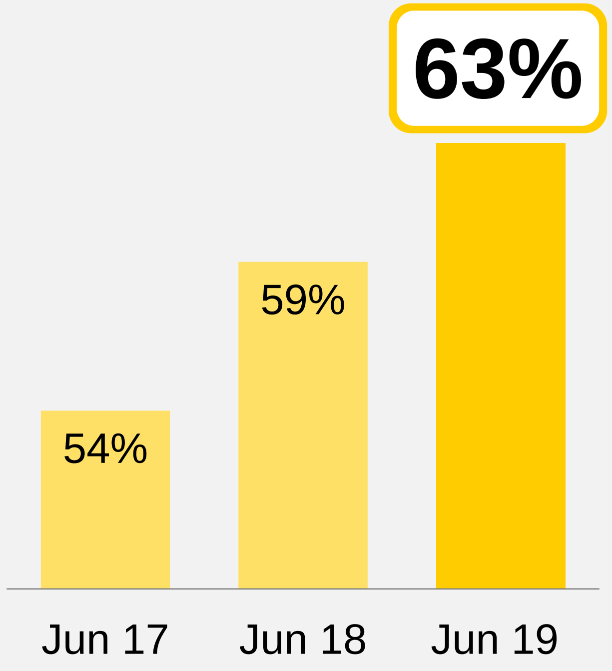
Protecting customers from unauthorised transactions, 24/7

Best in digital

Growth	Market leader	Best customer experience

Digital transactions

% of total transactions
- by value[1]



7.0m Active digital customers[2]

#1 Online banking (Canstar - 10yrs in a row)[3]

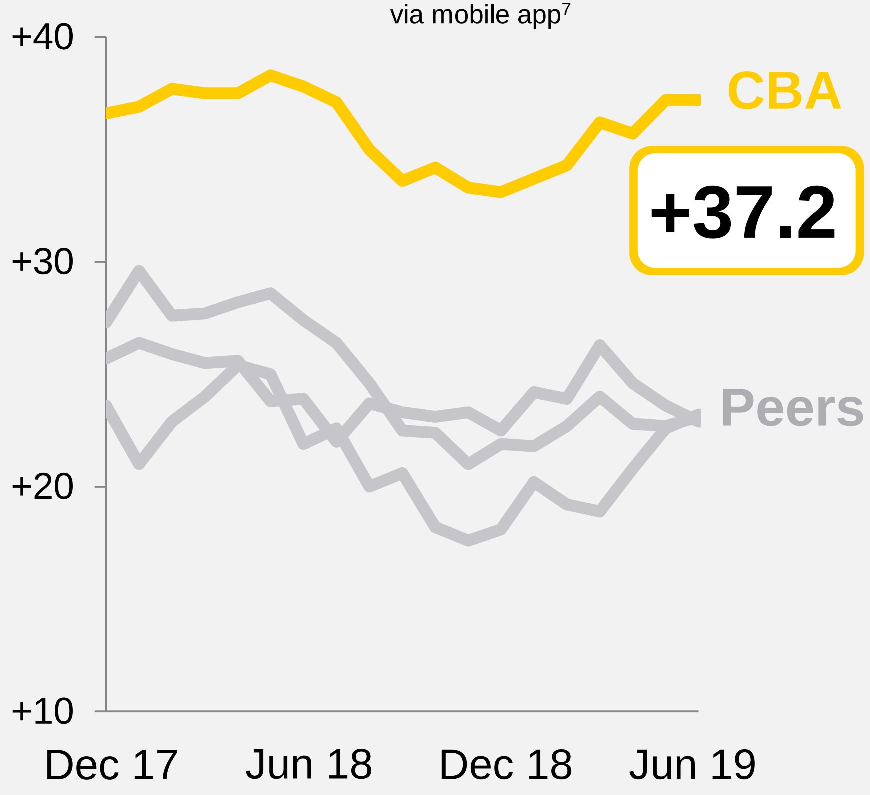
#1 Mobile banking (Canstar - 4yrs in a row)[4]

#1 Most Innovative Major Bank (DBM Aust. Financial Awards)[5]

#1 in Australia (Forrester)[6]

#1 Net Promoter Score

Customer's likelihood to recommend main financial institution based on use of internet banking services via mobile app[7]



1, 2, 3, 4, 5, 6, 7. Refer to notes at the back of this presentation for further source information.

This result[1]

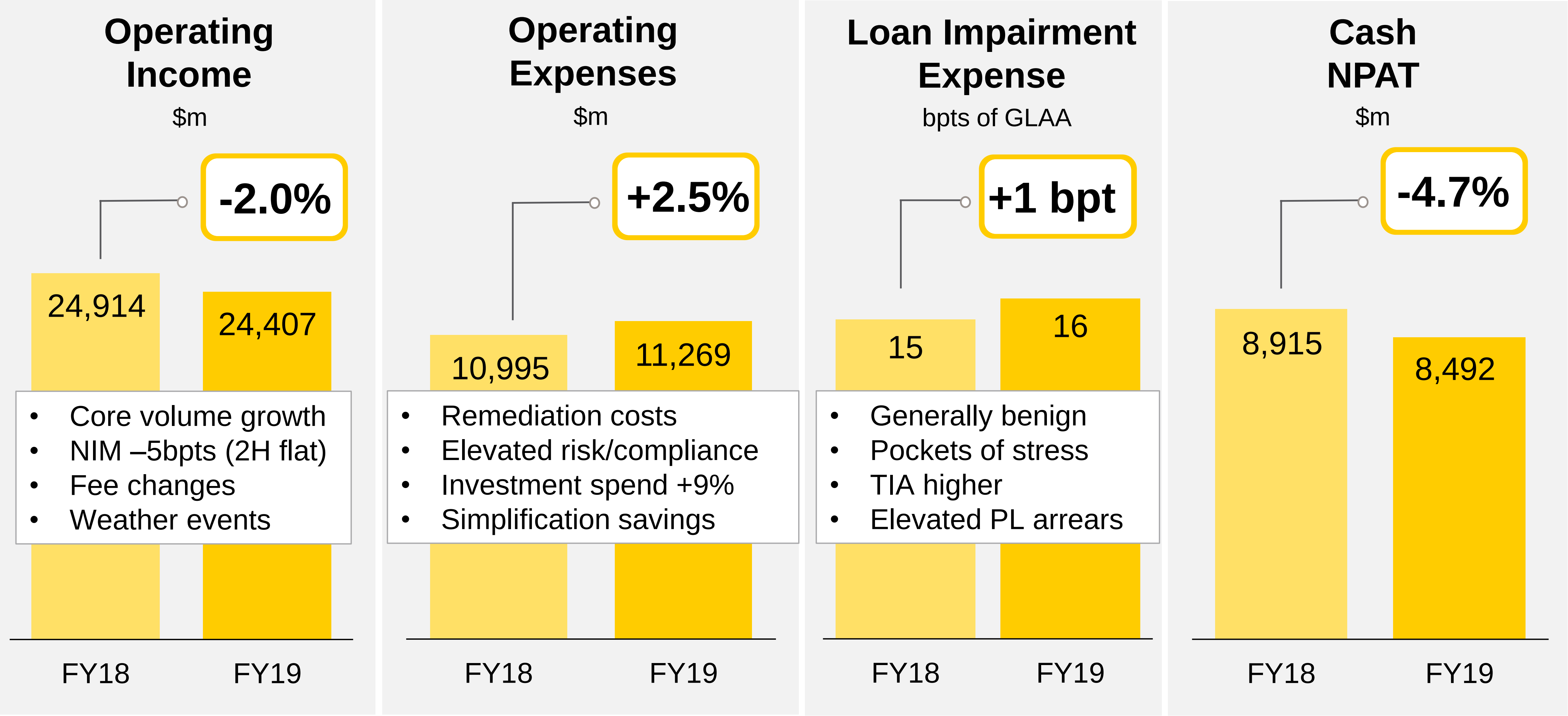
Cash NPAT lower – sound business fundamentals – dividend maintained

	FY19	FY19 vs FY18
Statutory profit ($m)	8,571	**(8.1%)**
Cash NPAT ($m)	8,492	**(4.7%)**
ROE (cash, %)	12.5%	**(110)bpts**
CET1 (%)	10.7%	**+60bpts**
EPS (cash, cents)	481c	**(29c)**
Dividend per share ($)	4.31	**Flat**

1. Statutory profit, CET1 and Dividend per share include discontinued operations. Cash NPAT, ROE and EPS are on a continuing operations basis.

Key outcomes[1]

Impacted by customer remediation costs and rebased fee income

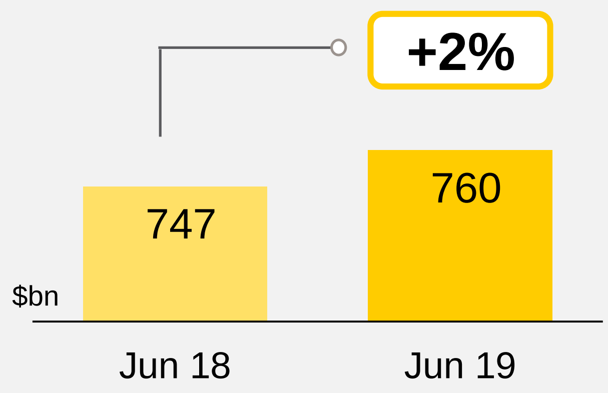


1. Presented on a continuing operations basis.

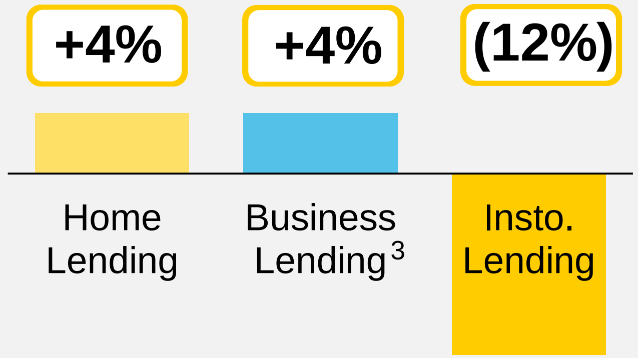
Franchise strength

Volume[1] – resilient core business growth

Group Lending

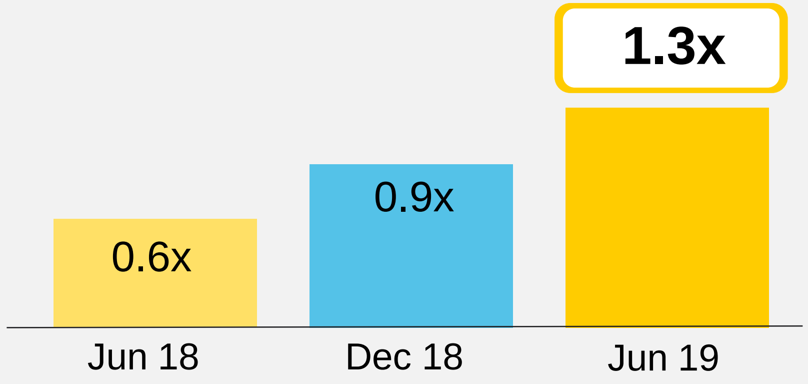


Lending Growth[2]

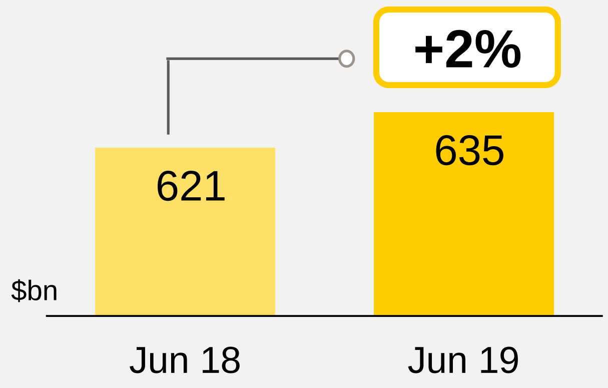


Home Lending Growth

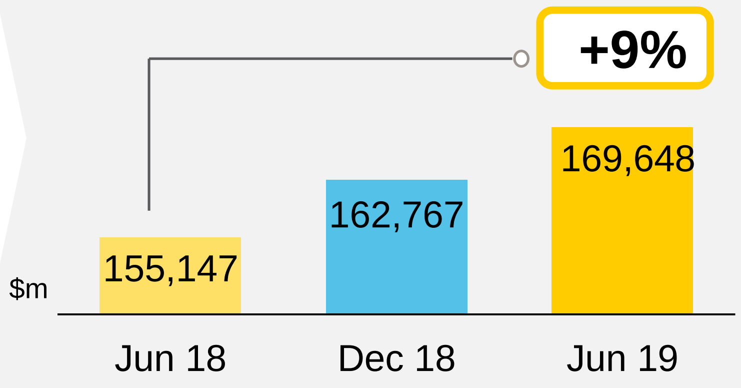
CBA growth as a multiple of system growth[4]



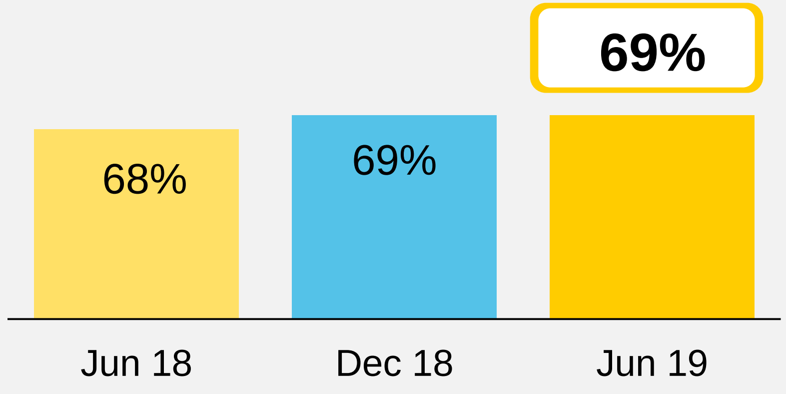
Group Deposits[5]



Transaction Balances[5]



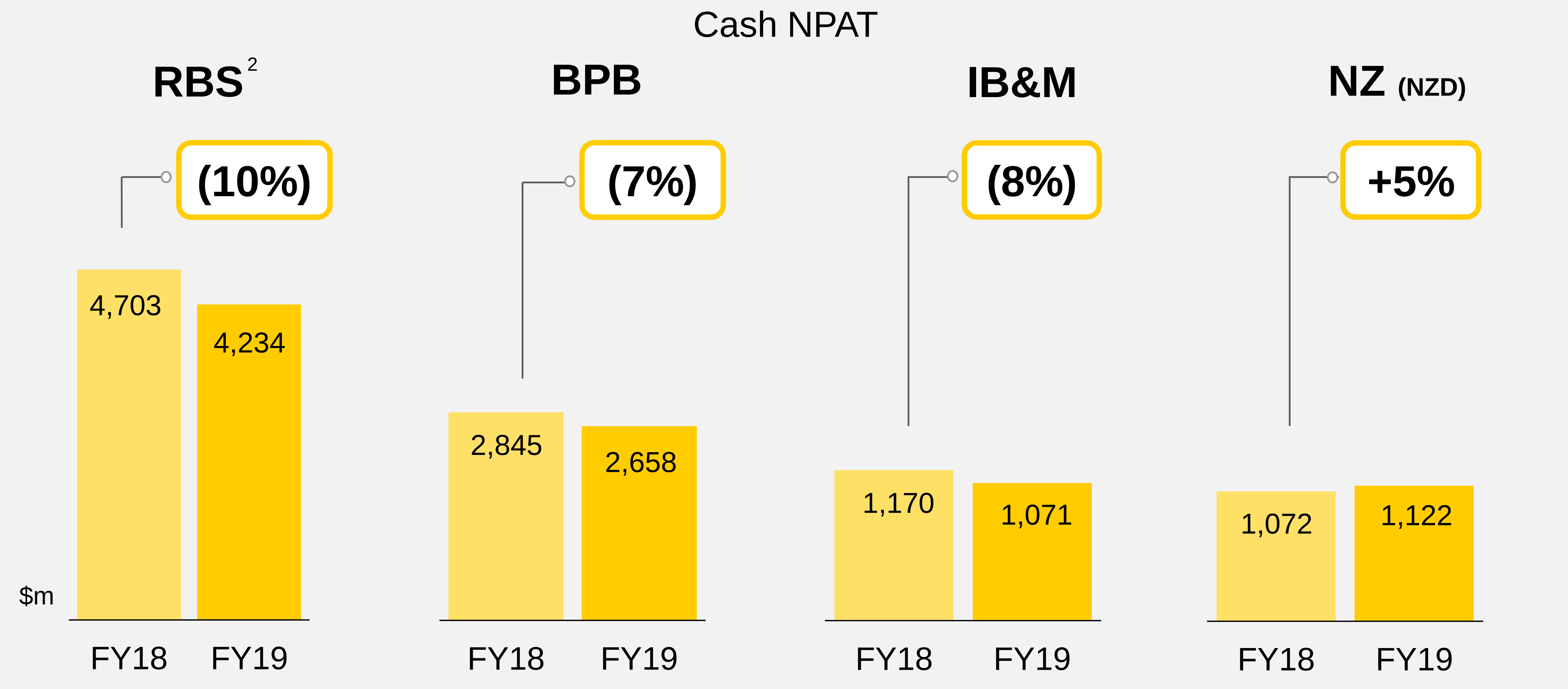
Deposit Funding



1. Spot balances. 2. Jun 19 vs Jun 18. 3. Includes NZ. 4. Growth over 6 month period. System source: RBA Lending and Credit Aggregates, adjusted for new market entrants. CBA includes Bankwest and subsidiaries. 5. Includes non-interest bearing deposits.

Business Units[1]

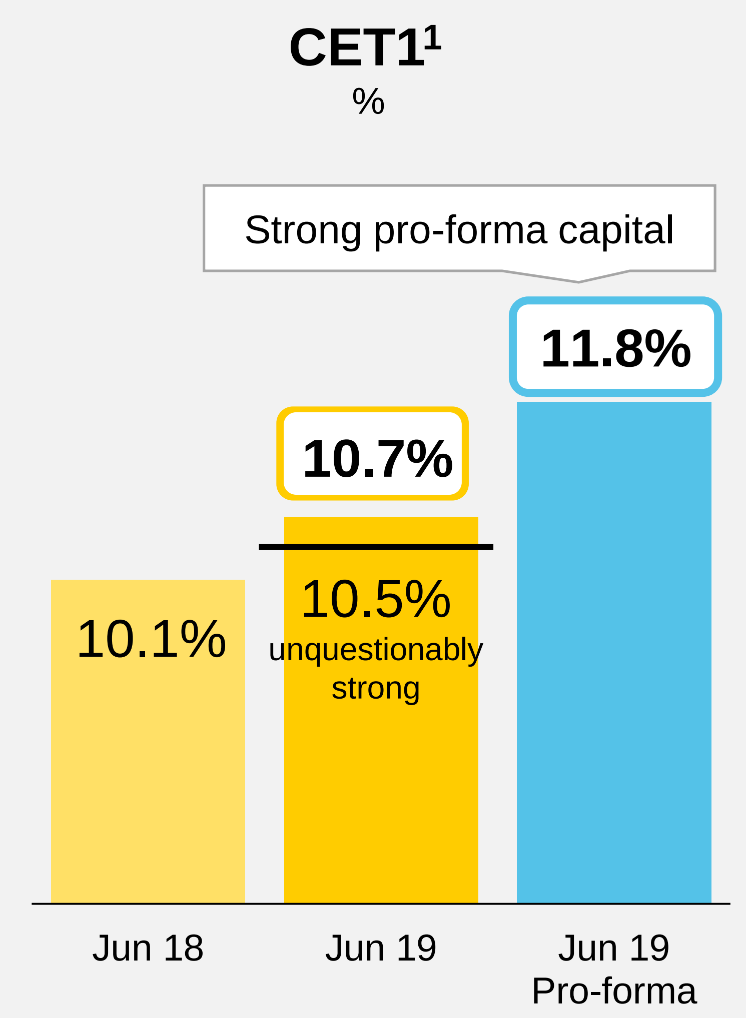
Earnings impacted by margin pressures and customer remediation costs

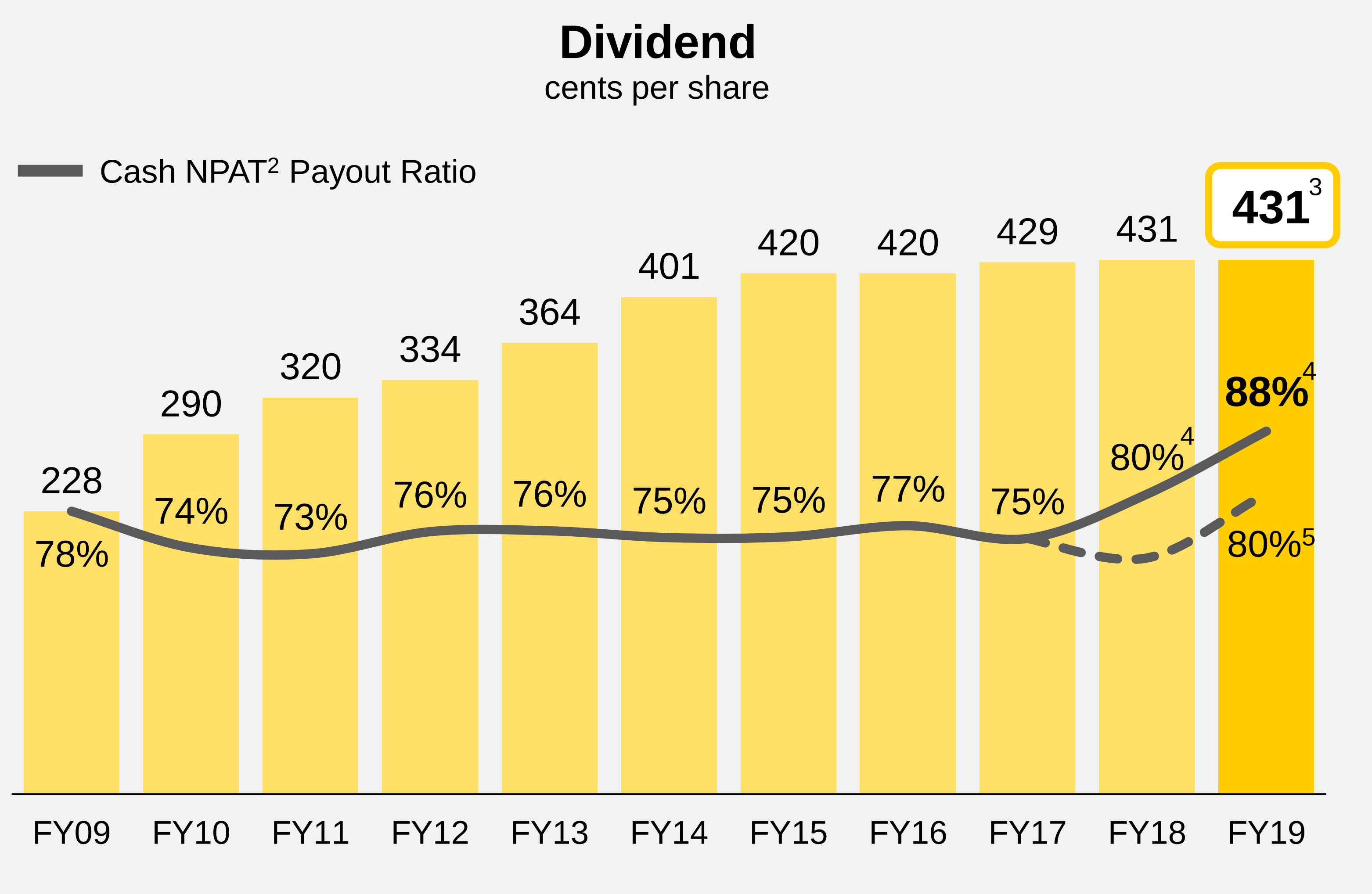


1. Presented on a continuing operations basis. 2. Includes Bankwest and Commonwealth Financial Planning, excludes General Insurance and Mortgage Broking consolidation.

Balance sheet strength – supporting dividend

Strong capital – full year dividend of $4.31, payout of 88%, DRP neutralised





1. APRA CET1 = Common Equity Tier 1 Capital, spot basis. Pro-forma includes divestments which are subject to regulatory approvals and conditions. Also includes the impact of regulatory changes.
2. Cash NPAT inclusive of discontinued operations. 3. The DRP will apply with no discount and will be neutralised. 4. Payout ratios including the impact of notable items. 5. Payout ratio excluding the impact of notable items.

Results Presentation

Alan Docherty, Chief Financial Officer

Commonwealth Bank of Australia | ACN 123 123 124 | 7 August 2019

Summary

A disciplined response to current context – focus on long term strength and stability

Disciplined execution	**Responding** to challenges	**Delivering** strong core outcomes
▶ Customer focus	▶ Customer remediation	▶ Home loans +4%
▶ Appropriate risk appetite	▶ Lower interest rates	▶ Transaction deposits +9%
▶ Balance sheet settings	▶ Softer housing market	▶ Deposit funding 69%
▶ Risk-adjusted returns	▶ Business simplification	▶ Surplus capital, stable dividend

Statutory vs Cash NPAT

Lower earnings for discontinued operations

$m	FY18	FY19
Statutory NPAT	9,329	**8,571**
Less		
Cash NPAT - discontinued operations	497	**214**
Non-cash items:		
- Transaction gains/(losses) on disposals[1]	(183)	**(61)**
- Hedging[2] & other	100	**(74)**
Cash NPAT – continuing operations	8,915	**8,492**

- CommInsure Life – loss recognition, higher claims and lower premiums
- GAM – lower performance fees
- Sovereign sold July 2018

- Loss on NZ hedge – AUD depreciating against NZD

1. FY19 includes transactions and separation costs associated with CommInsure Life (-$82m), CFSGAM (-$71m), Newco demerger (-$54m), impairment loss and transaction costs associated with Count (-$33m), loss on sale net of transaction costs for TymeDigital (-$22m), partly offset by gain on sale net of transaction costs for Sovereign (+$135m) and other businesses (+$66m). FY18 includes transactions and separation costs associated with CommInsure Life (-$118m), Newco demerger (-$21m), Sovereign (-$18m) and impairment of TymeDigital (-$91m), partly offset by other businesses (+$65m). 2. Includes unrealised accounting gains and losses arising from the application of “AASB 139 Financial Instruments: Recognition and Measurement”.

FY19 result[1]

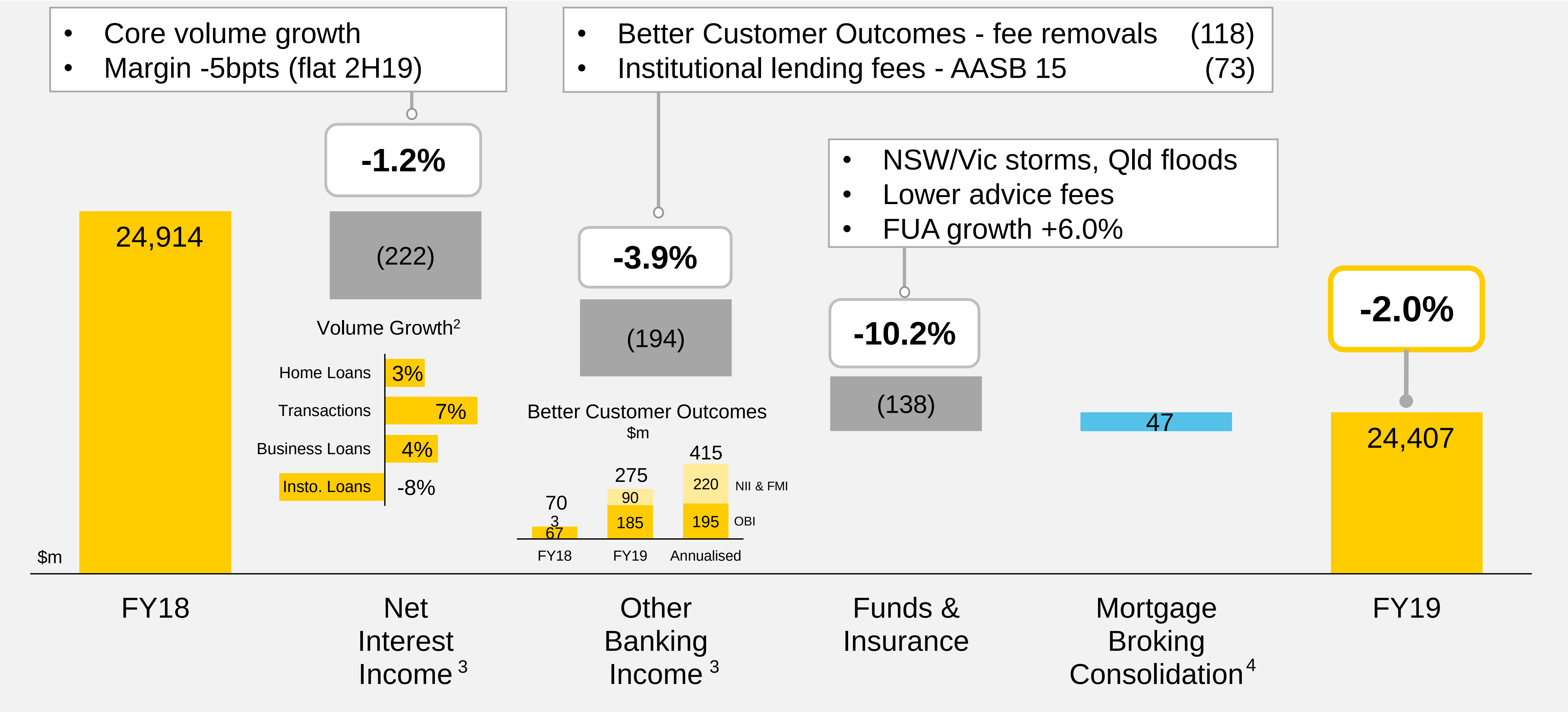
Cash NPAT down 4.7% – margin pressure, fee removals and remediation costs

	FY19 $m	FY19 vs FY18
Operating Income	24,407	(2.0%)
Operating Expense	11,269	2.5%
Operating Performance	13,138	(5.6%)
Loan Impairment Expense	1,201	11.3%
Cash NPAT	**8,492**	**(4.7%)**

1. Presented on a continuing operations basis.

Operating income down 2.0%[1]

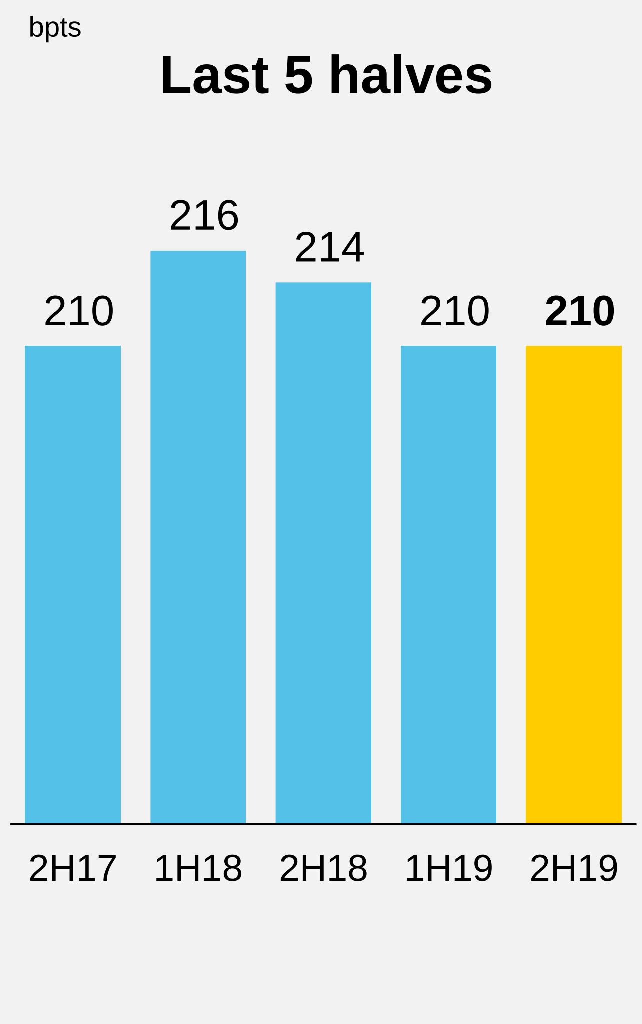
Volume growth offset by NIM decline, customer fee removals and weather events

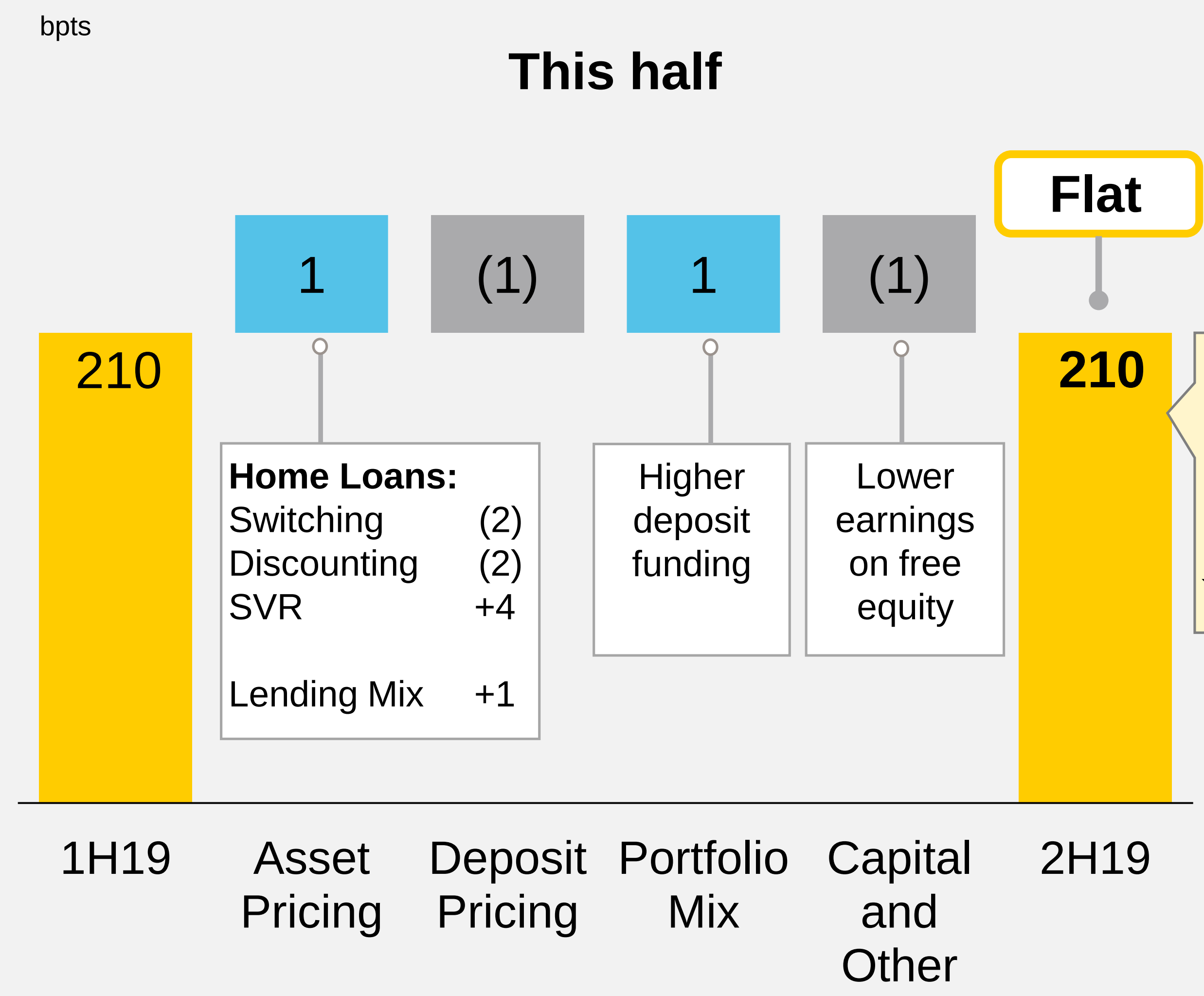


1. Presented on a continuing operations basis. 2. Average balances. 3. Excludes Mortgage Broking consolidation. 4. Includes impact of AHL consolidation and implementation of AASB 15.

Group margin[1]

Stable in 2H19 – home lending and deposit competition





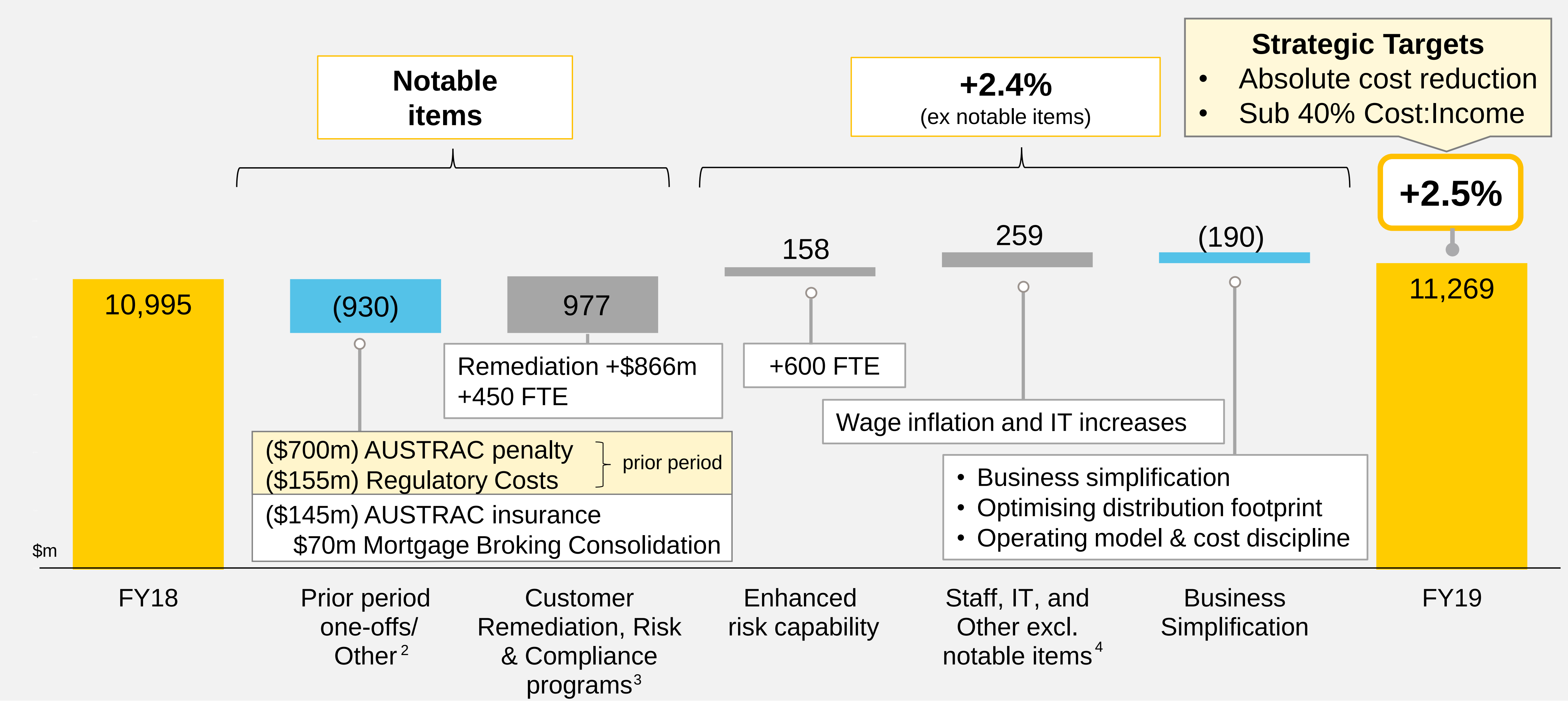
FY20 Headwinds

	bpts
AASB 16	(1)
⇩ Cash Rate[2]	(4)

1. Presented on a continuing operations basis. Comparative information has been restated to conform to presentation in the current period. 2. Estimated impact of the RBA's cash rate cuts in June and July 2019 on Group NIM, including the deposits impact, lower expected replicating portfolio and equity hedge benefits, and flow through of announced home loan repricing. Excludes impact of any future cash rate movements.

Operating expenses up +2.5%[1]

Impacted by customer remediation costs, risk and compliance increases



1. Presented on a continuing operations basis. 2. Prior period = FY18. 3. Represents FY19 total customer remediation costs of $996m ($918m recognised in continuing operations operating expenses), less FY18 total customer remediation costs of $131m ($52m recognised in continuing operations operating expenses). Also includes movement in risk and compliance programs of $111m. 4. Excludes staff, IT and other costs related to notable items, enhanced risk and resiliency capability and simplification.

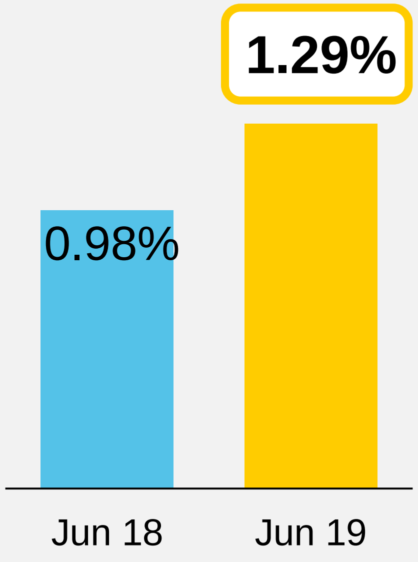
Balance sheet resilience

Conservative settings – prepared for a range of possible macro-economic outcomes

Credit Risk

- Disciplined approach
- Higher AASB 9 provisioning

Total Provision Coverage[1]

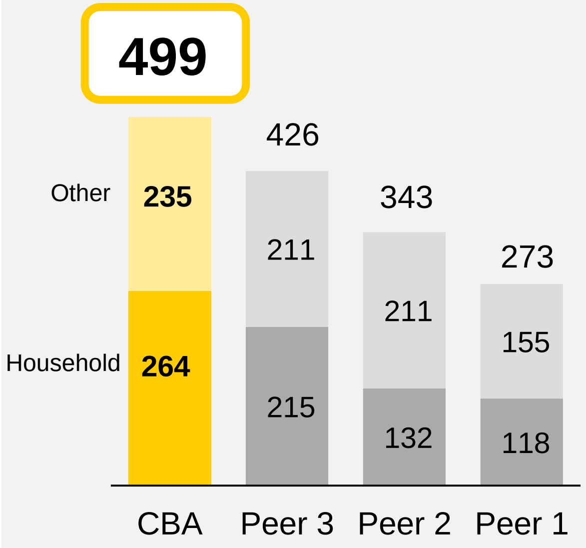


Funding

- Peer leading deposits
- Stable NSFR 112%

Deposit Balances[2]

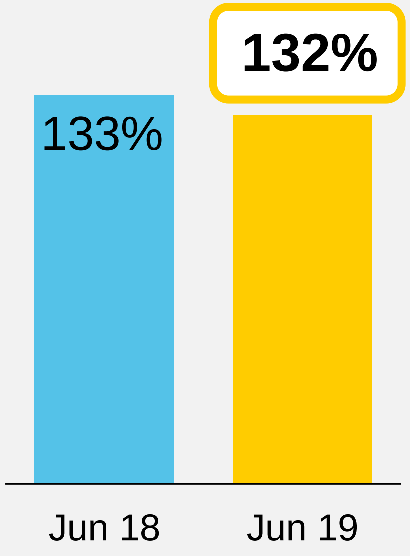
$bn



Liquidity

- Sound liquidity position
- LCR well above minimum

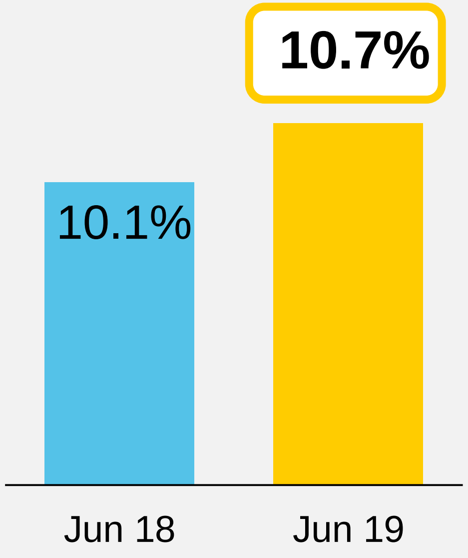
LCR[3]



Capital

- Unquestionably strong
- Neutralisation of DRP

CET1



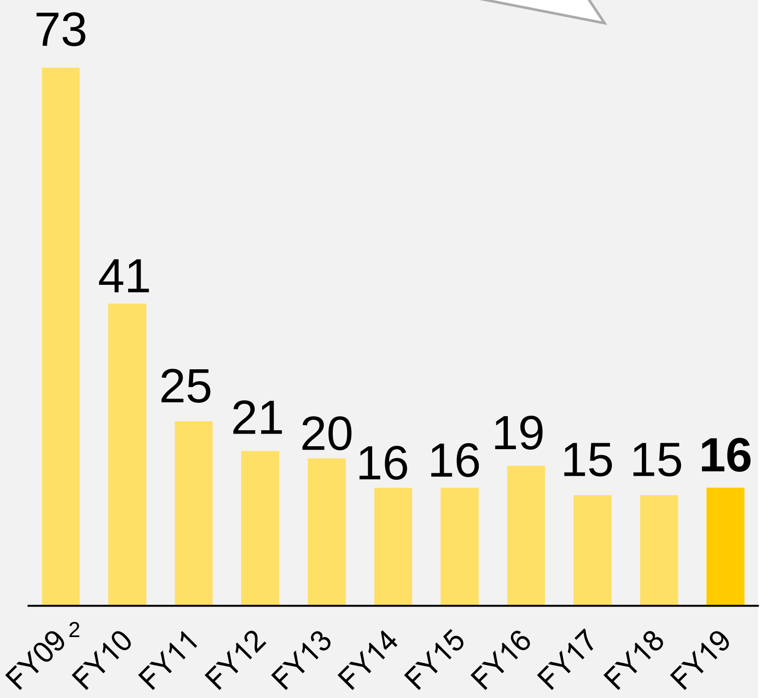
1. Total provisions divided by credit risk weighted assets. 2. Source: APRA Monthly Banking Statistics. Total deposits (excluding CDs). CBA includes Bankwest. 3. Quarter average.

Credit risk

Sound portfolio quality – Loan Impairment Expense at 16 basis points – TIA higher

Loan Loss Rate[1] - Group

Consumer	17
Corporate	14
Group	**16**



Loan Loss Rate[1] – Divisions

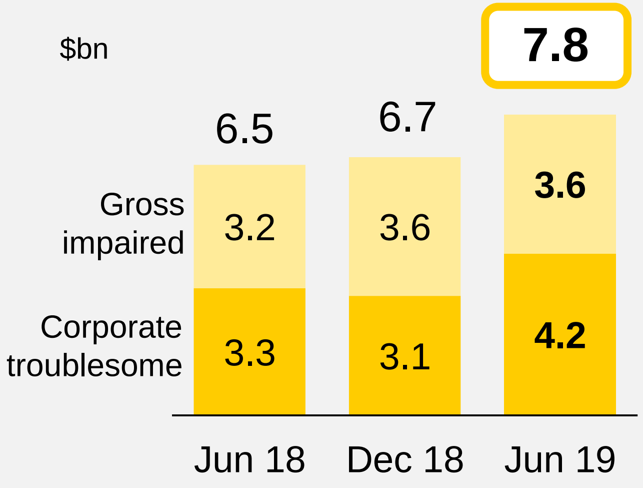
BPB – Small number of larger impairments
IB&M – Ongoing portfolio optimisation

bpts	FY18	FY19
RBS	16	17
BPB	14	21
IB&M	7	2
ASB	10	13
Group[3]	**15**	**16**

TIA

- Single name exposures
- Emerging signs of weakness - discretionary spending, agriculture and construction

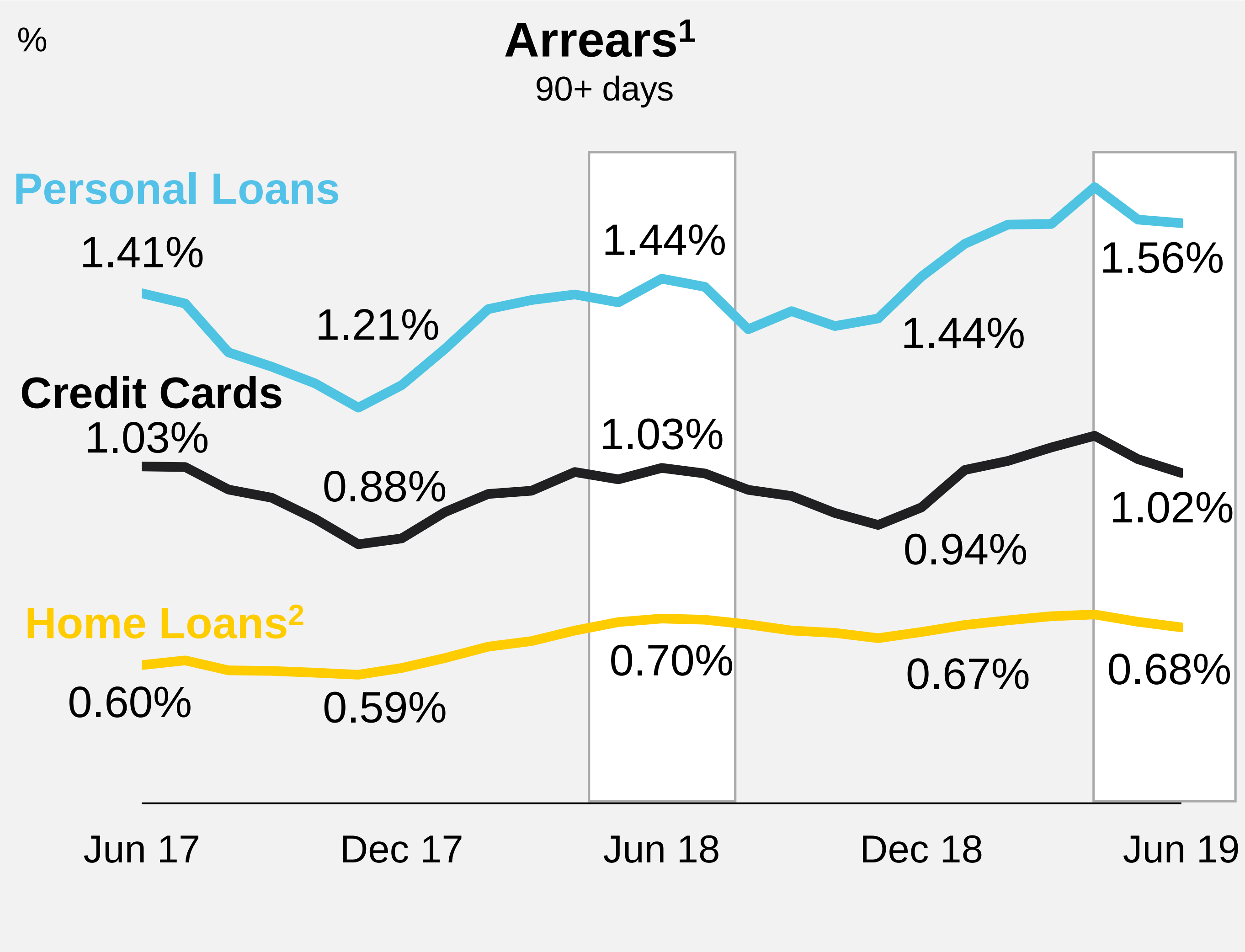
	Jun 18	Dec 18	Jun 19
% of TCE	0.60%	0.62%	**0.72%**

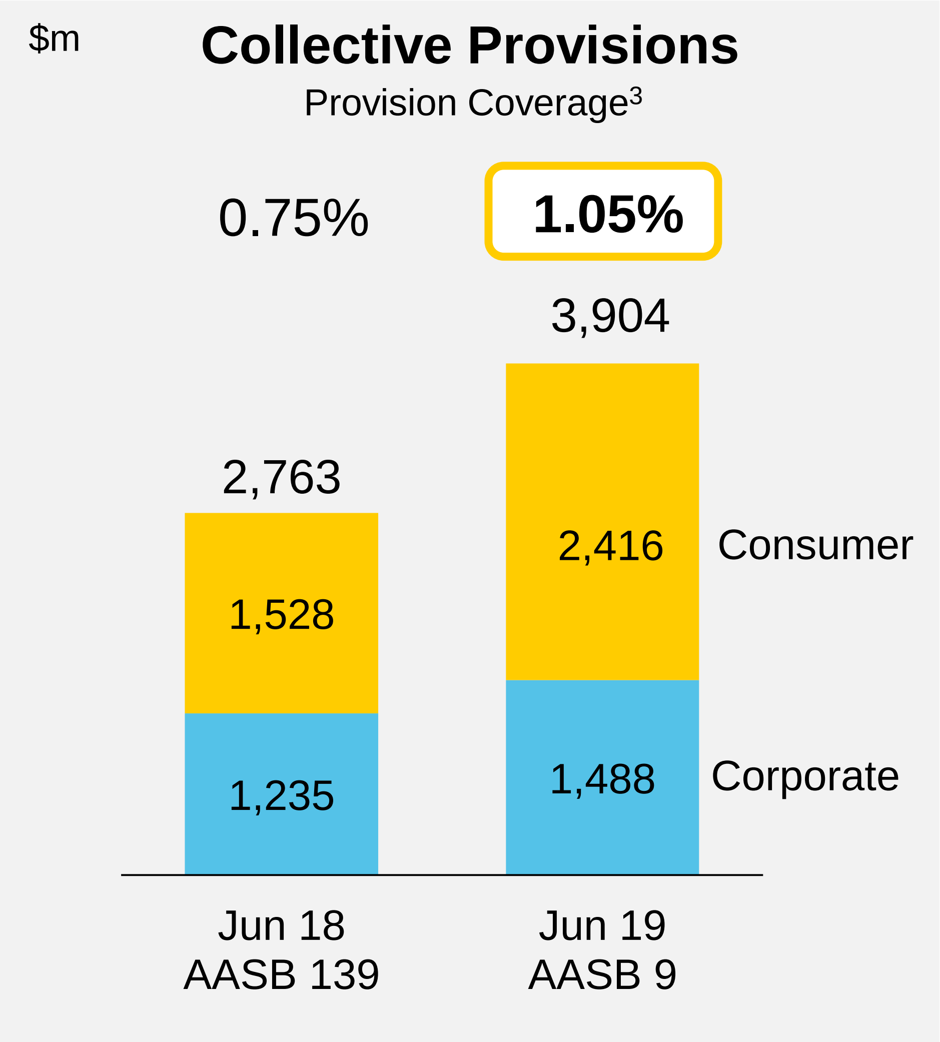


1. Cash Loan Impairment Expense as a percentage of average Gross Loans and Acceptances (GLAA) (bpts). 2. FY09 includes Bankwest on a pro-forma basis. 3. Includes Other.

Credit risk – consumer credit quality & provisions

Economic conditions broadly supportive - some pockets of stress





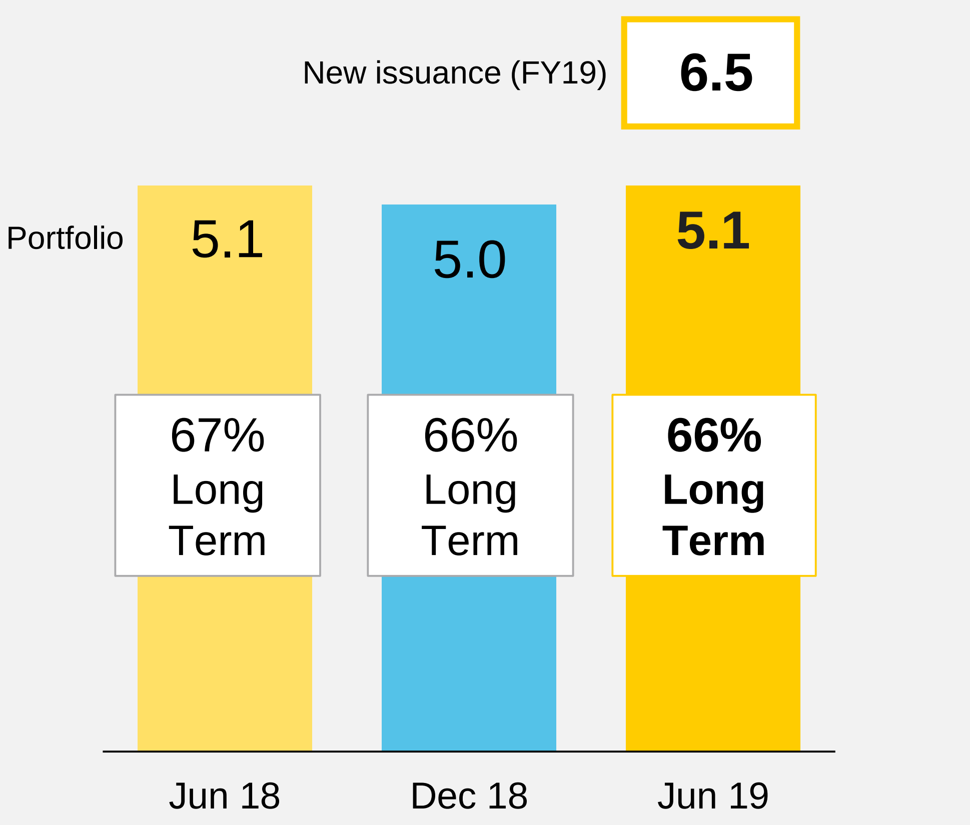
1. Group consumer arrears including New Zealand. 2. Excludes Reverse Mortgage, Commonwealth Portfolio Loan and Residential Mortgage Group loans. 3. Collective provisions divided by credit risk weighted assets.

Wholesale funding

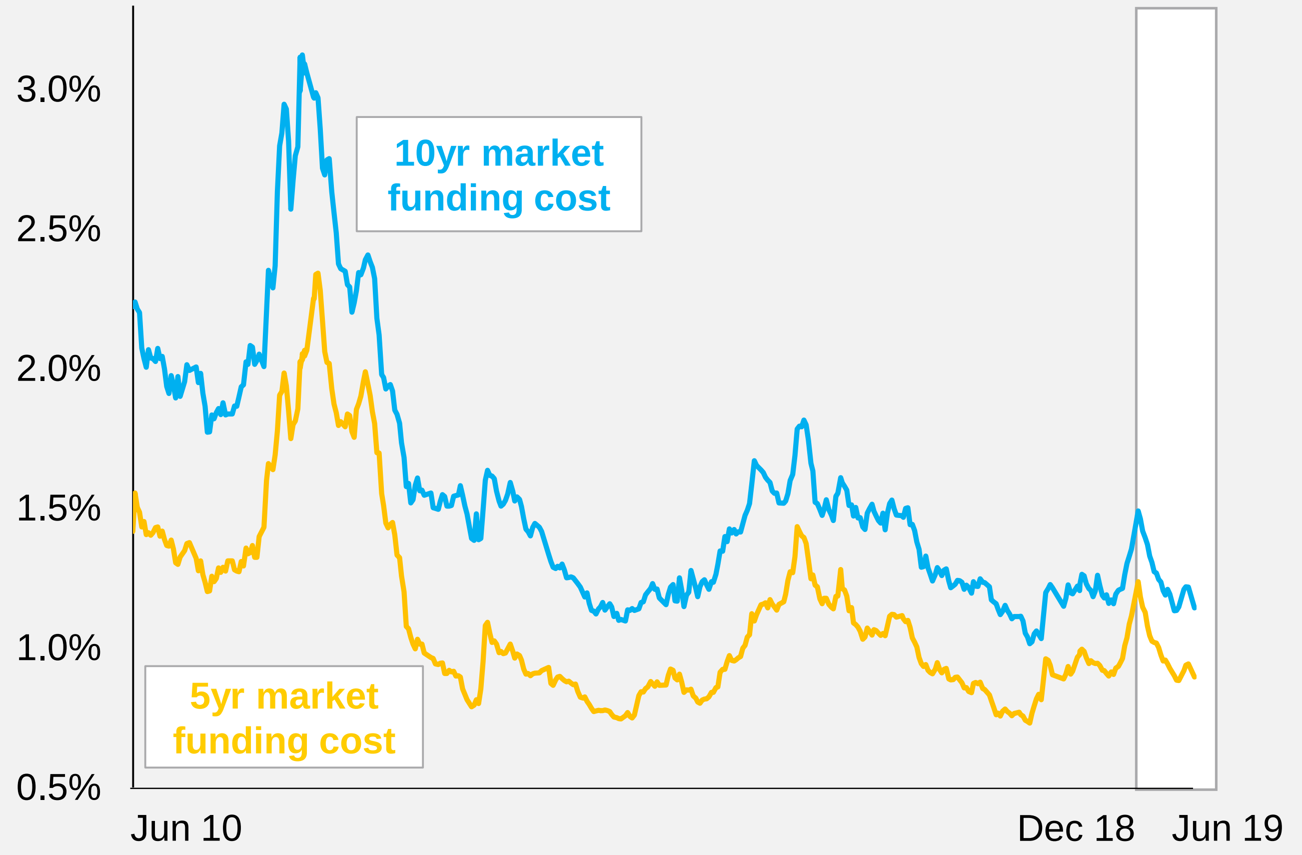
Long term funding portfolio WAM maintained – funding cost pressures abating

Long Term Funding

Weighted Average Maturity (WAM), Years[1]



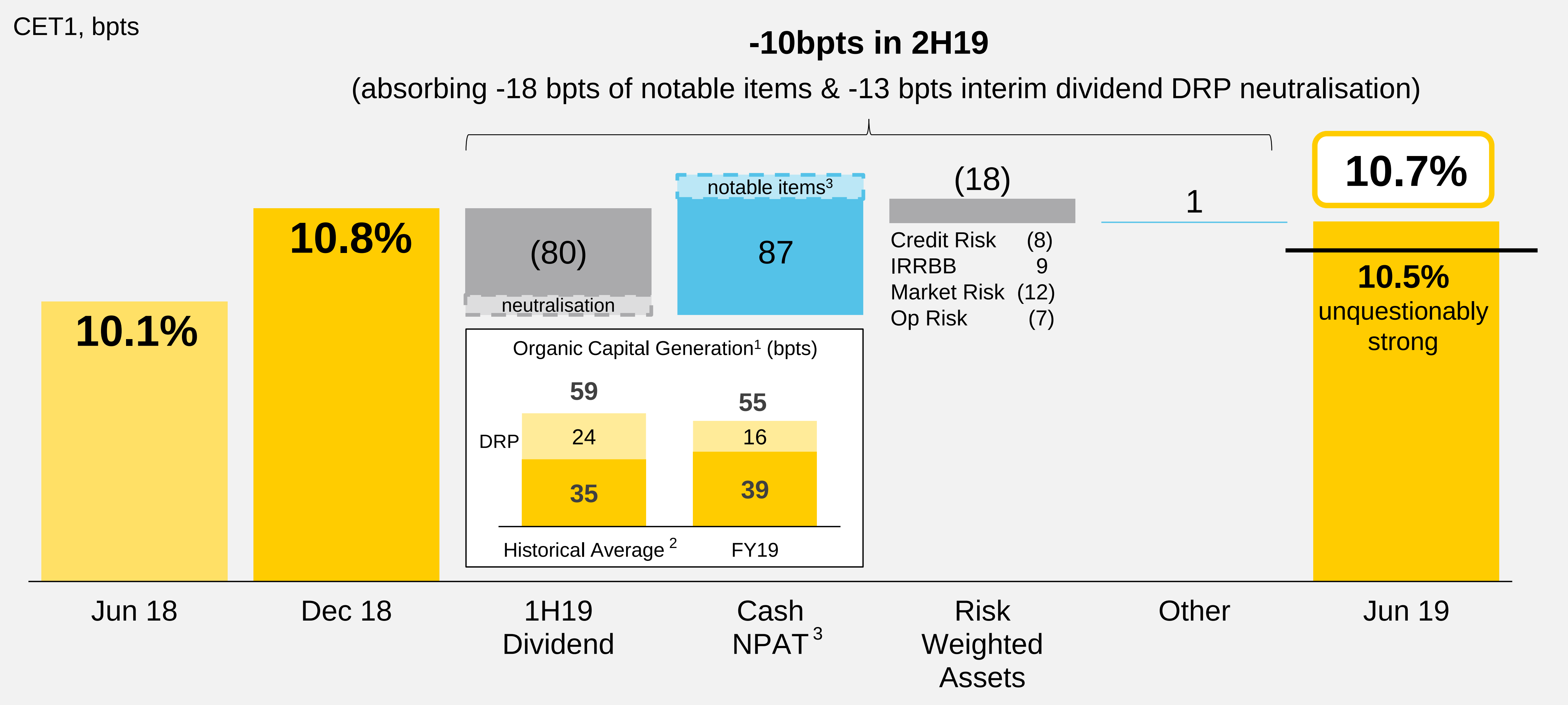
Indicative Funding Costs[2]



1. Long term wholesale funding (>12 months). 2. Indicative funding costs across major currencies. Represents the spread in BBSW equivalent terms on a swapped basis.

Capital

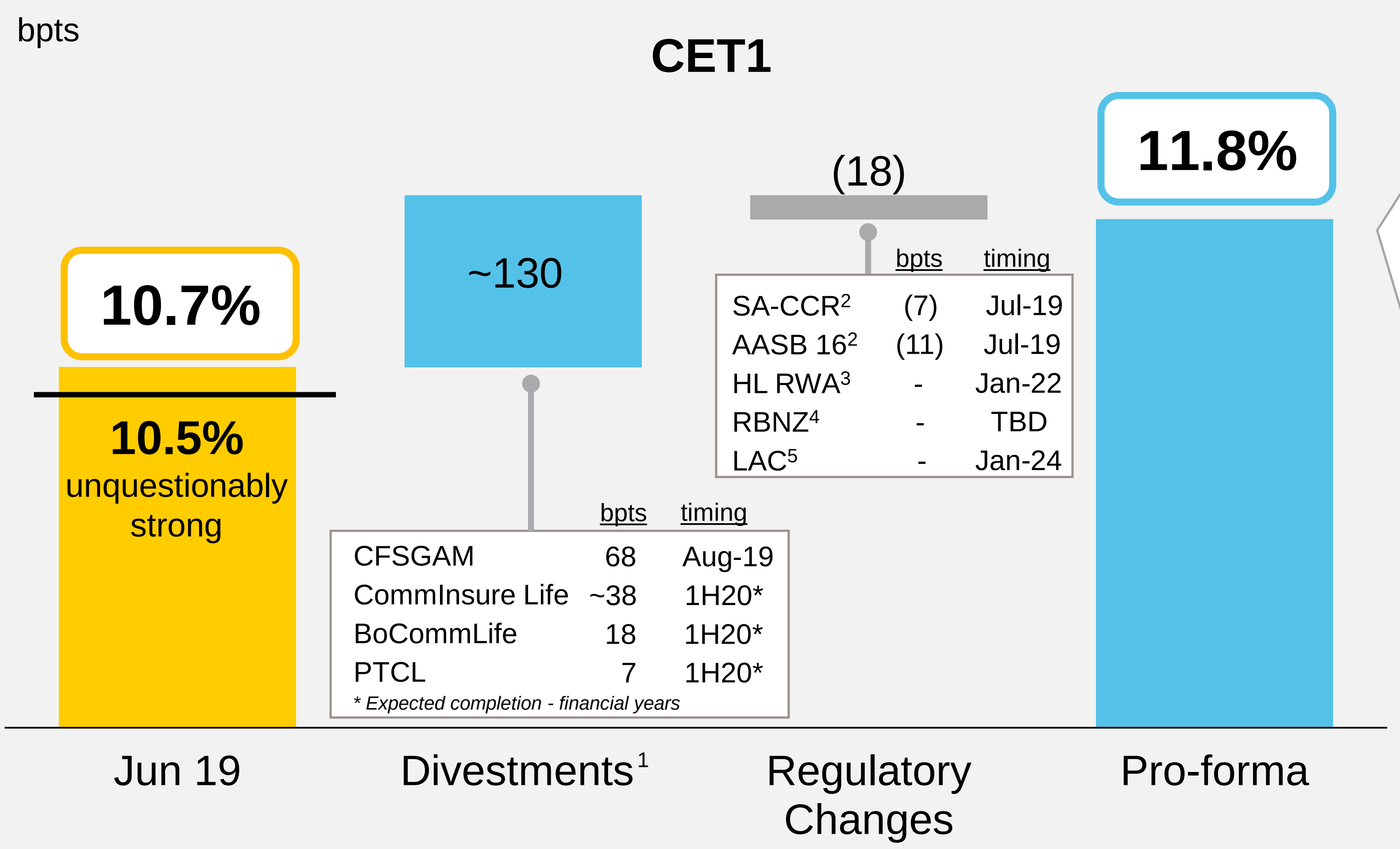
Unquestionably strong – organic +55 bpts in FY19 (absorbing remediation/neutralisation)



1. Organic capital generation is Cash NPAT less dividends (net of DRP) and underlying RWA (excluding major regulatory treatments). 2. Historical average since implementation of Basel III in 2013.
3. Cash NPAT includes -\$855m (pre-tax) in notable items, comprised of customer remediation costs (-\$639m), risk and compliance uplifts (-\$216m).

Capital

Expect a significant capital surplus



	bpts	timing
CFSGAM	68	Aug-19
CommInsure Life	~38	1H20*
BoCommLife	18	1H20*
PTCL	7	1H20*

** Expected completion - financial years*

	bpts	timing
SA-CCR[2]	(7)	Jul-19
AASB 16[2]	(11)	Jul-19
HL RWA[3]	-	Jan-22
RBNZ[4]	-	TBD
LAC[5]	-	Jan-24

Capital Management

- Strong capital position due to divestments
- FY19 dividend maintained and DRP neutralised
- Creates flexibility for the Board in its consideration of capital management initiatives

1. Estimated CET1 increases from previously announced divestments. Divestments not yet completed are subject to regulatory approvals. The sale of BoCommLife is a condition precedent for the sale of CommInsure Life. 2. APS 180: Standardised approach for measuring counterparty credit risk exposures (SA-CCR) and AASB 16: Leasing. 3. APRA proposal for a simpler method for calculating capital requirements for residential mortgages. Whilst proposed changes are expected to have a minimal impact on CET1, this remains subject to consultation and calibration. 4. RBNZ capital proposals subject to finalisation – not expected to change reported Level 2 CET1 and manageable at Level 1 CET1 (within APS222 capacity limits). 5. APRA requirement for an additional 3% in Total Capital by 1 January 2024 – expected to be largely satisfied by Tier 2 issuance.

Economic outlook

- Lower growth environment
- Housing market improving
- Unemployment likely to remain low
- Pipeline of stimulus: tax cuts and infrastructure
- Support from population growth and commodity prices
- Household income growth is key

Summary

- Sustainable outcomes in a challenging environment
- Strong foundations: franchise, digital, balance sheet
- Build deeper, more trusted relationships
- Simpler bank – lower risk and lower cost
- Drive strong capital generation
- Invest for the long term; return excess to shareholders

2 Group Overview

“We are Australia’s leading bank, with over 48,000 employees serving over 17 million customers”

Who we are

Australia's leading bank

Largest
banking franchise

- Customers[1] >17m
- Digital customers[2] 7m
- Branches 1,172
- ATMs 3,963
- Staff[3] 48.2k

Leading
market shares

- MFI share[4] #1
- Home loans[5] #1
- Household deposits[6] #1
- Credit cards[6] #1
- Business customers[7] #1

Best
in digital

- Mobile app NPS[8] #1
- Internet banking NPS[9] #1
- Digital logons per day[10] 7.4m
- Real-time core ✓
- Collaborative innovation ✓

Strong
balance sheet

- CET1 10.7%
- Deposit Funded 69%
- NSFR 112%
- Total assets $977bn
- Credit ratings[11] AA-/Aa3/AA-

1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11. Refer to notes at the back of this presentation for further source information.

Our strategy

Become a simpler, better bank for our customers

Execution priorities

- Simplify our business
- Lead in retail and commercial banking
- Best in digital

Supported by stronger capabilities

Operational risk and compliance	Data and analytics
Cost reduction	Innovation

To deliver balanced and sustainable outcomes

Customers
Better outcomes

People
Energised, accountable

Shareholders
Long-term sustainable returns

Community
Trusted and reputable

Delivering long-term sustainable returns

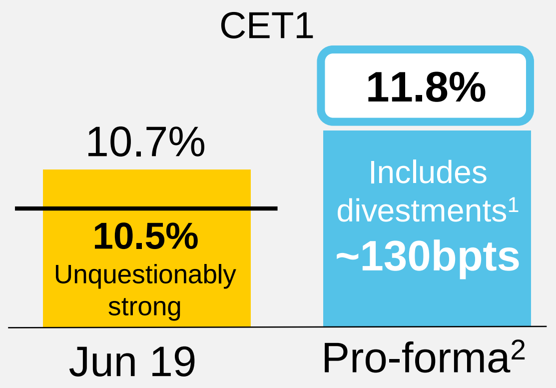
Building on our competitive advantages	Becoming a simpler, better bank	Delivering strong growth & sustainable returns
Leading franchise	**Divesting non-core**	**Strong growth**
• Largest customer base	• Reduced business complexity	• Seek opportunities to invest in core
• Broadest distribution network	• Better risk outcomes	• Target sub 40% cost-to-income
• Technology leader	• Surplus capital	• Organic capital generation
Strong balance sheet	**Focus on core**	**Sustainable returns**
• Unquestionably strong capital	• Innovation and simplification	• Efficient management of surplus capital
• 69% deposit funded	• Absolute cost reduction	• Sustainable dividend per share
• Conservative business settings	• Better customer outcomes	• Long term payout ratio 70-80%

A simpler bank – divestments/reviews

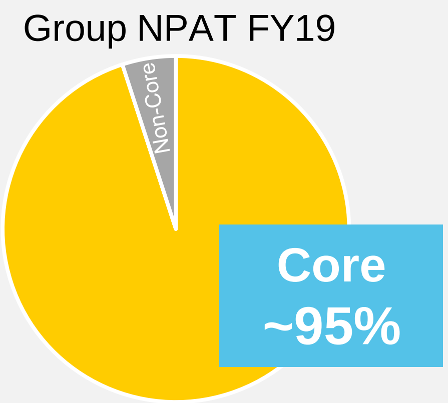
Status[1]	
Sovereign	Completed Jul 18
TymeDigital	Completed Nov 18
CFSGAM	Completed Aug 19
BoCommLife	Expected Completion 1H20
CommInsure Life	Expected Completion 1H20
PTCL	Expected Completion 1H20
Aligned Advice:	
- Count Financial	Expected Completion 1H20
- Financial Wisdom	Assisted Closure
- CFP-Pathways	Cessation
General Insurance	Strategic Review
VIB	Strategic Review
CFS & Mortgage Broking[3]	Intention to exit

Future

Stronger



Simpler core business



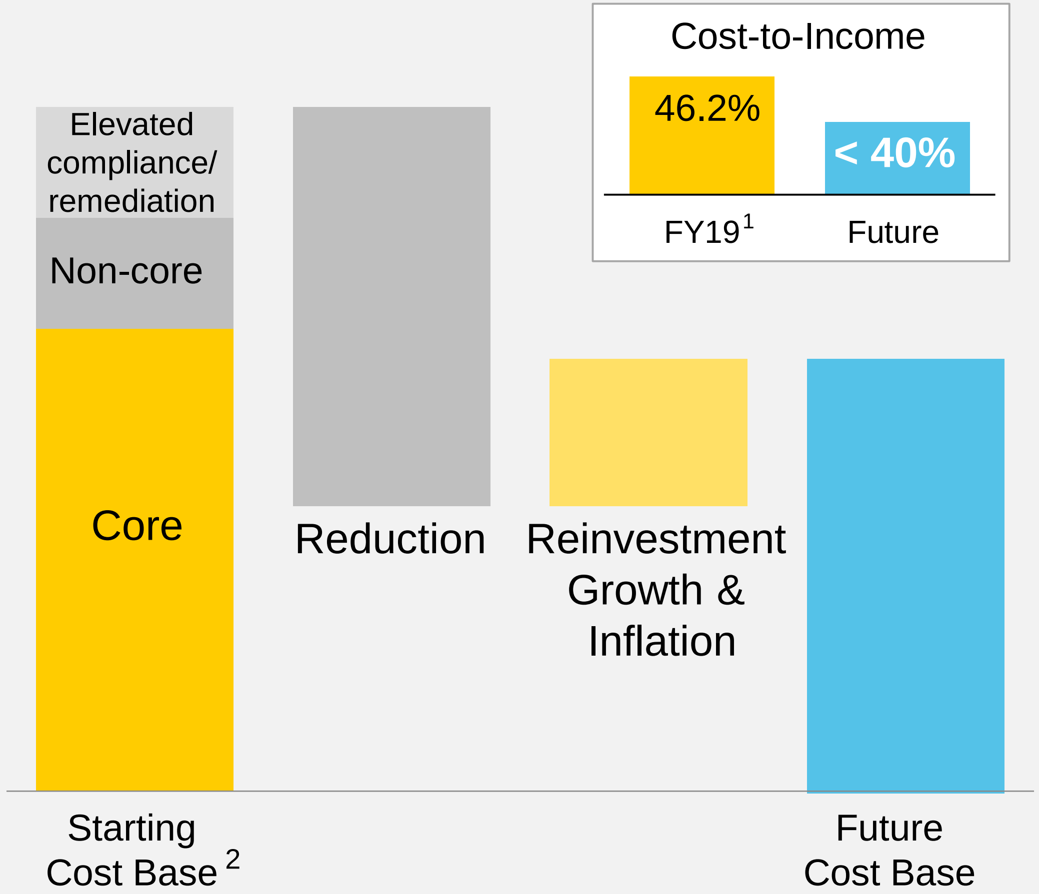
1. Completion of divestments subject to regulatory approvals. The sale of BoCommLife is a condition precedent for the sale of CommInsure Life. Expected completion dates in financial years. 2. Pro-forma includes divestments of CFSGAM, BoCommLife, CommInsure Life, PTCL and the impact of regulatory changes. 3. Includes Colonial First State, Aussie Home Loans (AHL) and CBA's minority shareholding in ASX-listed Mortgage Choice.

A simpler bank – cost reduction

Committed to long term cost reduction – creating capacity to invest

Focus	Approach
Embed better cost discipline	Tighten discretionary spend and realise cost benefits of portfolio changes
Simplify technology	Simplify IT architecture and reduce the unit costs of technology
Make it simpler for customers to bank with us	Ongoing digitisation benefits
Make it simpler for our people	Simpler operating model

Future Cost Base



1. Operating expenses to total operating income. 2. FY18 headline operating expenses excluding AUSTRAC penalty of $700m.

Our contribution in FY19

Delivering balanced and sustainable outcomes for all our stakeholders

Customers
Better Outcomes

- **$92bn** of new lending for Australian home buyers
- **$36bn** of new lending for Australian businesses
- **1.2m** new transaction accounts opened for customers
- **$275m** of forgone revenue benefiting customers

Our People
Energised, accountable

- **$5.9bn** salaries and superannuation paid
- **39.1%** women in leadership roles
- **25.2** of training hours per employee
- **73.9%** of our people working flexibly

Community
Trusted, reputable

- **427k** students provided with financial education
- **236** CommBank Foundation community grants
- **$5.1bn** low carbon financing
- **18k** employee pro-bono and volunteering hours

Shareholders
Long term sustainable returns

- **$7.6bn** paid in dividends
- **$3,702** dividend per avg retail shareholder
- **12.5%** return on equity (cash basis)
- **21%** Total Shareholder Return (1 year)

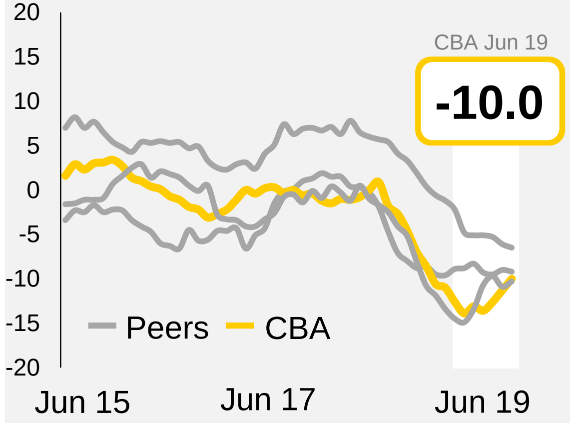
Supported by

Good business practice

Delivering for all our stakeholders

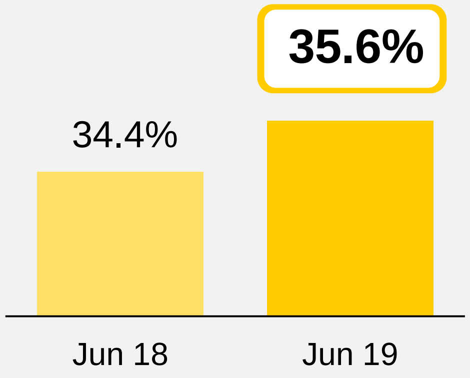
Customers

Consumer NPS[1]



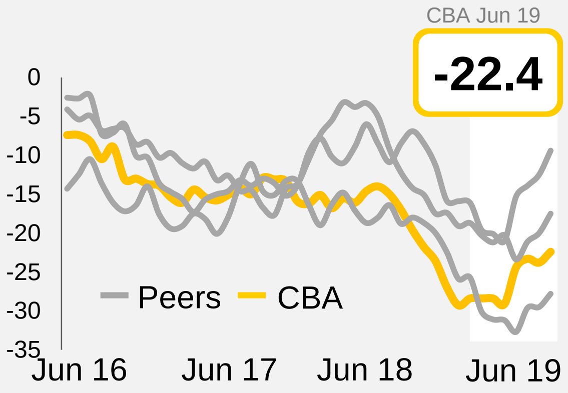
Customers

MFI Share[2]



Customers

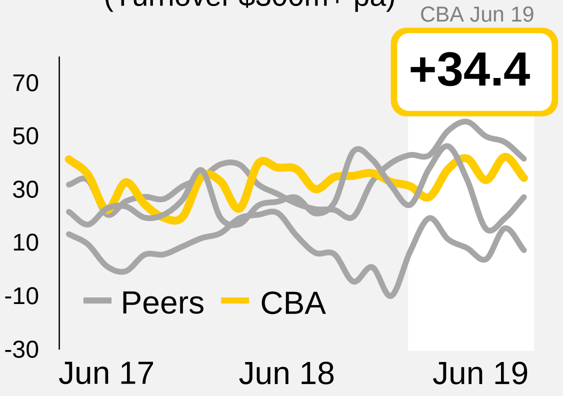
Business NPS[3]



Customers

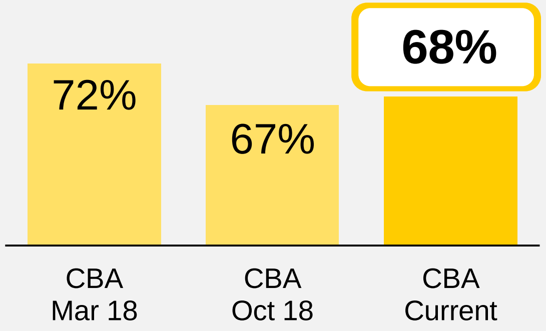
Institutional NPS[4]

(Turnover $300m+ pa)



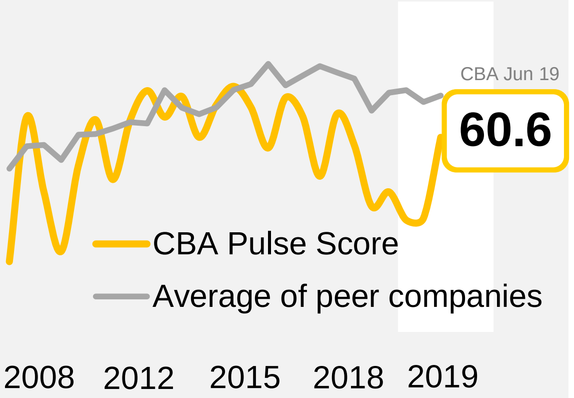
People

Employee engagement[5]



Community

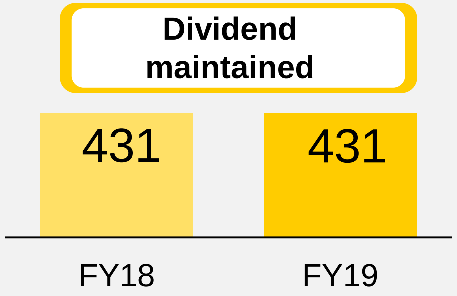
Reputation score[6]



Shareholders

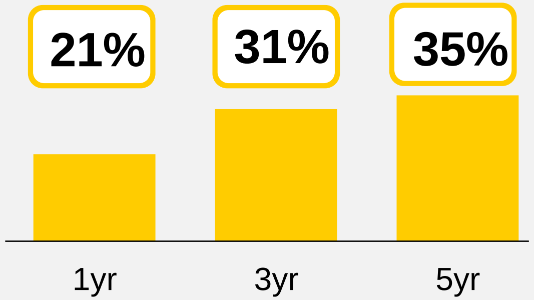
Dividend

DPS (cents)



Shareholders

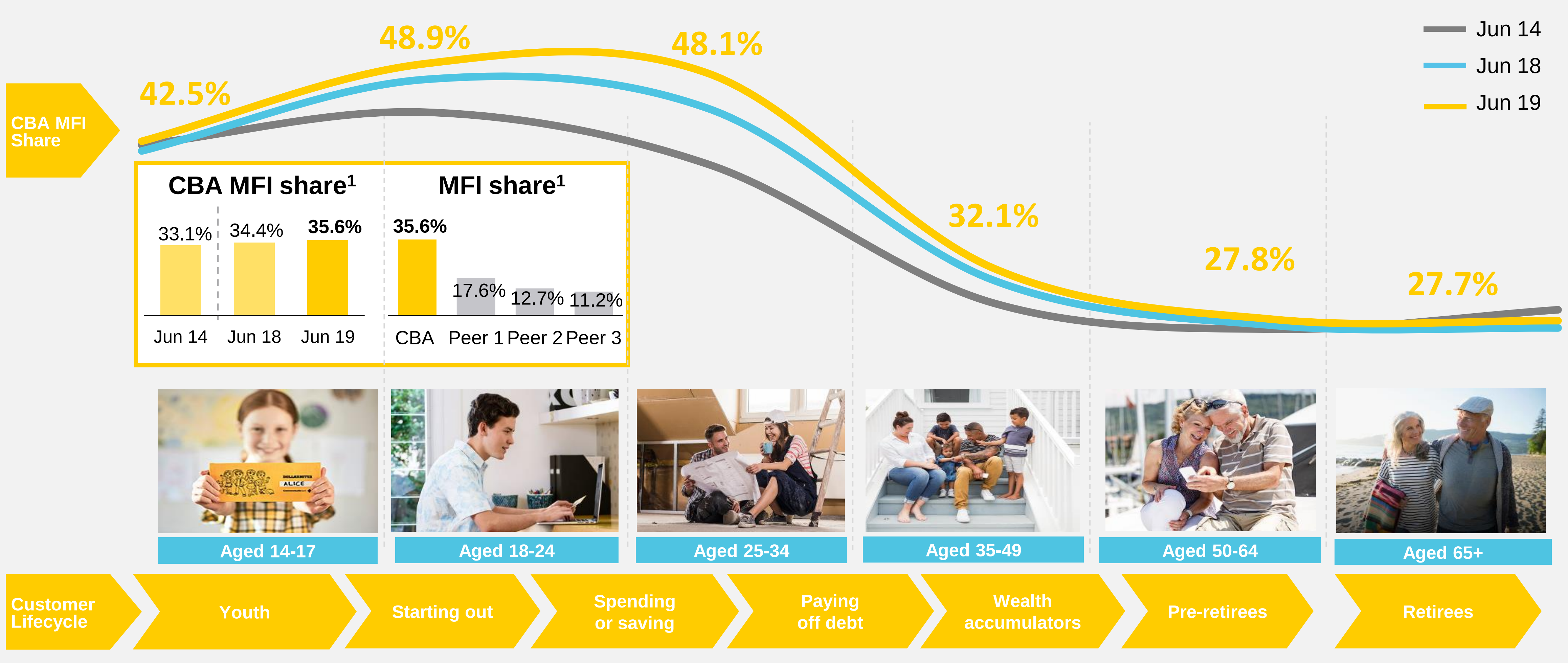
Total Shareholder Return[7]



1, 2, 3, 4, 5, 6, 7. Refer to notes slide at back of this presentation for source information.

Lead in retail banking

Franchise strength supporting customers across the lifecycle[1]



1. MFI Share measures the proportion of Banking and Finance MFI Customers that nominated each bank as their Main Financial Institution. Main Financial Institution (MFI) definition: In the Roy Morgan Single Source Survey MFI is a customer determined response where one institution is nominated as the primary financial institution they deal with (when considering all financial products they hold). Peers includes ANZ Group, NAB Group and Westpac Group (including St George Group). CBA Group includes Bankwest. Source: Roy Morgan's Single Source survey conducted by Roy Morgan, Australian population 14+ (12 month average to June 2014, 12 month average to June 2018 & 12 month average to June 2019).

Lead in commercial banking

Utilising our analytics capabilities to drive innovation and better customer service

BizExpress

Simpler, faster loans

Same day lending decisions for unsecured loans up to $250,000 and secured loans up to $1 million[1]

Daily IQ

Unique business insights

Optimise your cash flow, compare key performance metrics to your industry, identify business risks, and compare consumer spending

Better Service

$36bn	of new lending for Australian businesses[2]
$8bn	of new lending to Small Businesses[3]
>2,300	Business Bankers and Specialists[4]
>240	Locations supporting Business Banking customers[4]

1. BizExpress is available to eligible existing CBA customers. 2. Includes Commercial Lending, Asset Finance and Institutional Lending (excluding other interest earning lending assets, primarily Cash Management Pooling Facilities, Leasing, Trade Finance, and Debt Markets). 3. A subset of total new lending for Australian businesses. 4. Business and Private Banking (BPB), excludes Bankwest and Institutional Banking.

Best in digital

Market leading digital assets, unrivalled engagement, strong growth

A global mobile banking leader

Forrester Banking Wave™: Global Mobile Apps Asia Pacific 2018[1]

Recognition and engagement

#1 Mobile app Net Promoter Score[2]

#1 Online banking (Canstar - 10 years in a row)[3]

#1 Mobile banking (Canstar - 4 years in a row)[4]

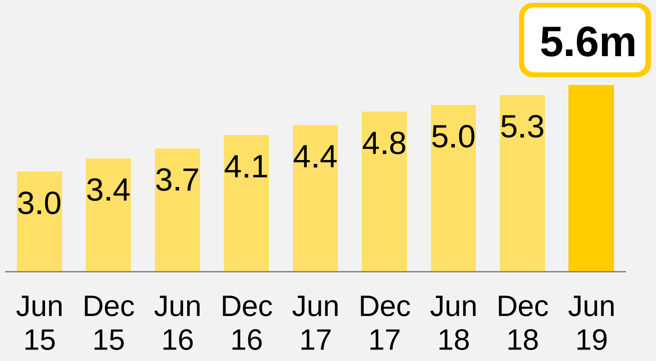
#1 Ranked in Australia (Forrester)[5]

#1 Most Innovative Major Bank (DBM Australian Financial Awards)[6]

#1 Best Major Digital Retail Bank (DBM Australian Financial Awards)[7]

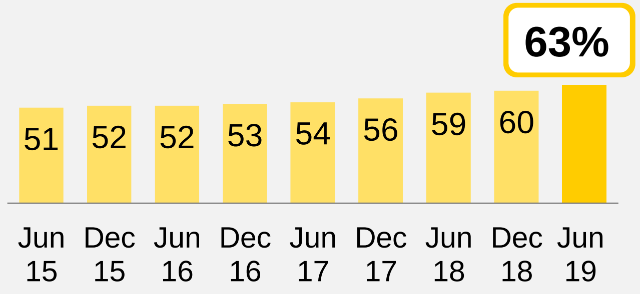
CommBank app users

Monthly unique customers (m)[8]



Digital transactions

% of total transactions - by value[9]

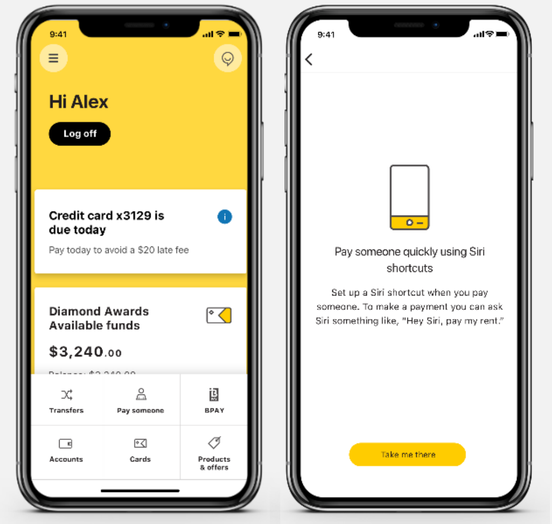


1, 2, 3, 4, 5, 6, 7, 8, 9. Refer to notes slide at back of this presentation for source information. 1. The Forrester Banking Wave™ is copyrighted by Forrester Research, Inc. Forrester and Forrester Wave™ are trademarks of Forrester Research, Inc. The Forrester Banking Wave™ is a graphical representation of Forrester's call on a market. Forrester does not endorse any company, product, or service depicted in the Forrester Banking Wave™. Information is based on best available resources. Opinions reflect judgment at the time and are subject to change.

Best in digital

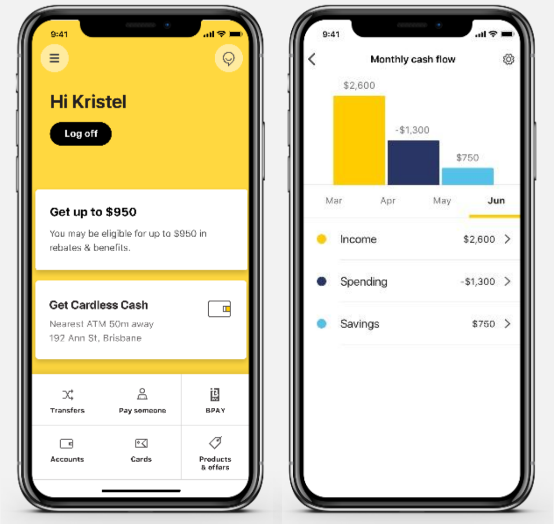
Simple	Smart	Secure

Simple



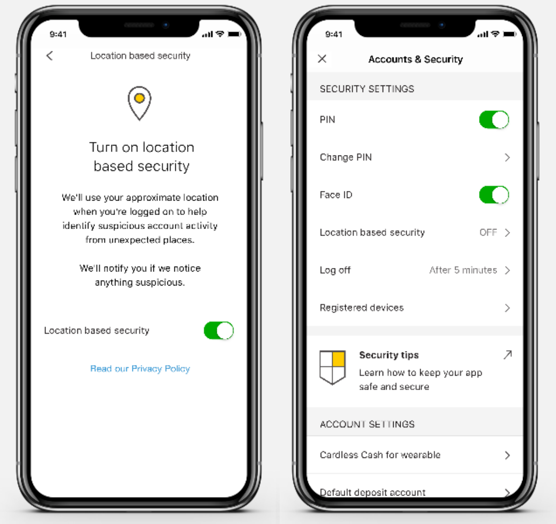
- **Relaunched app** – personalising the app and simplifying feature discovery
- **Siri shortcuts** – using voice to speed up everyday banking activities
- **Apple Pay** – providing a fast, easy and secure way to make tap and pay payments
- **CommBiz eTokens** – enabling quicker and more convenient CommBiz authentication

Smart



- **Benefits finder** – connecting customers with unclaimed rebates and benefits
- **Money management** – empowering customers via Cash Flow View and Goal Tracker
- **Proactive alerts** – reminding customers with notifications to avoid unnecessary fees
- **Supporting communities** – raising $4m via the app to help drought affected farmers

Secure



- **Location security** – enhancing fraud detection when customers log into the app
- **Customer control** – simplifying security management into one place
- **Trusted banking** – protecting customers with the latest in cyber technology
- **Education initiatives** – helping customers to stay safe online

Best in digital

A history of innovation and technology leadership

1997

NetBank
- Full functionality 24-hour online banking service
- #1 online banking 10 years in a row since 2010 (Canstar)[1]

CommSee
- Proprietary customer relationship system
- Single view of customer across all channels

2005

CommBank app
- #1 mobile banking 4 years in a row since 2016 (Canstar)[2]
- #1 mobile banking app in Australia (Forrester)[3]

2009

Core banking
- Real-time banking and settlement
- Standardisation and system simplification
- Greater reliability
- Enables real-time digital functionality

2013

2014

Customer Engagement Engine
- >200 machine built adaptive models
- Learning from >600m customers interactions
- Enabling Next Best Conversations
- Utilising 157 billion data points
- More accurate and tailored communications
- Pega Global Innovation Award[5]

2018

Ceba
- AI-powered chatbot to assist with 380 banking tasks
- Innovation award winner (Gartner)[4]

Blockchain
- CBA platform enables global first blockchain bond by World Bank
- CBA and Data61 proof of concept on programmable payments for the NDIS

2019

Relaunched CommBank app
- Personalised look and feel
- Customisable home screen and notifications

1. CBA awarded #1 in Online Banking by Canstar 10 years in a row since 2010. 2. CBA awarded #1 in Mobile Banking by Canstar 4 years in a row since 2016. 3. The Forrester Banking Wave™: Australian Mobile Apps, Q2 2019. Commonwealth Bank of Australia received the highest industry Wave™ overall score among mobile apps in Australia in Forrester's proprietary Industry Wave™ evaluation. Forrester Research does not endorse any company included in any Industry Wave™ report and does not advise any person or organization to select the products or services of any particular company based on the ratings included in such reports. 4. CBA recognised as a Gartner Eye on Innovation award winner for Ceba. Awarded October 2018. 5. CBA awarded the Pega Global Innovation Award in June 2019 and June 2017.

3 Good business practice

" We are committed to earning trust and changing the way we do things, to become a better bank for our customers and communities "

Good business practice

Status updates for key programs and activities

Doing the right thing

- Customer remediation
- Better Customer Outcomes

Regulatory engagement

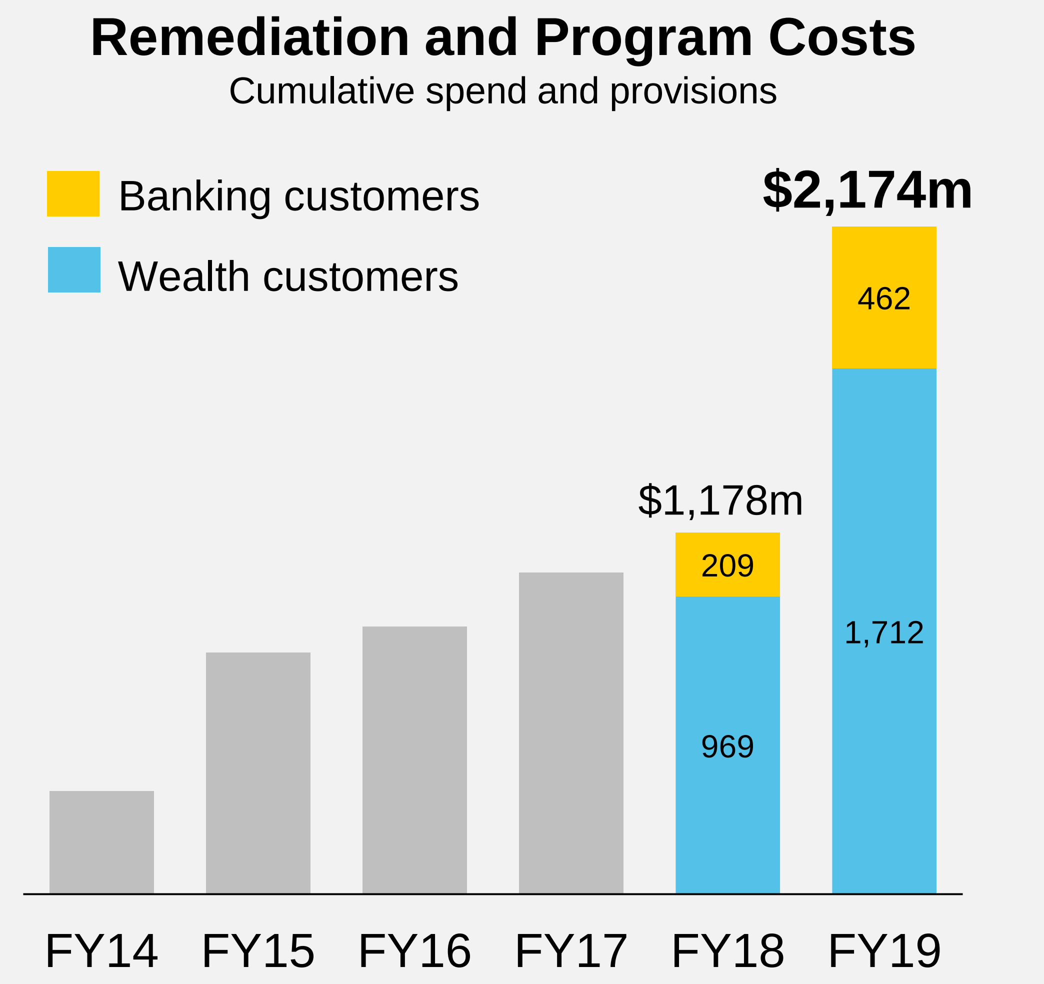
- Royal Commission - Progress
- Remedial Action Plan (APRA)

Doing business openly, responsibly, sustainably

- Banking Code of Practice
- Comprehensive Credit Reporting (CCR)
- Open Banking
- Sustainability

Customer remediation

Committed to remediating customers quickly



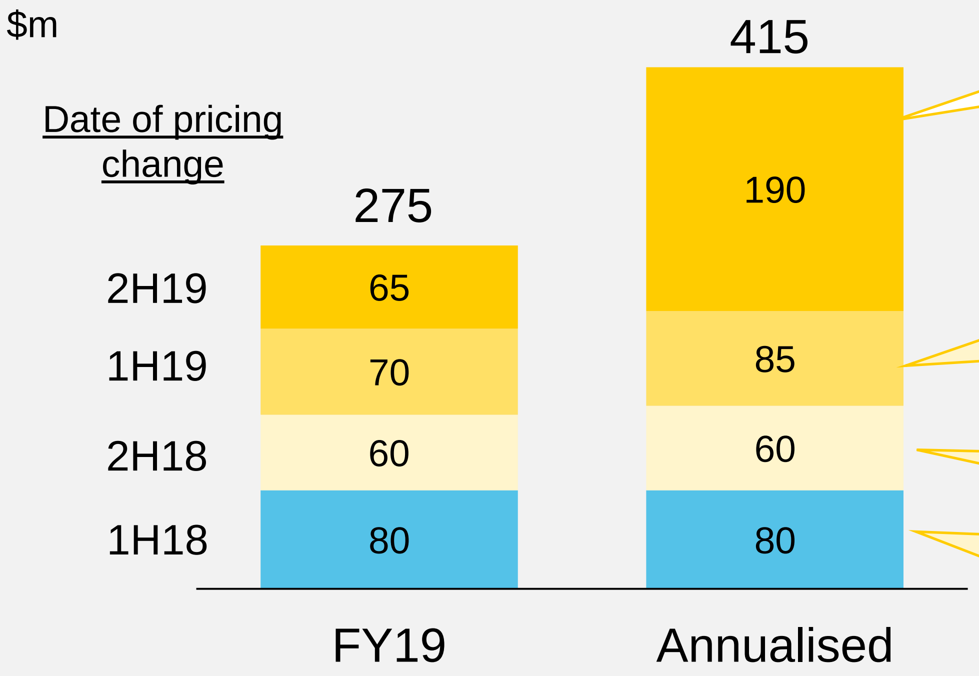
$m	1H19	2H19	FY19	Total to-date
Aligned Advice remediation[1]	200	334	534	534
Wealth customer refunds • Includes an estimate of refunds and interest to customers relating to advice quality, fees where no service was provided in the Commonwealth Financial Planning Business, Credit Card Plus, CommInsure Life Insurance and Loan Protection Insurance.	46	72	118	459
Banking customer refunds • Business Banking remediation • Package fees • Interest and fee remediation	30	152	182	375
Other program costs[2]	6	156	162	806
Total	**282**	**714**	**996**	**2,174**

1. Total Aligned Advice remediation of $534m includes $374m in customer refunds (including $123m of interest) and $160m of program costs. Customer refunds assume a refund rate of 24% (excluding interest). This compares with a 22% refund rate for salaried adviser remediation. 2. Other program costs recognised in 2H19 includes regulatory response costs including the implementation of Royal Commission recommendations.

Better customer outcomes

Delivering savings to our customers through fee removals and pre-emptive alerts

Income forgone by date of initiative



FY19

	RBS	BPB	WM
NII	45	5	-
OBI	170	15	-
FMI	25	-	15
Total	**240**	**20**	**15**

Annualised

	RBS	BPB	WM
NII	70	10	-
OBI	180	15	-
FMI	55	-	85
Total	**305**	**25**	**85**

Examples

	RBS	BPB	WM
• Calculation of interest on credit cards	✓	✓	
• Wealth Management – Protecting Your Super			✓
• CFP – removal of ongoing service fees	✓		
• Wealth Management – CFS repricing			✓
• Overdrawn account alerts	✓	✓	
• Transaction account waivers	✓	✓	
• Credit Card, PL Protection insurance removed	✓	✓	
• Everyday banking fee and pricing changes	✓	✓	
• Overdrawn approval fee change	✓	✓	
• Credit card – low fee card fee waiver	✓	✓	
• IMT fee reductions	✓	✓	
• Streamline account transaction fee changes	✓	✓	
• ATM fee removal	✓	✓	

Better customer outcomes initiatives Regulatory response

Responding to heightened regulatory requirements

Engaging with greater frequency with our regulators across a range of matters

- **Royal Commission** – addressing recommendations and implementing the necessary changes
- **APRA –** delivering all 156 milestones of the Remedial Action Plan, with updates to APRA by the Independent reviewer every 3 months. Delivering on APRA requirements and recommendations as part of meeting their ongoing prudential supervision.
- **ASIC –** dealing with Enforceable Undertakings and addressing a number of matters in relation to the Group
- **Financial Crime** – continued strengthening of financial crime capabilities and responding to ongoing requests from domestic and offshore regulators
- **Risk uplift –** engaging with regulators on large improvement programs for data management and privacy
- **Remediation and Compliance programs** – promptly refunding customers and fixing business processes and systems
- **Banking Code of Practice –** ensuring compliance with the new code from 1 July 2019
- **New legislation** – ensuring we deliver on key government policies on comprehensive credit reporting and open banking
- **New regulatory obligations** – ensuring compliance with new requirements, including data security, large credit exposures and compliance with RBNZ BS11 requirements for our New Zealand subsidiary ASB
- **Class Actions** – managing ongoing shareholder and superannuation class actions
- **Employee matters** – working with applicable regulators / stakeholders to resolve identified discrepancies in employee arrangements and entitlements.

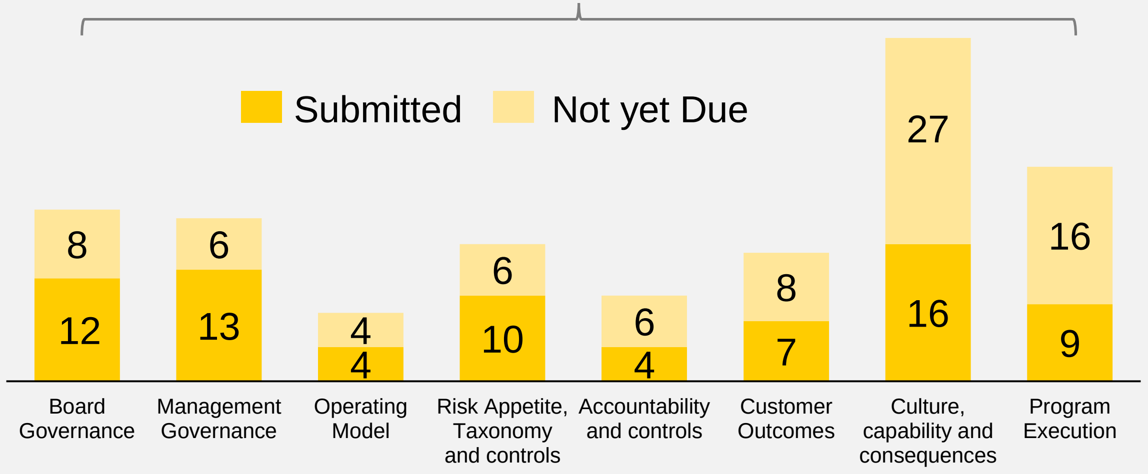
The Bank and its operations are subject to heightened regulatory scrutiny and requirements. Regulatory actions (including potential enforcement actions) or policy changes may negatively impact the Bank's financial position or standing. There are a range of matters where the outcome and any associated costs cannot be reliably estimated, therefore these matters would be treated as contingent liabilities. Further disclosure regarding the Group's contingent liabilities is provided in the 30 June 2019 year end Financial Statements.

Regulatory engagement

Remedial Action Plan[1]

Jun 19

75
submitted[2]

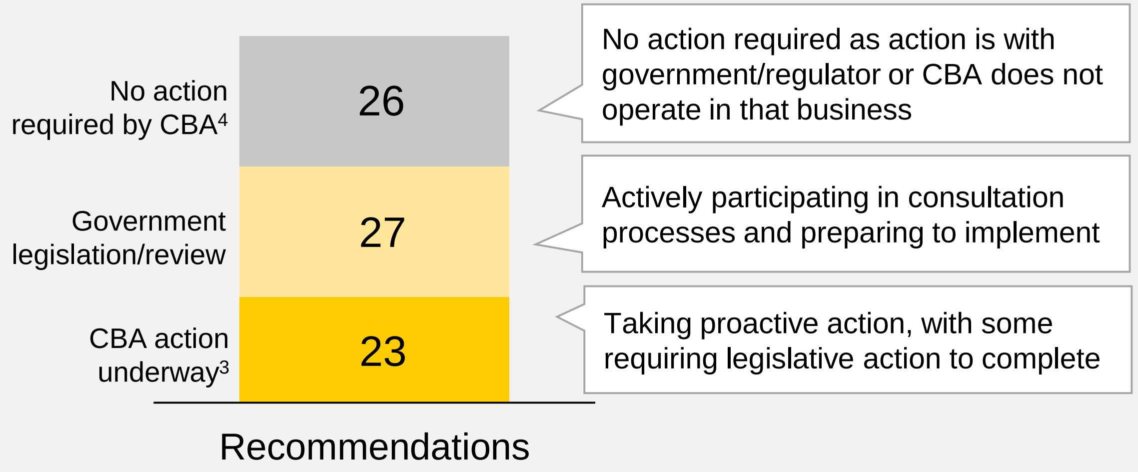


- 48% of milestones submitted[2]
- All milestones to be submitted by June 2021

Royal Commission

Jun 19

23
underway[3]



- CBA welcomed all recommendations
- Implementation Taskforce chaired by Deputy CEO

1. The Remedial Action Plan is CBA's response to the recommendations contained in the Final Report of the Australia Prudential Regulation Authority (APRA) Prudential Inquiry into CBA released in May 18. 2. To Independent Reviewer. 3. Recommendations that are underway - some requiring legislative action to complete. 4. No action required as action is with Government/ regulator or CBA does not operate in that business.

Doing business openly, responsibly and sustainably

Banking Code of Practice

- New Code approved by ASIC, commenced 1 July 2019.
- Provides strong, enforceable and more customer focused standards for banks to deliver.
- Aligns with CBA's commitment to improve the financial wellbeing of our customers and communities.

Open Banking

- Enabling customers to take control of their data, with the right to direct data to accredited third parties. Information protected by new privacy obligations.
- From 1 July, CBA began publishing product data via a public Application Programming Interface (API).
- Consumers will be able to share their data, with different products progressively enabled from Feb 2020.

Comprehensive Credit Reporting (CCR)

- Enhancing customers financial security and enabling better risk based decisions for credit applications.
- CBA has implemented the supply of 50% of retail credit accounts, increasing to 100% by Sep 2019.
- Use of CCR data for decisions on home lending and unsecured credit applications commenced Oct 2018.

Jul 19

Open Banking
Product data published via public API

Banking Code of Practice
New code from 1 July 19

Sep 19

Comprehensive Credit Reporting (CCR)
Supply of all CBA retail credit accounts

Feb 20

Open Banking
Consumer data sharing phase 1

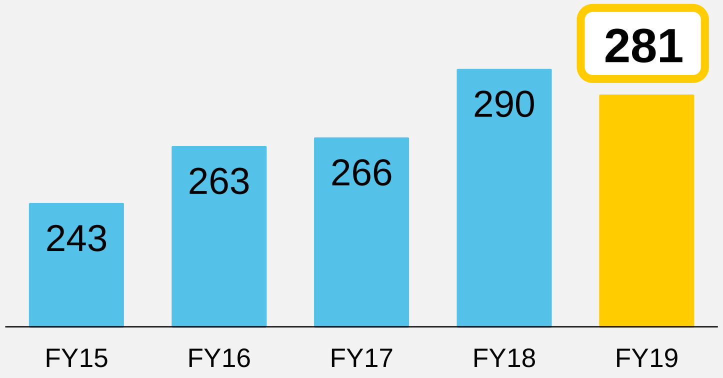
Jul 20

Open Banking
Consumer data sharing phase 2

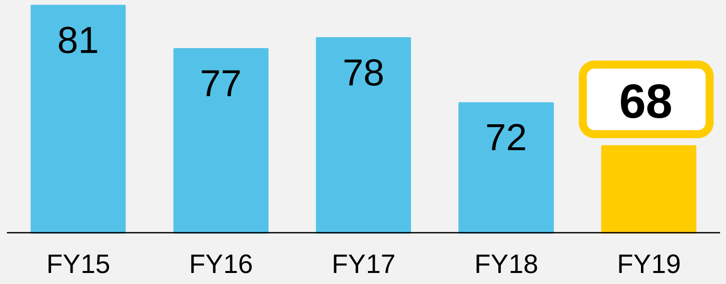
Doing business openly, responsibly and sustainably

Delivering balanced and sustainable outcomes

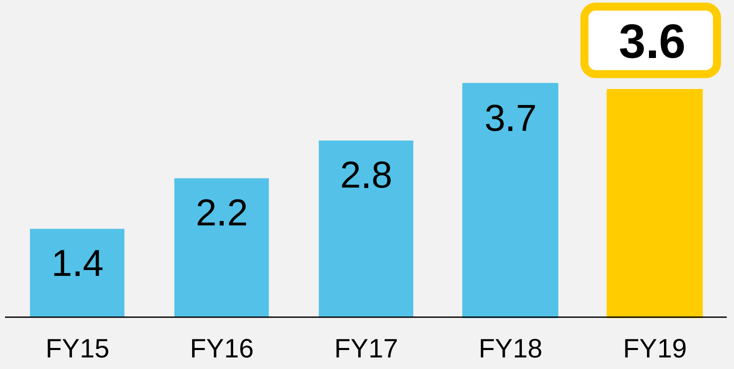
Community investment
Total community investment ($m)[1]



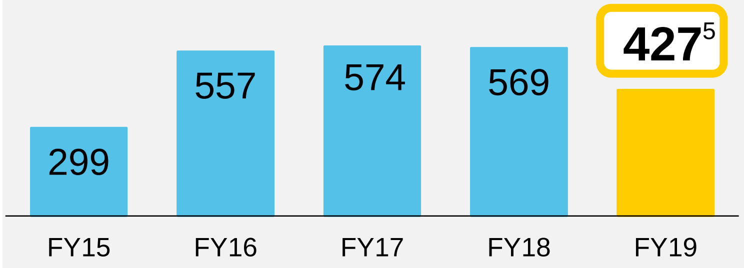
Employee engagement
CBA Employee Engagement Index (%)[2]



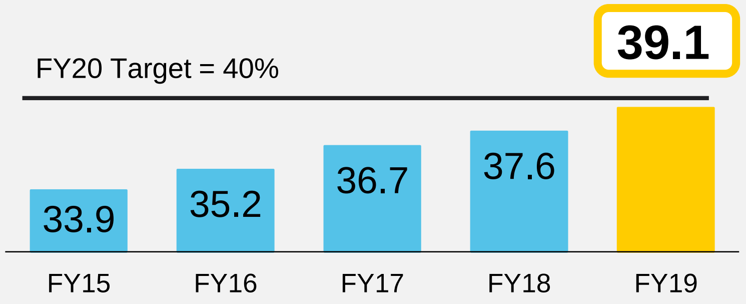
Renewable energy
Exposure ($bn)[3]



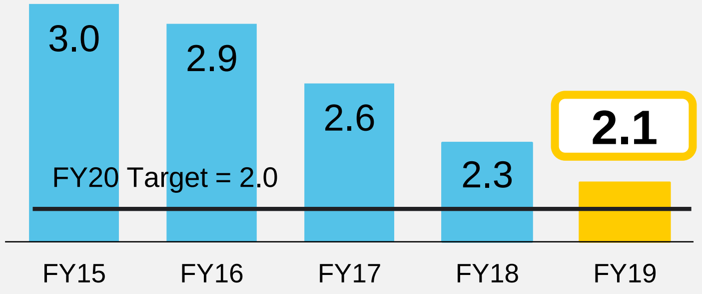
Start Smart
Students booked for Start Smart classes (‘000)[4]



Women in management
Representation in Executive Manager and above roles (%)[6]



Operations emissions intensity
Emissions per FTE, Scope 1+2, Australia (CO_2-e/FTE)



1. Community investment includes cash, forgone revenue, time and management costs. 2. People and Culture survey measures satisfaction, retention, advocacy and pride, showing the proportion of employees replying with a score of 4 or 5. 3. Includes lending and banking services. 4. Start Smart sessions cover different topics and the same student may be booked to attend a number of sessions. 5. The Start Smart Pathways program for vocational students ceased in FY19. 6. Excludes ASB.

Doing business openly, responsibly and sustainably

Continued climate change-related disclosures in line with TCFD recommendations[1]

Our **phased approach** to managing climate change risk is published in the 2019 Annual Report

Governance

- The **Board governs** our approach to climate risks and opportunities
- Group Environmental and Social Policy developed with **updated climate commitments**

Strategy

- **Second phase** of climate **scenario** analysis completed on physical risks and opportunities in Australian agriculture[2]
- **Clear commitment** around thermal coal mining and coal-fired power generation
- Continued focus on delivering **strategic actions** to managing climate risk in Home Lending and Insurance

Risk management

- **Inclusion of physical climate risk** into ESG Risk Assessment Tool for business lending
- Updated **energy value chain** analysis and reporting
- Updated **client due diligence** for climate sensitive sectors

Metrics and targets

- Source **100% of our electricity consumption** from renewable energy by 2030 (FY19 65%)
- **Low carbon project funding** of $15bn by 2025 ($5.1bn at FY19[3])
- Decrease the **emissions intensity** of our business lending portfolio to 0.26kg CO2-e/$

1. The Financial Stability Board's Task Force on Climate-related Financial Disclosures developed recommendations, released in June 2017, on financial disclosures to help investors better understand climate-related risks and opportunities to support more appropriate pricing of risks and allocation of capital globally. 2. Details on climate scenario analysis can be found on pages 55-63 in the 2019 Annual Report www.commbank.com.au/annualreports 3. Reported exposure in the FY18 Annual Report (page 57) was $7.3 billion. A review found this was overstated and the correct FY18 figure for low carbon project funding is $4.6 billion.

Energy value chain[1]

Declining exposure to coal

Natural resources

- Oil
  $2.3bn
  (-18%)
- Gas
  $1.2bn
  (-29%)
- Thermal coal
  $0.37bn
  (-29%)
- Thermal coal within diversified miners[2]
  $0.21bn
  (-25%)
- Uranium
  $0.0bn

Infrastructure

- LNG terminals
  $2.8bn
  (-14%)
- Coal terminals
  $0.9bn
  (-9%)

Electricity generation

- Renewables
  $3.6bn
  (-2%)
- Gas
  $0.8bn
  (+24%)
- Coal
  $0.005bn
  (-97%)
- Nuclear
  $0.0bn

Network and retailers

- Oil distribution and refining
  $0.8bn
  (-17%)
- Electricity and gas transmission, distribution and retailing
  $5.0bn
  (-18%)

Key: (+%) (-%)
Change since FY18

1. All figures are Total Committed Exposures (TCE) as at 30 June 2019. Figures represented have been specifically derived based on material client exposures. Not included are 'Other energy-related' exposures ($0.8bn) which comprise smaller loans and energy trading entities. 2. Thermal coal exposure within each diversified miner is calculated as the Group's exposure to the miner, excluding exposure to coal subsidiaries, multiplied by the percentage EBITA contribution of thermal coal in its latest annual financial statements. Exposure to coal subsidiaries of diversified miners are allocated to thermal coal.

4 Financial Overview

“We have maintained sound business fundamentals and momentum in a challenging operating context”

Our profits

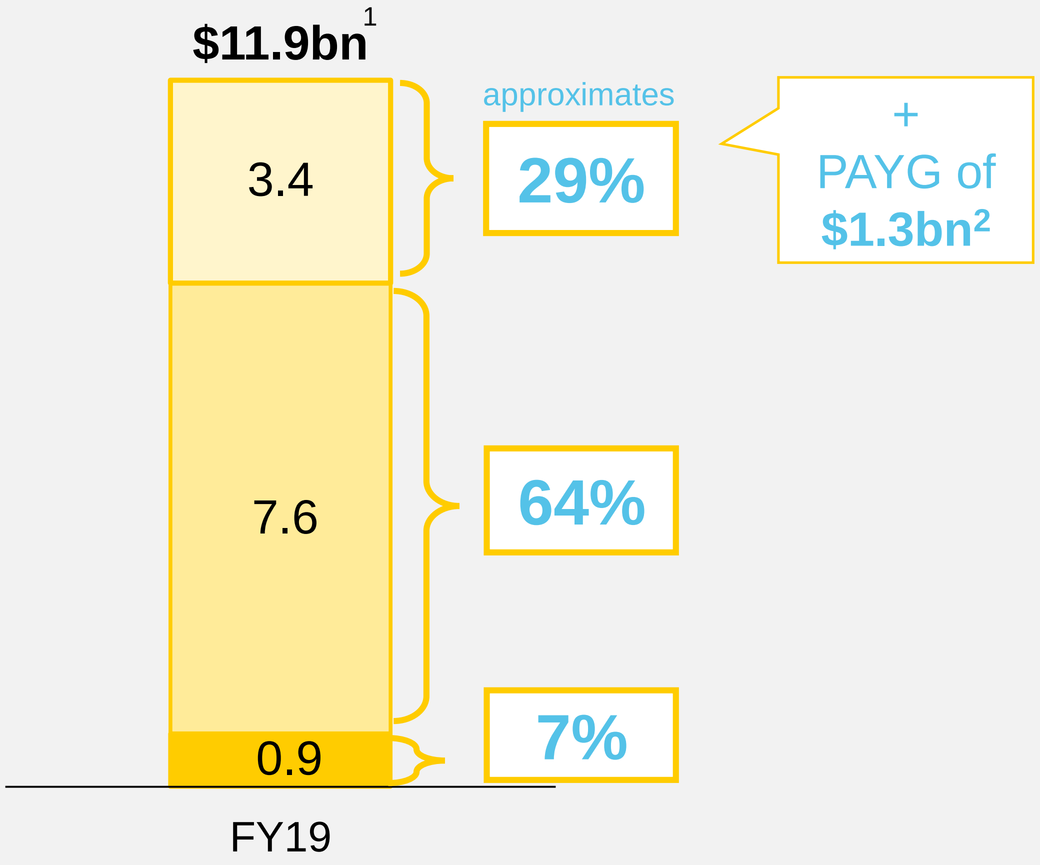
93% of profits paid in tax and returned to shareholders

Profit before tax

Tax Expense
One of Australia's largest taxpayers

Dividends
Returned to ~830,000 shareholders
(+ millions more via Super)

Reinvested
Retained for lending, investment
& growth



1. Presented on a continuing operations basis. 2. PAYG represents tax collected for the ATO in respect of payments made to employees of the Group.

FY19 – result overview[1]

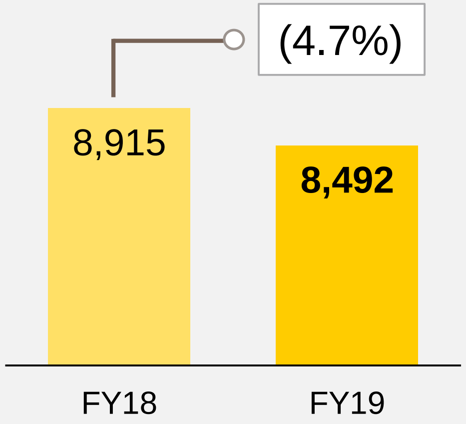
Financial		
Statutory NPAT[2] ($m)	8,571	(8.1%)
Cash NPAT[3] ($m)	8,492	(4.7%)
ROE[3] % (cash)	12.5	(110)bpts
EPS[3] cents (cash)	481	(29c)
DPS[2] $	4.31	Flat
Cost-to-income[3] (%)	46.2	210bpts
NIM[3] (%)	2.10	(5)bpts
Op income[3] ($m)	24,407	(2.0%)
Op expenses[3] ($m)	11,269	2.5%
LIE to GLAA (bpts)	16	1bpt

Balance Sheet, Capital & Funding		
Capital – CET1[2,4](Int'l)	16.2%	70 bpts
Capital – CET1[2] (APRA)	10.7%	60 bpts
Total assets ($bn)	977	0.1%
Total liabilities ($bn)	907	Flat
Average FUA[3] ($bn)	163	6.0%
Deposit funding	69%	1.0%
LT wholesale funding WAM	5.1 yrs	Flat
Liquidity coverage ratio[5]	132%	-1.0%
Leverage ratio (APRA)	5.6%	10 bpts
Net stable funding ratio	112%	Flat
Credit Ratings[6]	AA-/Aa3/AA-	Refer footnote 6

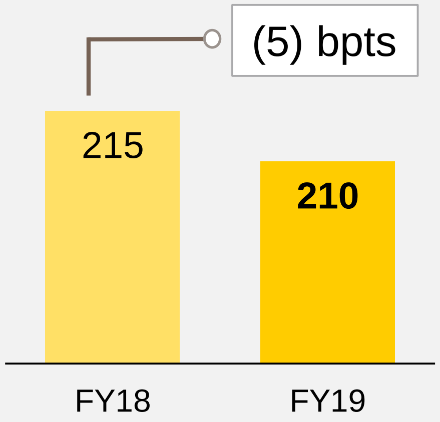
1. All movements on prior comparative period unless otherwise stated. 2. Includes discontinued operations. 3. Presented on a continuing operations basis. 4. Internationally comparable capital - refer glossary for definition. 5. Quarter average. 6. S&P, Moody's and Fitch. S&P revised Australian Major Banks outlook to "Stable" from "Negative" on 9 July 2019. Moody's lowered the rating on 19 June 2017, outlook "Stable". Fitch updated outlook on CBA to negative on 7 May 2018.

FY19 – result overview

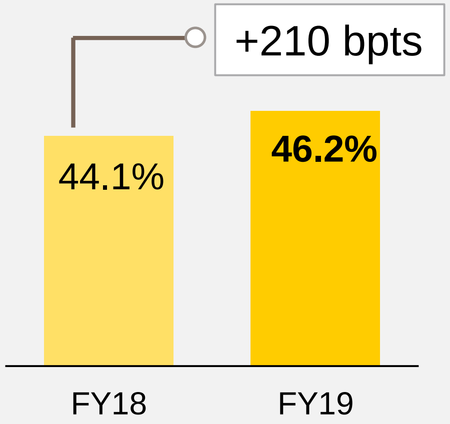
Cash NPAT[1] ($m)



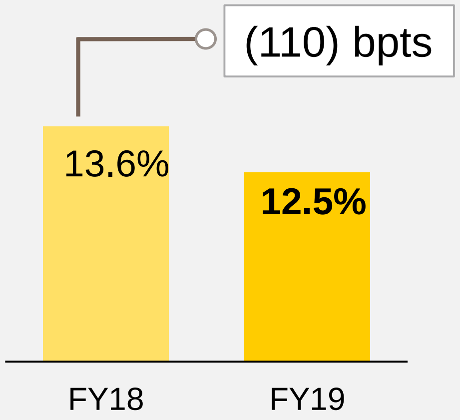
NIM[1]



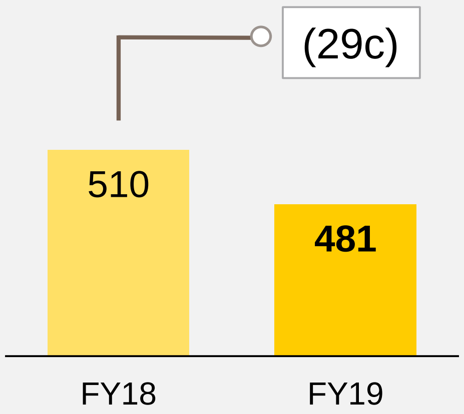
Cost-to-income[1]



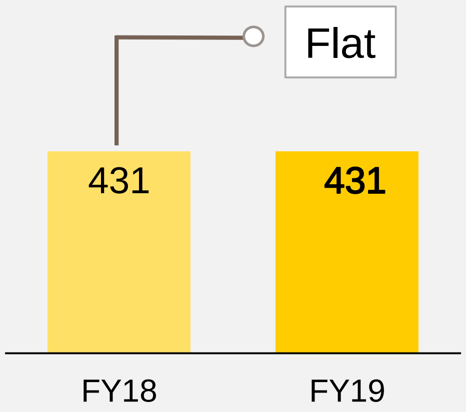
Cash ROE[1]



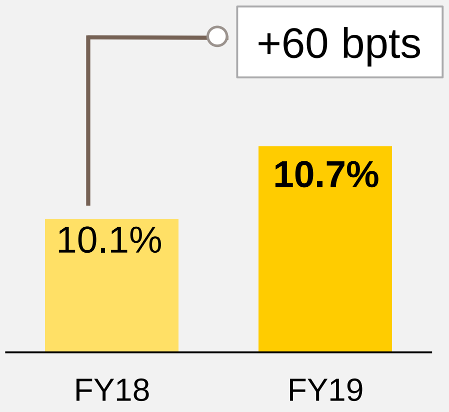
Cash EPS[1] (cents)



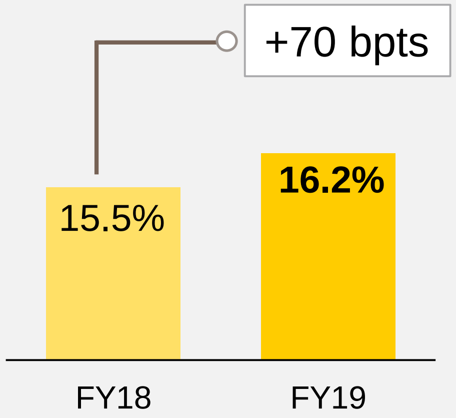
DPS (cents)



CET1 (APRA)



CET1 (International)[2]



1. Presented on a continuing operations basis. 2. Internationally comparable capital - refer to glossary for definition.

Key comparative financial metrics

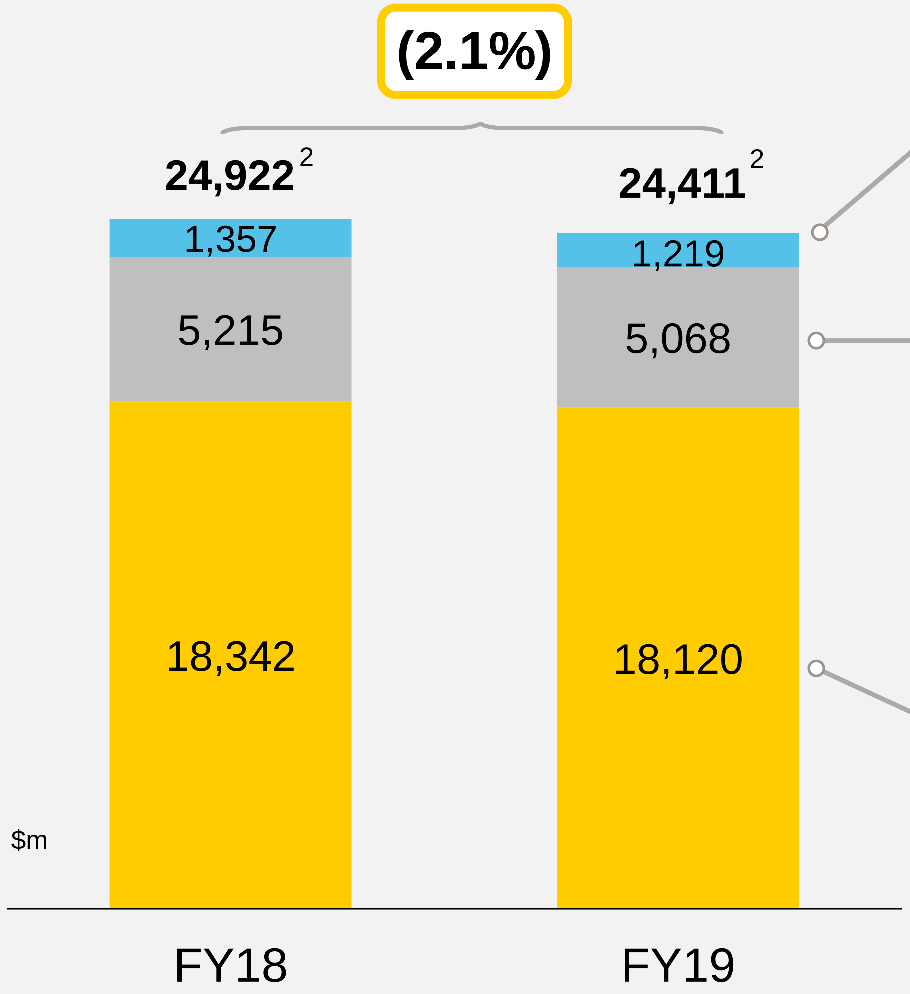
Cash NPAT (continuing operations) down 4.7%

	Incl. discontinued operations		Continuing operations	
Financial year ended (“cash basis”)	FY19	FY19 vs FY18	FY19	FY19 vs FY18
Cash net profit after tax	$8,706m	(7.5%)	$8,492m	(4.7%)
Cost-to-income[1]	47.8%	230 bpts	46.2%	210 bpts
Effective tax rate	28.7%	(150)bpts	28.8%	(170)bpts
Profit after capital charge (PACC)[2]	$4,333m	(25.1%)	$4,364m	(21.1%)
Earnings per share (basic)	493c	(46c)	481c	(29c)
Return on equity	12.8%	(160)bpts	12.5%	(110)bpts

1. Operating expenses to operating income. 2. The Group uses PACC as a key measure of risk adjusted profitability. It takes into account the profit achieved, the risk to capital that was taken to achieve it, and other adjustments. The decrease on the prior year includes the impact of increasing capital levels in order to meet APRA’s “unquestionably strong” capital requirements by 1 January 2020 and the one-off impact of additional operational risk capital (and RWAs) from the Enforceable Undertaking with APRA.

Total income drivers[1]

Higher volumes offset by lower margin and OBI

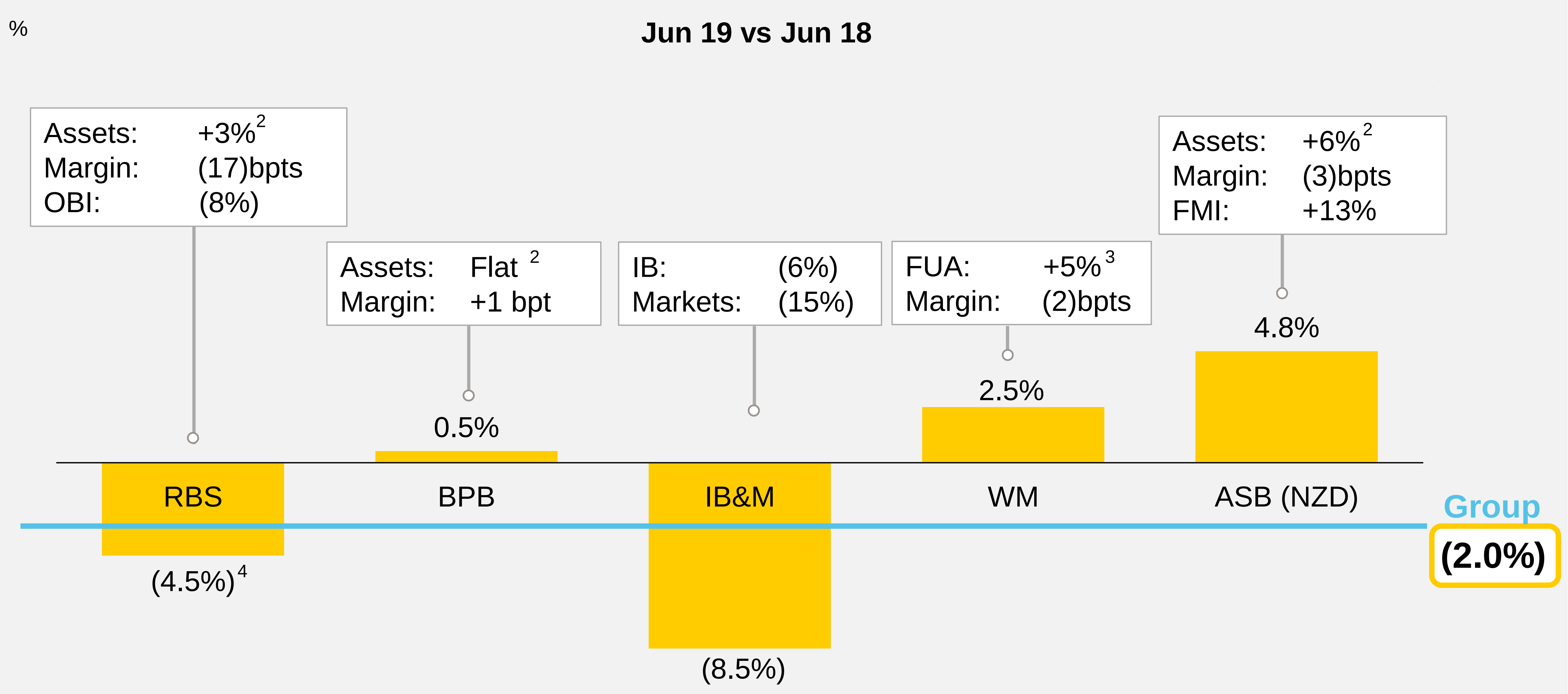


Funds & Insurance	**(10.2%)**
Average FUA	6.0%
Insurance income	(38.2%)
Other Banking Income	**(2.8%)**
Derivative Valuation Adjustment (XVA)	($42m)
Lending fees[3]	(10.6%)
Trading (excl. XVA)	(0.9%)
Commissions[3]	(3.2%)
Net Interest Income	**(1.2%)**
Volume	+1.2%
Margin	(5)bpts

1. Presented on a cash continuing operations basis. 2. Totals shown include investment experience of $8m in FY18 and $4m in FY19. 3. Excludes Mortgage Broking consolidation.

Operating income by line of business[1]

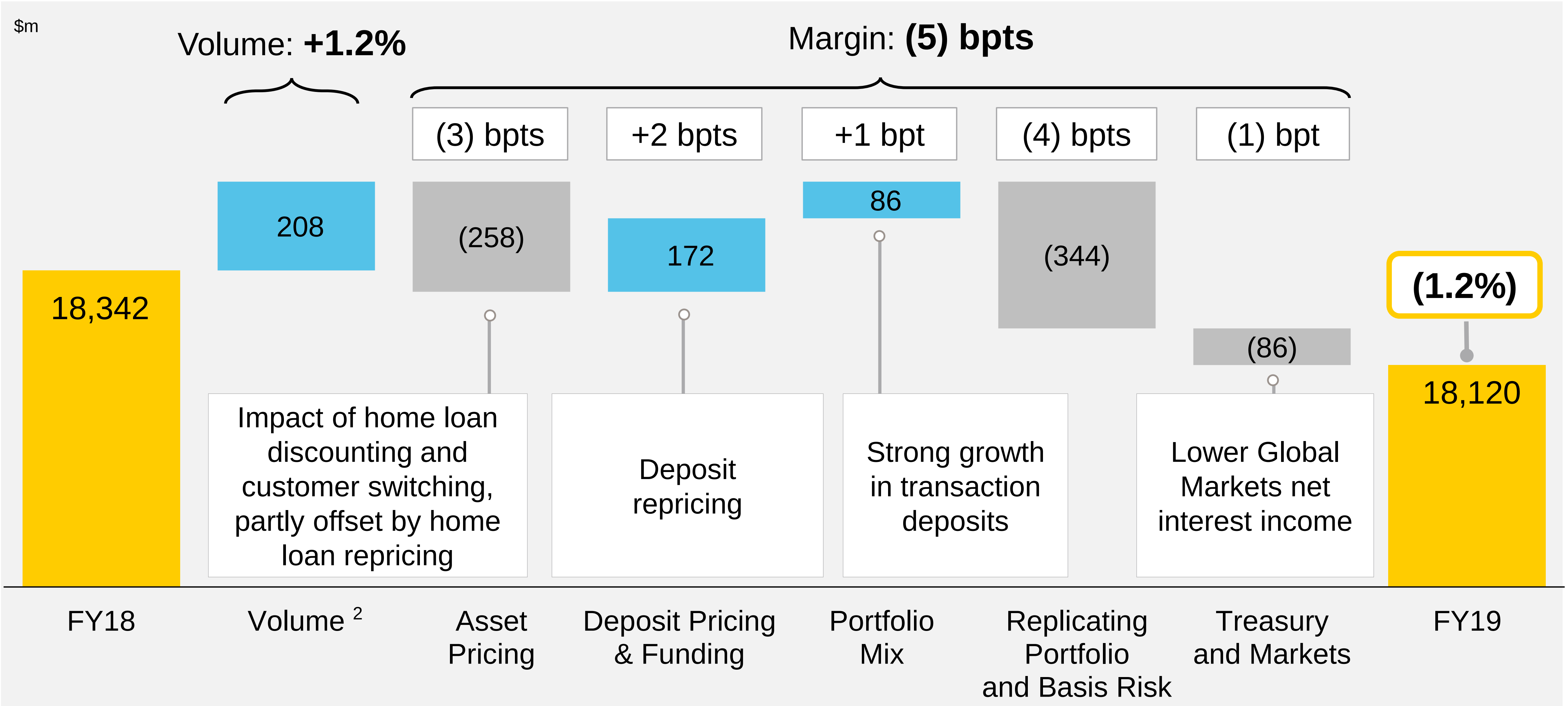
Impacted by margin pressures and fee income forgone



1. Presented on a continuing operations basis. 2. Movement in average interest earning assets. 3. Movement in average funds under administration. 4. To present an underlying view of the RBS result, the impact of General Insurance and Mortgage Broking consolidation has been excluded.

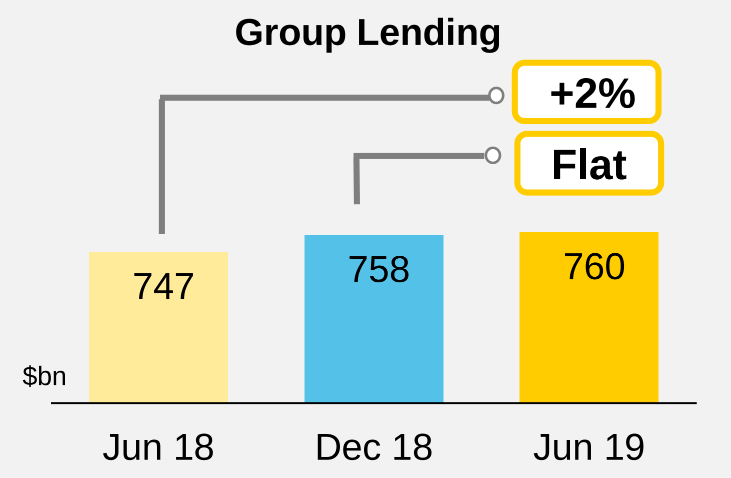
Net Interest Income[1]

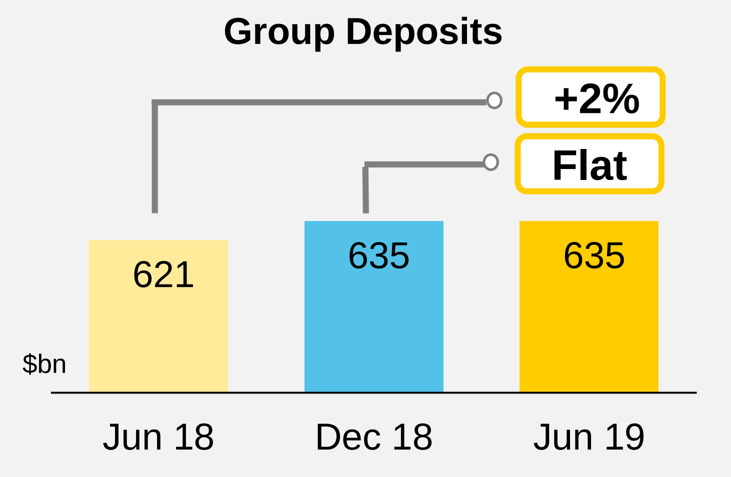
Volume growth offset by lower home loan margins and higher basis risk



1. Presented on a continuing operations basis. 2. Average interest earning assets.

Balance sheet





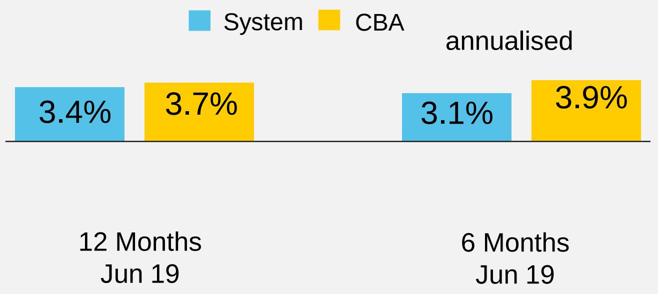
$m	Jun 18	Dec 18	**Jun 19**	**Jun 19 vs Dec 18**	**Jun 19 vs Jun 18**
Home Loans	501,665	512,505	522,942	2.0%	4.2%
Consumer finance	23,317	22,690	21,993	(3.1%)	(5.7%)
Business and corporate loans	222,367	222,996	214,953	(3.6%)	(3.3%)
Total Group Lending	**747,349**	**758,191**	**759,888**	**0.2%**	**1.7%**
Non-lending interest earning assets	150,306	151,819	148,967	(1.9%)	(0.9%)
Other assets (including held for sale)	77,510	70,420	67,647	(3.9%)	(12.7%)
Total Assets	**975,165**	**980,430**	**976,502**	**(0.4%)**	**0.1%**
Total interest bearing deposits	571,677	583,780	581,416	(0.4%)	1.7%
Non-interest bearing trans. deposits	48,831	51,634	53,884	4.4%	10.3%
Total Group Deposits	**620,508**	**635,414**	**635,300**	**(0.0%)**	**2.4%**
Debt issues	172,673	168,904	164,022	(2.9%)	(5.0%)
Other interest bearing liabilities	54,124	54,388	54,840	0.8%	1.3%
Other liabilities (including held for sale)	60,000	53,146	52,691	(0.9%)	(12.2%)
Total Liabilities	**907,305**	**911,852**	**906,853**	**(0.5%)**	**(0.0%)**

Volume growth and market share[1]

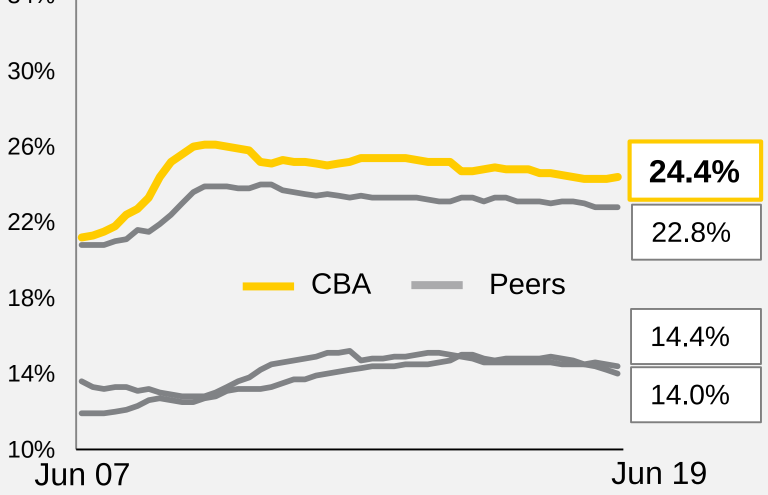
Above system growth in home lending

Home Lending[2]

Volume growth

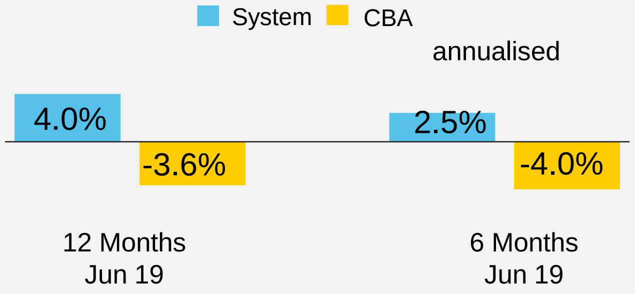


Market share

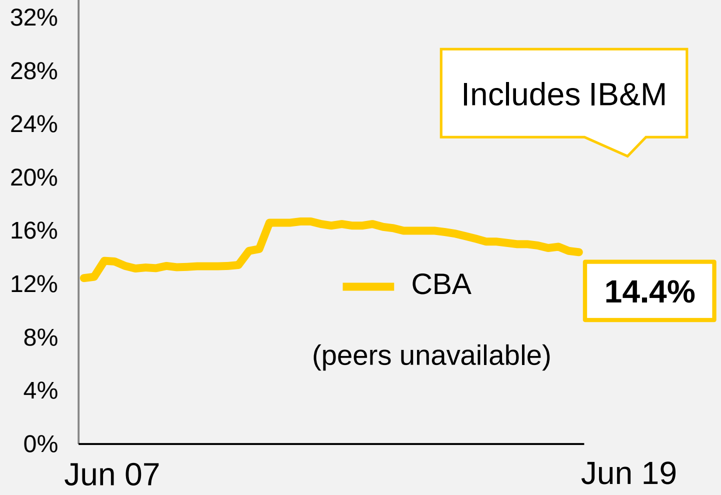


Business Lending

Volume growth

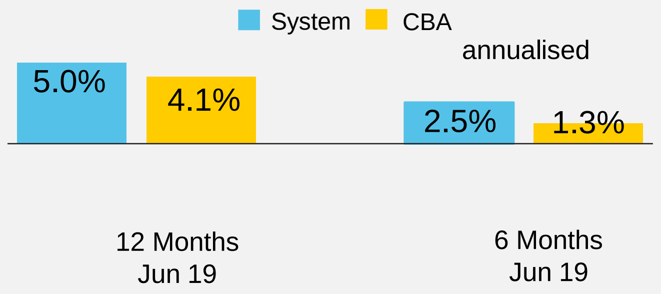


Market share

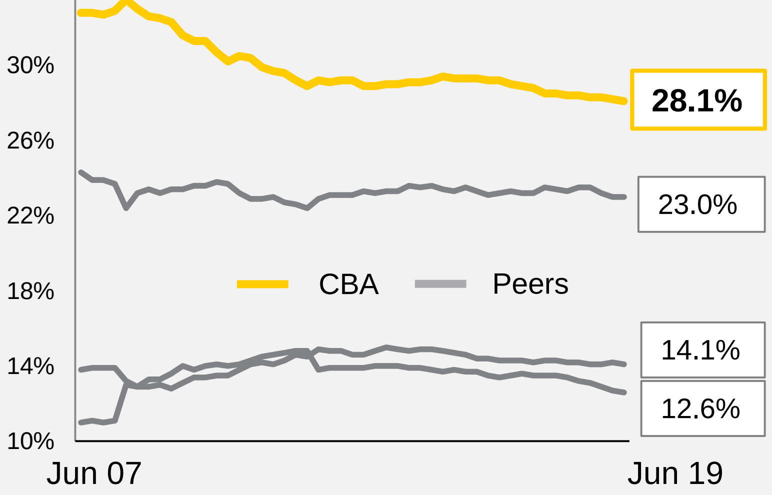


Household Deposits[2]

Volume growth



Market share



1. Sources: RBA Lending and Credit Aggregates and APRA Monthly Banking Statistics. CBA includes Bankwest and subsidiaries. Comparatives have been updated to reflect market restatements. Business lending excludes CMPF. 2. System adjusted for new market entrants.

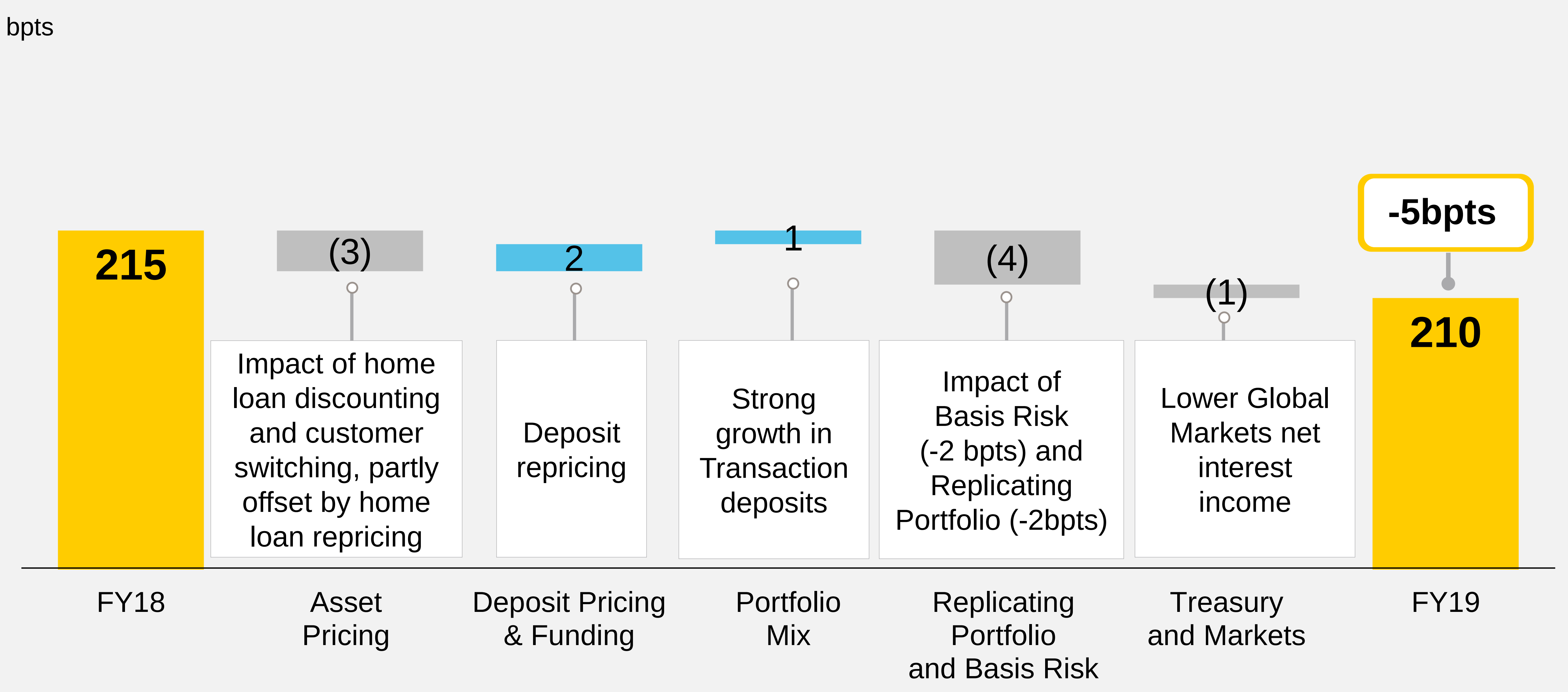
Market share[1]

%	Jun 19	Dec 18	Jun 18
Home loans [(2)]	24.4	24.3	24.4
Credit cards [(2)]	26.9	26.6	27.2
Other household lending[(2,3)]	28.6	28.2	28.0
Household deposits [(2)]	28.1	28.3	28.4
Business lending – RBA	14.4	15.0	15.8
Business lending - APRA	16.6	17.0	17.8
Business deposits – APRA	19.5	19.7	20.2
Equities trading	3.7	3.7	4.1
Australian Retail - administrator view[(4)]	15.3	15.3	15.3
FirstChoice Platform[(4)]	10.7	10.7	10.7
Australia life insurance (total risk)[(5)]	7.4	7.8	8.0
Australia life insurance (individual risk)[(5)]	9.0	9.2	9.5
NZ home loans	21.7	21.6	21.7
NZ customer deposits	17.7	17.9	17.8
NZ business lending	15.4	15.3	15.0
NZ retail AUM[(6)]	15.4	15.3	15.0
NZ annual inforce premiums[(7)]	-	-	27.3

1. Current period and comparatives have been updated to reflect market restatements. 2. Sources: RBA Lending and Credit Aggregates and APRA Monthly Banking Statistics. CBA includes BWA and subsidiaries. 3. Other Household Lending market share includes personal loans, margin loans and other forms of lending to individuals. 4. Source: Strategic Insights, as at 31 March 2019. 5. Source: Strategic Insights as at March 2019 - Metrics relate to discontinued operations. 6. Presented on a continuing operations basis. 7. Metric relates to discontinued operations.

Group NIM[1]

Down 5 bpts due to home loan discounting and switching, and higher basis risk

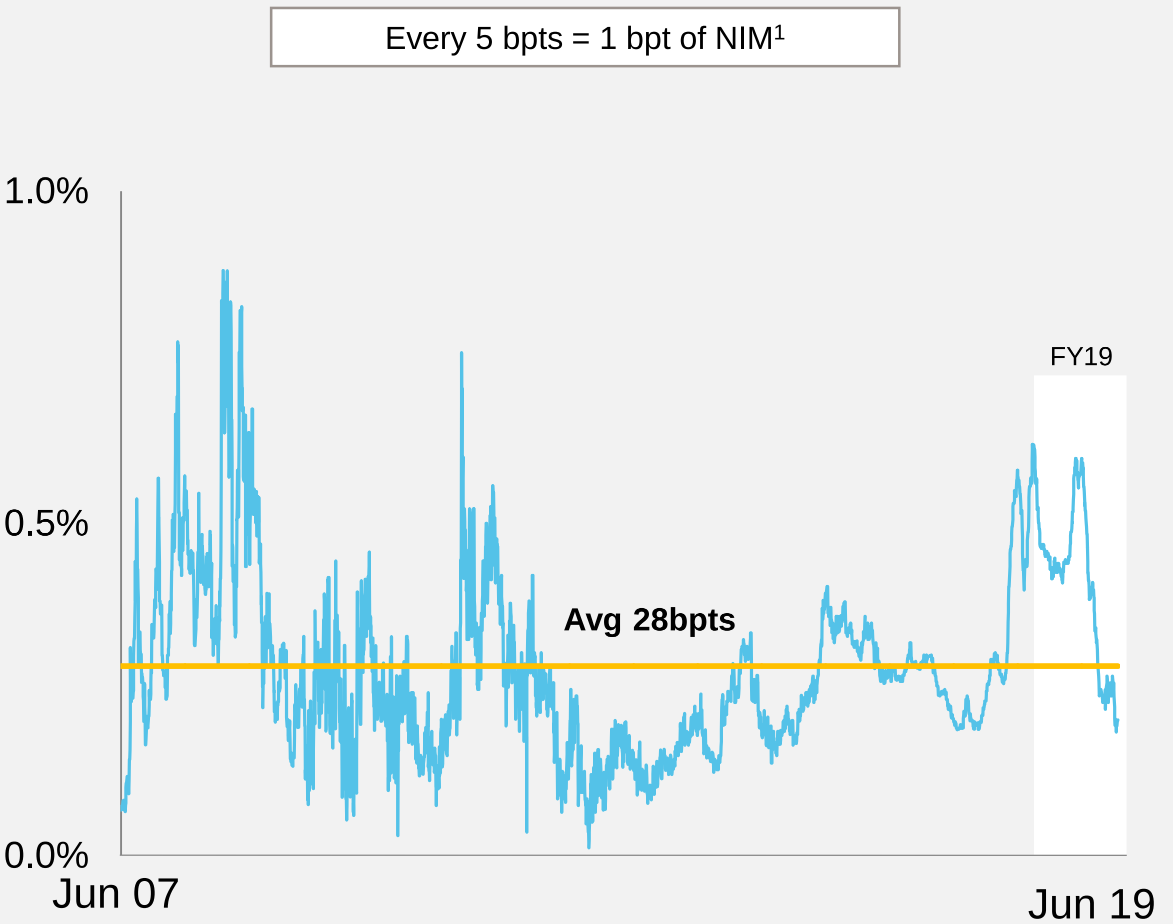


1. Presented on a continuing operations basis.

Group margin

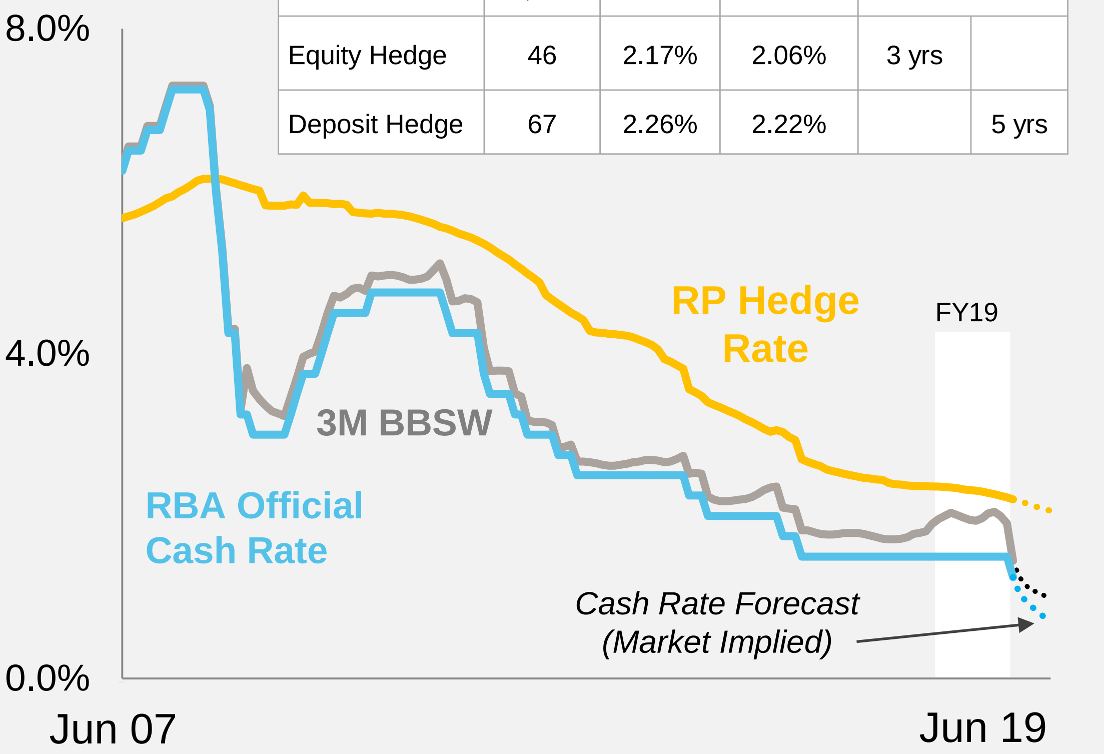
Basis Risk and RP contributing -4 bpts of Group NIM movement over the year

Basis Risk



Replicating Portfolio (RP) & Equity Hedge

Equity and Deposit Hedge					
	Jun 19 Balance $bn	2H19 Avg. Tractor[2]	Exit Tractor[2] Rate	Average investment term	
Equity Hedge	46	2.17%	2.06%	3 yrs	
Deposit Hedge	67	2.26%	2.22%		5 yrs



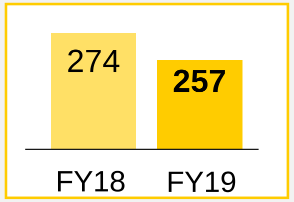
1. Includes the impact of basis risk on replicating portfolio. 2. Tractor is the moving average hedge rate on equity and rate insensitive deposits.

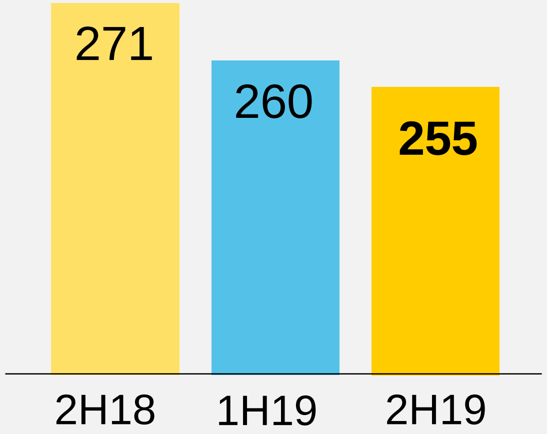
Margins by division

Mixed results across business units – RBS impacted by home lending

RBS

Driven by home loan competition (discounting), and customer switching

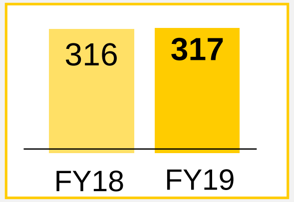


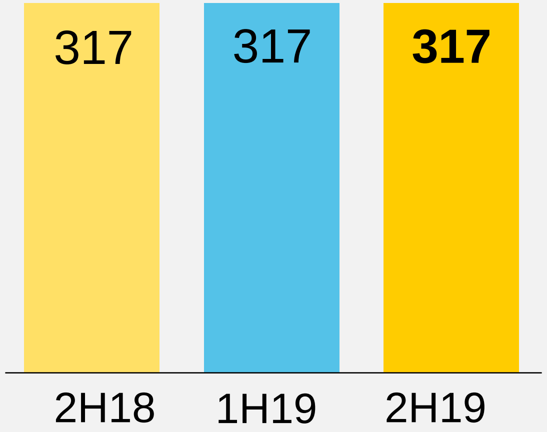


bpts

BPB

Higher business lending and home loan margins in the half, offset by lower deposit margins

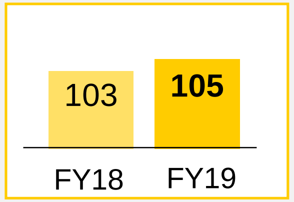


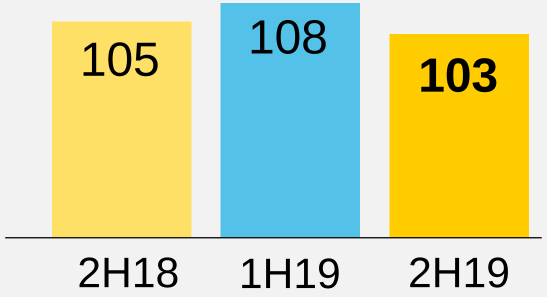


bpts

IB&M

Lower yields on bond inventories this half

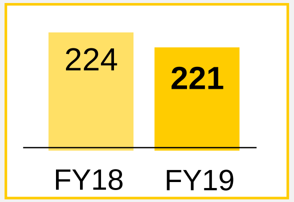


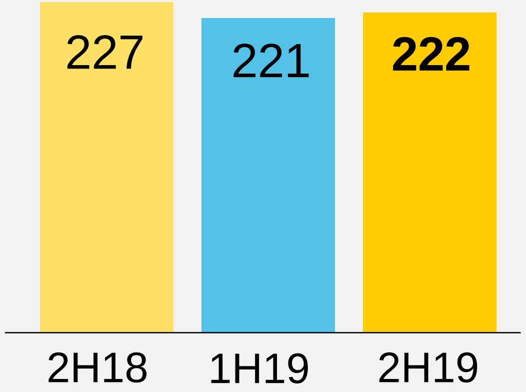


bpts

NZ (ASB)

Margin remained stable over the half



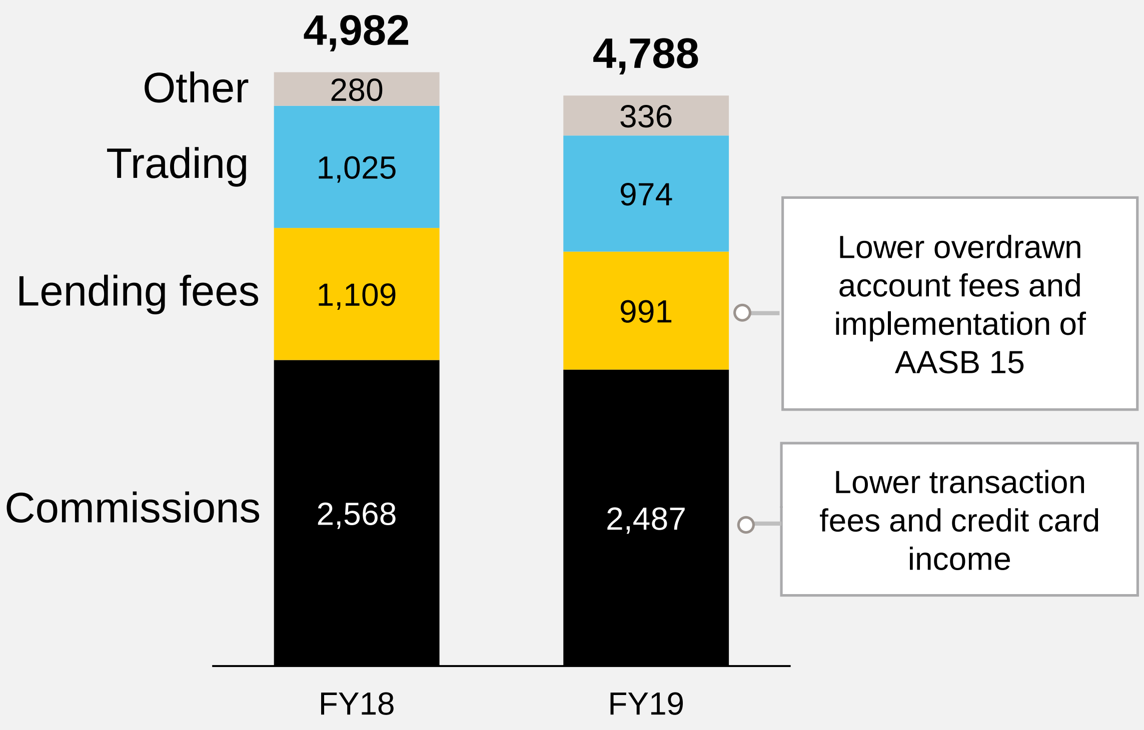


bpts

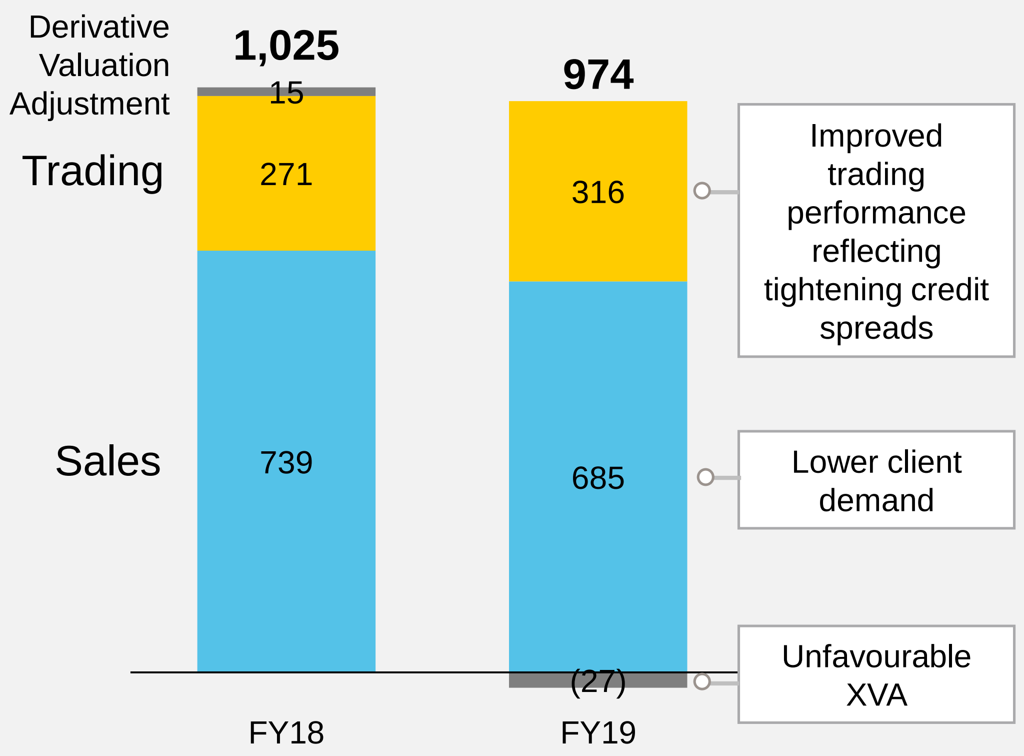
Other banking income (OBI)

Subdued OBI from customer fee removals and lower trading income

Other Banking Income[1,2]
$m



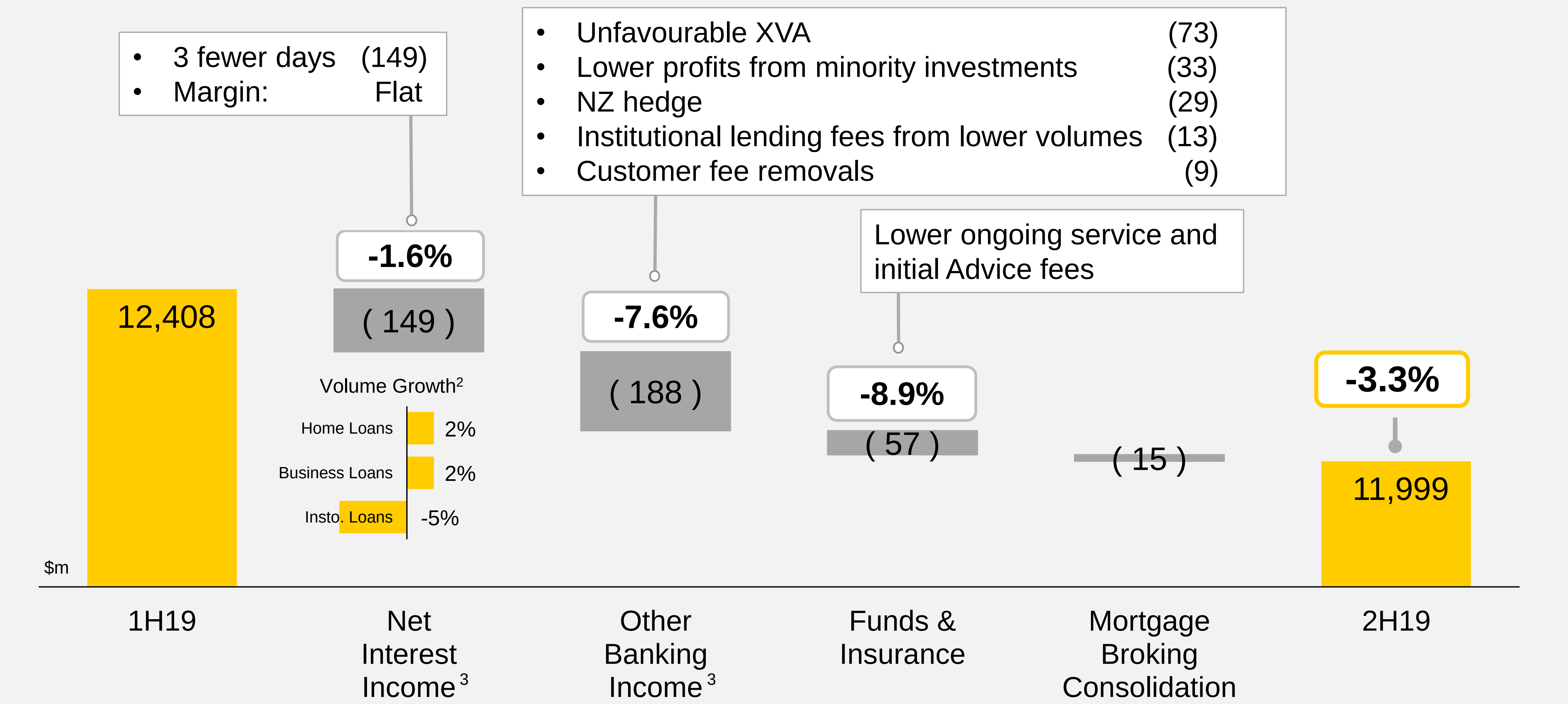
Trading Income
$m



1. Presented on a continuing operations basis. 2. Excludes Mortgage Broking consolidation.

Sequential operating income down 3.3%[1]

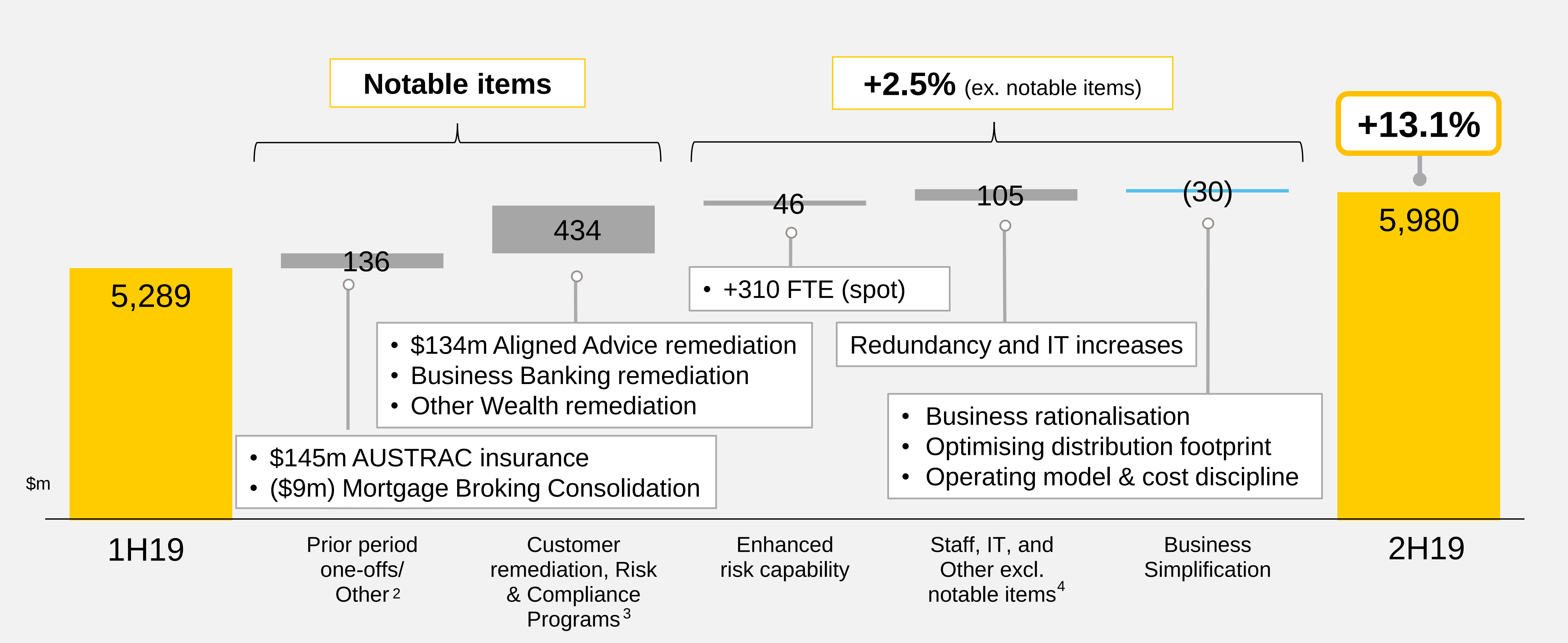
Driven by 3 fewer days, unfavourable XVA and lower Advice fees



1. Presented on a continuing operations basis. 2. Average balances. 3. Excludes Mortgage Broking consolidation.

Sequential operating expenses up 13.1%[1]

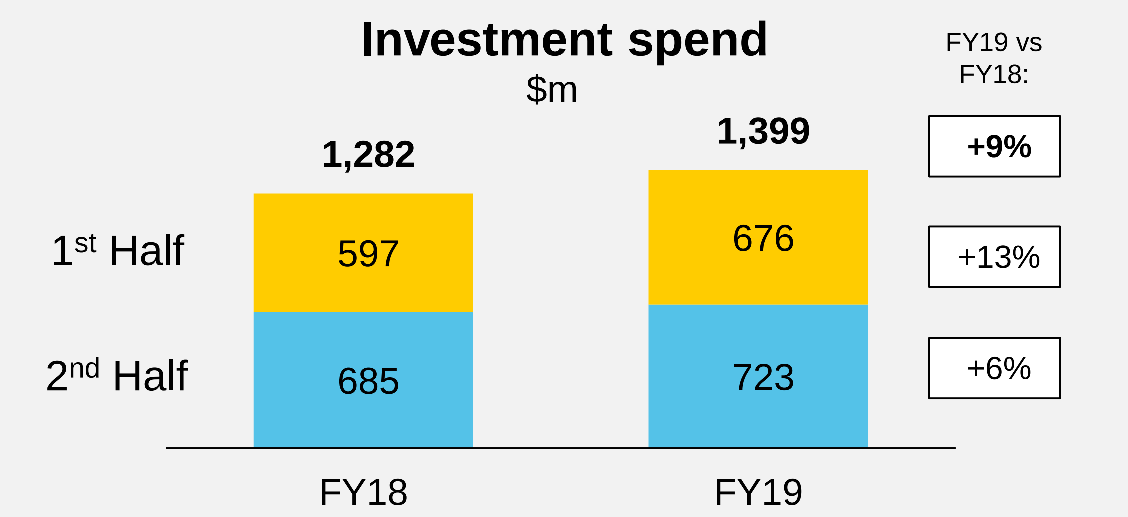
Impacted by customer remediation costs, risk and compliance increases

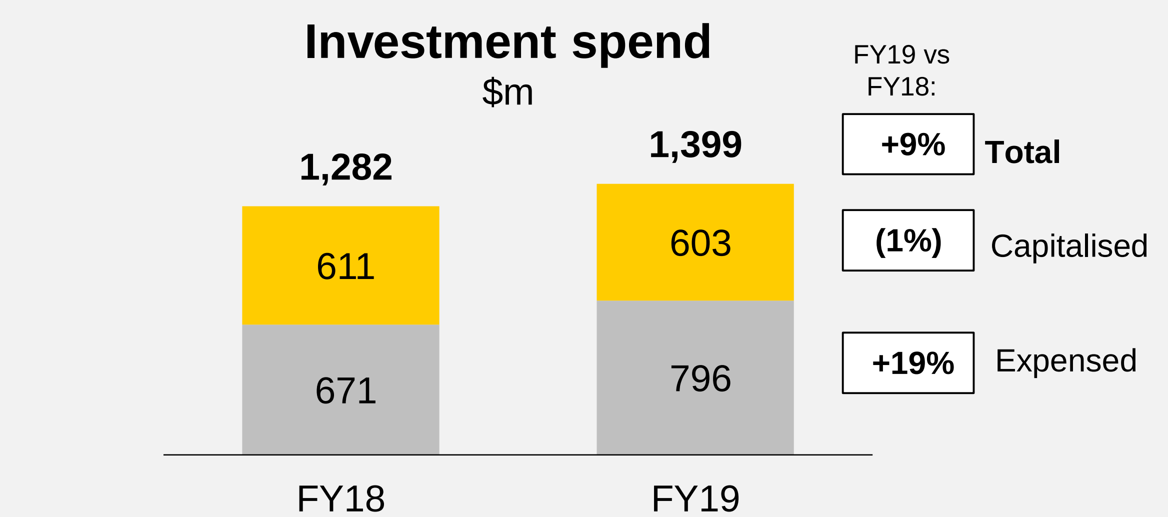


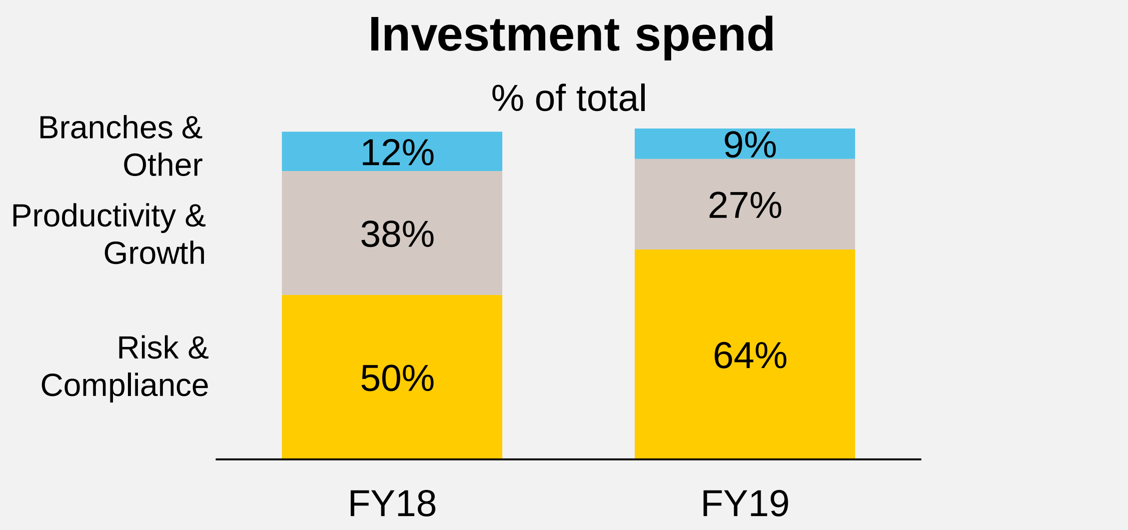
1. Presented on a continuing operations basis. 2. Prior period = FY18. 3. Represents 2H19 total customer remediation costs of $714m ($639m recognised in continuing operations operating expenses), less 1H19 total customer remediation costs of $282m ($279m recognised in continuing operations operating expenses). Also includes movement in risk and compliance programs of $74m. 4. Excludes staff, IT and other costs related to notable items, enhanced risk and resiliency capability and simplification.

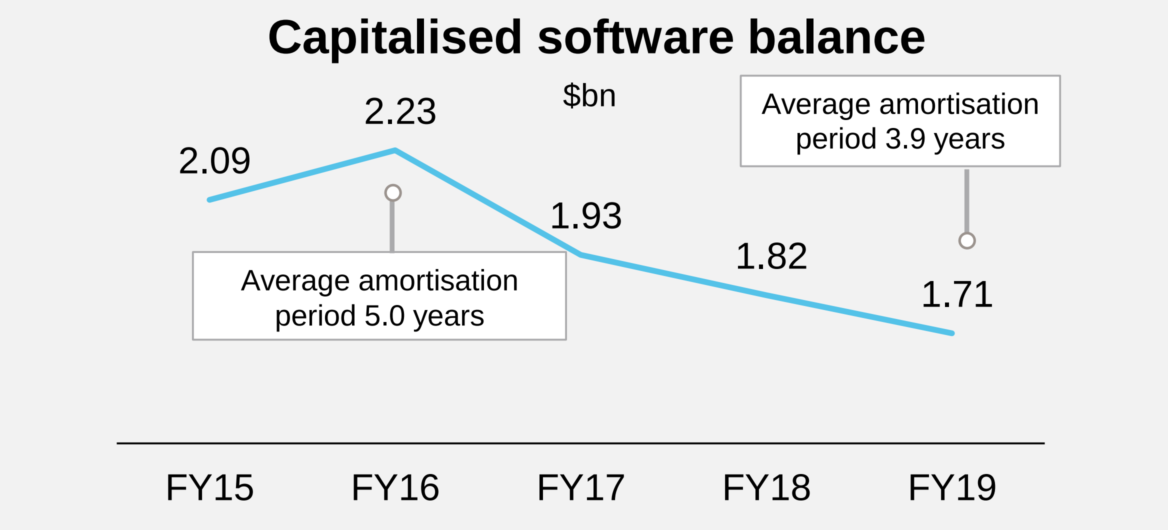
Investment spend[1]

Up 9% in FY19 – risk and compliance now 64% of total spend





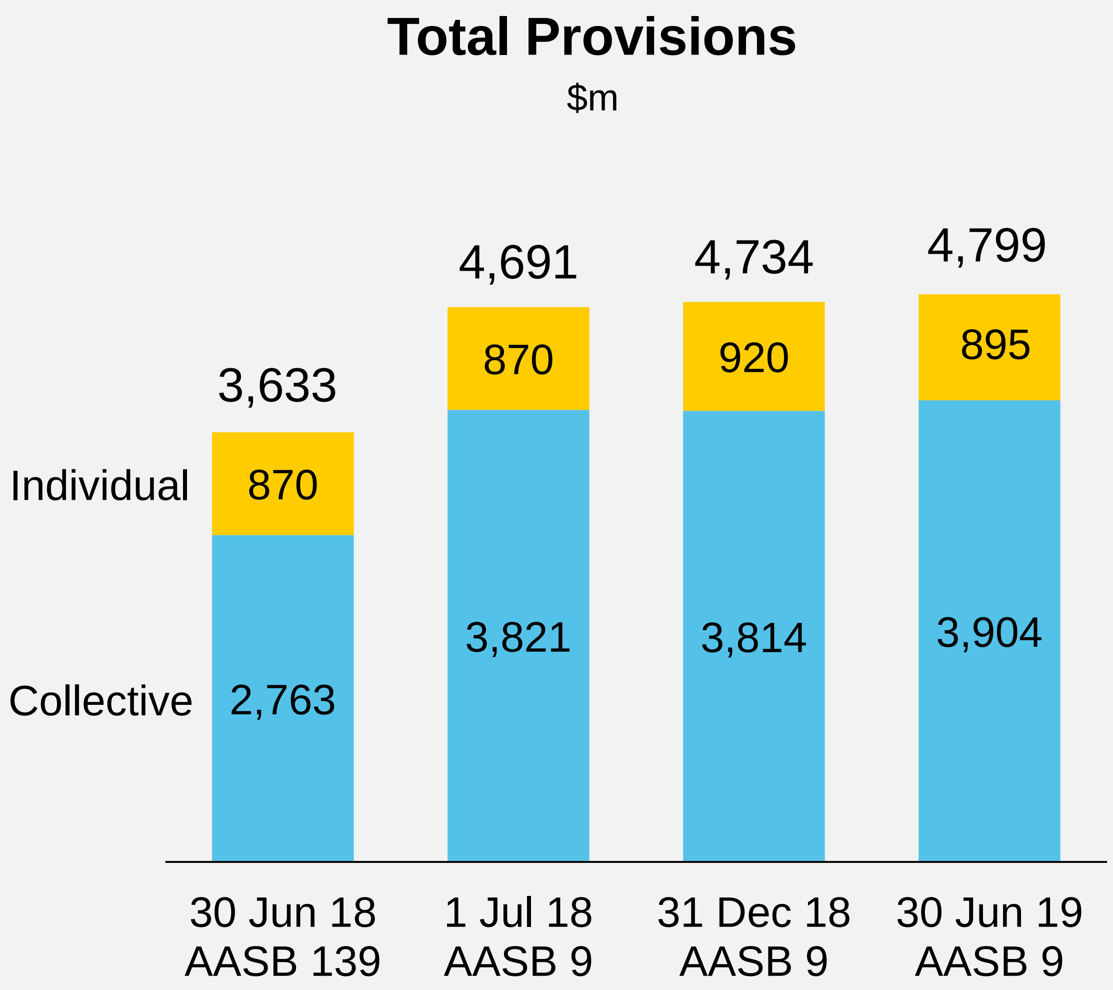




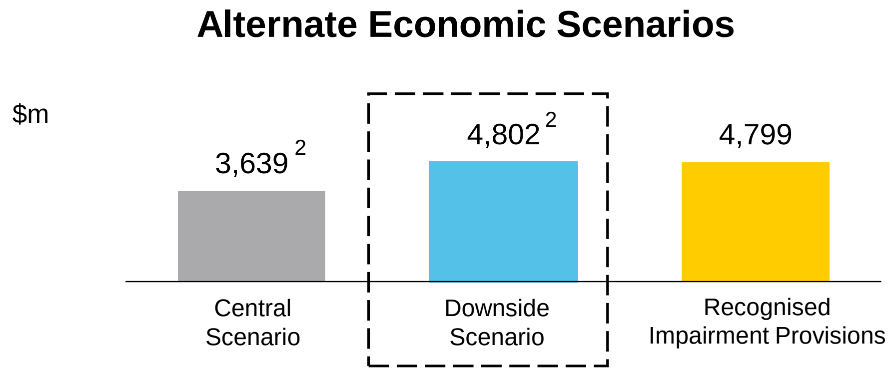
1. Comparative information has been restated to conform to presentation in the current period.

Provisions

Increased provisioning for emerging risks



- AASB 9 adopted from 1 July 2018, increasing impairment provisions by $1,058 million due to recognition of impairment losses on a forward looking basis.
- Collective Provisions include the impact of four probability-weighted economic scenarios[1] and adjustments for emerging risk at an industry, geography or segment level.
- Currently holding $1.2 billion in impairment provisions over and above the Central (base case) economic scenario.
- Adequately provisioned for a Downside economic scenario.



1. Central, Upside, Downside and Severe Downside. Central: Considers the Group’s base case assumptions. Upside and Downside: Reflect the lowest/highest impairment losses over an approximate 10 year cycle. Severe Downside: Extremely adverse conditions. 2. Assuming 100% weighting and holding all other assumptions including forward looking adjustments constant.

Divisional contributions[1]

Divisional results impacted by customer remediation costs

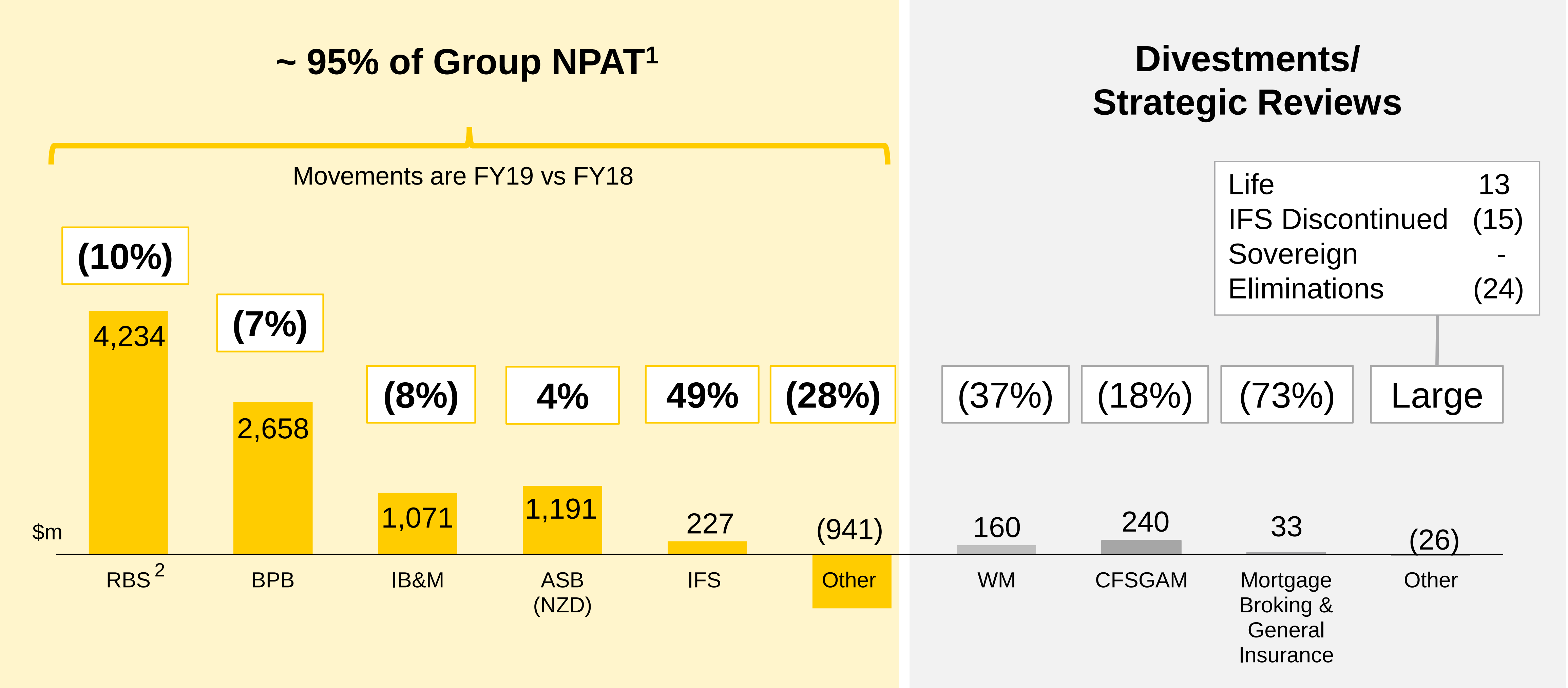
FY19 vs FY18

Business Unit [2]	% of Group NPAT FY19	Operating Income	Operating Expenses	**Operating Performance**	Loan Impairment Expense	**Cash NPAT**	Cost-to-Income FY19
RBS [3]	49.9%	(4.5%)	2.7%	**(8.4%)**	6.3%	**(10.0%)**	38.4%
BPB	31.3%	0.5%	8.0%	**(3.4%)**	46.6%	**(6.6%)**	36.6%
IB&M	12.6%	(8.5%)	(2.2%)	**(12.7%)**	(78.8%)	**(8.5%)**	42.7%
WM	1.9%	2.5%	31.6%	**(38.2%)**	n/a	**(37.3%)**	74.8%
ASB [4]	13.2%	4.8%	3.7%	**5.5%**	35.0%	**4.2%**	35.6%
IFS	2.7%	(4.1%)	(28.4%)	**18.2%**	(58.5%)	**49.3%**	35.6%

1. Presented on a continuing operations basis. 2. Excludes Corporate Centre and Other, and therefore does not add to 100%. 3. RBS result excluding General Insurance and Mortgage Broking consolidation. 4. ASB result in NZD except for “% of Group NPAT”, which is in AUD.

Business Units

Core businesses contribute 95% of Group NPAT

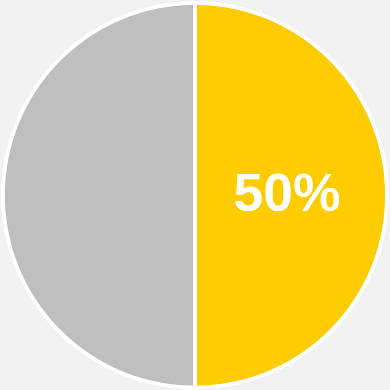


1. Calculation based on the sum of the BU NPAT figures presented above divided by FY19 cash NPAT (incl. discontinued operations). 2. Includes Bankwest and Commonwealth Financial Planning, excludes General Insurance and Mortgage Broking.

Retail Banking Services (RBS)[1]

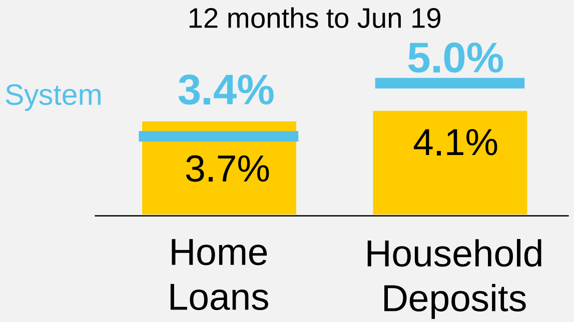
Home loan growth above system – offset by margin pressures across the sector

% of Group NPAT[2]



Volume growth[3,4]

Balancing growth and returns - managing regulatory requirements



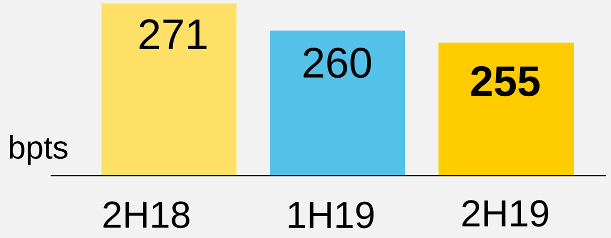
RBS provides simple, convenient and affordable banking products and services to personal and business customers, through Australia's largest branch and ATM network, and market leading digital channels

$m	Jun 18	Jun 19	%
Income	11,470	10,959	**(4)**
Expense	(4,102)	(4,213)	**3**
LIE	(652)	(693)	**6**
NPAT	4,703	4,234	(10)

Income - lower NIM partly offset by asset growth.
Expenses – inflation, risk and compliance spend.
LIE - higher personal loan collective provisions.

Margin

Driven by home loan competition (discounting) and customer switching

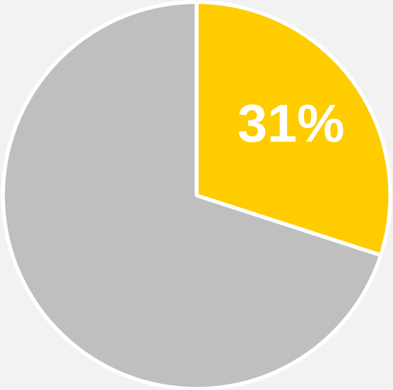


1. Includes Bankwest and Commonwealth Financial Planning, excludes General Insurance and Mortgage Broking consolidation. 2. Group Cash NPAT excludes Corporate Centre and Other. 3. Source: RBA Lending and Credit Aggregates and APRA Monthly Banking Statistics. Includes home loan balances included in the Business and Private Banking (BPB) division 4. System adjusted for new market entrants.

Business & Private Banking (B&PB)

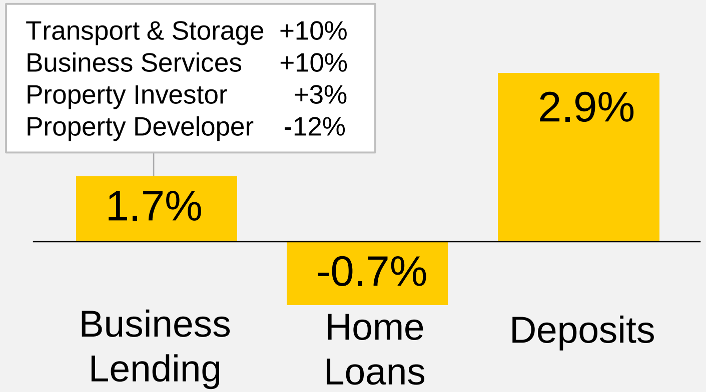
Result impacted by home loan margins, remediation expenses and increased LIE

% of Group NPAT[1]



Volume growth

Jun 19 vs Jun 18



We are continuing to invest in our business digital and analytics platforms, including extension of the Customer Engagement Engine (CEE). We have hired more corporate bankers and created a new team of relationship managers to support our small business customers. We have launched Apple Pay for Business and BizExpress to provide same day decisions on small business loans[2].

$m	Jun 18	Jun 19	%
Income	6,540	6,573	**1**
Expense	(2,230)	(2,409)	**8**
LIE	(247)	(362)	**47**
NPAT	**2,845**	**2,658**	**(7)**

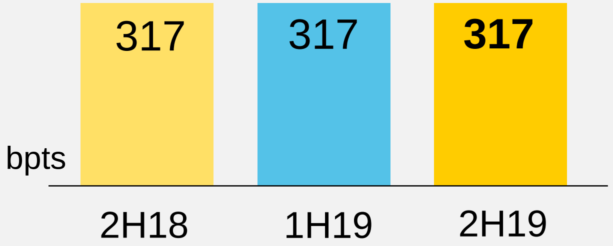
Income – Business growth offset by Retail Products.

Expenses - Higher remediation costs.

LIE – Small number of large individual exposures.

Margin

Higher business lending and home loan margins in the half, offset by lower deposit margins

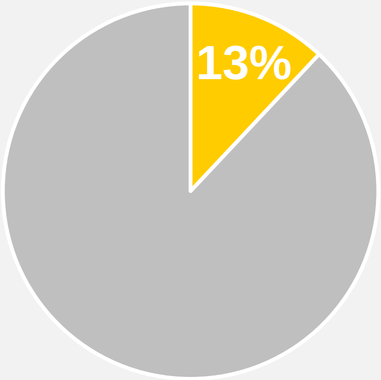


1. Group Cash NPAT excludes Corporate Centre and Other. 2. BizExpress is being rolled out to eligible existing customers for simple business loans up to $250K unsecured and $1m secured.

Institutional Banking and Markets (IB&M)

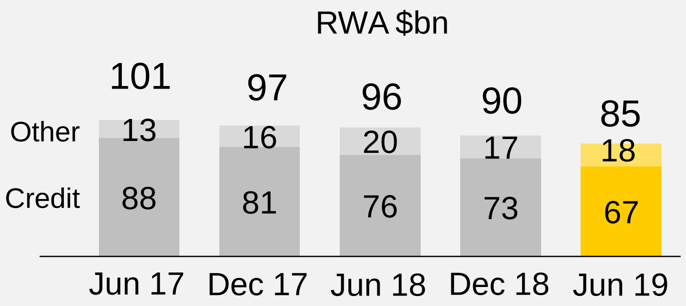
Lower markets revenue, continued focus on portfolio optimisation

% of Group NPAT[1]



Volume growth

Front book discipline, back book optimisation



Institutional Banking and Markets serves the commercial and wholesale banking needs of large Corporate, Institutional and Government clients across a full range of financial services solutions, including access to debt capital markets, transaction banking, working capital and risk management

$m	Jun 18	Jun 19	%
Income	2,671	2,444	**(8)**
Expense	(1,067)	(1,043)	**(2)**
LIE	(80)	(17)	**(79)**
NPAT	**1,170**	**1,071**	**(8)**

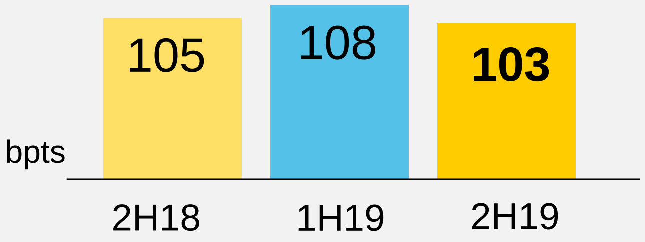
Income - lower lending volumes and Markets income.

Expenses – one-offs in FY18, higher risk/compliance.

LIE - lower collective and individual provisions.

Margin

Lower yields on bond inventories this half

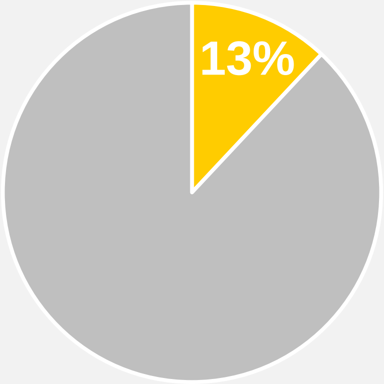


1. Group Cash NPAT excludes Corporate Centre and Other.

ASB

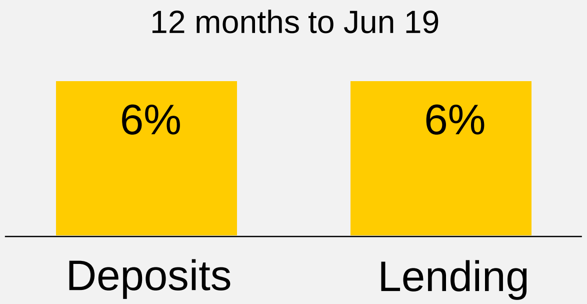
Good revenue growth on solid volumes, partly offset by elevated expenses

% of Group NPAT[1]



Volume growth

Solid volume growth in lending and deposits



ASB conducts its business through four business units: Retail Banking; Business Banking; Corporate Banking; and Private Banking, Wealth and Insurance. ASB provides products and services across multiple channels including the branch network, digital platforms and mobile relationship managers.

NZD $m	Jun 18	Jun 19	%
Income	2,600	2,726	**5**
Expense	(935)	(970)	**4**
LIE	(80)	(108)	**35**
NPAT	1,143	1,191	4

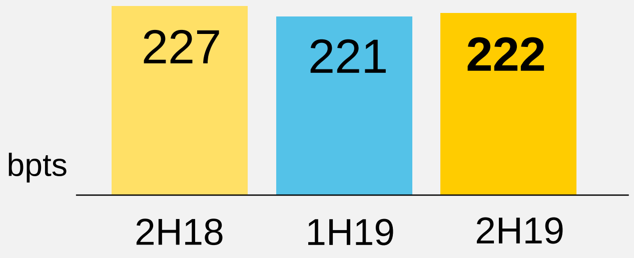
Income – Solid balance sheet growth.

Expenses – Technology investment, risk/compliance.

LIE – Increased rural and business provisioning.

Margin

Margin remained stable over the half



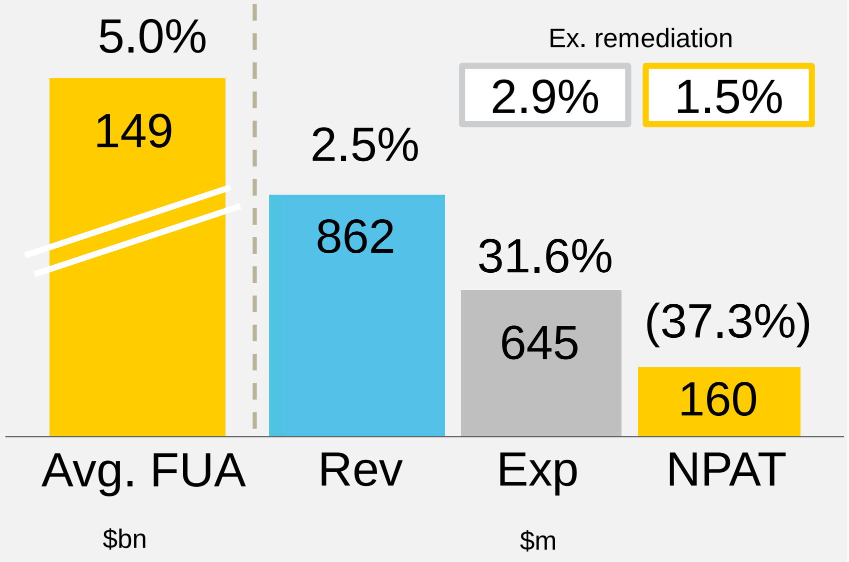
1. Group Cash NPAT excludes Corporate Centre and Other.

Wealth

Continuing operations benefited from average FUA growth

Wealth[1] (Continuing)

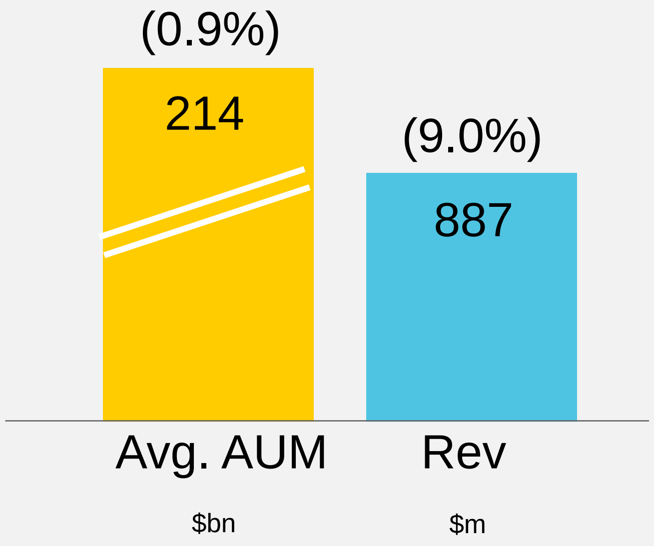
FUA growth from market momentum partially offset by net outflows



Movements FY19 vs FY18

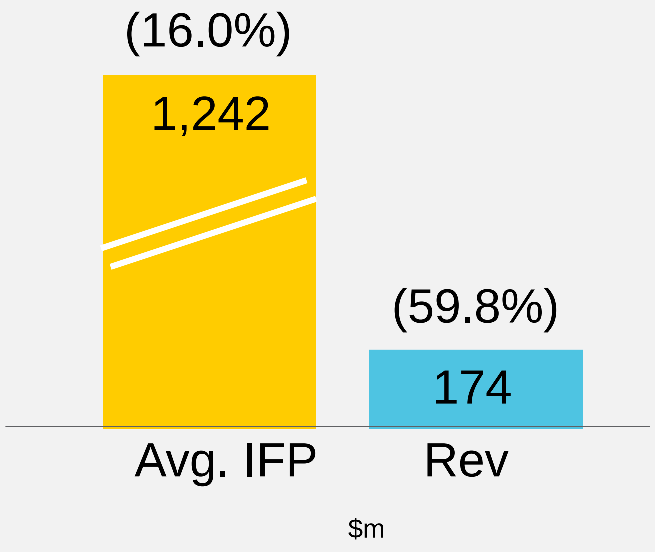
CFSGAM (Discontinued)

Higher net outflows partially offset by higher investment markets



Life (Discontinued)

Loss recognition, higher claims experience and lower Inforce Premiums from loss of schemes



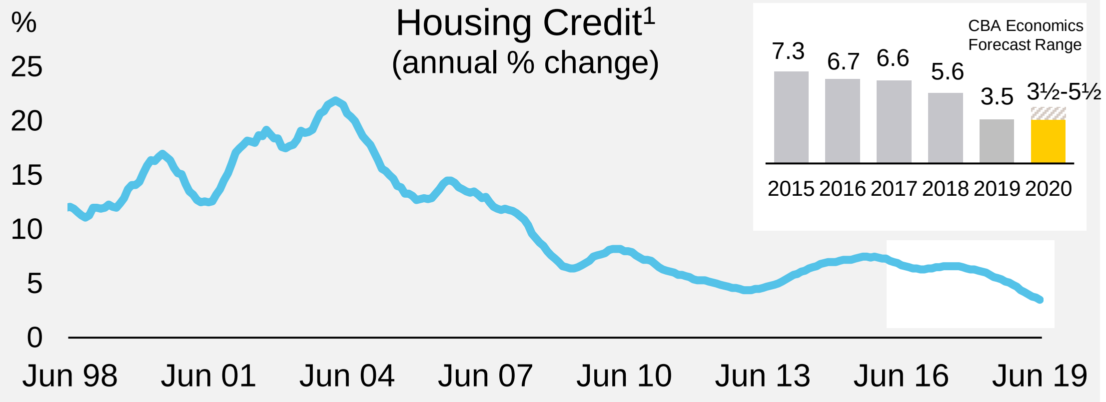
1. Incorporates the results of Colonial First State and Aligned Advice businesses of Financial Wisdom, Count Financial and CFP-Pathways.

5 Home and Consumer Lending

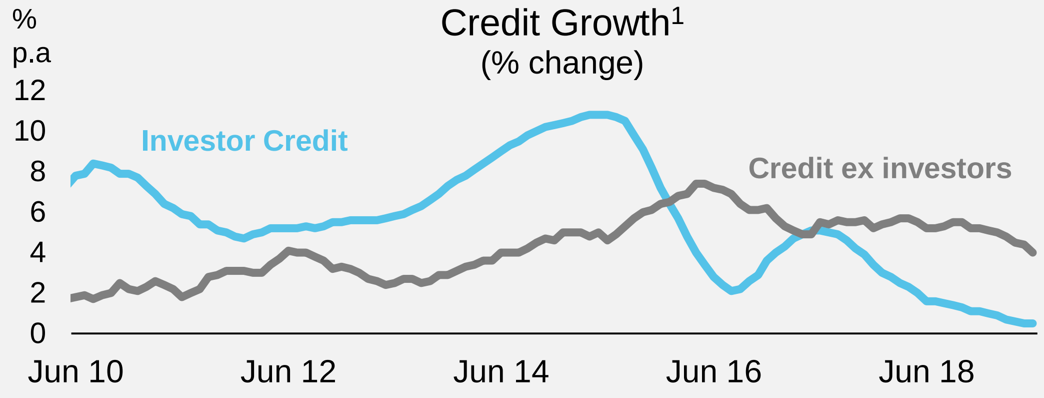
“We are Australia’s largest home lender, providing $92 billion of new lending this year for Australian home buyers”

Home lending – system overview

The recent modest slowdown in housing credit growth is expected to extend into calendar year 2020



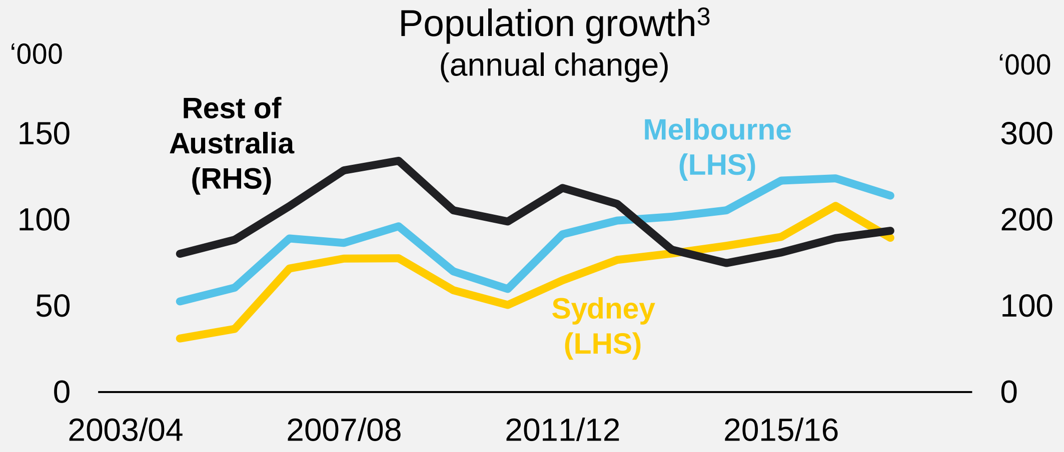
The slowdown has been driven by a combination of regulatory/other factors, largely in investment lending



Despite recent house price softening, most capital cities remain well up over the long term[2]

Period movements to Jun 19 (%)	10yrs	3yrs	1yr	6mths
Sydney	64	(1)	(10)	(4)
Melbourne	59	5	(9)	(4)
Brisbane	11	-	(3)	(3)
Adelaide	22	5	-	(1)
Perth	(6)	(13)	(9)	(5)
Capital Cities (Combined)	**42**	**-**	**(8)**	**(4)**

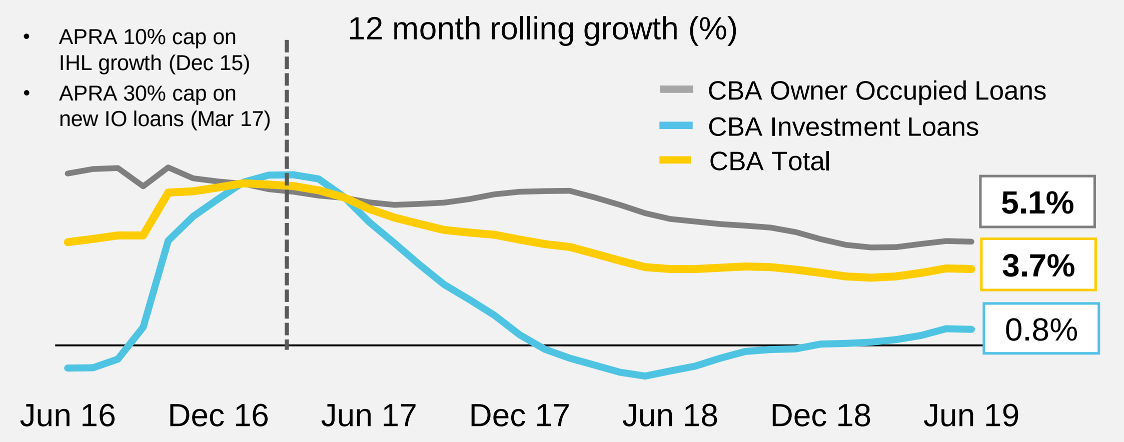
Housing credit demand continues to be supported by population growth



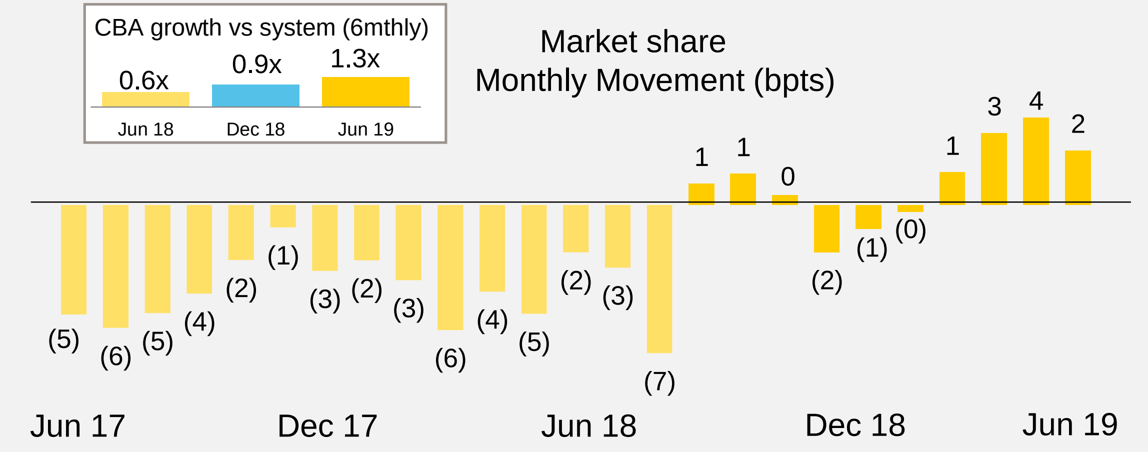
1. Source: RBA Lending and Credit Aggregates. 2. Source: CoreLogic Hedonic Home Value Index. 3. Source: ABS.

Home lending - CBA[1]

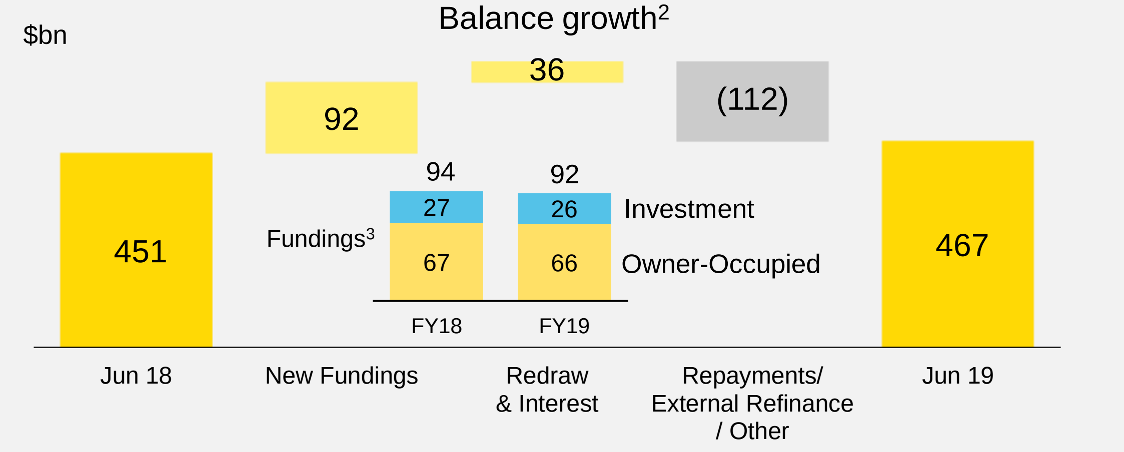
CBA adopted regulatory changes early and avoided riskier segments at the peak of the market



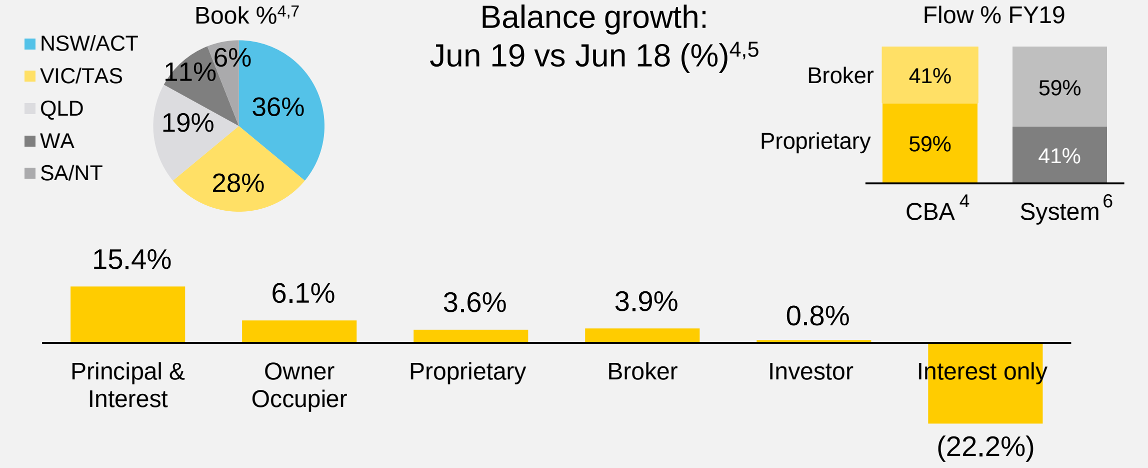
Whilst some market share was ceded as a result, more recent growth has been at or above system



FY19 funding levels were modestly lower than FY18, reflecting the market slowdown



The Bank's focus remains on the core markets of owner-occupied and proprietary lending



1, 2, 3, 4, 5, 6, 7. Refer to notes slide at back of this presentation for source information.

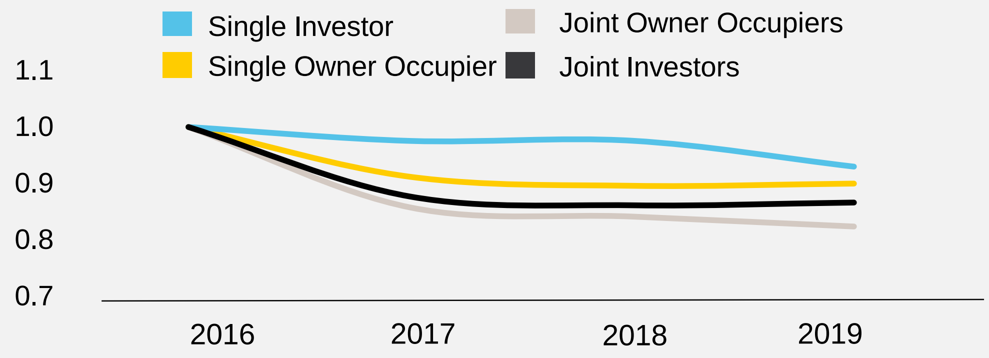
Borrowing capacity relatively stable[1]

A number of strengthened servicing policies and practices have been implemented since June 2015

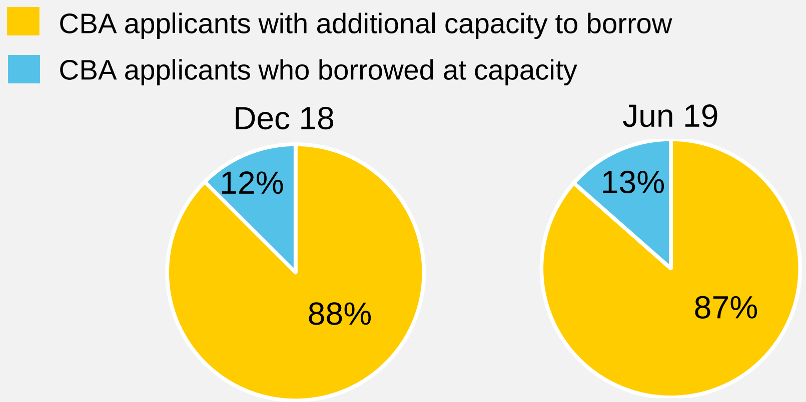
- Increased serviceability buffers on income and debt in line with regulatory guidance
- Income and household-scaled living expense models used in serviceability test
- Limits on lending in high risk areas, non-residents
- LVR limits on interest only and investment lending
- Removed Low Doc loans from sale
- Introduced limits on high Debt-to-Income ratios
- Serviceability assessments prior to in-life IO switching
- Data-driven liability verification tools, including Comprehensive Credit Reporting

Despite tightening, maximum borrowing capacity has remained relatively stable over the last 12-18 months

Change in maximum borrowing capacity[2]
Indexed December 2016

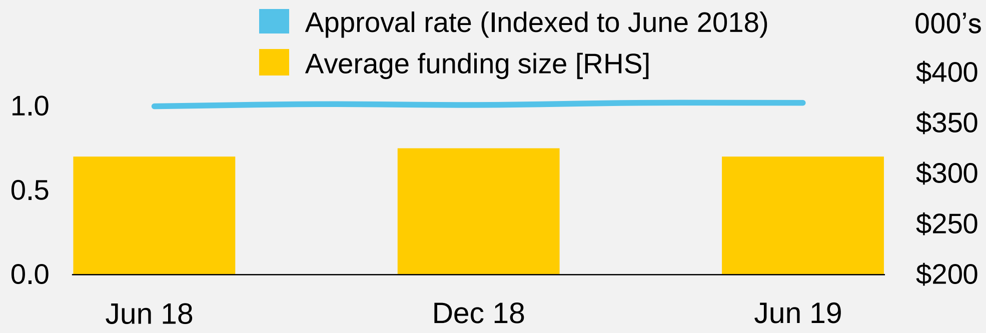


Few borrowers are currently utilising their full borrowing capacity[3]



…with minimal change in average loan size and approval rates

Change in approval rate and average funding size



1. CBA excluding Bankwest. 2. Scenarios based on differing assumptions with respect to family types, number of dependents, loan size, income sources and existing liabilities/commitments.
3. Applications that have passed system serviceability test; borrowed at capacity reflects applicants with minimal net income surplus.

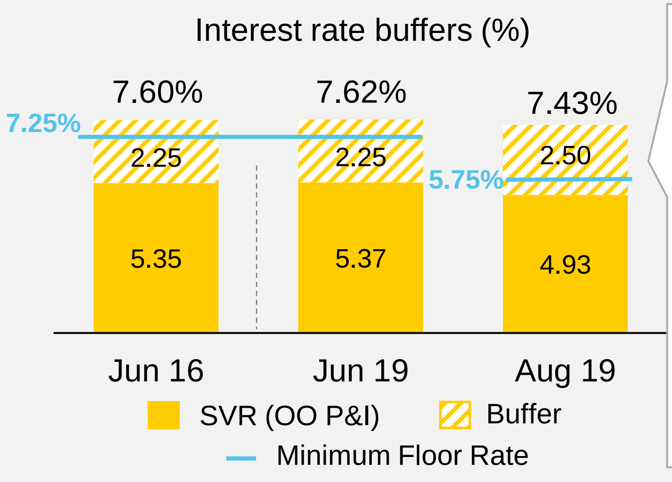
Serviceability assessment[1]

New loan applications are assessed based on a range of income and expenditure metrics

Income	▪ All income used in application to assess serviceability is verified ▪ 80% or lower cap on less stable income sources (e.g rent, bonus) ▪ 90% cap on tax free income, including Government benefits ▪ Limits on investor income allowances, e.g. RBS restrict rental yield to 4.8% and use of negative gearing where LVR>90%
Living Expenses	▪ Living expenses captured for all customers ▪ Servicing calculations use the higher of declared expenses or HEM adjusted by income and household size ▪ Continued focus on reducing HEM reliance
Interest Rates	▪ Assess customer ability to pay based on the higher of the customer rate plus serviceability buffer[2] or minimum floor rate ▪ Interest Only (IO) loans assessed on principal and interest basis over the residual term of the loan

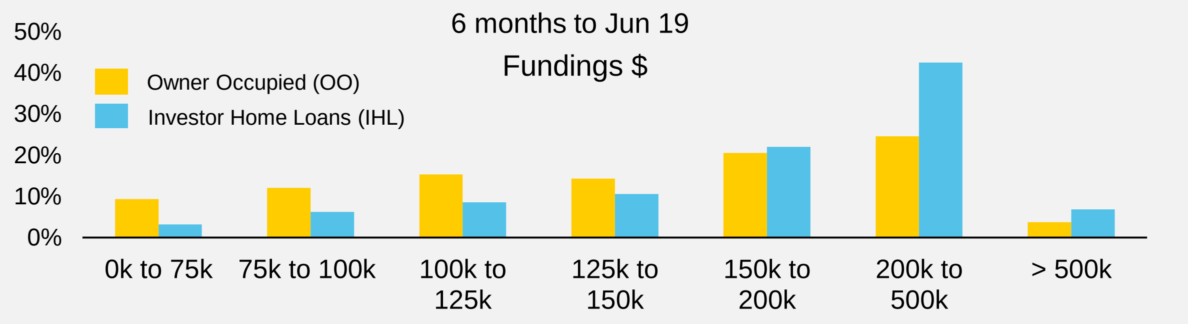
Existing Debt	▪ CBA requires and reviews transaction statements to identify undisclosed debts
	▪ Automatic review of CBA personal transaction account and Comprehensive Credit Reporting (CCR) data to identify undisclosed customer obligations
	▪ All existing customer commitments are verified
	▪ For repayments on existing mortgage debt:
	  ▪ CBA & OFI repayments recalculated using the higher of the actual rate plus a buffer or min. floor over remaining loan term
	  ▪ Credit cards calculated at an assessment rate of 3.82%

An interest rate buffer is used in loan servicing tests



- Loans assessed based on the higher of the customer rate[2] + buffer, or minimum floor rate
- APRA advised that ADI's will set their own floor for use in serviceability assessments, effective 5 July 2019.
- CBA now applies a minimum floor rate of 5.75% and a buffer of 2.50%, effective 22 July 2019.

Applicant gross income band[3]



Fundings #

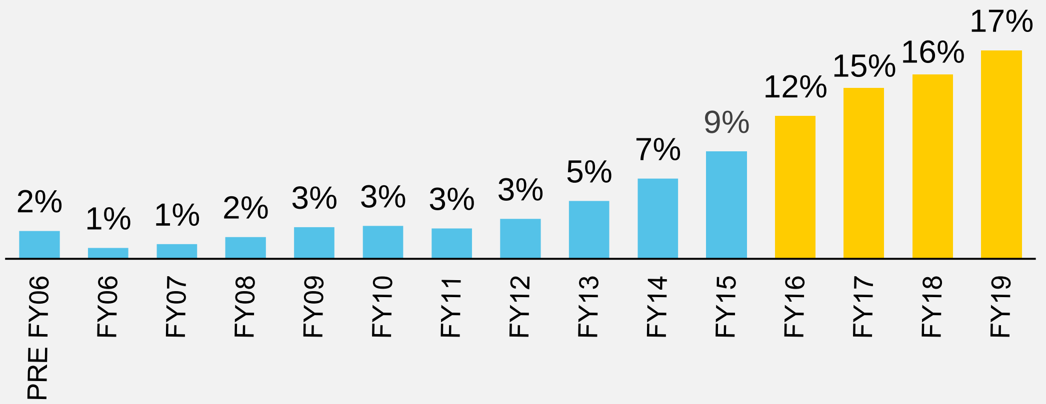
OO:	15%	16%	18%	15%	19%	16%	1%
IHL:	5%	8%	10%	13%	24%	37%	3%

1. CBA excluding Bankwest unless stated otherwise. Excludes Line of Credit, Reverse Mortgage, Commonwealth Portfolio Loan and Residential Mortgage Group. 2. Customer rate includes any customer discounts that may apply. 3. CBA including Bankwest.

Portfolio quality remains sound[1]

Approximately 60% of the book was originated under tightened standards from FY16

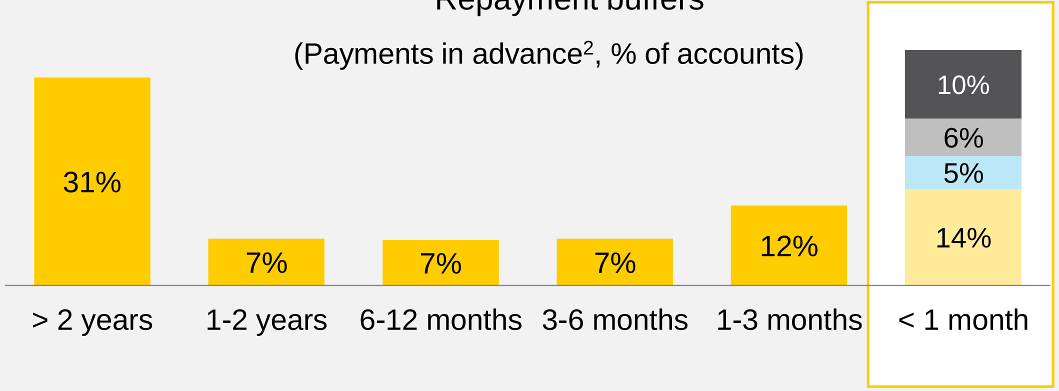
Mortgage portfolio by year of origination



Significant repayment buffers in place

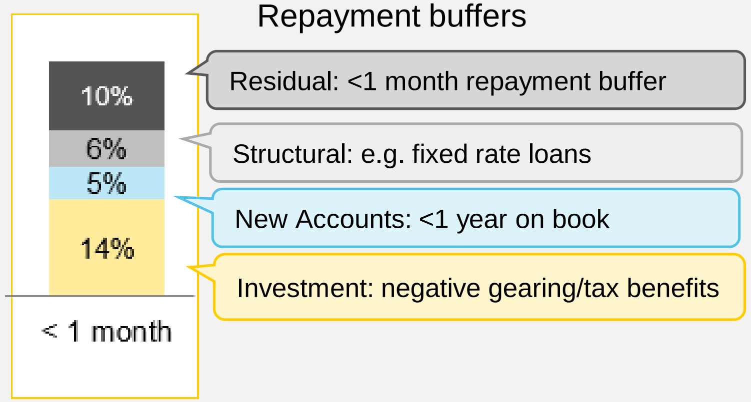
Repayment buffers

(Payments in advance[2], % of accounts)



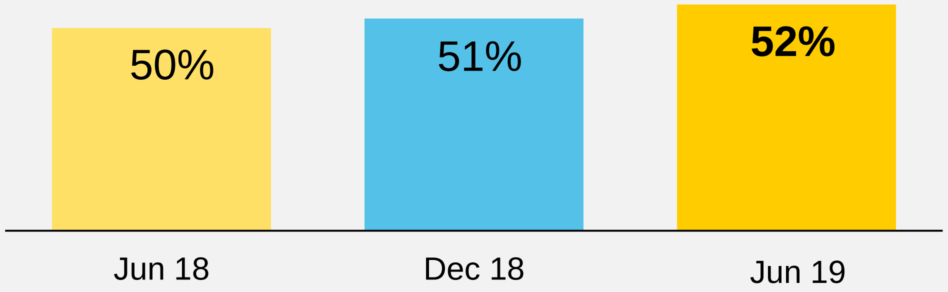
Those with less than 1 month buffer include investors, those with fixed rates and new borrowers

Repayment buffers



Portfolio LVR remains strong, despite recent house prices softening

Portfolio Dynamic LVR[3]

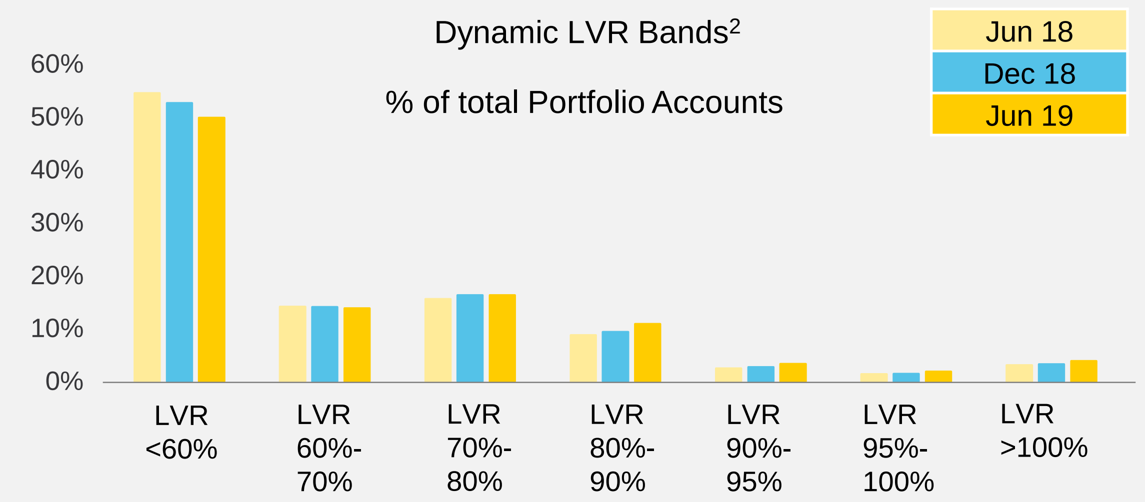


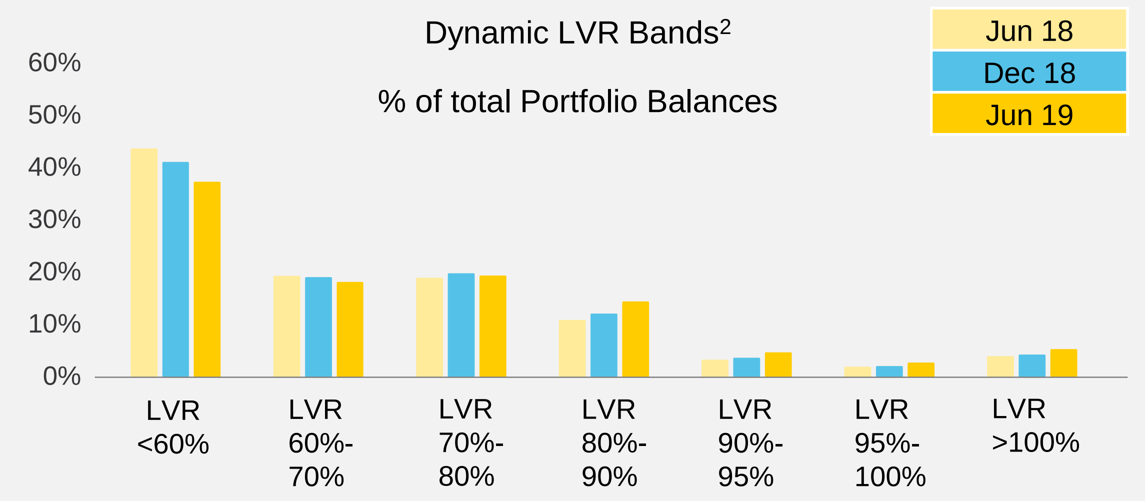
1. CBA including Bankwest. Excludes Line of Credit, Reverse Mortgage, Commonwealth Portfolio Loans and Residential Mortgage Group. 2. Includes offset facilities, excludes loans in arrears.
3. Based on outstanding balances, taking into account cross-collateralisation. Offset balances not considered. Includes Bankwest, Line of Credit and Reverse Mortgage.

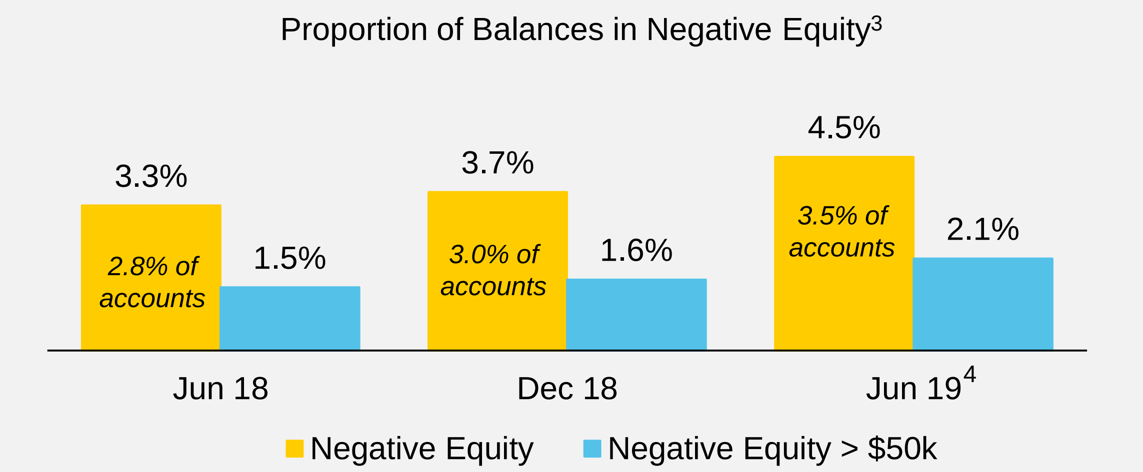
Portfolio LVRs[1]

Portfolio LVRs remain strong, with a modest uptick in higher LVR bands given market softening

Approximately 3.5% of accounts and 4.5% of balances are in a negative equity[3] position







- CBA updates house values on a monthly basis using internal and external valuation data
- Negative equity arises when the outstanding loan (less offset balances) exceeds the updated house value
- 4.5% of balances are in negative equity
- 72% of negative equity is from WA and QLD
- Over 50% of home loans in negative equity have Lenders Mortgage Insurance
- 66% of customers ahead of repayments

1. CBA including Bankwest. Excludes Line of Credit, Reverse Mortgage, Commonwealth Portfolio Loans and Residential Mortgage Group. 2. Taking into account cross-collateralisation. Offset balances not considered. 3. Based on outstanding balances, taking into account cross-collateralisation and offset balances. 4. Based on Jun 19 valuations.

Home loan portfolio – CBA

A balanced approach to portfolio quality, growth and returns

Portfolio[1]	Jun 18	Dec 18	Jun 19
Total Balances - Spot ($bn)	451	458	467
Total Balances - Average ($bn)	443	455	462
Total Accounts (m)	1.8	1.8	1.8
Variable Rate (%)	81	80	80
Owner Occupied (%)	65	66	66
Investment (%)	32	31	31
Line of Credit (%)	3	3	3
Proprietary (%)	55	55	54
Broker (%)	45	45	46
Interest Only (%)[2]	30	26	22
Lenders' Mortgage Insurance (%)[2]	21	21	21
Mortgagee In Possession (bpts)	5	5	6
Negative Equity (%)[3]	3.3	3.7	4.5
Annualised Loss Rate (bpts)	3	3	3
Portfolio Dynamic LVR (%)[4]	50	51	52
Customers in Advance (%)[5]	78	78	78
Payments in Advance incl. offset[6]	32	35	33
Offset Balances – Spot ($bn)	42	46	45

New Business[1]	Jun 18	Dec 18	Jun 19
Total Funding ($bn)	45	49	43
Average Funding Size ($'000)[7]	319	326	320
Serviceability Buffer (%)[8]	2.25	2.25	2.25
Variable Rate (%)	86	82	80
Owner Occupied (%)	70	70	71
Investment (%)	29	29	28
Line of Credit (%)	1	1	1
Proprietary (%)	59	55	52
Broker (%)	41	45	48
Interest Only (%)	23	23	22
Lenders' Mortgage Insurance (%)[2]	16	16	18
Debt-to-Income[9] (DTI) > 6 (%)	12	12	11

1. CBA including Bankwest. All portfolio and new business metrics are based on balances and fundings respectively, unless stated otherwise. All new business metrics are based on 6 months to Jun18, Dec18, Jun19. Excludes ASB.
2. Excludes Line of Credit (Viridian LOC/Equity Line).
3. Negative equity arises when the outstanding loan balance (less offset balances) exceeds updated house value. Based on outstanding balances, taking into account both cross-collateralisation and offset balances. Excludes Line of Credit, Reverse Mortgage, Commonwealth Portfolio Loans and Residential Mortgage Group.
4. Dynamic LVR defined as current balance/current valuation.
5. Any amount ahead of monthly minimum repayment; includes offset facilities.
6. Average number of monthly payments ahead of scheduled repayments.
7. Average Funding Size defined as funded amount / number of funded accounts.
8. Serviceability test based on the higher of the customer rate plus an interest rate buffer or min floor rate.
9. Total Debt Amount / Gross Income; excludes Bridging Loans.

Home loan portfolio – CBA ex Bankwest

A balanced approach to portfolio quality, growth and returns

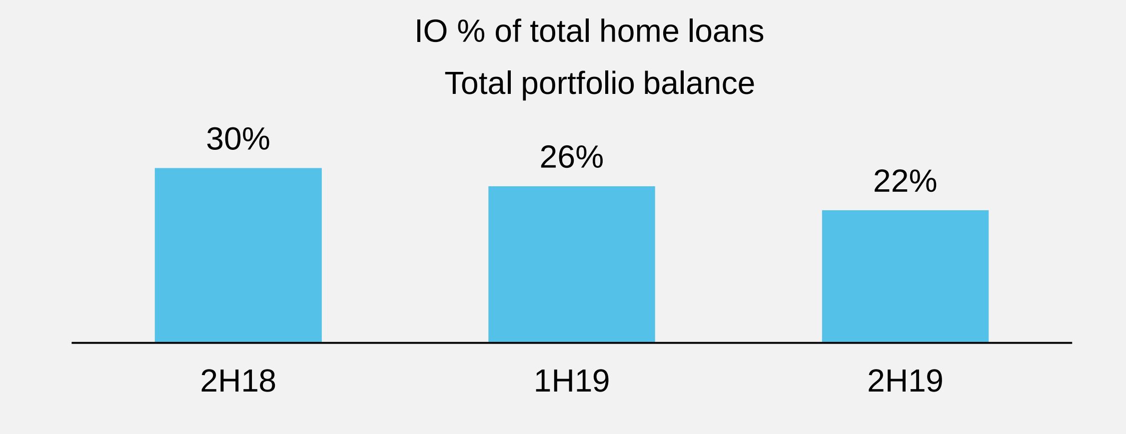
Portfolio[1]	Jun 18	Dec 18	Jun 19
Total Balances - Spot ($bn)	381	388	395
Total Balances - Average ($bn)	374	384	391
Total Accounts (m)	1.5	1.5	1.5
Variable Rate (%)	81	80	79
Owner Occupied (%)	64	64	65
Investment (%)	33	33	32
Line of Credit (%)	3	3	3
Proprietary (%)	59	59	59
Broker (%)	41	41	41
Interest Only (%)[2]	30	26	22
Lenders' Mortgage Insurance (%)[2]	19	19	19
Mortgagee In Possession (bpts)	4	4	5
Annualised Loss Rate (bpts)	3	3	3
Portfolio Dynamic LVR (%)[3]	49	50	51
Customers in Advance (%)[4]	76	77	77
Payments in Advance incl. offset[5]	34	37	35
Offset Balances – Spot ($bn)	36	40	39

New Business[1]	Jun 18	Dec 18	Jun 19
Total Funding ($bn)	39	42	36
Average Funding Size ($'000)[6]	317	325	317
Serviceability Buffer (%)[7]	2.25	2.25	2.25
Variable Rate (%)	86	81	80
Owner Occupied (%)	70	70	70
Investment (%)	29	29	29
Line of Credit (%)	1	1	1
Proprietary (%)	63	60	59
Broker (%)	37	40	41
Interest Only (%)	23	23	22
Lenders' Mortgage Insurance (%)[2]	15	15	18

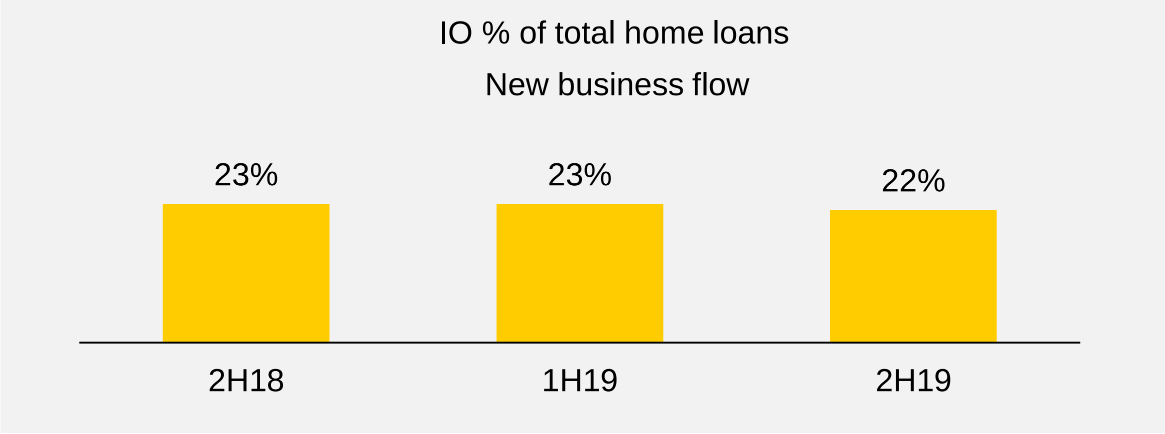
1. CBA excluding Bankwest. All portfolio and new business metrics are based on balances and fundings respectively, unless stated otherwise. All new business metrics are based on 6 months to Jun18, Dec18, and Jun19. Excludes ASB.
2. Excludes Line of Credit (Viridian LOC).
3. Dynamic LVR defined as current balance/current valuation.
4. Any amount ahead of monthly minimum repayment; includes offset facilities.
5. Average number of monthly payments ahead of scheduled repayments.
6. Average Funding Size defined as funded amount / number of funded accounts.
7. Serviceability test based on the higher of the customer rate plus an interest rate buffer or min floor rate.

Interest only (IO) home loans[1]

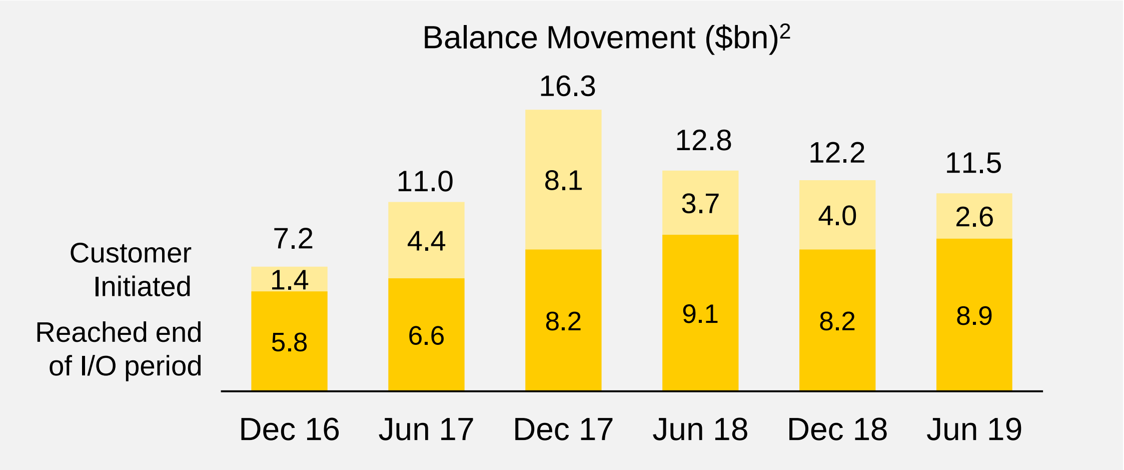
IO loans account for a reducing proportion of total portfolio balances…



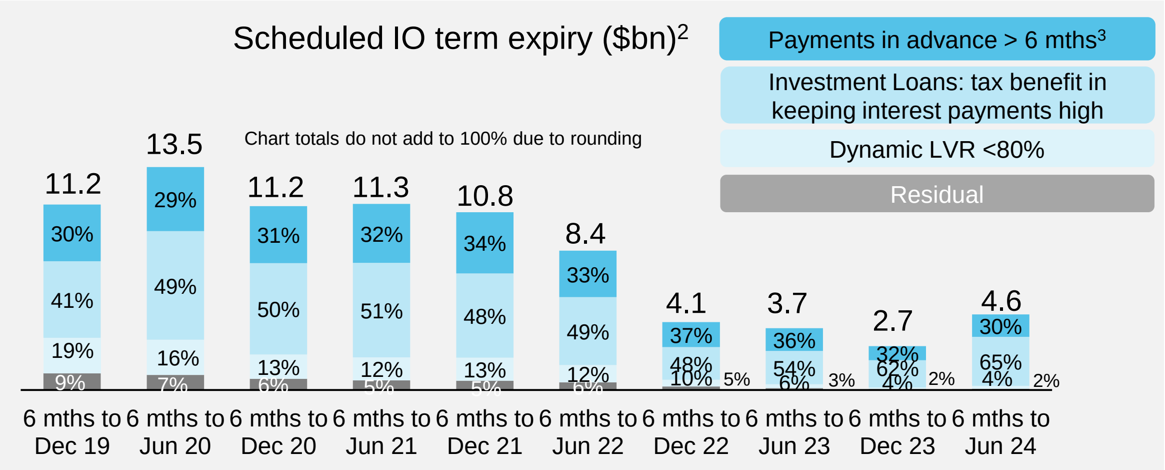
…and a reducing proportion of total new business flow



Switching from IO to Principal and Interest (P&I) peaked in the Dec 17 half



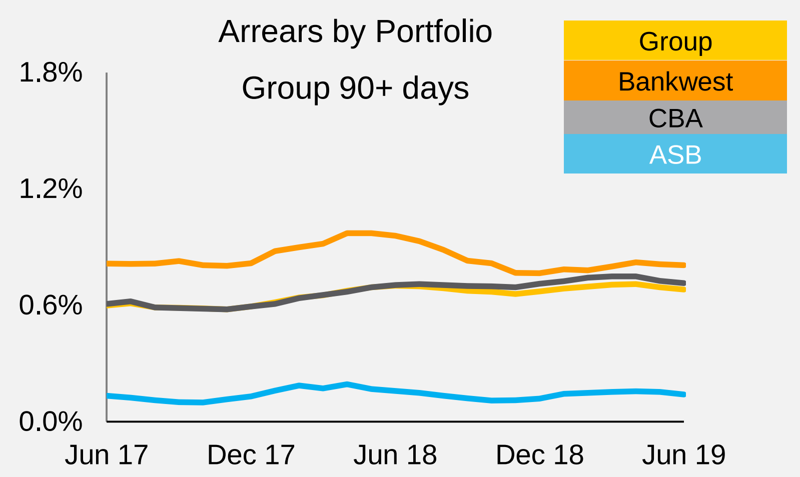
The IO portfolio is dominated by investor loans and those well in advance of repayments



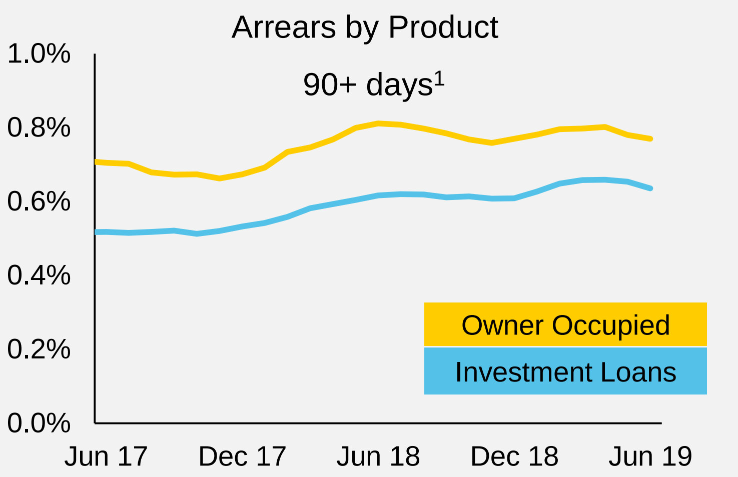
1. CBA including Bankwest unless stated otherwise. Excludes Line of Credit, Reverse Mortgage, Commonwealth Portfolio Loan and Residential Mortgage Group. 2. Excludes Bankwest.
3. Payments in Advance defined as the number of monthly payments ahead of scheduled repayments by 6 or more months.

Home loan arrears

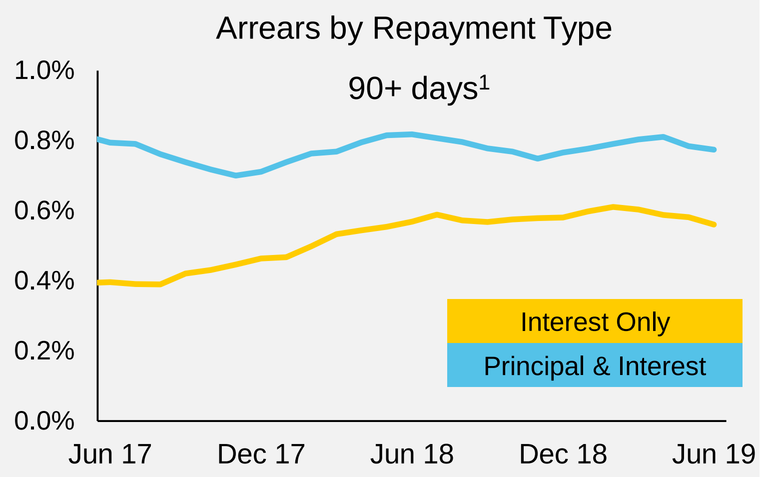
Group portfolio arrears broadly stable this half



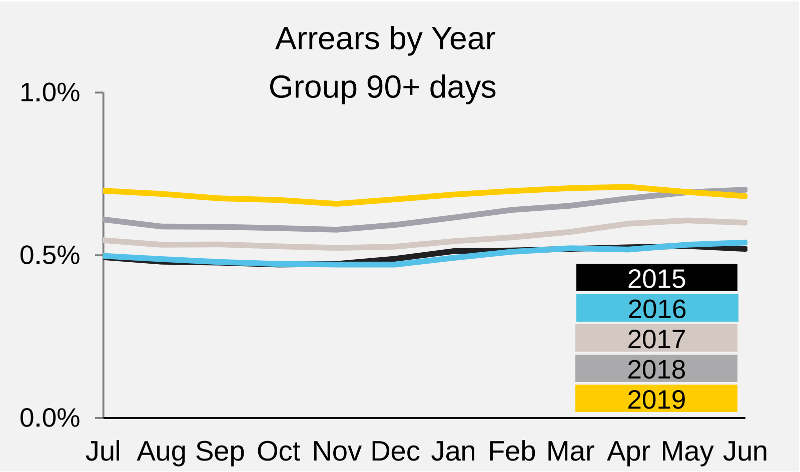
Trends are broadly consistent across loan types….



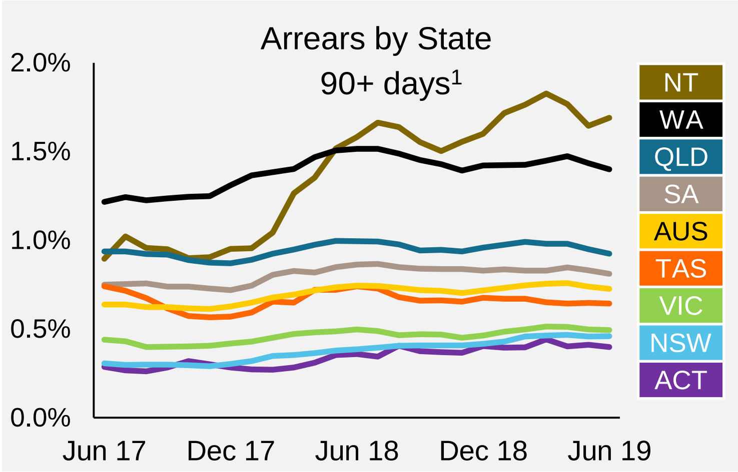
….with interest only arrears steady over the last 12 months



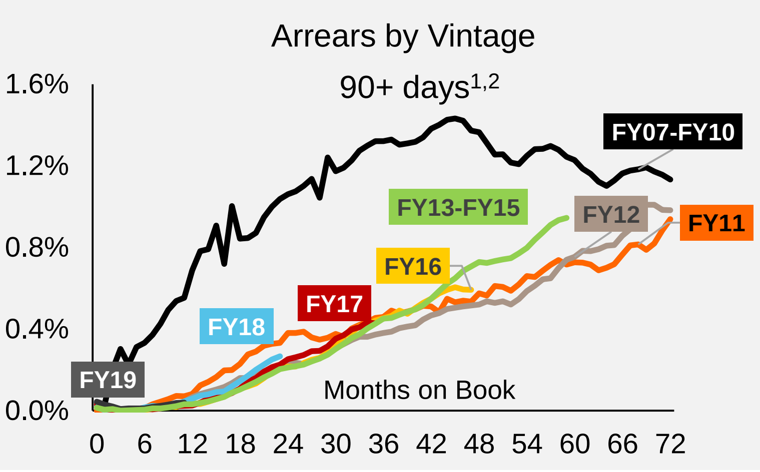
Overall arrears are down on 2018, though marginally elevated vs prior years…



….reflecting pockets of stress in particular geographies



Vintage performance since 2007-2010 continues to be relatively steady

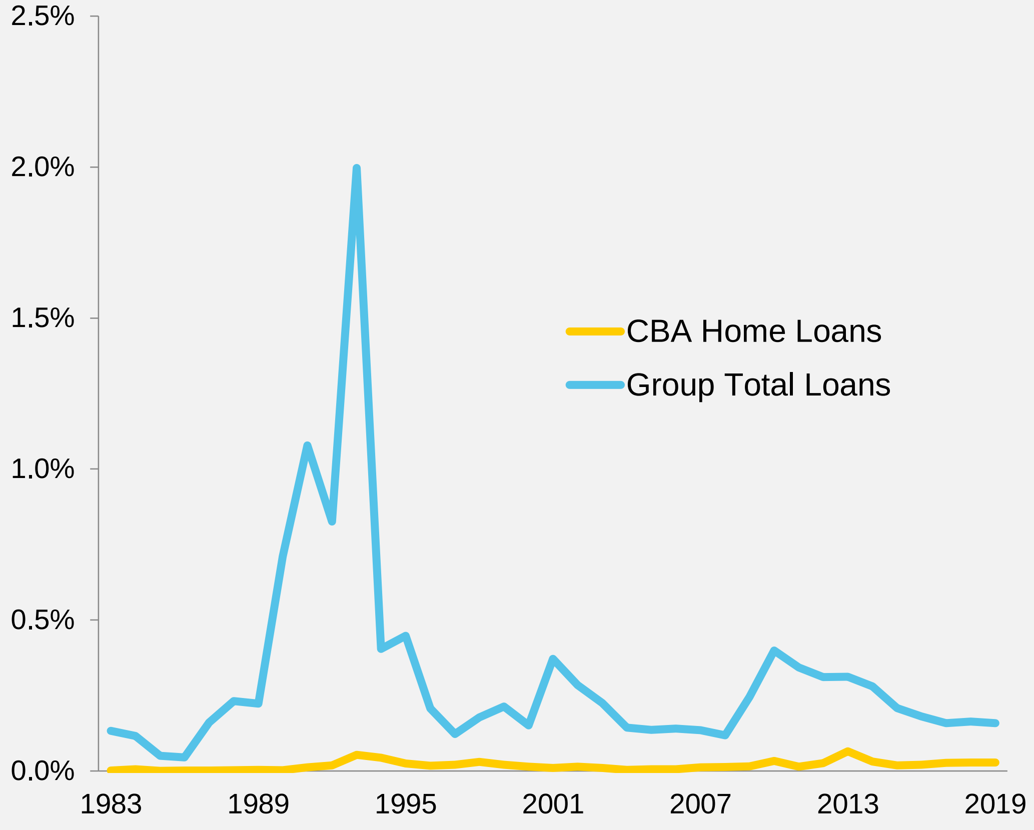


1. CBA including Bankwest. Excludes Line of Credit, Reverse Mortgage, Commonwealth Portfolio Loan and Residential Mortgage Group. 2. Bankwest included from FY08.

Portfolio losses, insurance and stress testing[1]

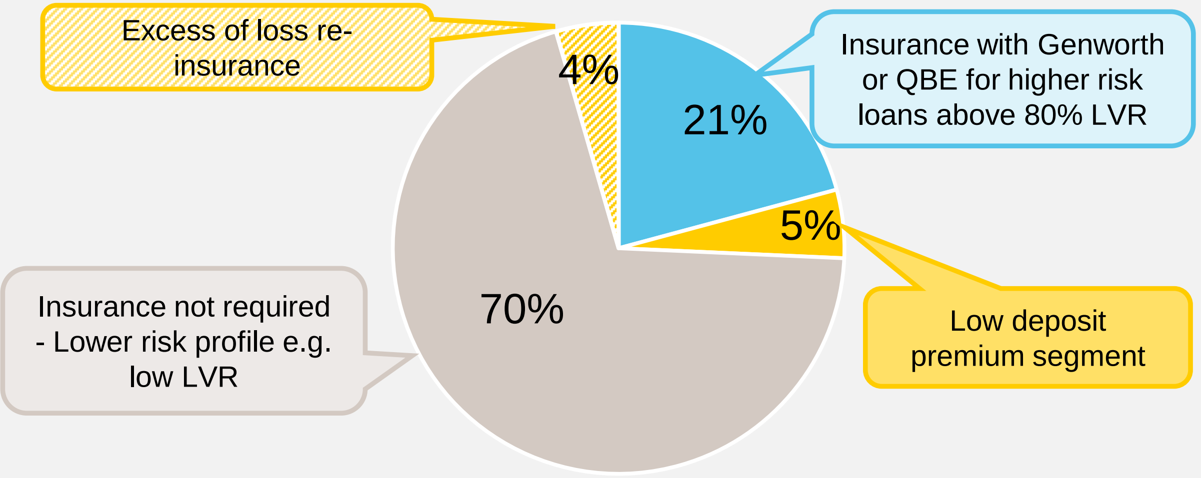
Portfolio losses remain low - and manageable under a severe stress scenario

Losses to average gross loans[2]



Portfolio Insurance Profile[3]

% of Home Loan portfolio



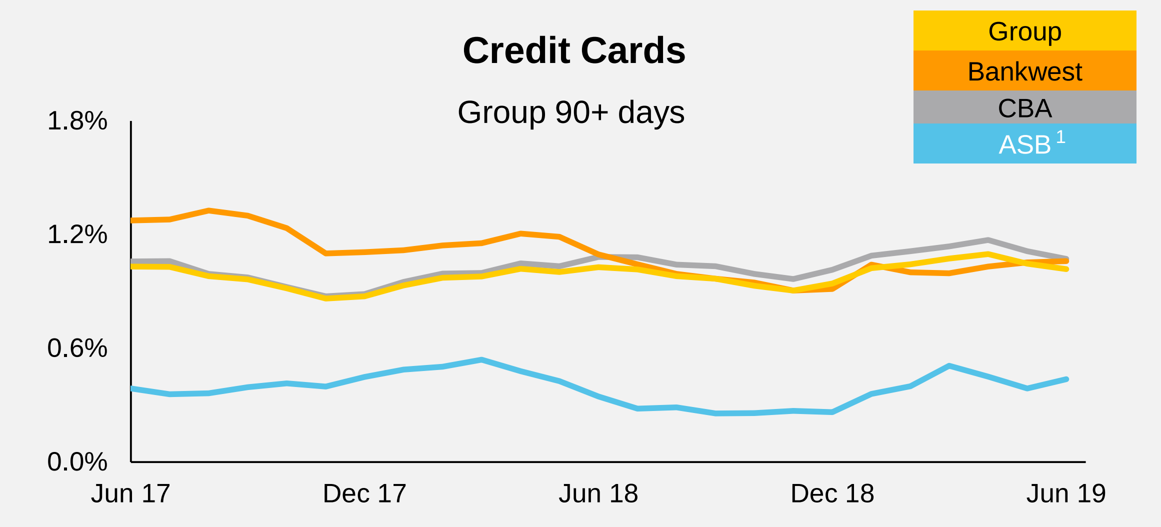
Stress testing

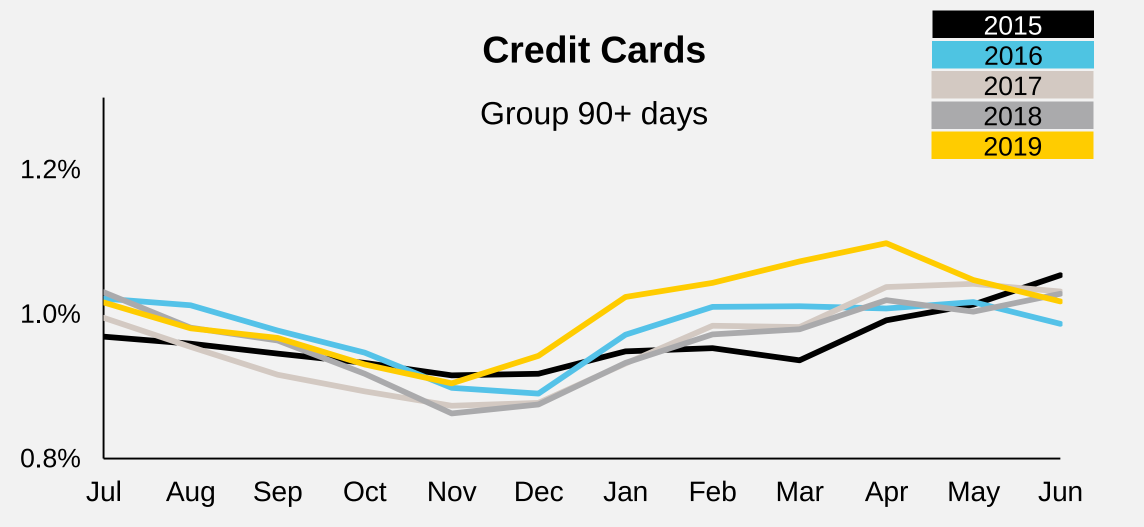
- A severe stress test scenario is modelled on an ongoing basis.
- Scenario includes stresses to house prices (31% decline), unemployment (11%), cash rates (reduced to 0.5%).
- Losses[4] are estimated over three years: Gross 3-year losses of $4.09b, or $3.17b net of insurance.

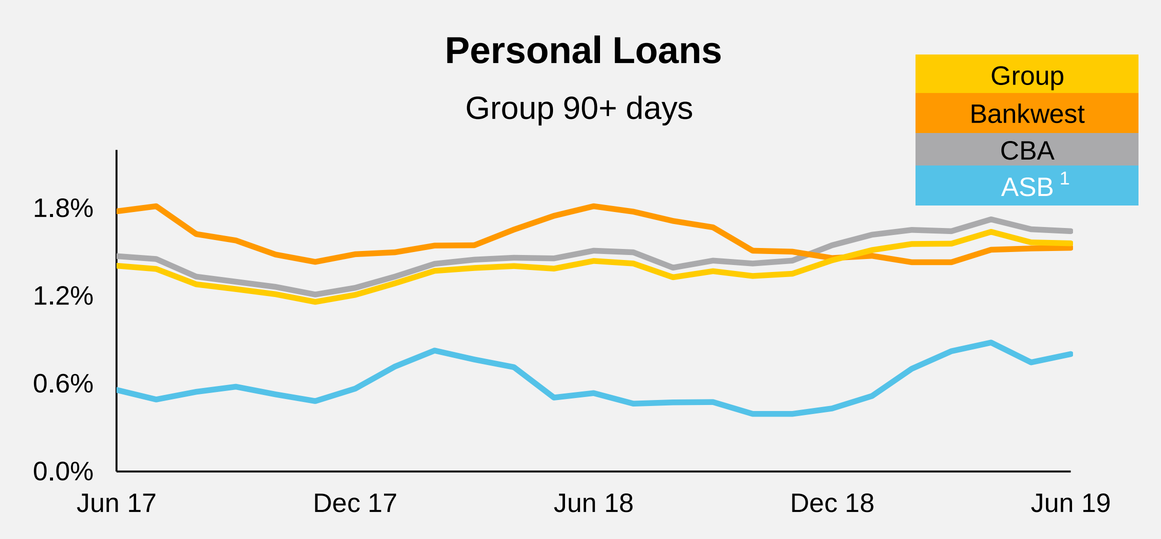
1. CBA including Bankwest. 2. Bankwest included from FY09. 3. Excludes Line of Credit, Reverse Mortgage, Commonwealth Portfolio Loan and Residential Mortgage Group. 4. Increase in gross stressed losses from last half reflects slow down in housing market. Net losses reflect stressed macroeconomic and LMI assumptions (50%). Results based on December 2018 data.

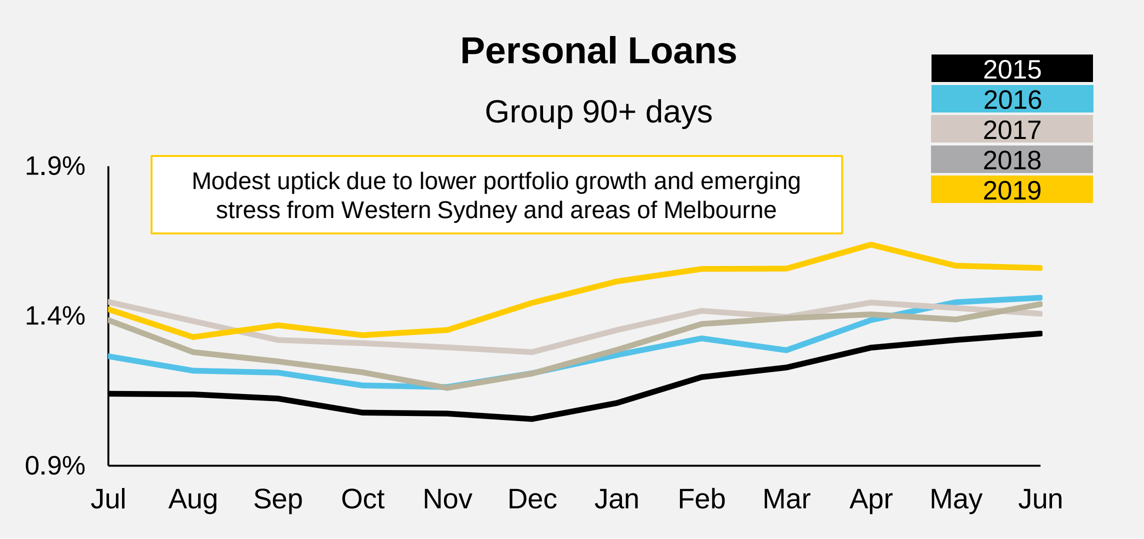
Consumer arrears

Personal Loan arrears moderating but remain elevated









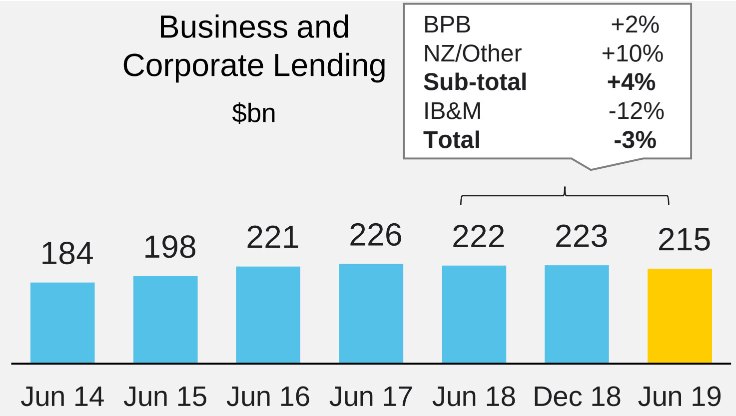
1. ASB write-off Credit Card and Personal Loans typically around 90 days past due if no agreed repayment plan.

6 Business and Corporate Lending

“ Supporting Australian businesses with $36 billion of new business lending this year ”

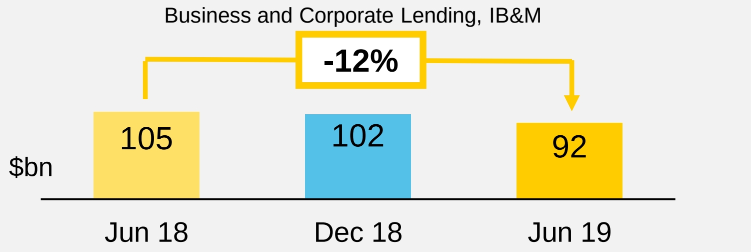
Business and Corporate Lending

Total lending balances down 3% over FY19…

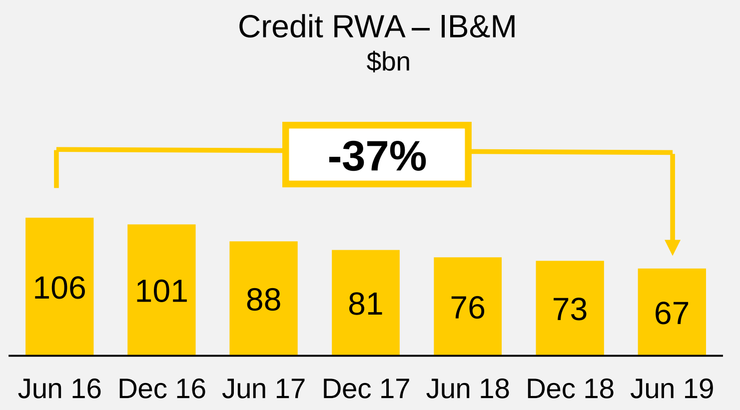


…driven by front book discipline and back book optimisation in IB&M

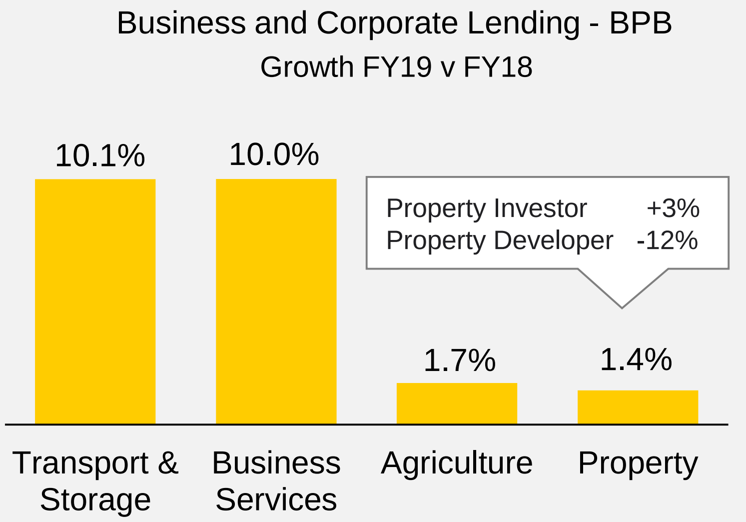
- Disciplined pricing - focus on relationship returns
- Actively reducing capital intensity of earnings
- RWA modelling improvements/enhanced data quality
- Focused management of TIA loans



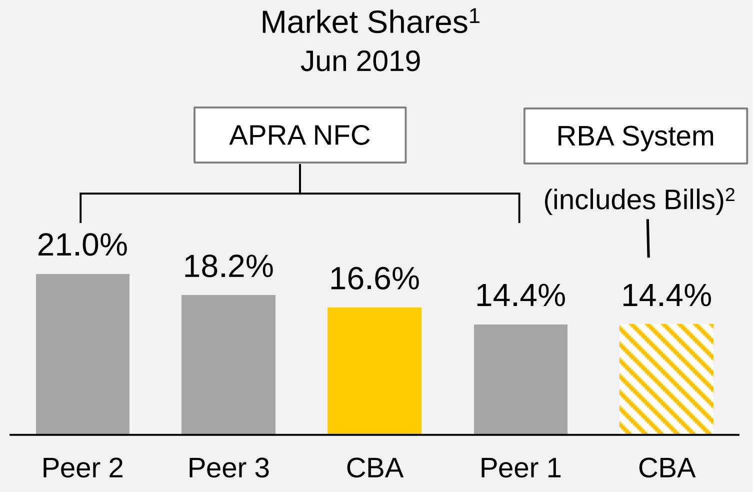
IB&M Credit RWA's have reduced significantly over recent years



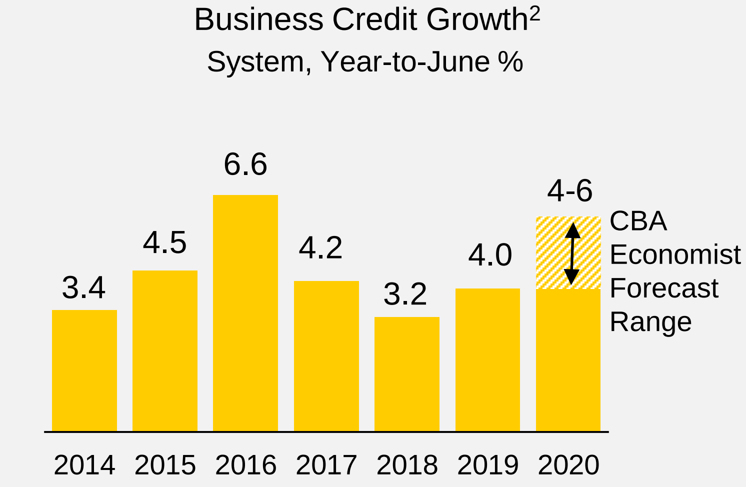
BPB growth in diversified industries, with slowdown in property



CBA remains relatively underweight in business lending…



…representing a source of opportunity in a growing market

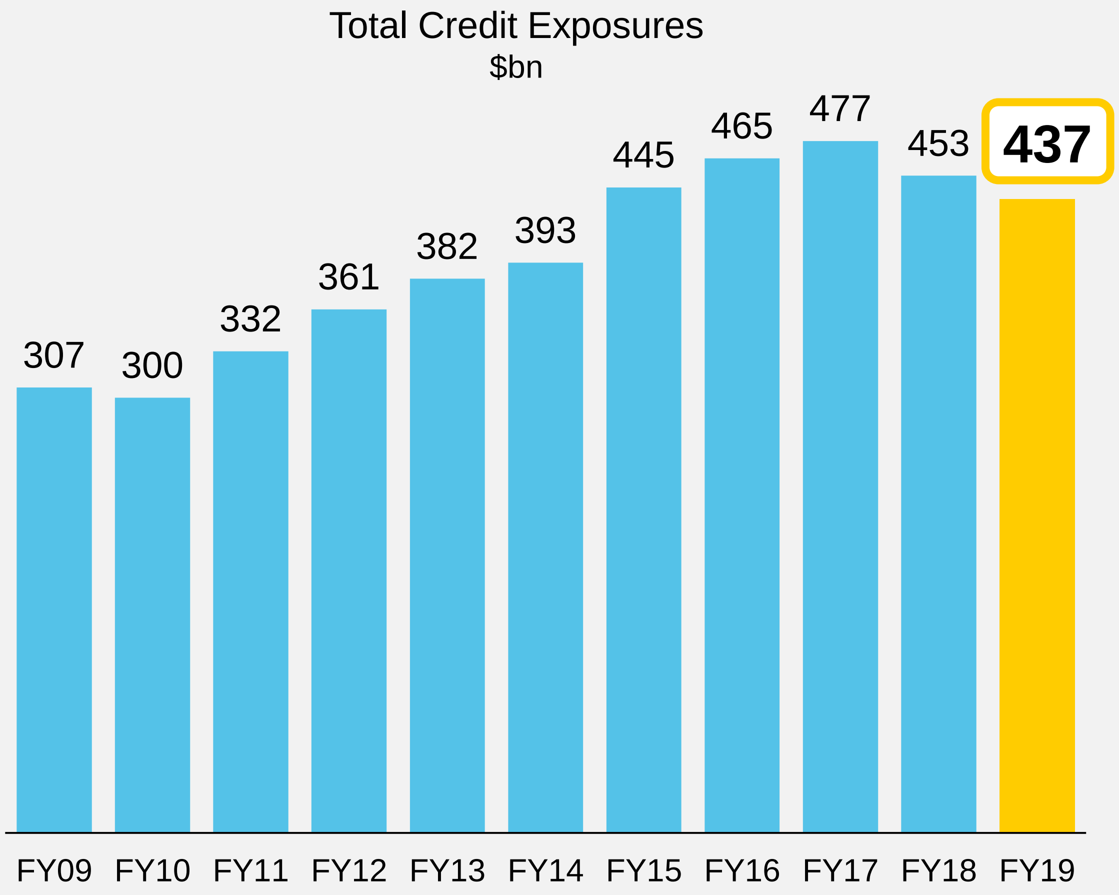


1. Source: APRA Monthly Banking Statistics (excludes Bills). CBA includes Bankwest. 2. Source: RBA Lending and Credit Aggregates.

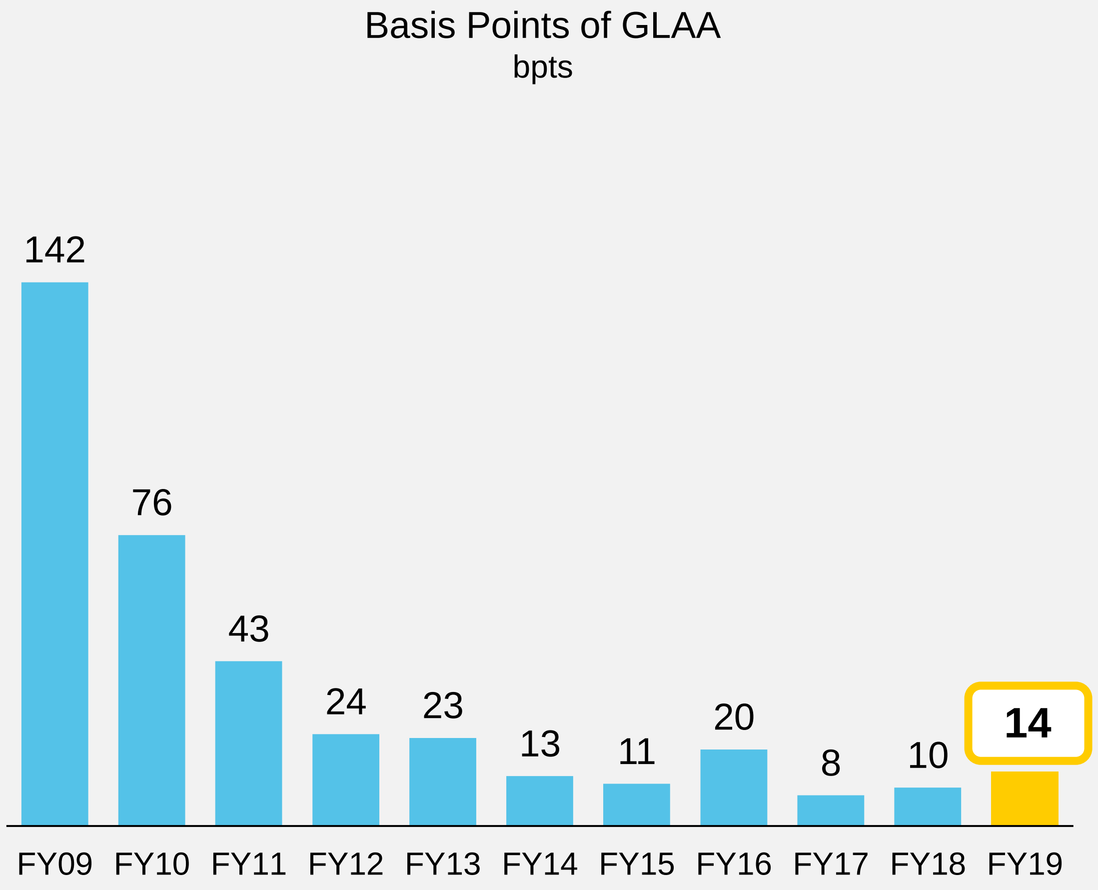
Corporate lending

Overall book quality remains sound

Corporate



Corporate Loan Impairment Expense



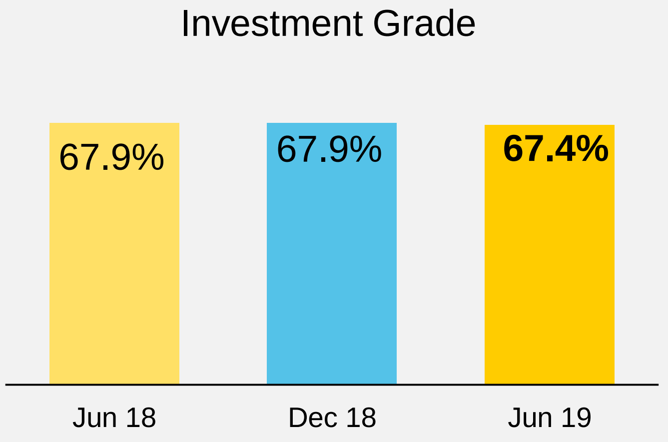
Portfolio quality[1]

Approximately 67% investment grade – weighted to Australia/NZ

Exposures by Industry

TCE $bn	AAA to AA-	A+ to A-	BBB+ to BBB-	Other	Jun 19
Sovereign	95.8	9.1	0.5	-	**105.4**
Property	3.1	6.2	14.7	44.2	**68.2**
Banks	23.1	22.0	3.2	0.1	**48.4**
Finance - Other	23.9	22.6	4.0	2.2	**52.7**
Retail & Wholesale Trade	0.1	1.2	4.0	14.8	**20.1**
Agriculture	-	0.1	2.7	19.7	**22.5**
Manufacturing	-	2.3	4.4	8.1	**14.8**
Transport	-	1.4	7.4	6.3	**15.1**
Mining	-	3.2	5.1	3.1	**11.4**
Energy	0.3	2.2	5.9	1.8	**10.2**
All other ex Consumer	1.7	5.9	18.3	42.3	**68.2**
Total	**148.0**	**76.2**	**70.3**	**142.6**	**437.1**

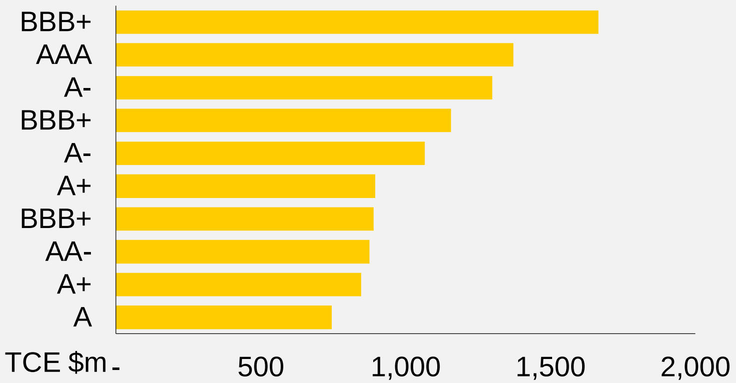
Corporate Portfolio Quality



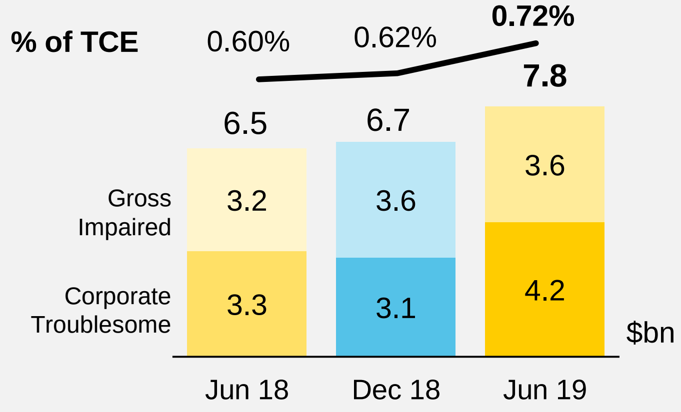
Group TCE by Geography

	Jun 18	Dec 18	Jun 19
Australia	77.6%	77.9%	78.4%
New Zealand	10.0%	10.4%	10.6%
Europe	4.7%	3.9%	3.5%
Other	7.7%	7.8%	7.5%

Top 10 Commercial Exposures



Troublesome and Impaired Assets



1. CBA grades in S&P equivalents.

Credit exposure summary

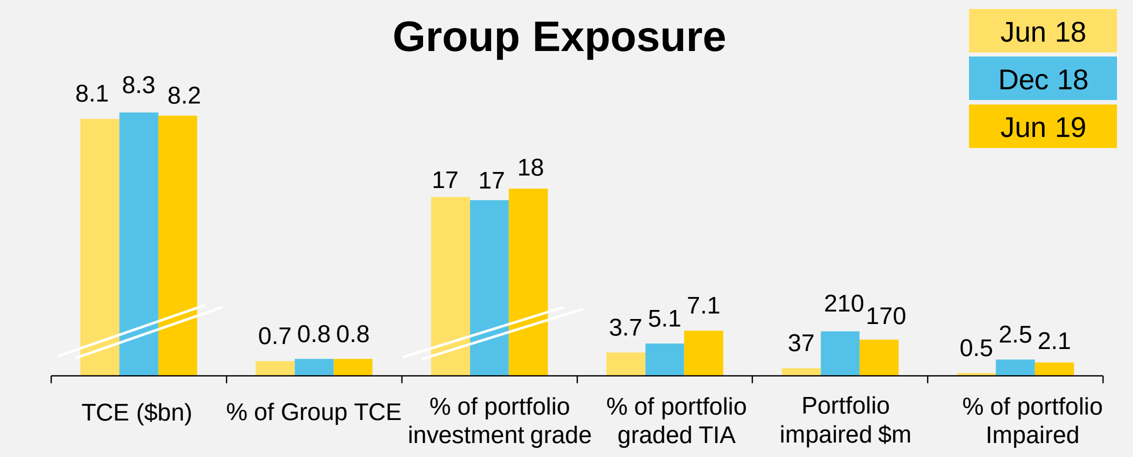
TIA/TCE higher this half at 0.72% - some emerging signs of stress

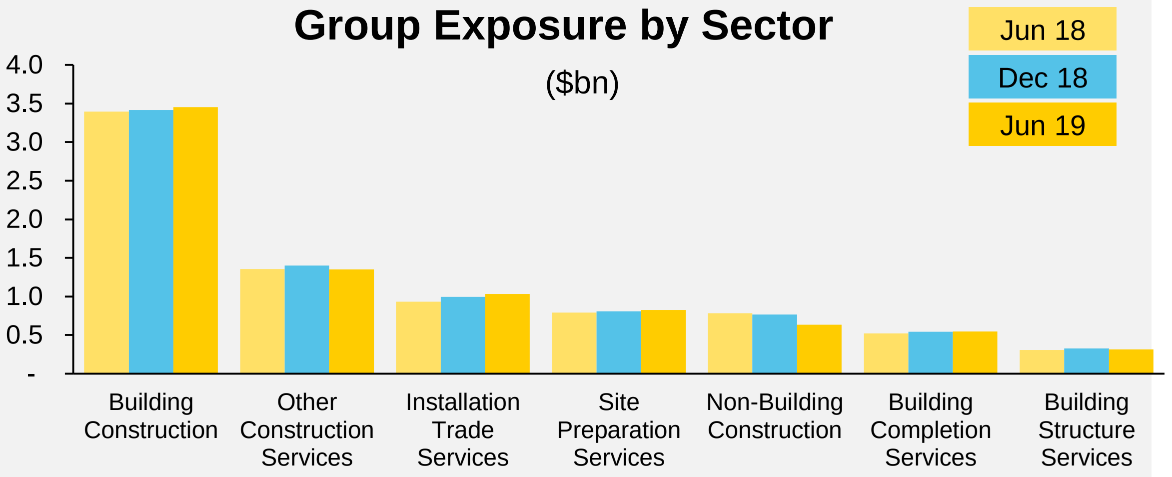
	Group TCE		TIA $m		TIA % of TCE	
	Dec 18	Jun 19	Dec 18	Jun 19	Dec 18	Jun 19
Consumer	57.8%	58.6%	1,832	2,101	0.29%	0.33%
Sovereign	10.0%	9.7%	-	-	-	-
Property	6.2%	6.3%	652	775	0.97%	1.14%
Banks	4.6%	4.5%	9	9	0.02%	0.02%
Finance – Other	4.9%	4.9%	78	35	0.15%	0.07%
Retail & Wholesale Trade	2.0%	1.9%	478	636	2.15%	3.16%
Agriculture	2.1%	2.1%	1,042	989	4.65%	4.40%
Manufacturing	1.4%	1.4%	375	403	2.46%	2.71%
Transport	1.5%	1.4%	225	259	1.41%	1.72%
Mining	1.3%	1.1%	314	199	2.30%	1.74%
Business Services	1.3%	1.1%	278	333	1.97%	2.72%
Energy	0.9%	0.9%	2	86	0.02%	0.84%
Construction	0.8%	0.8%	419	579	5.08%	7.10%
Health & Community	0.8%	0.8%	222	224	2.49%	2.47%
Culture & Recreation	0.6%	0.6%	62	101	0.93%	1.64%
Other	3.8%	3.9%	761	1,070	1.82%	2.51%
Total	**100.0%**	**100.0%**	**6,749**	**7,799**	**0.62%**	**0.72%**

Sectors of interest - Construction

Outlook remains cautious

- Exposures of $8.2bn (0.8% of Group TCE) with no material changes to sector composition.
- Portfolio rated 18% investment grade and 41% of exposures secured.
- On-going higher risk is evidenced by elevated TIAs reflecting recent failures and challenging market conditions. Impaired portfolio is lower in the half following a large single name write off.
- Indirect risk is evident in other industry classifications not captured in Construction.
- Recent losses, while elevated, are consistent with the sector's disproportionate share of write offs over the longer term.
- Revised origination guides introduced and detailed portfolio monitoring continues.
- The credit outlook remains cautious despite a positive growth outlook largely from Government supported infrastructure projects.

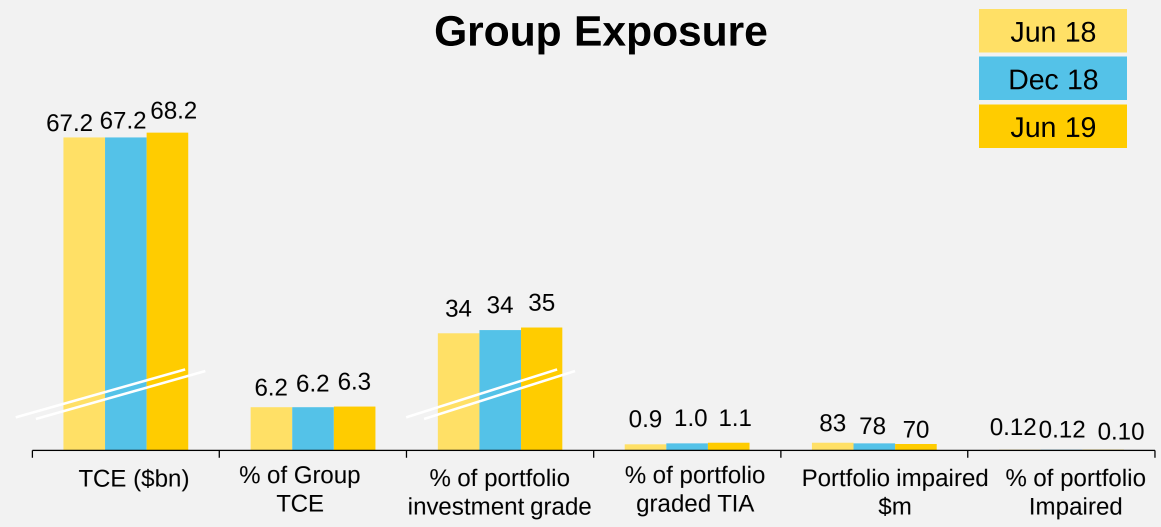


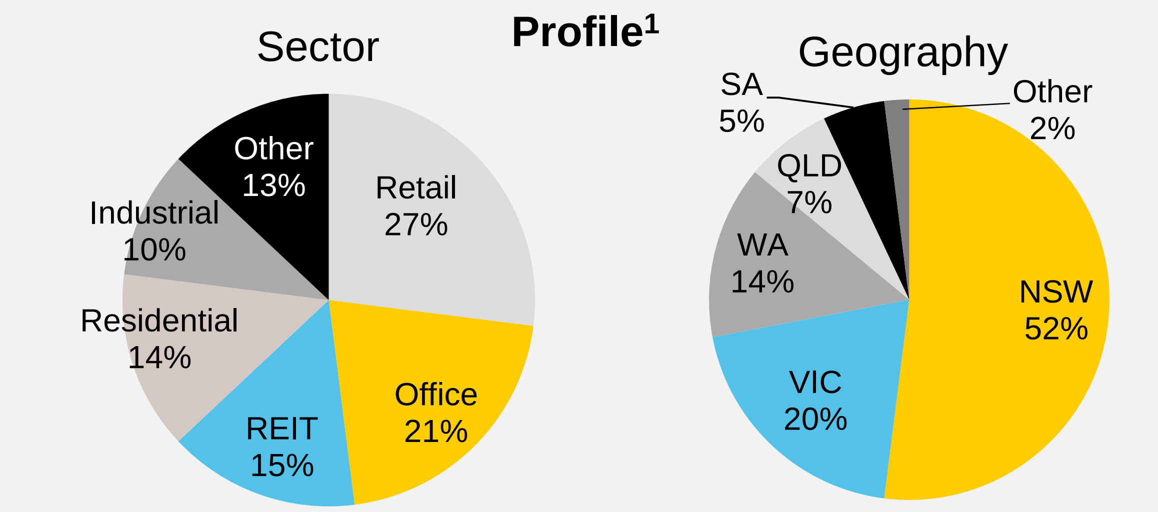


Sectors of interest – Commercial Property

Portfolio weighted to NSW – TIA low at 1.1%

- Increase in investment exposures driving moderate increase exposure for the half year (+1.4%).
- Diversified across sectors and by counterparty.
- Lower apartment development exposures.
- Top 20 counterparties primarily investment grade (weighted average rating of BBB equivalent) and account for 16.6% of Commercial Property exposure.
- 35% of the portfolio investment grade, majority of sub-investment grade exposures secured (91%).
- Impaired exposures remain low (0.10% of the portfolio).
- Geographical weighting remained steady this half.
- Ongoing comprehensive market, exposure monitoring of the portfolio.





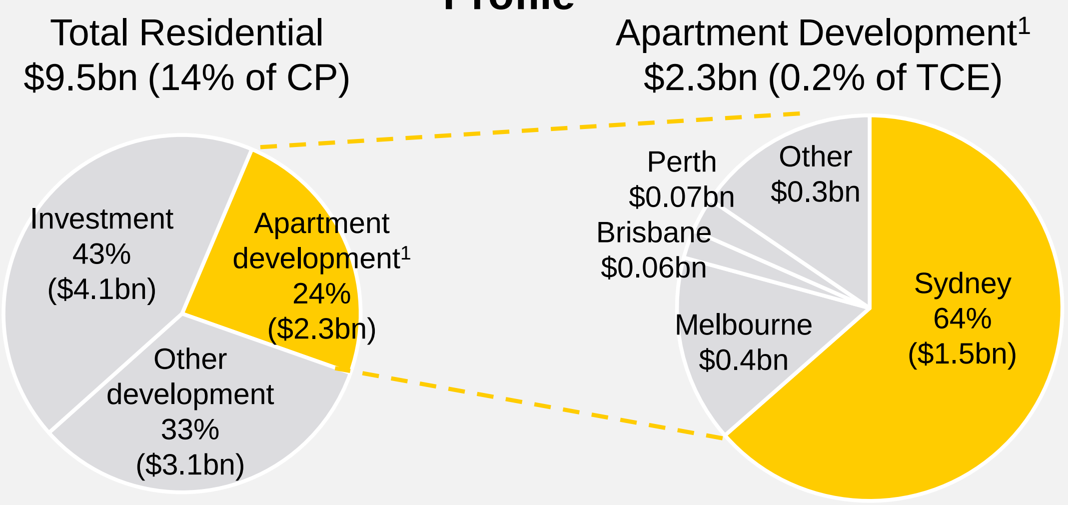
1. Sector profile is Group wide Commercial Property. Geographic profile is domestic Commercial Property.

Sectors of interest – Residential Apartments

Weighted to Sydney – portfolio dynamics broadly stable during the half year

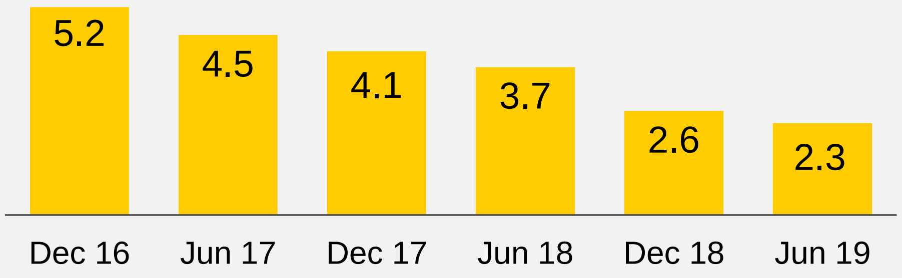
- Apartment Development[1] exposure reduced by $2.9bn (56%) since Dec 16.
- Facilities being repaid on time from pre-sale settlements.
- Weighting to Sydney - Sydney developments are diversified across the metropolitan area.
- Portfolio LVR and Qualifying Pre-sales (QPS)[2] broadly stable at 55.3% and 107.7% respectively.
- Ongoing comprehensive market, exposure and settlement monitoring on the portfolio.

Profile



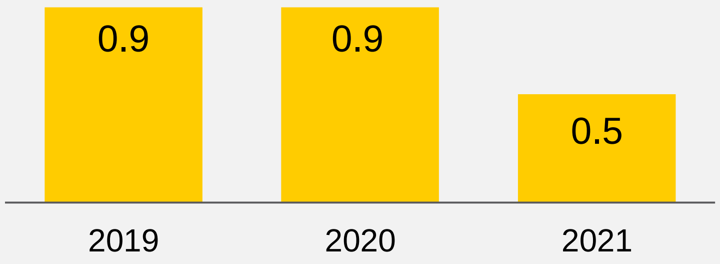
Residential Apartment Development

Total Exposure ($bn)



Exposure Maturity Profile[1]

($bn)

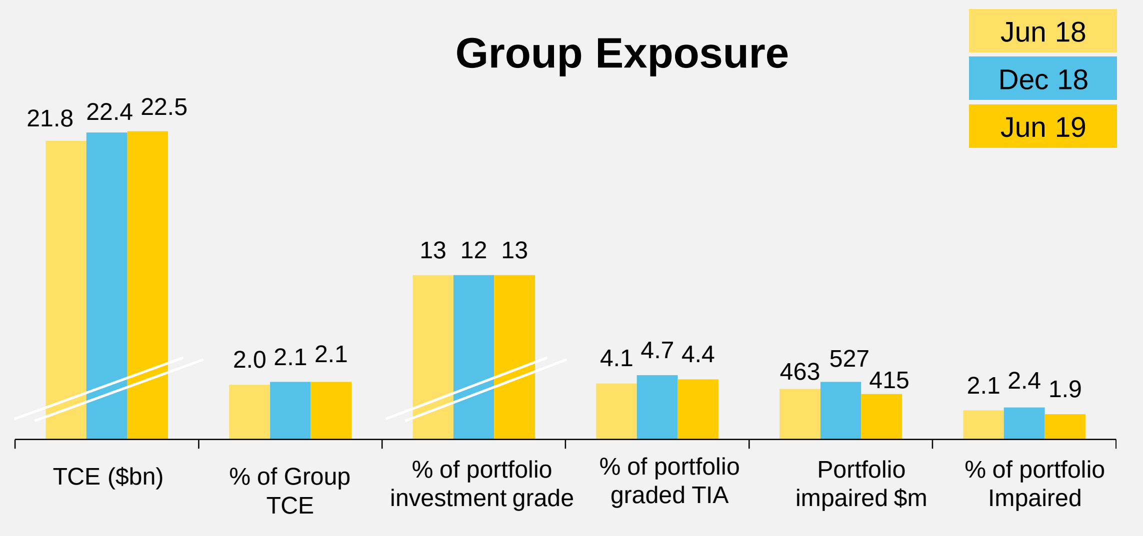


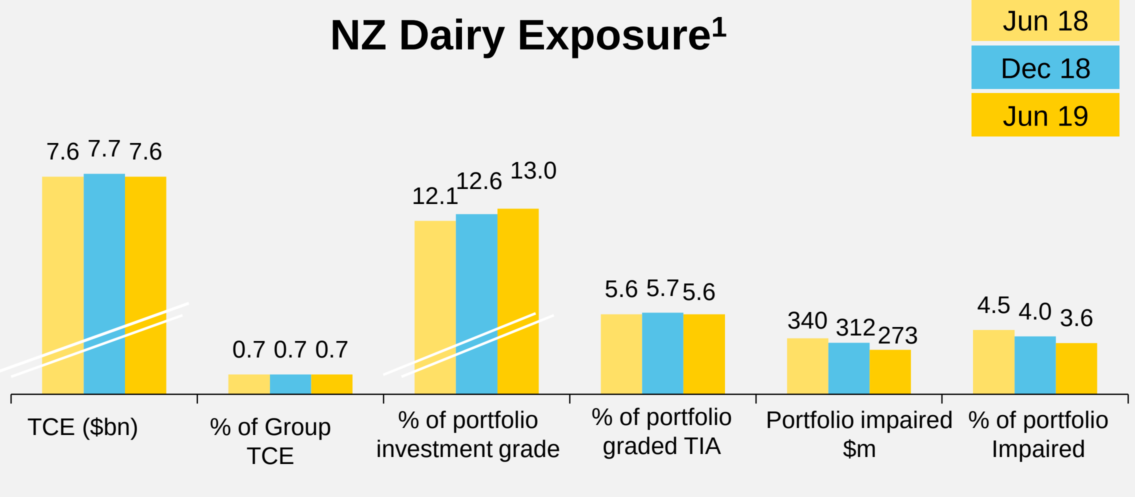
1. Apartment Developments > $20m. Brisbane, Melbourne and Perth defined as all postcodes within a 15km radius of the capital city and Sydney is all metropolitan Sydney based on location of the development. Other is all other locations. 2. QPS cover is the ratio of Qualifying Pre Sales to loan exposures.

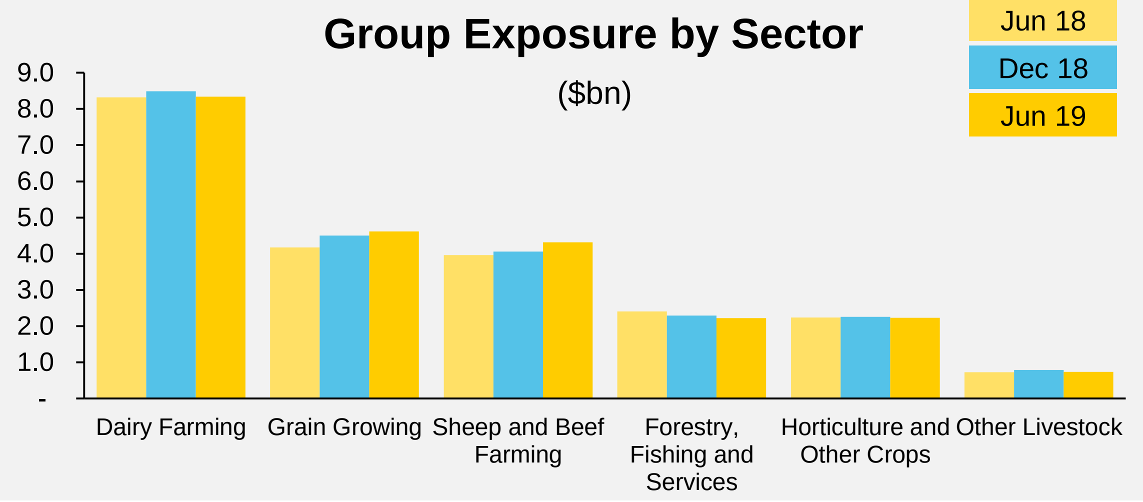
Sectors of interest – Agriculture

Well diversified portfolio, weighted to NZ dairy

- Group agriculture exposure of $22.5bn (2.1% of Group TCE) – diversified by geography, sector, client base.
- Australian agriculture portfolio is facing weak seasonal and drought conditions. The Australian dairy sector is encountering challenging conditions.
- NZ dairy sector outlook remains stable with market forecast for 2019/20 milk prices continuing to support recovery in the NZ dairy portfolio.





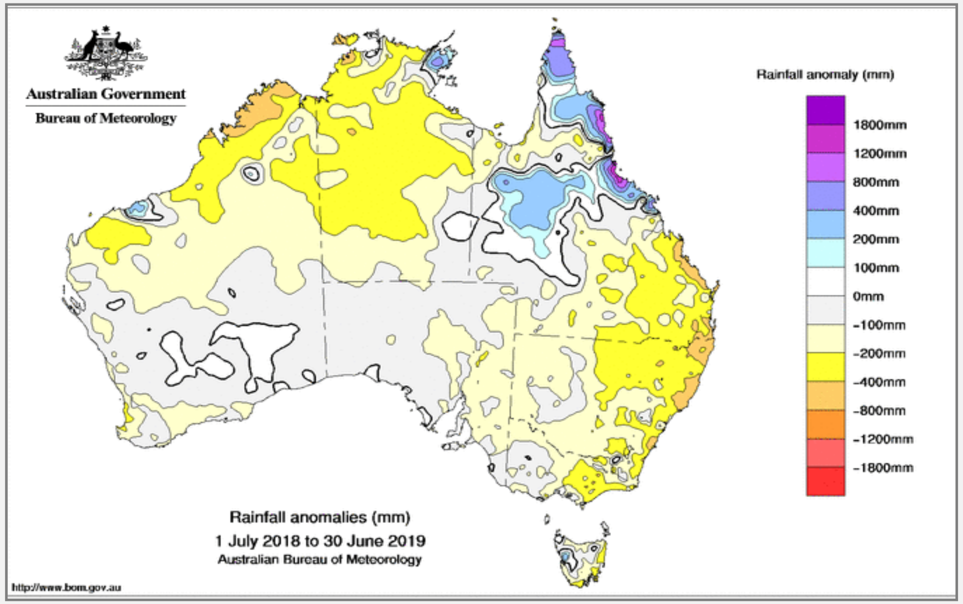


1. New Zealand dairy exposure (AUD) included in Group exposure.

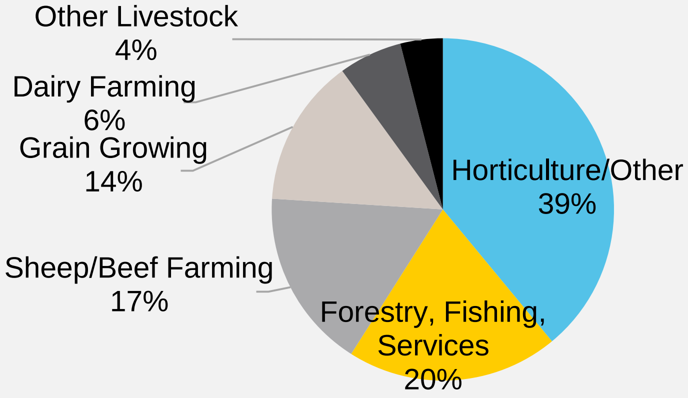
Sectors of interest – drought affected areas

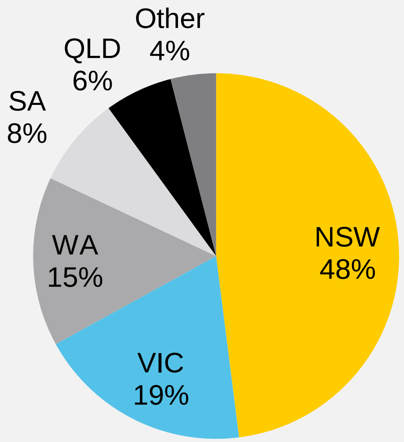
$8 million raised to support farmers and communities in drought affected regions

- CBA enacted its emergency assistance package in June 2018 for drought impacted clients.
- Drought more pronounced in NSW and Victoria, with conditions drier than long term averages.
- Past droughts have not materially impacted the portfolio's performance due to diversification by geography, industry and exposure size.
- The impact on clients is being closely monitored, with the drought's severity expected to become more evident over the next 12 to 18 months. 2017 was a good crop year and commodity prices have been favourable, which assisted clients leading into the drought.



Profile





Australian Agriculture Exposure

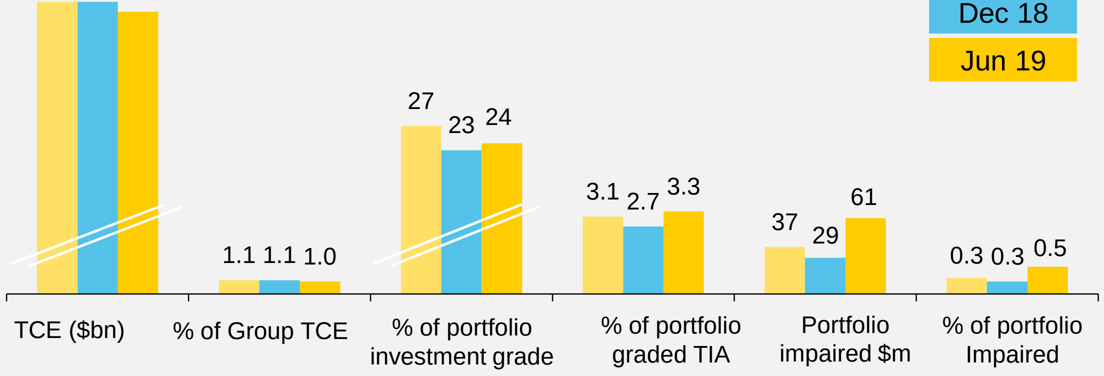
	Jun 18	Dec 18	Jun 19
Exposure (TCE)	$11.0bn	$11.2bn	$11.2bn
% of Group TCE	1.02%	1.03%	1.03%
% of portfolio investment grade	12%	10%	11%
% of portfolio graded TIA	3.6%	4.6%	4.2%
% of portfolio impaired	0.7%	1.6%	0.8%

Sectors of interest – Retail Trade

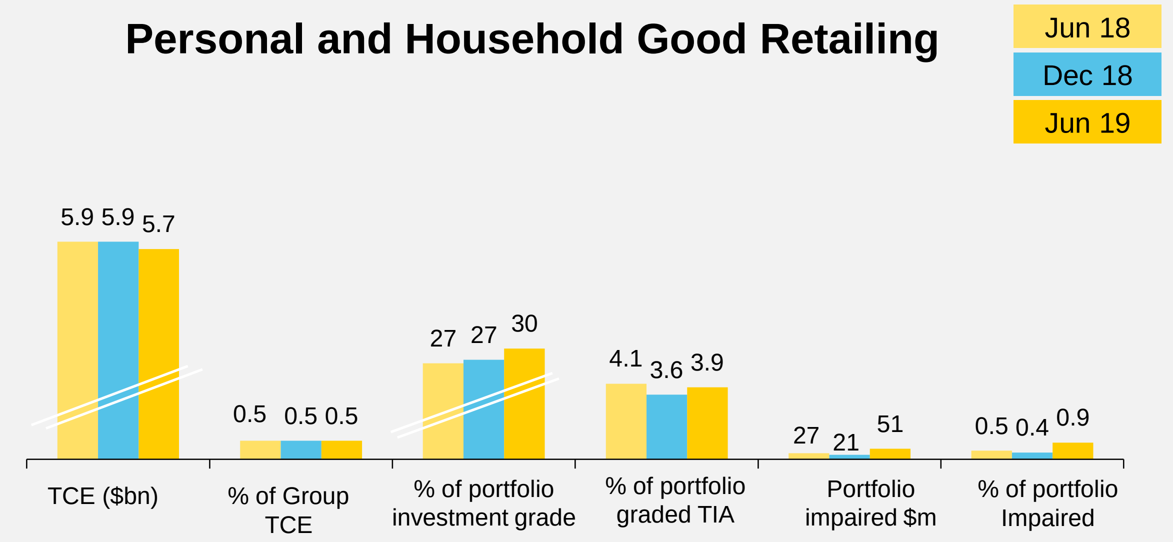
Conditions remain challenging

- The retail trade sector remains weak, challenged by low wage growth, falling house prices, continued subdued consumer sentiment, and online disrupters.
- Retail trading conditions, particularly in the discretionary retail sectors, are expected to continue to be challenged by higher competition and downward pressure on prices and profitability, notwithstanding recent fiscal and monetary stimulus.
- Impairment increase due mainly to a single name exposure.

Group Exposure

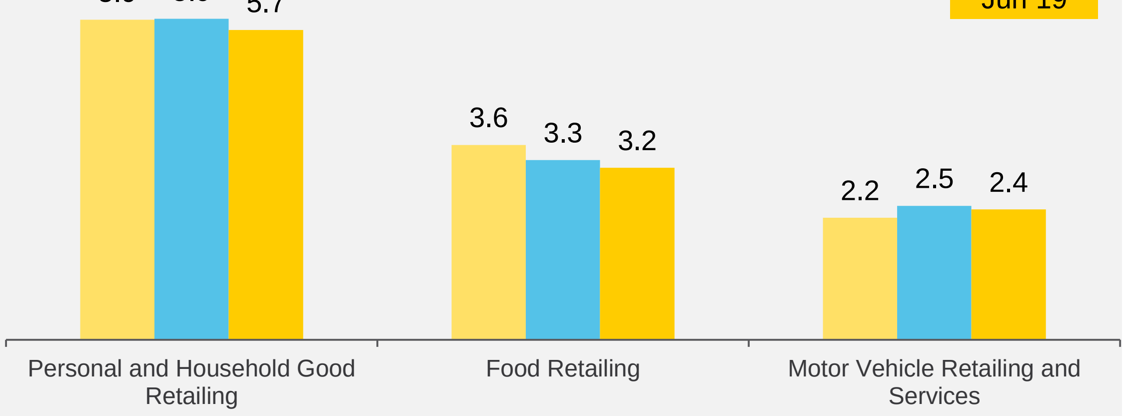


Personal and Household Good Retailing



Group Exposure by Sector

($bn)

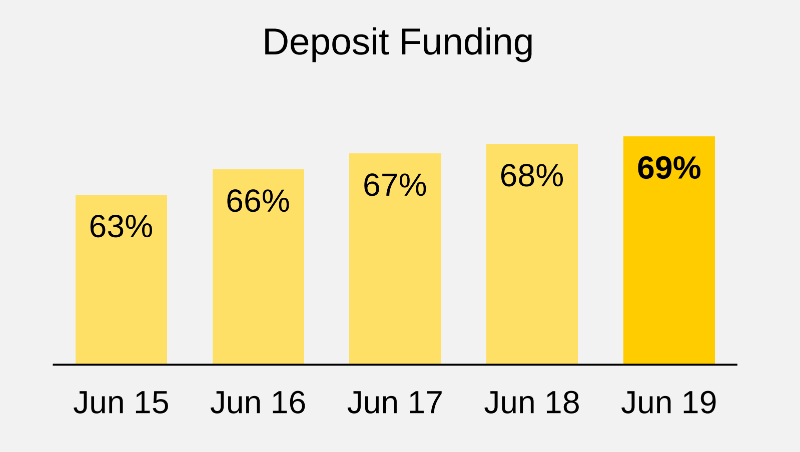


7 Deposits, Funding and Liquidity

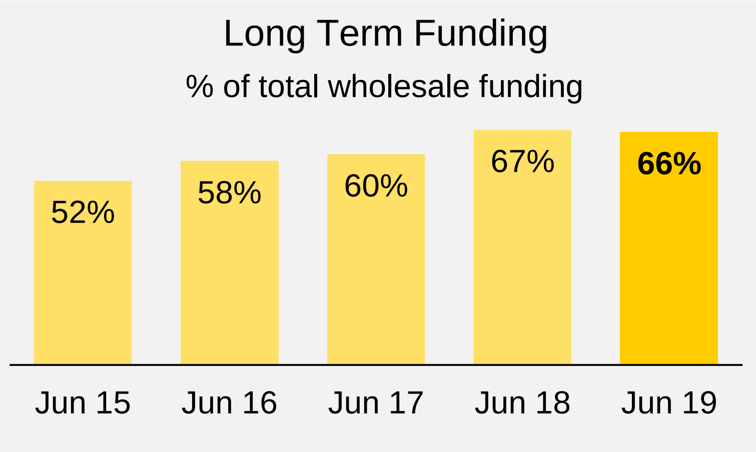
> “We have maintained our strong funding position with the highest share of stable household deposits in Australia”

Funding overview

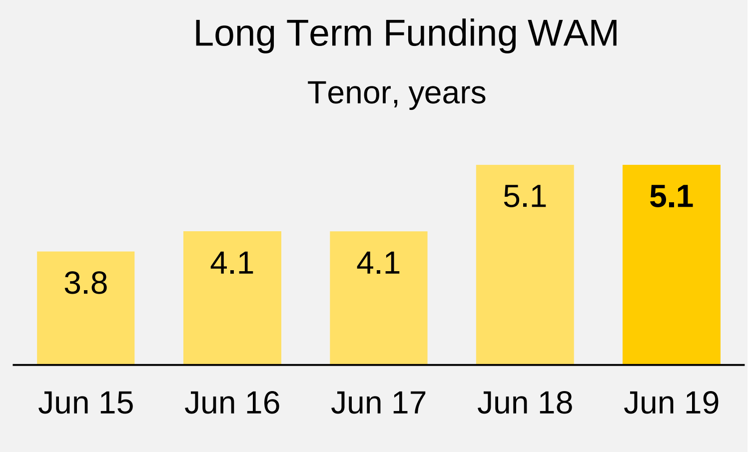
Resilient balance sheet with ongoing customer deposit growth



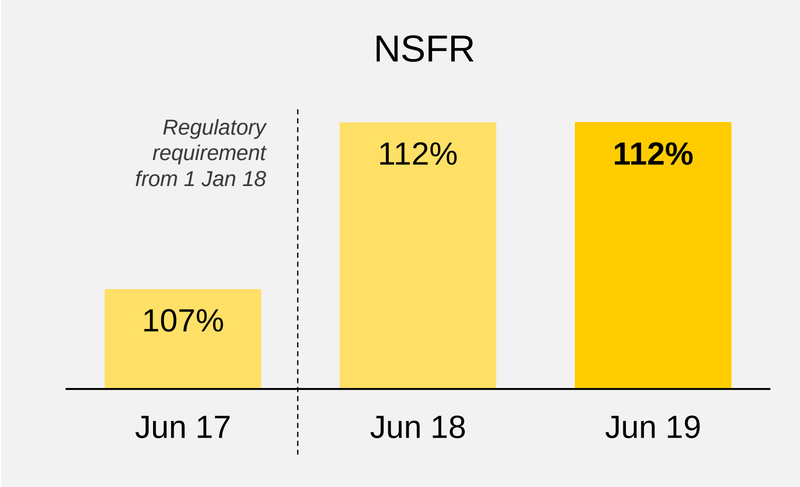
Stable wholesale funding composition weighted to longer term funding…



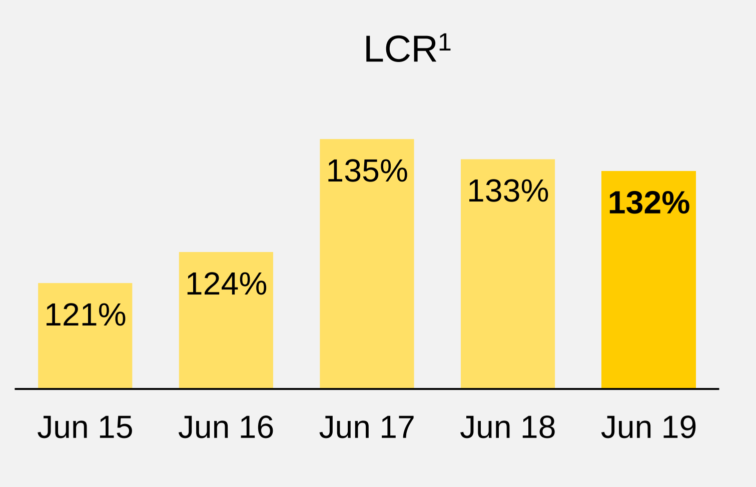
...with a >5.0yrs WAM to reduce refinancing risk



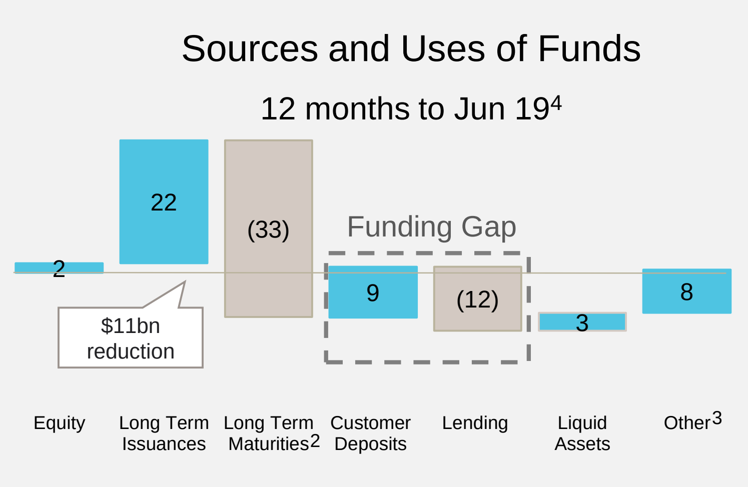
Efficient balance sheet mix supporting a strong NSFR…



…and a sound liquidity position with a stable LCR at 132%...



…allowing for a reduction in wholesale funding in FY19

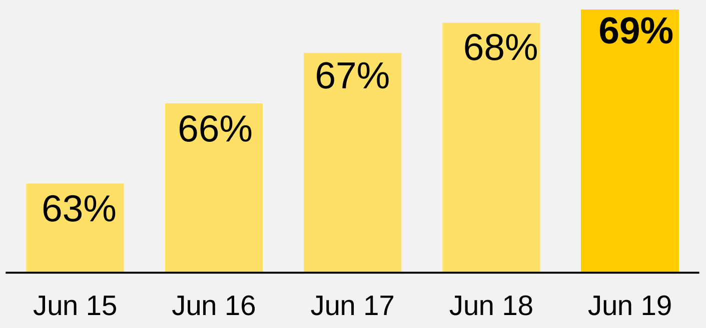


1. Quarter Average. 2. Reported at historical FX rates. 3. Includes $5.3bn FX revaluation. 4. Numbers do not sum to zero due to rounding.

Deposit funding

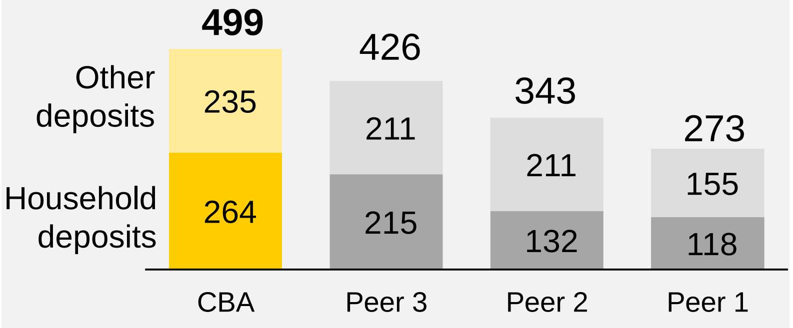
The Group maintains the highest share of stable, household deposits in Australia

Deposit Funding



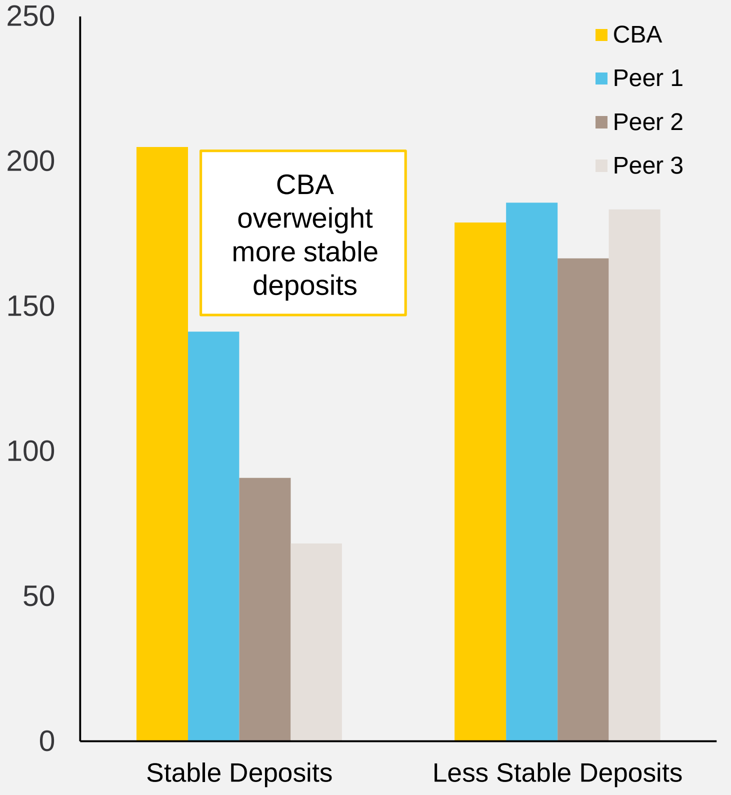
Deposits vs Peers[1]

$bn



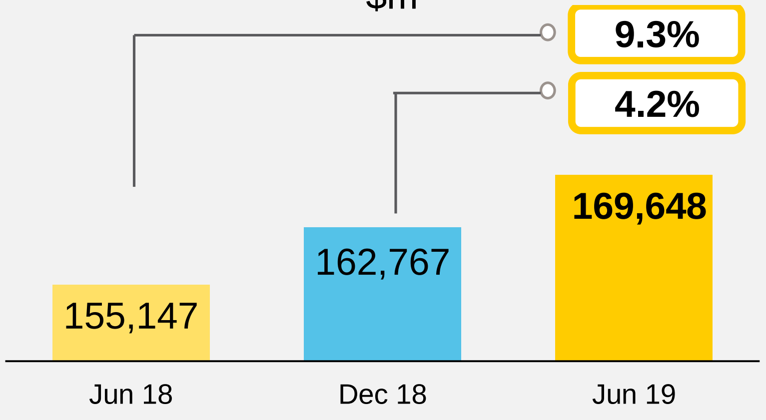
Deposits in NSFR[5]

As at 30 June 2019 ($bn)
Peers as at 31 March 2019[6]



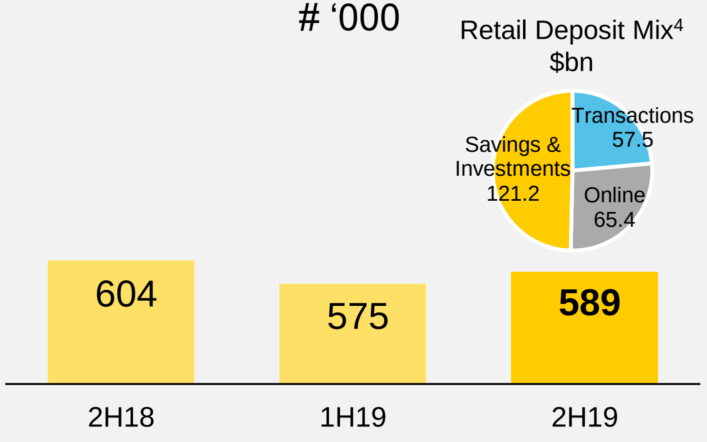
Group Transaction Balances[2]

$m



New Transaction Accounts[3]

'000

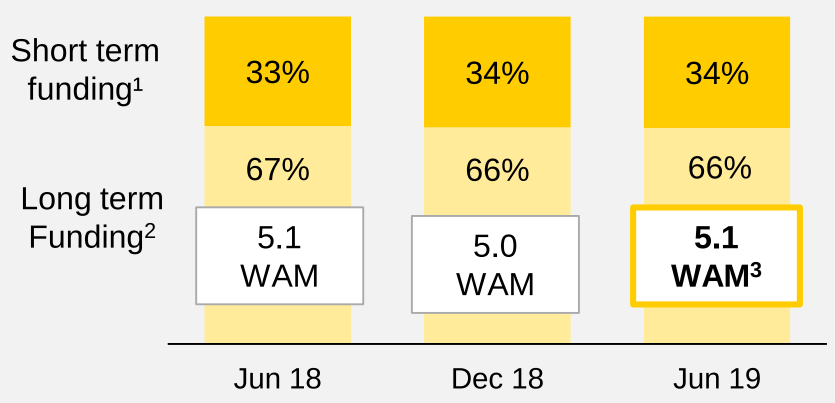


1. Source: APRA Monthly Banking Statistics. Total deposits (excluding CD's). CBA includes Bankwest. 2. Includes non-interest bearing deposits. 3. Number of new personal transaction accounts, excluding offset accounts, includes CBA and Bankwest. 4. Transactions includes non-interest bearing deposits and transaction offsets. Excludes business deposits. Online includes NetBank Saver, Goal Saver, Business Online Saver, Bankwest Hero Saver, Smart eSaver and Telenet Saver. Savings and Investment includes savings offset accounts. 5. Stable and less stable deposits in NSFR calculation. Excludes operational deposits, other deposits and wholesale funding. 6. Source: 31 March 2019 Pillar 3 Regulatory Disclosures; CBA reported as at 30 June 2019.

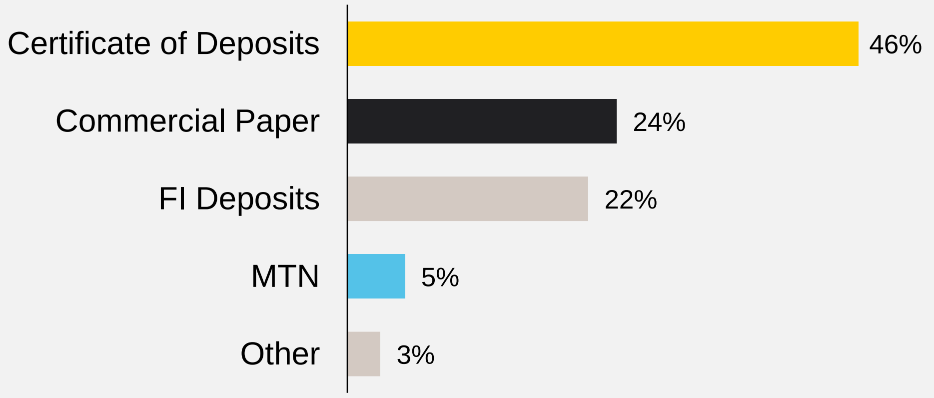
Wholesale funding

Diversified wholesale funding across product, currency and tenor

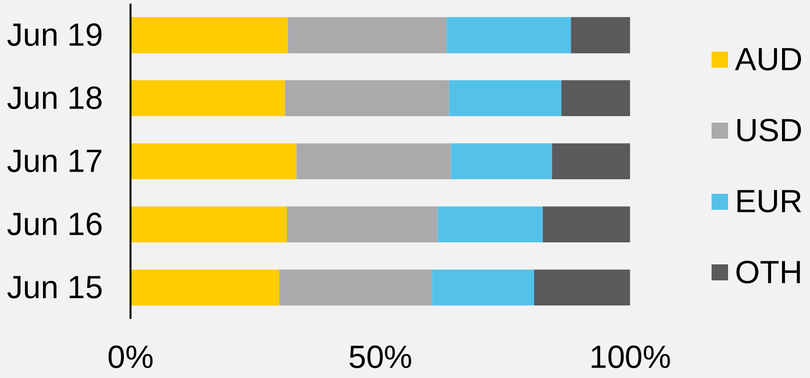
Portfolio Mix



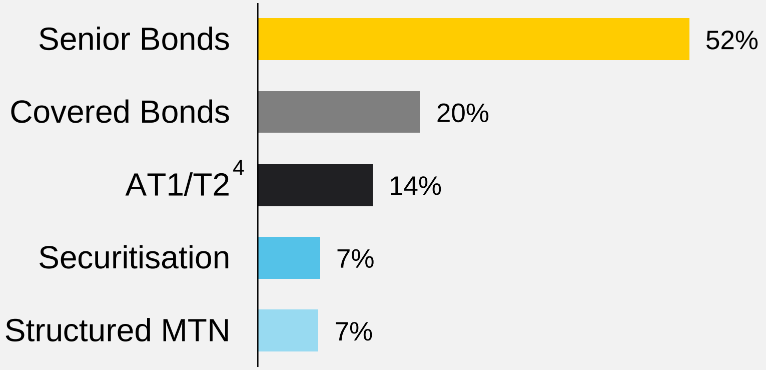
Short Term funding by product[1]



Long Term funding by currency[2]



Long Term funding by product[2]



1. Includes the categories 'central bank deposits' and 'due to other financial institutions'. 2. Includes IFRS MTM and derivative FX revaluation, and includes debt with an original maturity or call date of greater than 12 months (including loan capital). 3. Represents the weighted average maturity of outstanding long term wholesale debt with a residual maturity greater than 12 months at 30 June 19. 4. Additional Tier 1 and Tier 2 Capital.

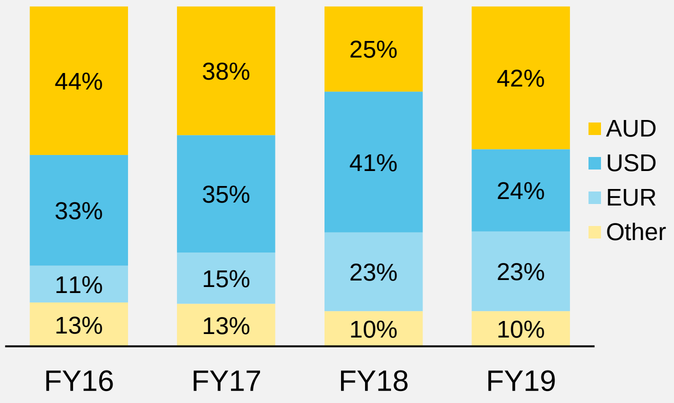
Long term funding

$22bn long term wholesale issuance completed FY19

Group FY19 benchmark issuance

Date	Entity	Type	Tenor (yr)	Volume (m)	Spread at Issue (bpts)
Jul 18	CBA	GBP Senior	3	GBP 250	3m GBP Libor +45
Jul 18	CBA	USD Covered	5	USD 1,250	MS +40
Aug 18	CBA	AUD Senior	3, 5	AUD 3,500	3m BBSW +73 / 93
Sep 18	ASB	NZD Senior	5	NZD 450	BKBM +102
Sep 18	CBA	AUD RMBS	6.8	AUD 1,630	1m BBSW +132
Oct 18	ASB	EUR Covered	7	EUR 500	MS +16
Dec 18	CBA	AUD Tier 1	5.4	AUD 1,500	3m BBSW +370
Jan 19	CBA	AUD Senior	5	AUD 2,500	3m BBSW +113
Jan 19	ASB	CHF Senior	6	CHF 200	MS +58
Feb 19	CBA	EUR Covered	10	EUR 1,000	MS +29
Feb 19	ASB	NZD Senior	3	NZD 500	BKBM +83
Feb 19	CBA	USD Senior	5.25	USD 1,250	T +88, 3m USDL +82
Mar 19	ASB	EUR Senior	5	EUR 500	MS +70
May 19	ASB	USD Senior	5	USD 500	T +100

New term issuance by currency



New term issuance by tenor

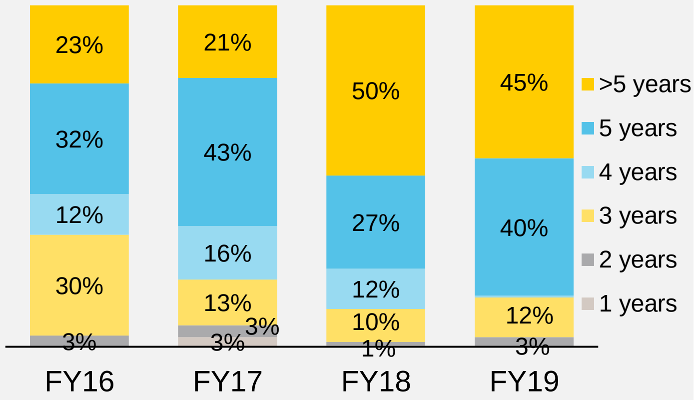
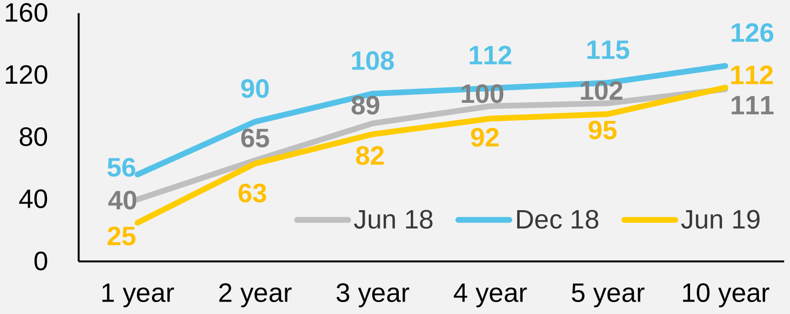


Chart totals do not add to 100% due to rounding.

Indicative funding cost curves

Margin to BBSW (bpts)

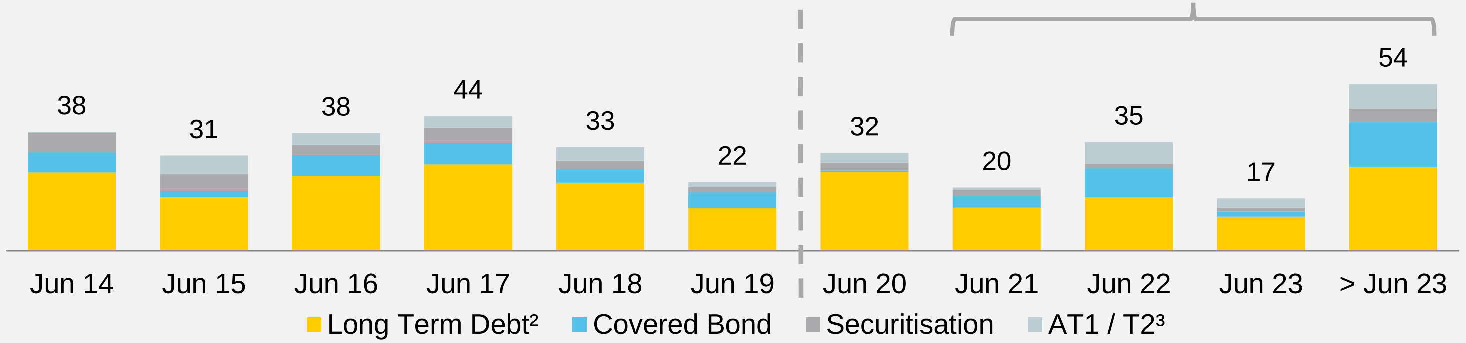


$bn

Issuance

Maturity

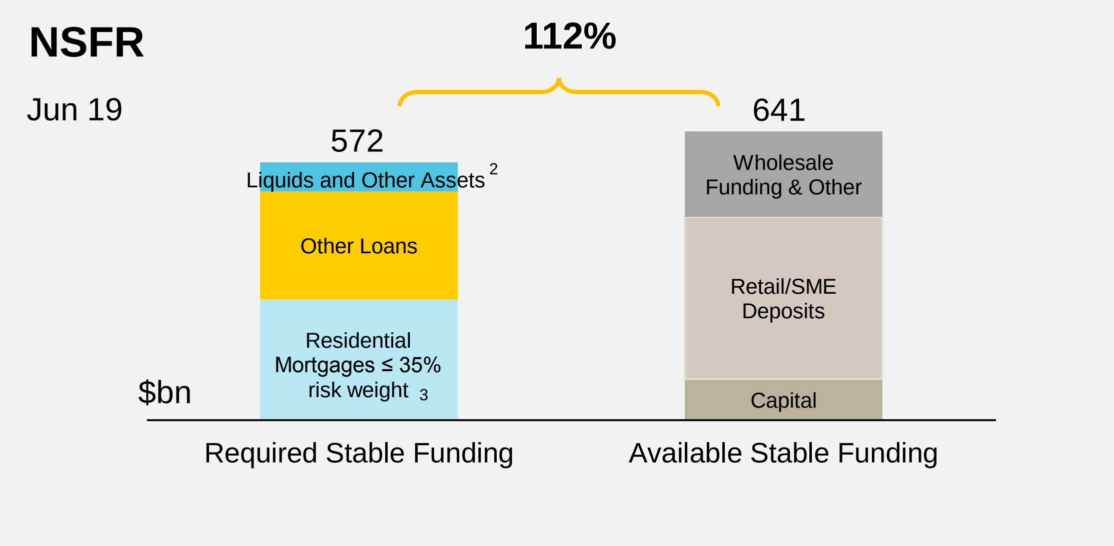
Weighted average maturity 5.1 years[1]

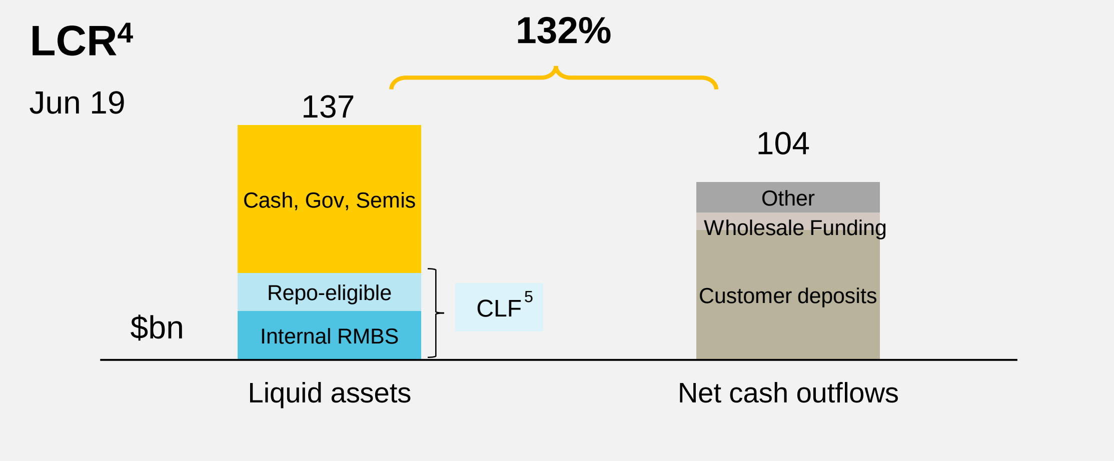


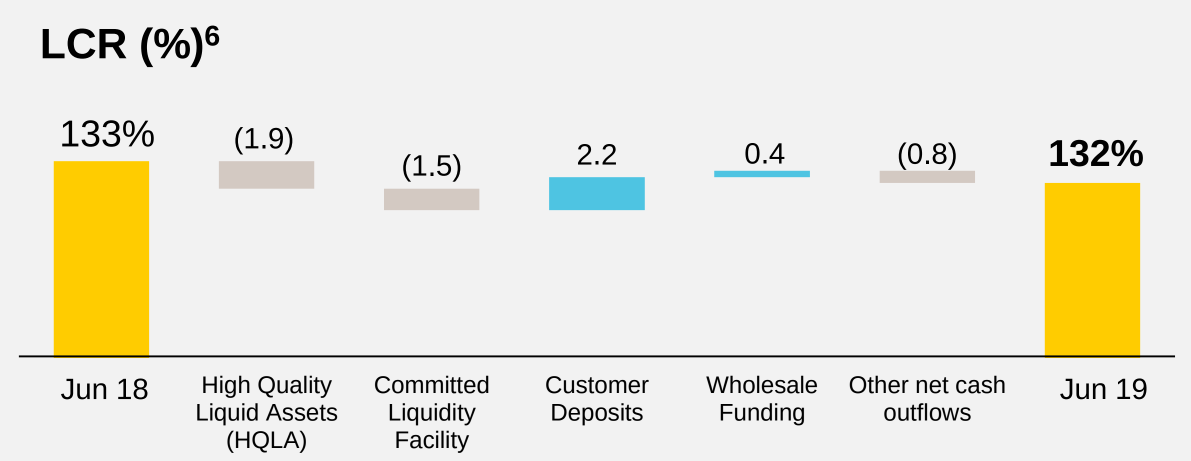
1. Represents the weighted average maturity of outstanding long term wholesale debt with a residual maturity greater than 12 months at 30 June 2019. 2. Includes Senior Bonds and Structured MTN. 3. Additional Tier 1 and Tier 2 Capital.

Funding and liquidity metrics[1]

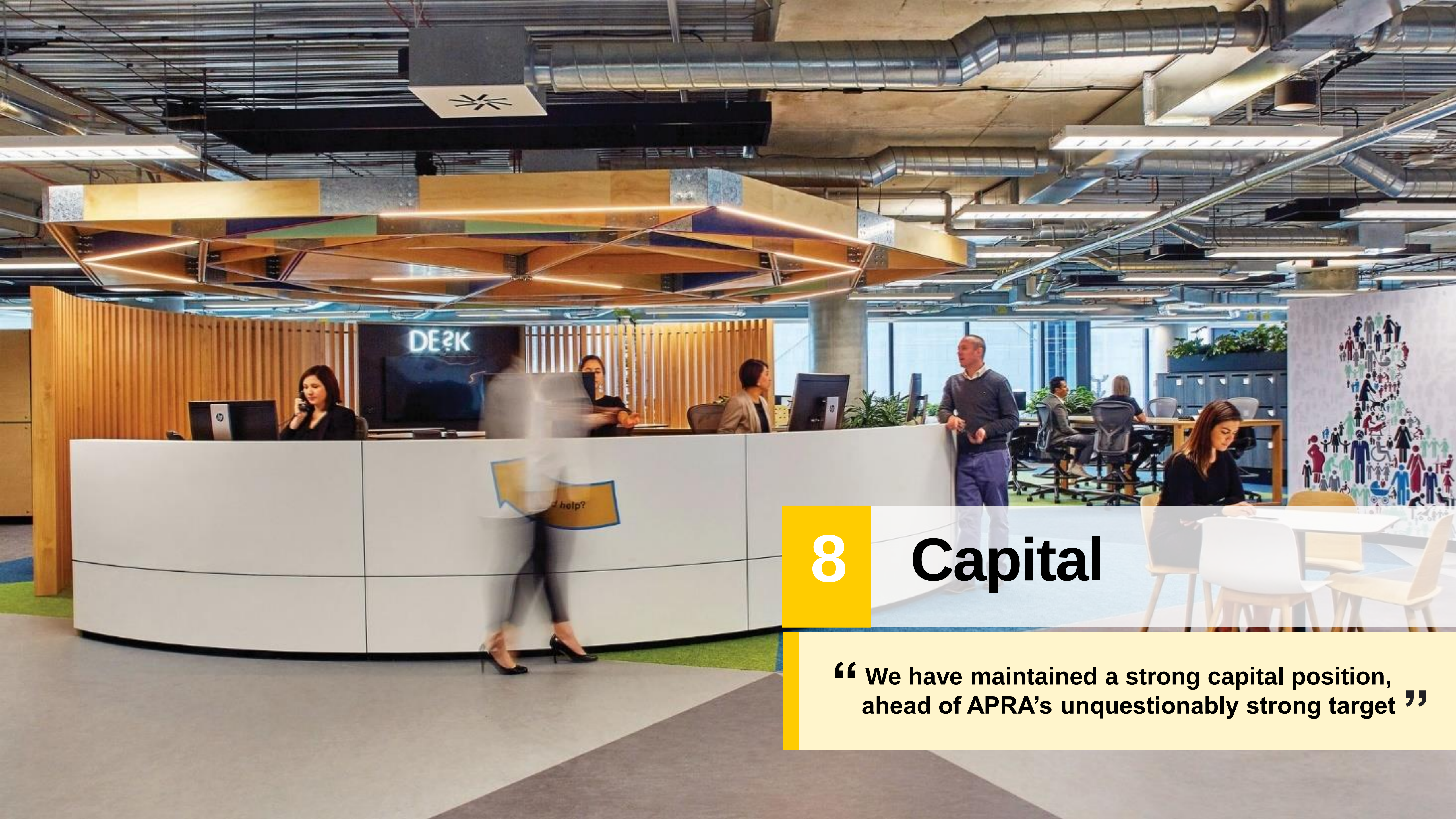
Strong funding and liquidity positions maintained







1. All figures shown on a Level 2 basis. 2. 'Other assets' includes non-performing loans, off-balance sheet items, net derivatives and other assets. 3. This represents residential mortgages with risk weighting ≤35% under APRA standard APS112 Capital Adequacy: Standardised Approach to Credit Risk. 4. Quarter average. 5. The Group's CLF for calendar year 2019 is $50.7bn. 6. Calculation reflects movements in both the numerator and denominator.

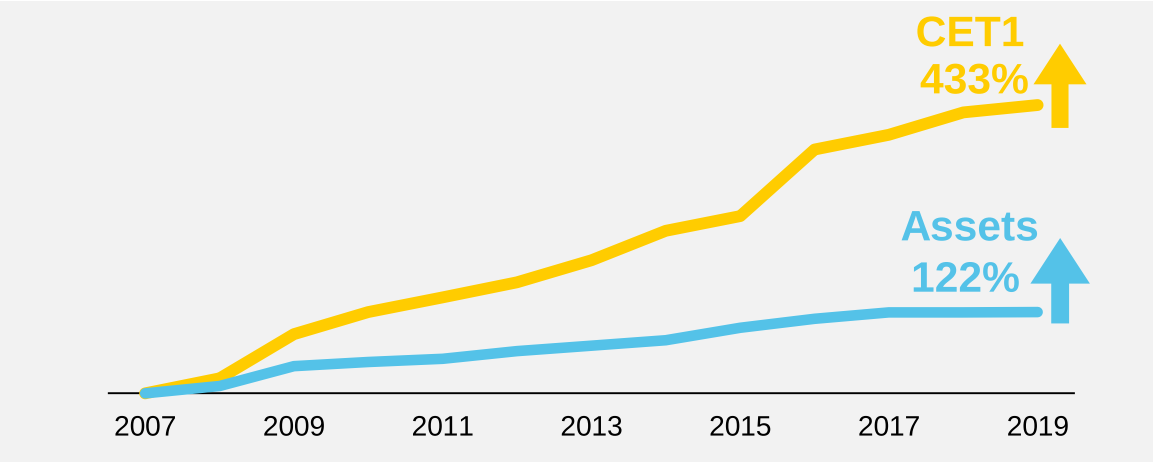


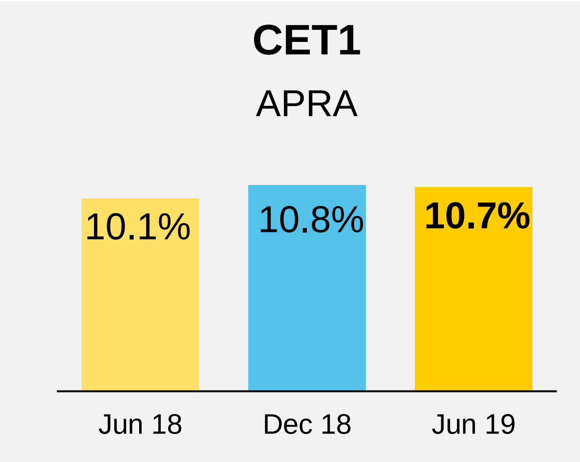
8 Capital

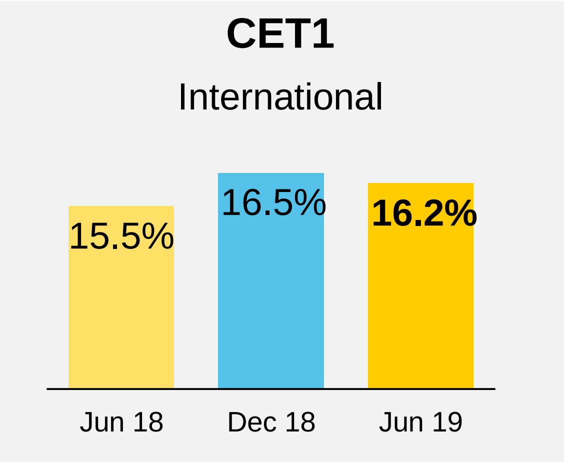
> “We have maintained a strong capital position, ahead of APRA’s unquestionably strong target”

Capital overview

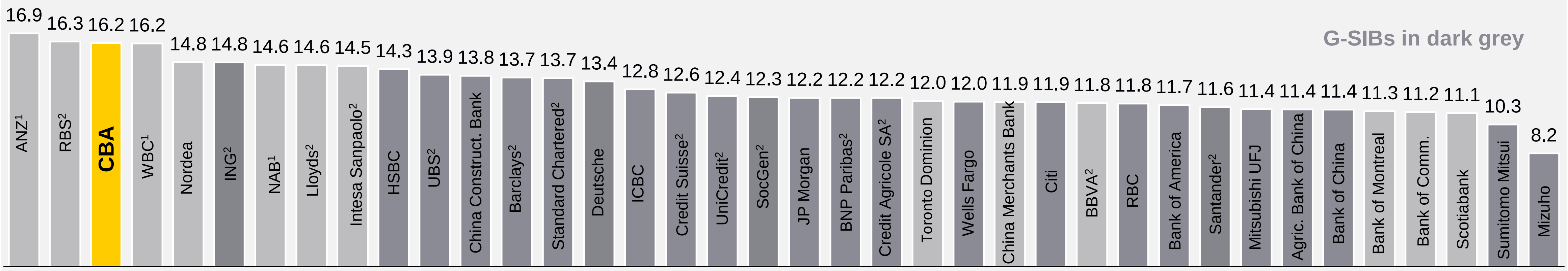
Strong capital position maintained over time







International CET1 ratios



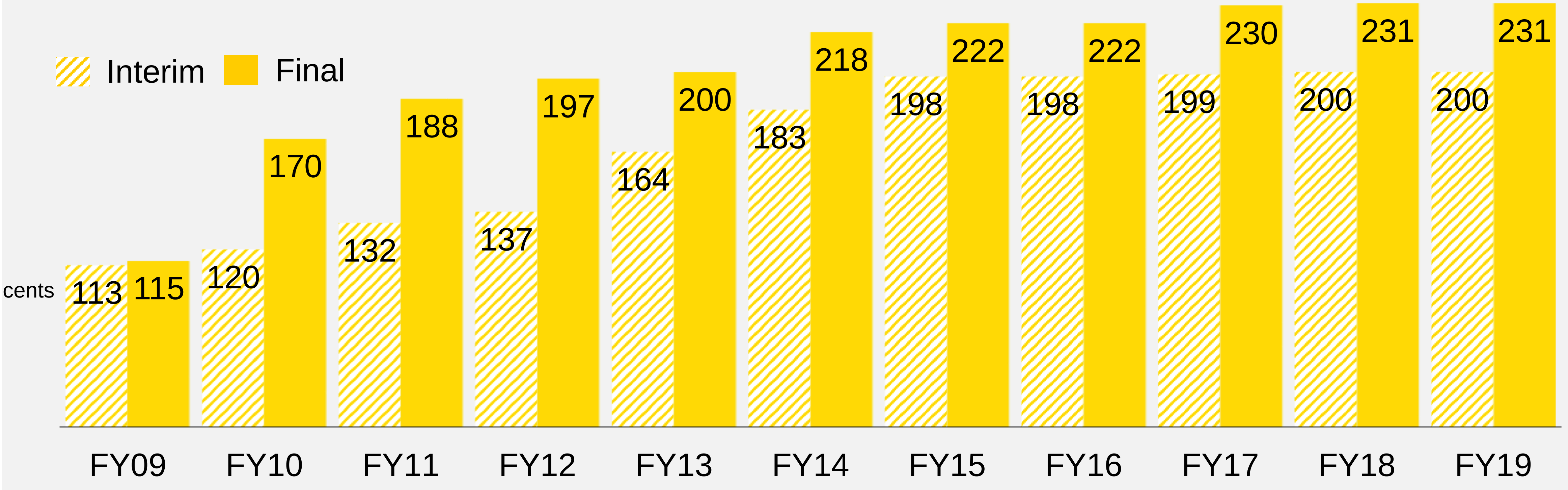
Source: Morgan Stanley and CBA. Based on last reported CET1 ratios up to 1 August 2019 assuming Basel III capital reforms fully implemented. Peer group comprises listed commercial banks with total assets in excess of A$800 billion and which have disclosed fully implemented Basel III ratios or provided sufficient disclosure for a Morgan Stanley estimate.
1. Domestic peer figures as at 31 March 2019. 2. Deduction for accrued expected future dividends added back for comparability.

Dividends

Always mindful of the importance of dividends to shareholders

Payout ratio (cash)

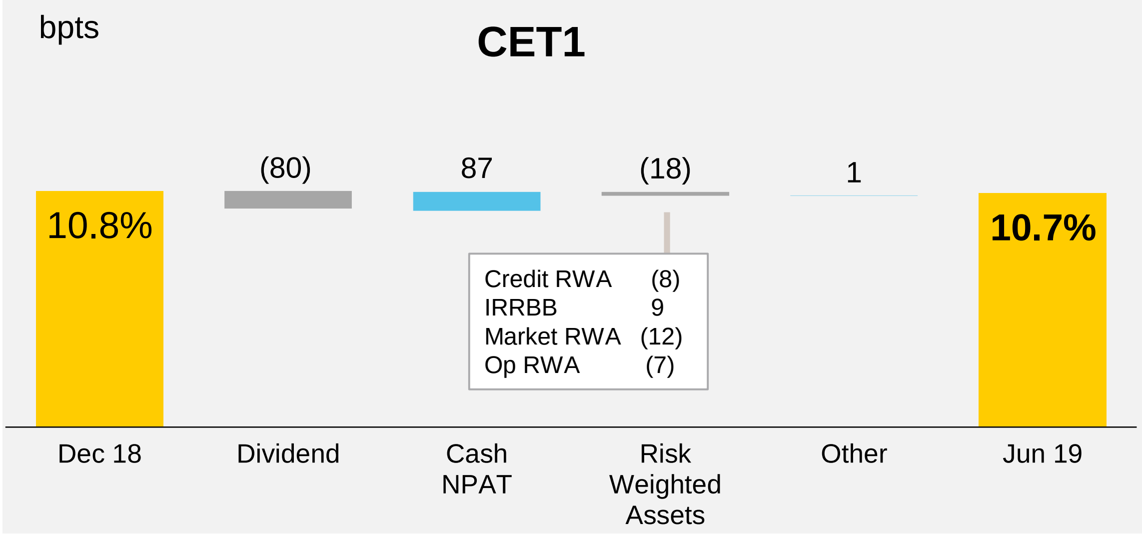
	FY09	FY10	FY11	FY12	FY13	FY14	FY15	FY16	FY17	FY18	FY19
	78%	74%	73%	76%	76%	75%	75%	77%	75%	80%[2]	88%[2]
Net of DRP	53%	61%[1]	53%	55%	76%[1]	67%[1]	62%	64%	53%	68%	88%[1]

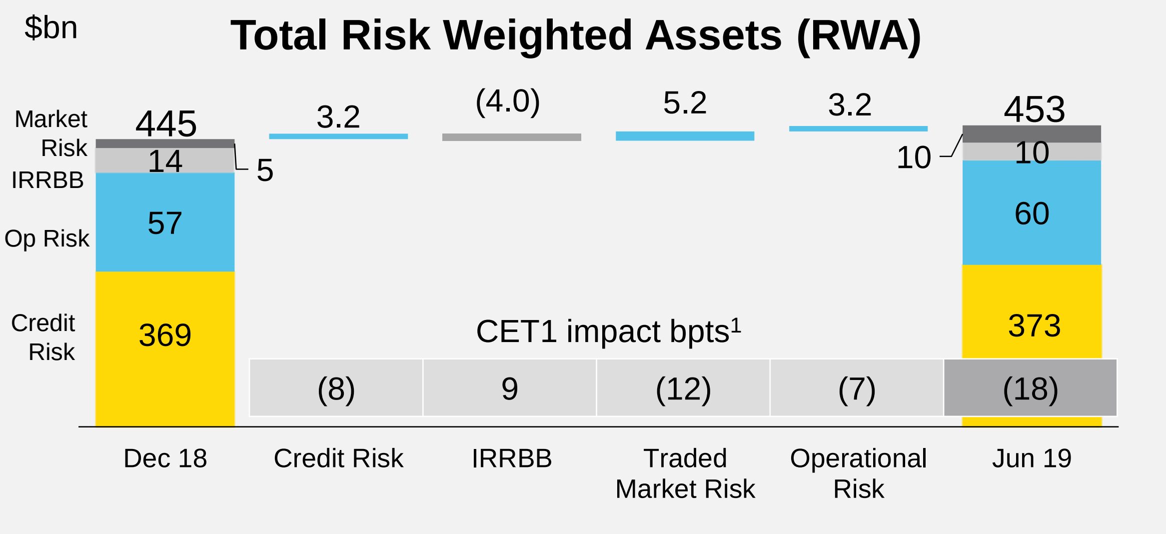


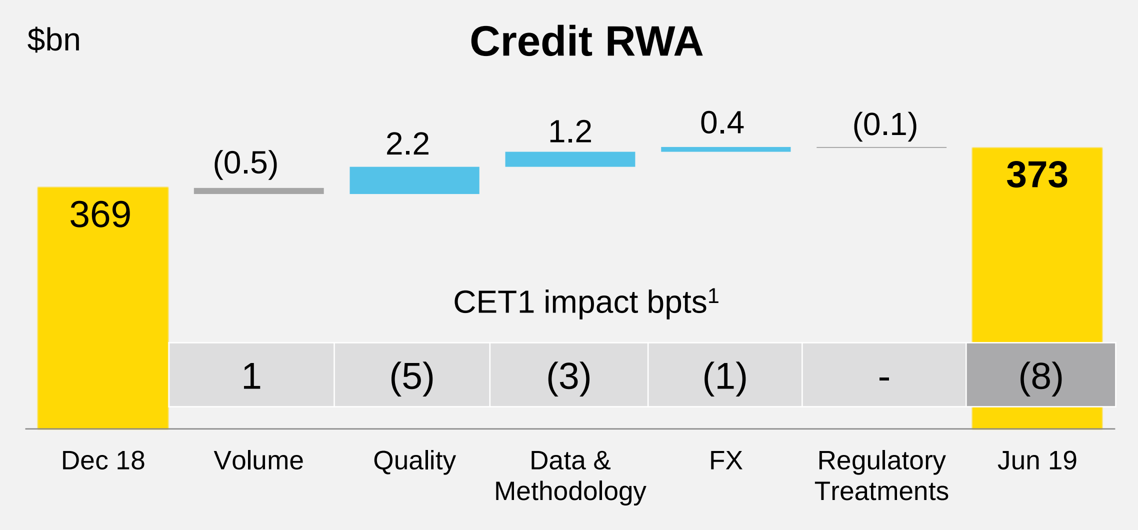
1. DRP neutralised: 2H10, 1H13, 2H13, 2H14, 1H19, and 2H19. 2. Payout ratios include the impact of notable items. Excluding the impact of notable items, payout ratios would be 80% in FY19 and 73% in FY18 (comparative restated).

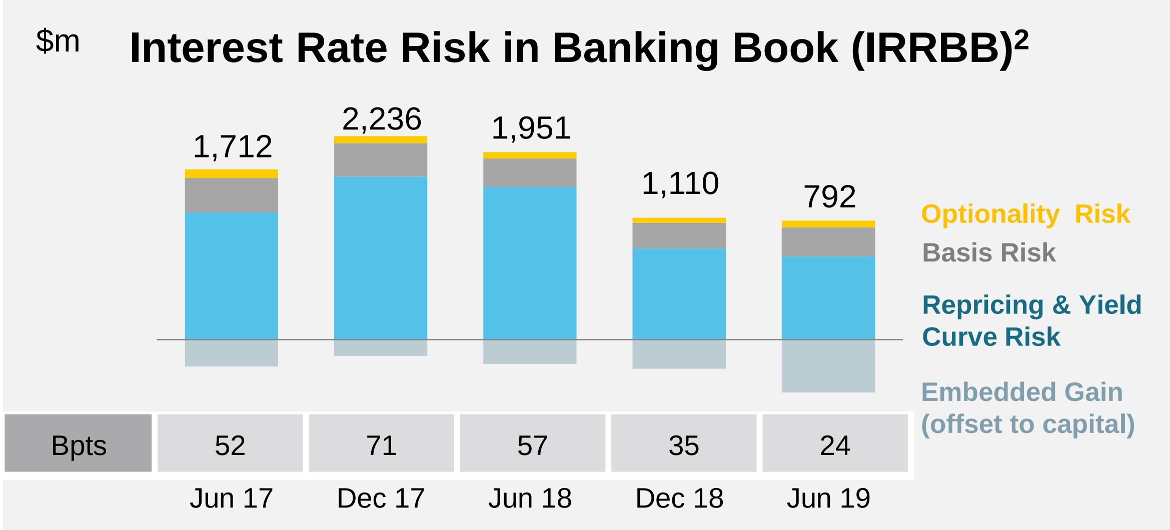
Capital drivers

Higher Risk Weighted Assets in the half









1. Basis points contribution to change in APRA CET1 ratio. 2. Capital (Jun 19: $792m) assigned to interest rate risk in banking book per APS117. Basis points of APRA CET1 ratio.

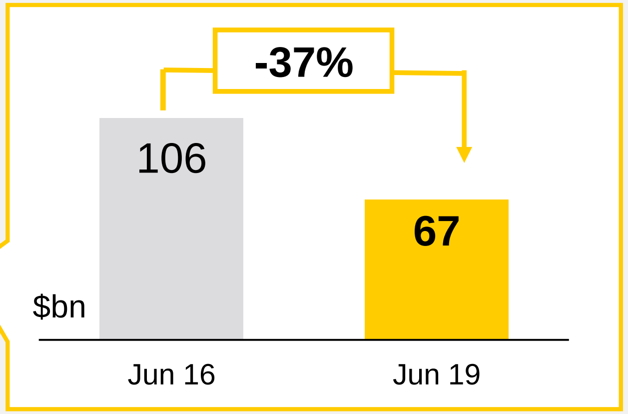
Capital generation

Focus on capital efficient NPAT growth

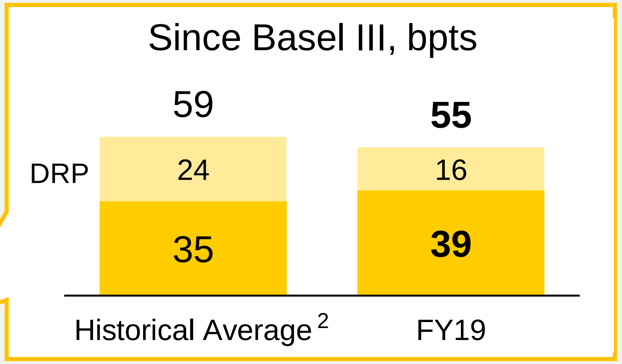
Organic Capital Generation[1]

FY19	$m	Bpts
RBS	3,771	84
BPB	2,460	55
IB&M	2,158	49
New Zealand	773	18
IFS and Other	(107)	(3)
Core	**9,055**	**203**
Wealth	195	4
Dividend (net DRP)	(6,856)	(152)
Total Organic Capital	**2,394**	**55**

IB&M Credit RWA



Organic Capital Generation



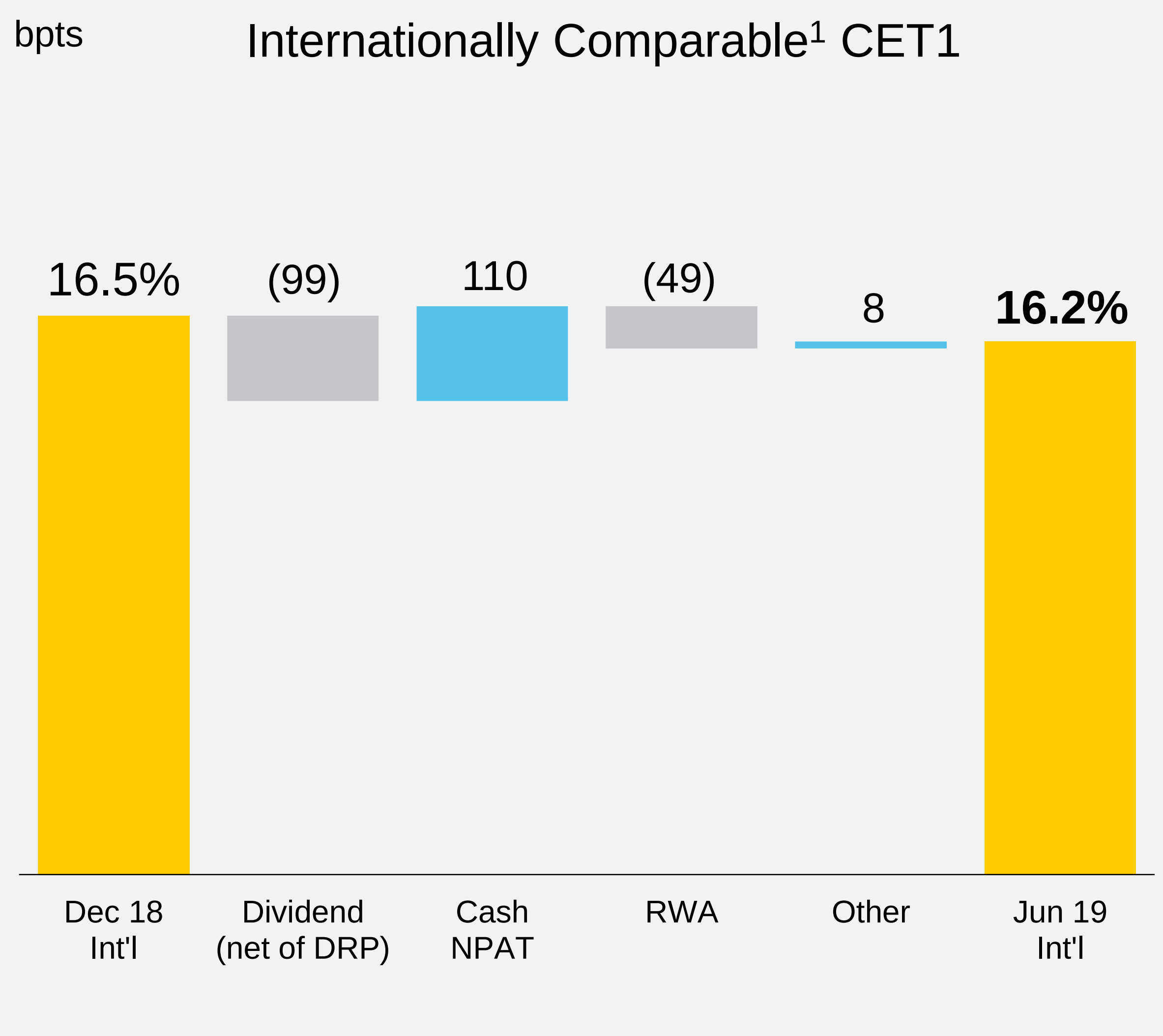
Future Opportunities

- Simpler operating model
- Cost reduction
- Emphasis on regulatory risk-adjusted returns
- Improved data quality/ models

1. Organic capital generation is Cash NPAT less dividends (net of DRP) and underlying RWA movements (excluding major regulatory treatments). 2. Historical average since implementation of Basel III in 2013.

CET1 – internationally comparable

The Group's CET1 ratio of 10.7% translates to 16.2% on an international basis



CET1 APRA	**10.7%**
Equity investments	1.0%
Capitalised expenses	0.1%
Deferred tax assets	0.4%
IRRBB RWA	0.3%
Residential mortgages	2.1%
Other retail standardised exposures	0.1%
Unsecured non-retail exposures	0.4%
Non-retail undrawn commitments	0.3%
Specialised lending	0.7%
Currency conversion	0.1%
CET1 Internationally Comparable	**16.2%**
Tier 1 Internationally Comparable	**18.7%**
Total Capital Internationally Comparable	**22.1%**

1. Internationally comparable capital - refer glossary for definition.

Regulatory expected loss

Increase in provisions due to implementation of AASB 9

$m	Jun 18	Dec 18	Jun 19
Regulatory Expected Loss (EL)	**4,453**	**4,600**	**4,706**
Eligible Provisions (EP)			
Collective Provisions[1]	2,484	3,453[2]	3,510[2]
Specific Provisions[1,3]	1,581	1,650	1,751
General Reserve for Credit Losses adjustment	589	539	515
Less: ineligible provisions (standardised portfolio)	(253)	(325)	(353)
Total Eligible Provisions	**4,401**	**5,317**	**5,423**
Regulatory EL in Excess of EP[4]	52	(717)[2]	(717)[2]
Common Equity Tier 1 Adjustment	212	-[2]	-[2]

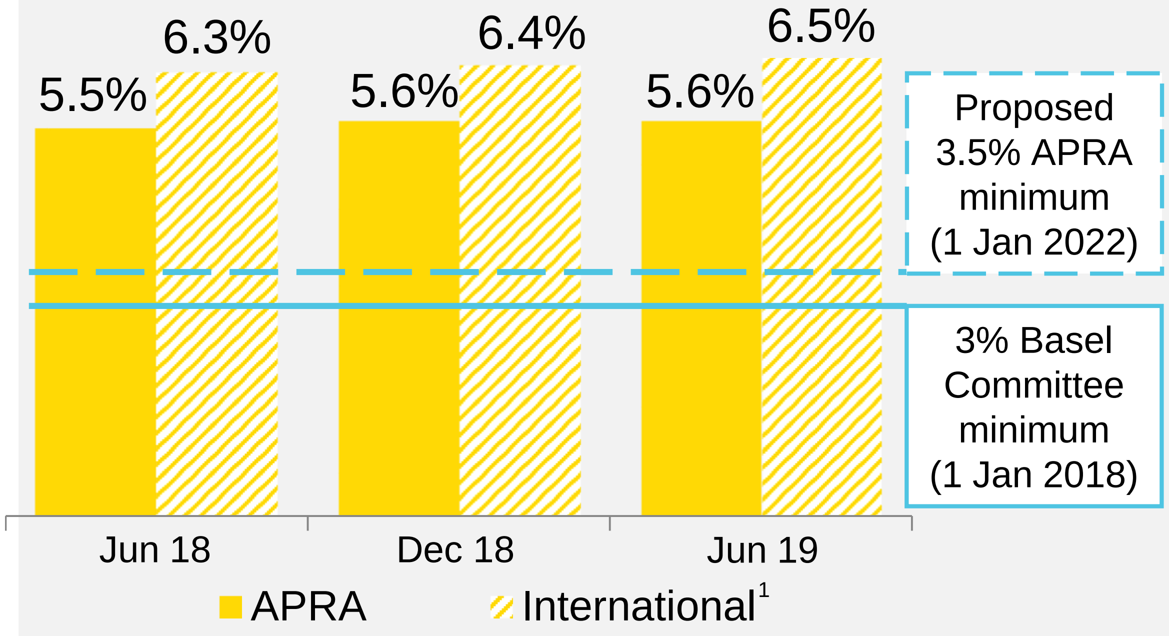
1. Includes transfer from collective provision to specific provisions (Jun 19: $394m, Dec 18: $361m, Jun 18: $279m). 2. Implementation of AASB 9 on 1 July 2018 has increased collective provisions, resulting in the CET1 deduction reducing to nil. 3. Specific provisions includes partial write offs (Jun 19: $462m, Dec 18: $369m, Jun 18: $432m). 4. Excess of eligible provisions for non-defaulted exposures included in Tier 2 capital (Jun 19: $527m, Dec 18: $521m, Jun 18: nil).

Leverage ratio

CBA leverage ratio well above proposed APRA minimum

Leverage ratio introduced to constrain the build-up of leverage in the banking system.

Leverage ratio = Tier 1 Capital / Total Exposures



$m	Jun 19
Tier 1 Capital	57,355
Total Exposures	1,023,181
Leverage Ratio (APRA)	**5.6%**

$m	Jun 19
Group Total Assets	**976,502**
Less subsidiaries outside the scope of regulatory consolidations	(18,064)
Add net derivative adjustment	4,317
Add securities financing transactions	304
Less asset amounts deducted from Tier 1 Capital	(21,002)
Add off balance sheet exposures	81,124
Total Exposures	**1,023,181**

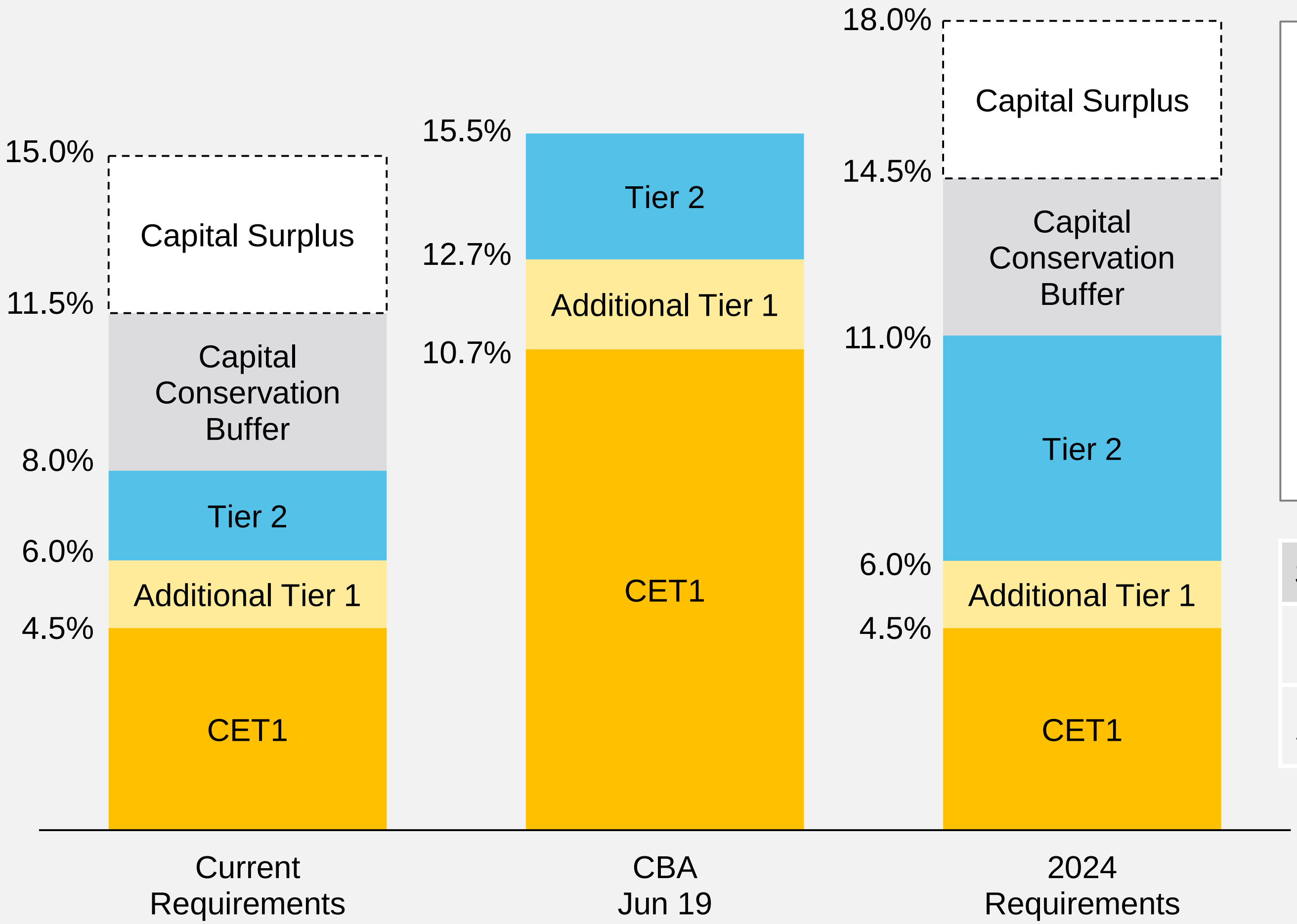
1. The Tier 1 capital included in the calculation of the internationally comparable leverage ratio aligns with the 13 July 2015 APRA study entitled "International capital comparison study", and includes Basel III non-compliant Tier 1 instruments that are currently subject to transitional rules.

Regulatory capital changes

Change	Details	Implementation
APRA's unquestionably strong	• Capital to exceed unquestionably strong benchmark of CET1 >10.5% by 1 Jan 2020	1 Jan 2020
APRA's revisions to the ADI capital framework	APRA commenced consultation in 2018 on: • Revisions to risk-based capital requirements for credit, interest rate risk in the banking book and operational risk • Transparency, comparability and flexibility of the ADI capital framework APRA commenced consultation on standardised approaches for credit and operational risk and simpler method for calculating capital requirements for residential mortgages in June 2019	1 Jan 2022 (Operational RWA 1 Jan 2021)
Loss Absorbing Capacity ("LAC")	• Total Capital increase of 3% for all domestically systemically important banks (D-SIBs)	1 Jan 2024
RBNZ Capital Review	• RBNZ commenced consultation in 2017, final consultation paper released Dec 2018 • RBNZ expected to finalise reforms towards the end of 2019 • Implementation proposed from Apr 2020 with a transitional period of a number of years • Minimal impact expected at Level 2 CET1, manageable at Level 1 CET1 (within APS222 capacity limits)	Transition period commencing Apr 2020
Leverage ratio	• APRA commenced consultation in 2018 • Proposed minimum 3.5% • APRA expects that IRB ADIs will continue to report leverage ratios under the existing framework	1 Jan 2022
Counterparty Credit Risk (SA-CCR)	• Effective 1 Jul 2019	1 Jul 2019
AASB 16 Leasing	• Effective 1 Jul 2019	1 Jul 2019
APS 220 Credit Risk Management	• Consultation closed Jun 2019	1 Jul 2020

APRA's LAC proposal

3% increase in Total Capital by 2024 to increase loss absorbing capacity (LAC)



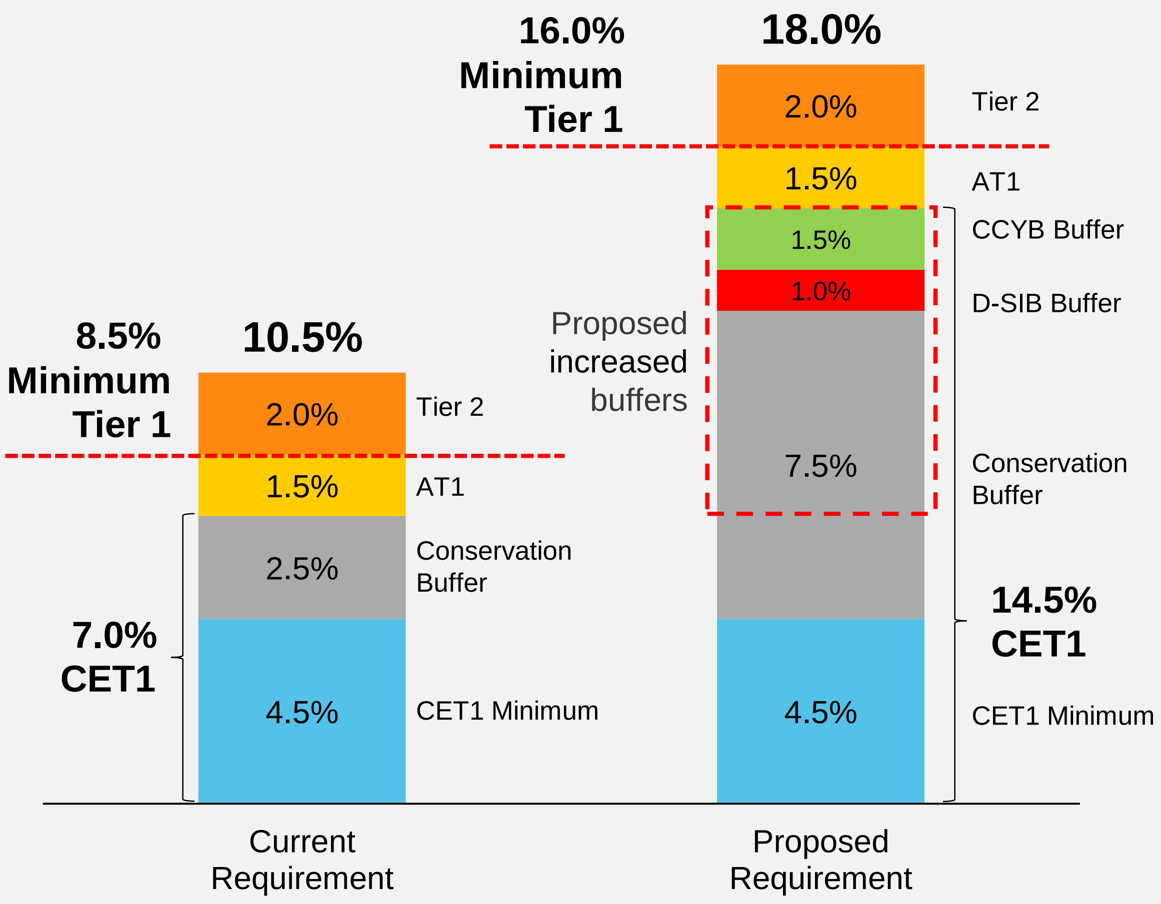
- Additional 3% of RWA in Total Capital applicable to all domestically systemically important banks (D-SIBs) by 1 January 2024.
- This represents additional $13.6bn of Total Capital requirement for CBA.
- Over the next four years, APRA will consider feasible alternative methods for raising additional 1-2% of RWA, in consultation with industry and other stakeholders.

$bn	Jun 19
Risk Weighted Assets	**452.8**
Additional Total Capital requirement @ 3%	**13.6**

RBNZ capital proposal

New Zealand Tier 1 minimum to increase to 16%

RBNZ proposed capital requirement changes



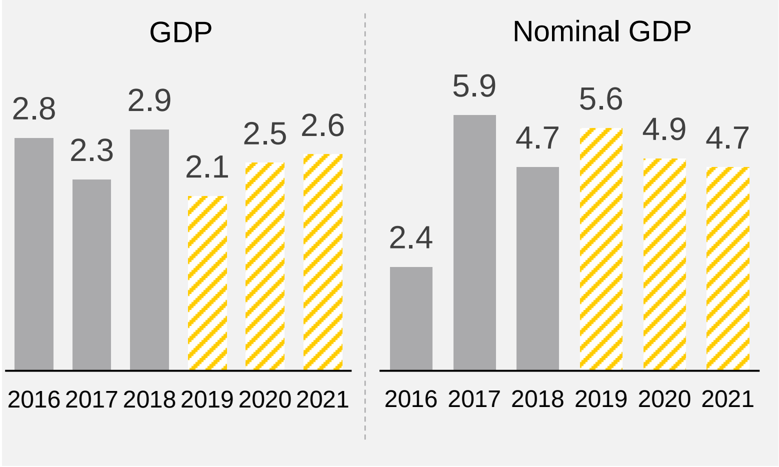
- Potential capital increase in ASB of ~NZ$3bn, assuming current balance sheet size and composition.
- RBNZ expected to finalise reforms towards the end of calendar year 2019.
- Implementation expected to commence from April 2020 with a transitional period of a number of years.
- Proposals not expected to change reported CBA Level 2 CET1 and manageable at Level 1 CET1.
- Sufficient capacity exists under both current and proposed APS222 (Association with Related Entities) limits to absorb the proposed additional capital requirement.

9 Economic Overview

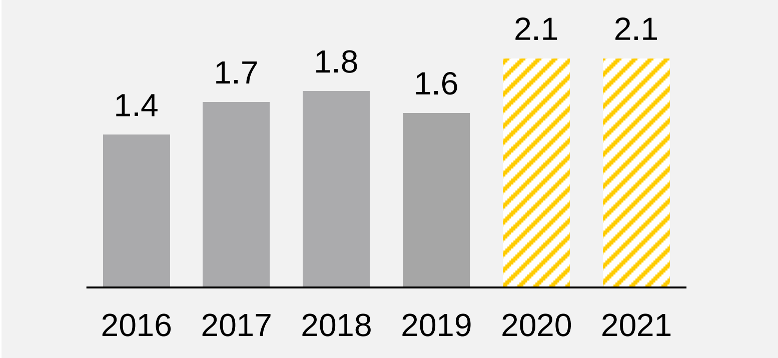
“ Against a volatile global backdrop, the Australian economy has slowed, but remains resilient ”

Key economic indicators (June FY)

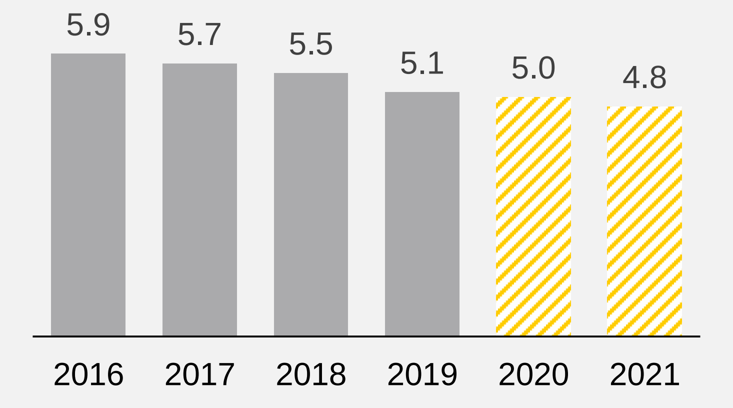
GDP %



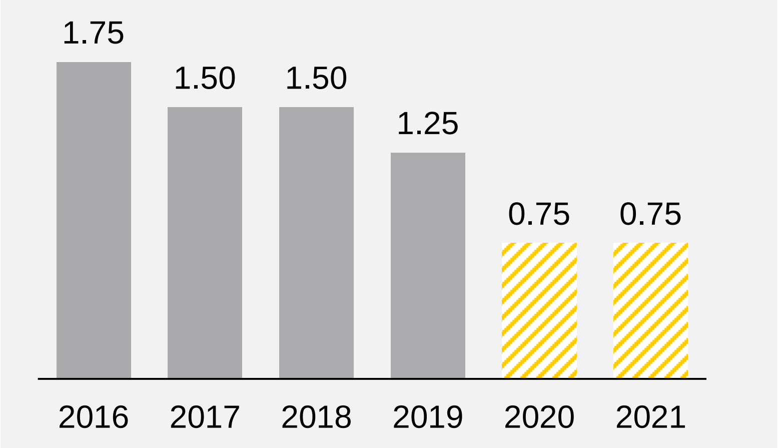
Underlying CPI %



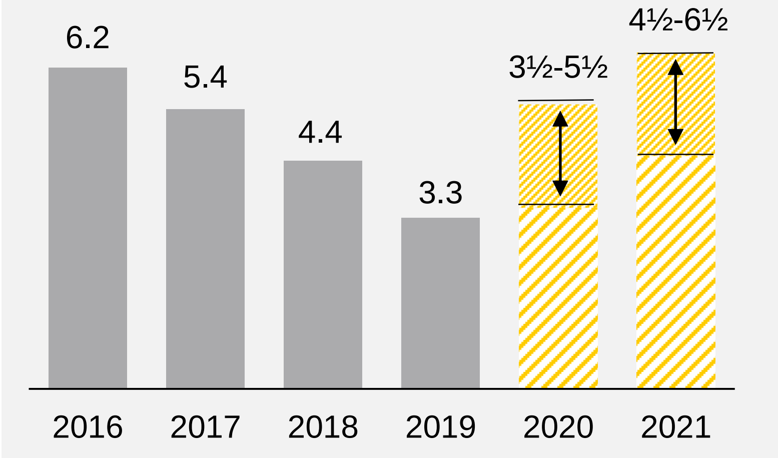
Unemployment Rate %



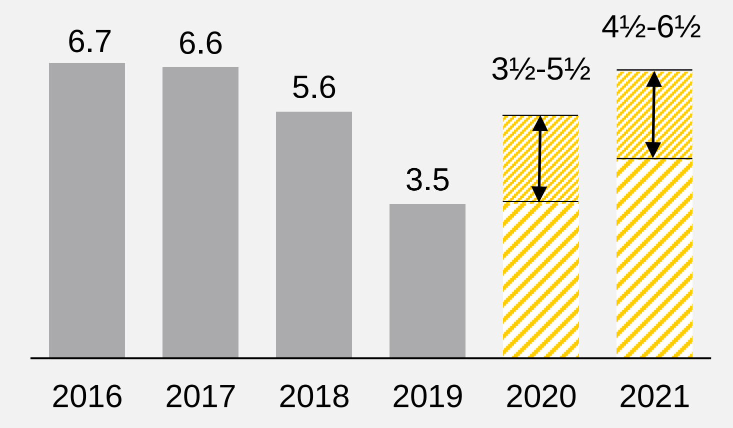
Cash Rate %



Total Credit Growth %



Housing Credit Growth %



Credit Growth	= 12 months to June
GDP, Unemployment & CPI	= Financial year average
Cash Rate	= As at June

= forecast

Source: ABS, RBA

Key economic indicators (June FY)

		2014	2015	2016	2017	2018	2019	2020	2021
World	GDP	3.6	3.5	3.3	3.8	3.6	3.3	3.6	3.6
Australia	Credit Growth % – Total	5.0	5.9	6.2	5.4	4.4	3.3	3½-5½	4½-6½
	Credit Growth % – Housing	6.4	7.3	6.7	6.6	5.6	3.5	3½-5½	4½-6½
	Credit Growth % – Business	3.4	4.5	6.6	4.2	3.2	4.0	4-6	4½-6½
	Credit Growth % – Other Personal	0.6	0.8	-0.6	-1.0	-1.3	-3.5	-2½ to -½	-2 to 0
	GDP %	2.6	2.3	2.8	2.3	2.9	2.1	2.5	2.6
	CPI %	2.7	1.7	1.4	1.7	1.9	1.6	2.1	2.1
	Unemployment rate %	5.8	6.2	5.9	5.7	5.5	5.1	5.0	4.8
	Cash Rate %	2.50	2.00	1.75	1.50	1.50	1.25	0.75	0.75
New Zealand	Credit Growth % – Total	4.4	5.9	7.7	6.5	5.4	5.4	4-6	3-5
	Credit Growth % – Housing	5.3	5.4	8.8	7.7	5.9	6.2	4-6	3-5
	Credit Growth % – Business	2.8	6.0	7.2	6.2	5.7	5.3	4-6	4-6
	Credit Growth % – Agriculture	3.4	7.4	6.0	2.6	2.8	3.1	2-4	2-4
	GDP %	2.7	4.0	3.6	3.4	3.2	2.5	2.8	2.5
	CPI %	1.5	0.6	0.3	1.4	1.5	1.7	1.6	1.6
	Unemployment rate %	5.6	5.4	5.2	5.0	4.5	4.2	4.4	4.3
	Overnight Cash Rate %	3.25	3.25	2.25	1.75	1.75	1.50	1.00	1.00

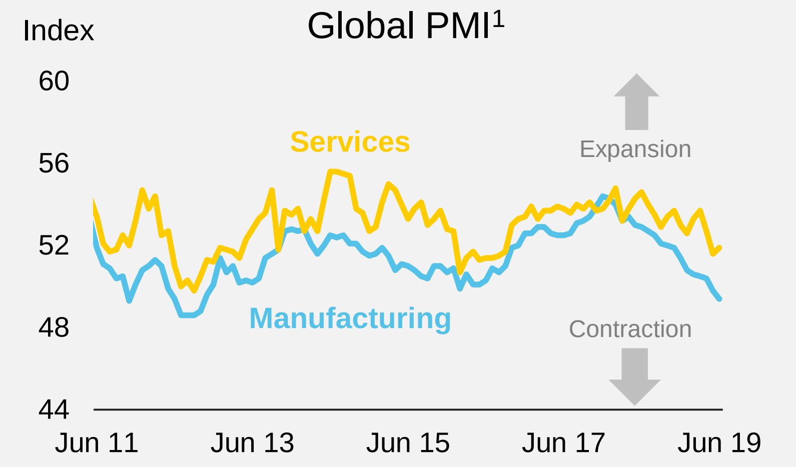
Credit Growth = 12 months to June
GDP, Unemployment & CPI = Financial year average
Cash Rate = As at June

World GDP = Calendar Year Average
■ = forecast

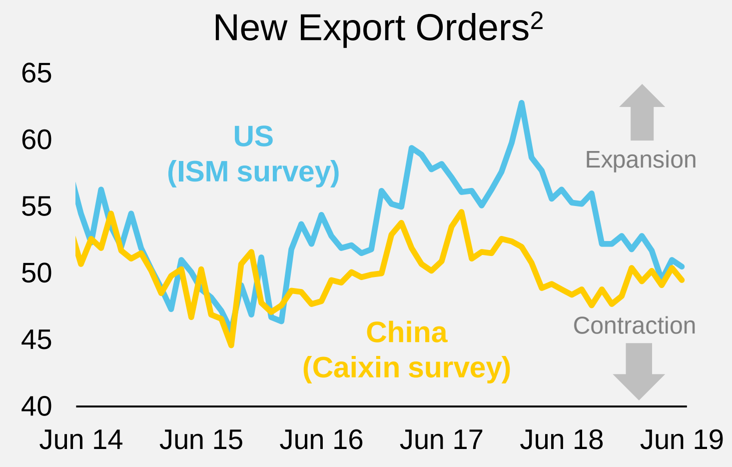
Source: ABS, RBA, IMF, StatsNZ, RBNZ

Global growth risks remain elevated

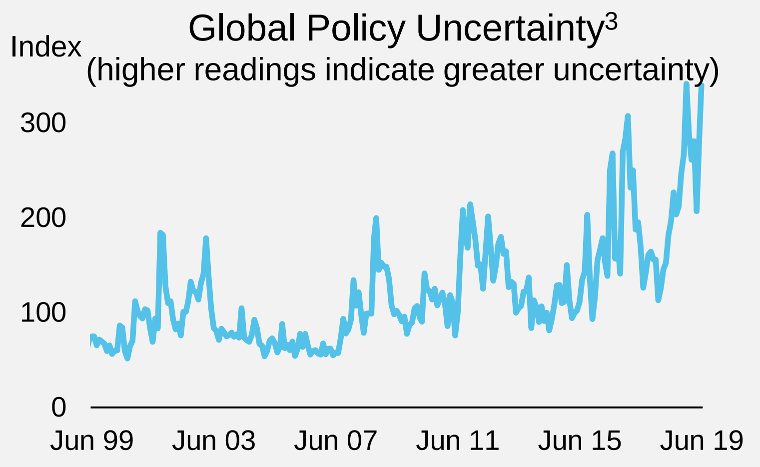
The global economy has slowed…



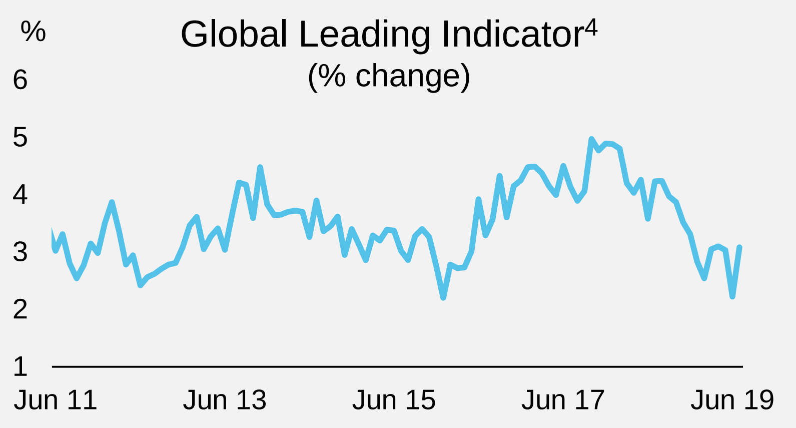
…as trade war risks escalate…



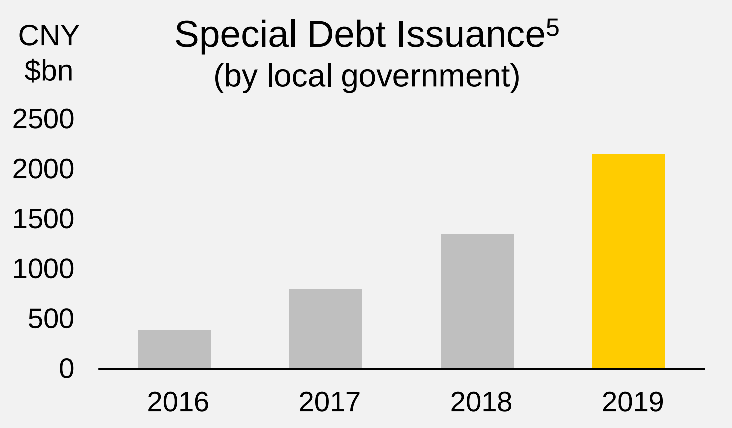
…and policy uncertainty remains elevated



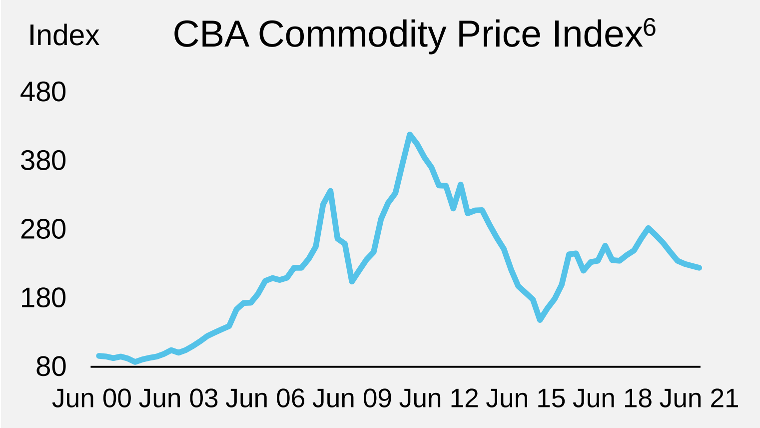
But leading indicators are bottoming out



Chinese policy stimulus is underway



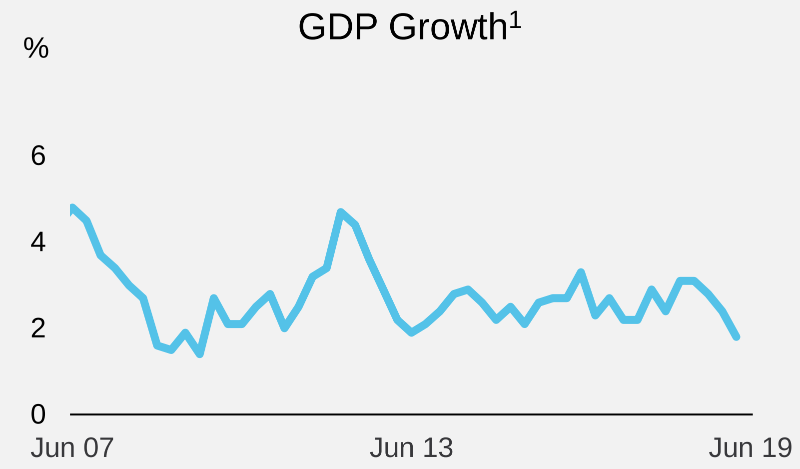
Commodity prices have some support



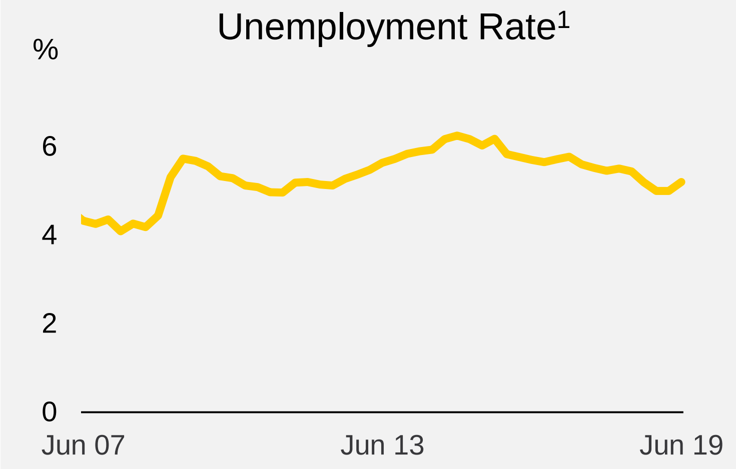
1. Source: IHS Markit. 2. Source: Bloomberg. 3. Source: PolicyUncertainty.com. 4. Source: Goldman Sachs. 5. Source: CEIC China's Ministry of Finance. 6. Source: CBA.

Australia – the economy has slowed

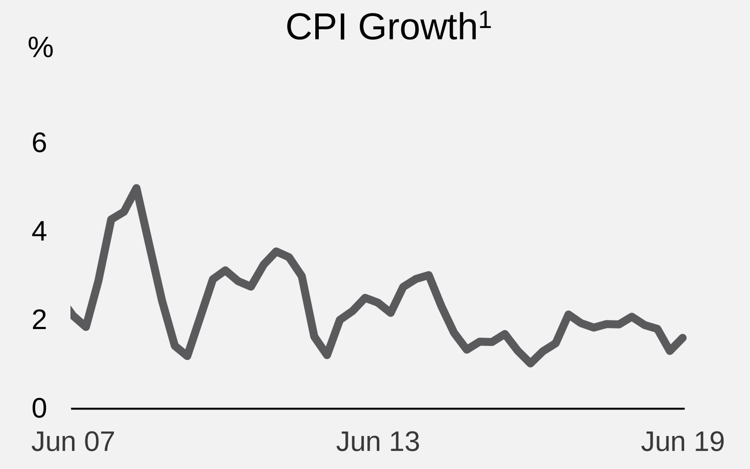
GDP growth has dipped below trend



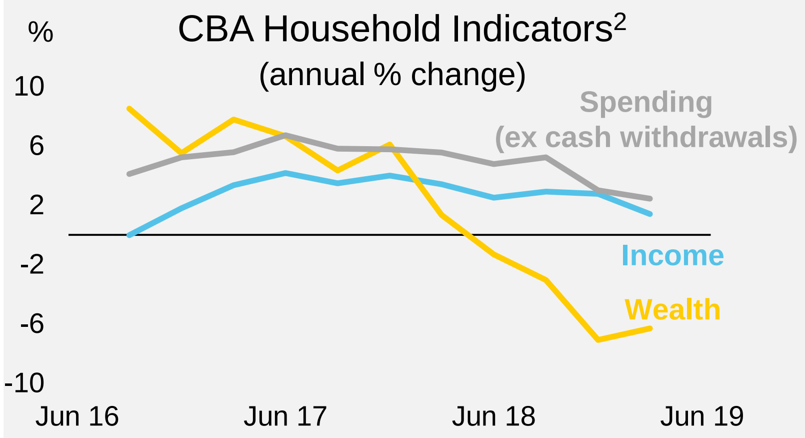
Progress in reducing unemployment has stalled



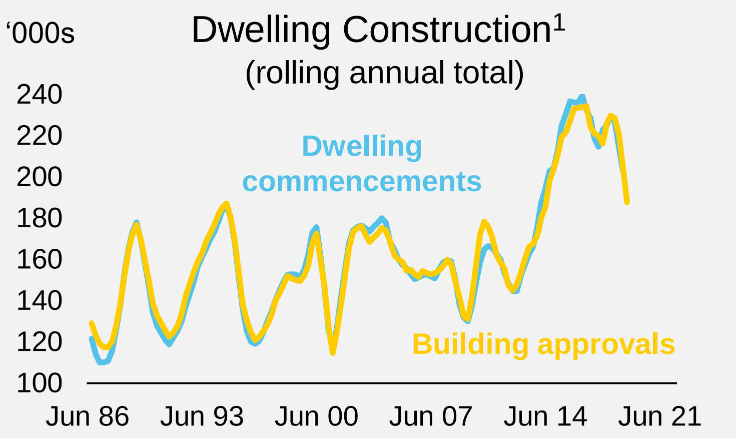
Inflation rates remain low



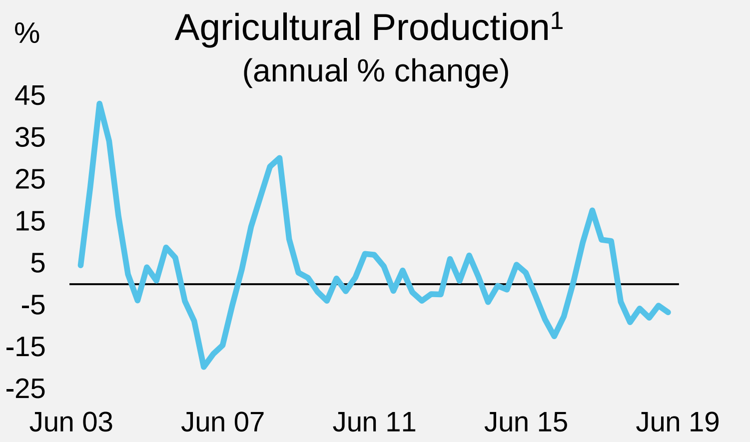
Consumer spending is soft in the face of weak incomes and falling house prices



Residential construction has peaked



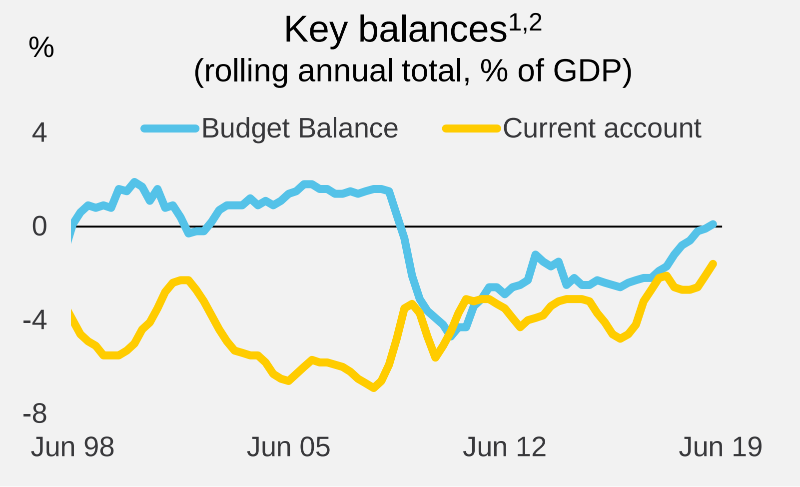
The drought continues



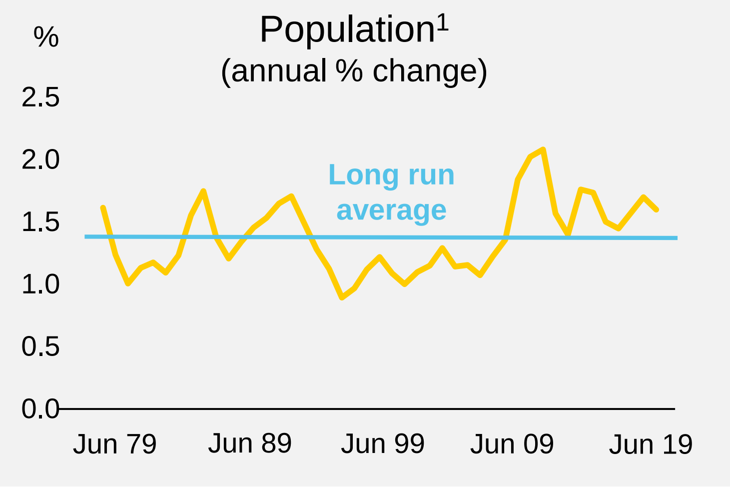
1. Source: ABS 2. Source: CBA

Australia – some positives

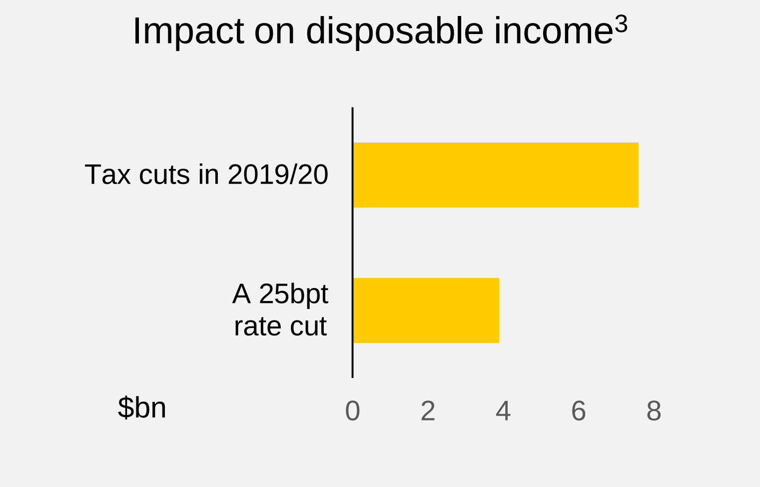
The major economic imbalances continue to narrow



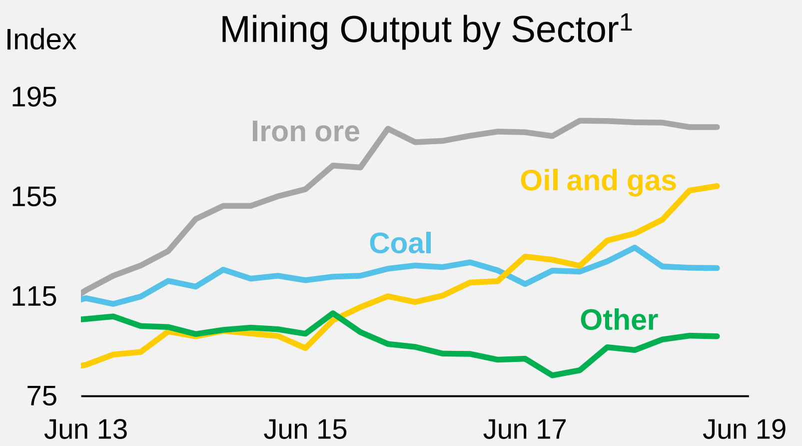
Population growth remains strong, supporting demand



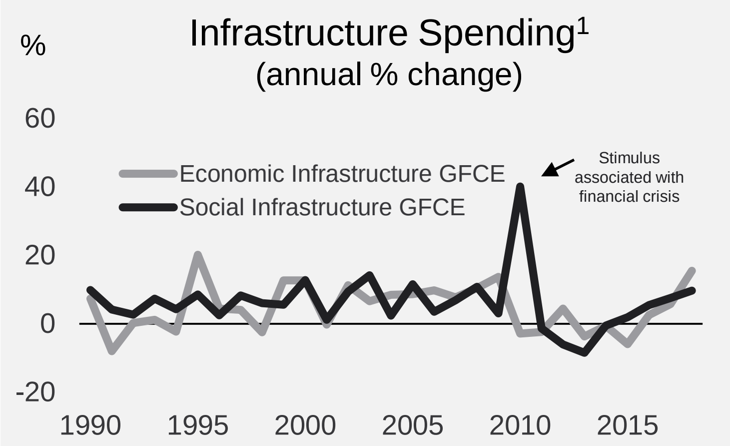
Policy stimulus is coming via interest rate cuts and tax cuts



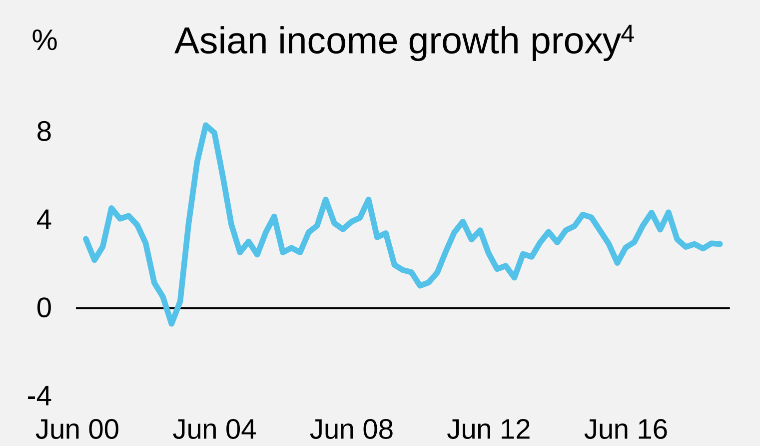
The LNG boom continues



The infrastructure boom rolls on



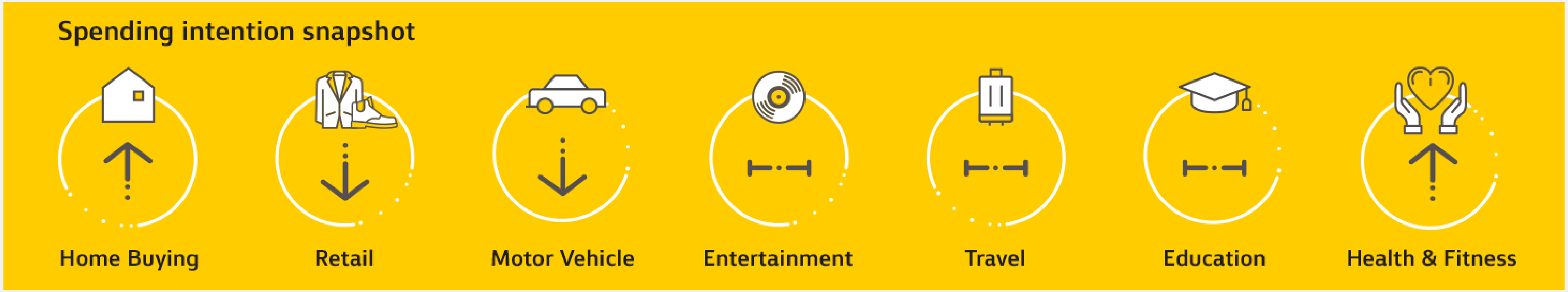
The boost from Asian incomes continues



1. Source: ABS. 2. Source: Dept of Finance. 3. CBA. 4. Source: ABS/ CBA.

Household Spending Intentions Series

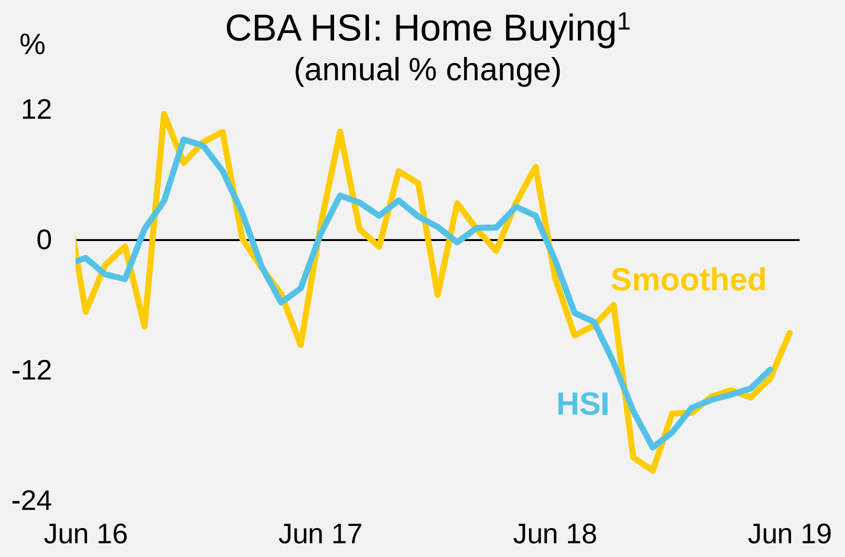
New Household Spending Intentions Series (HSIS) launched July 2019

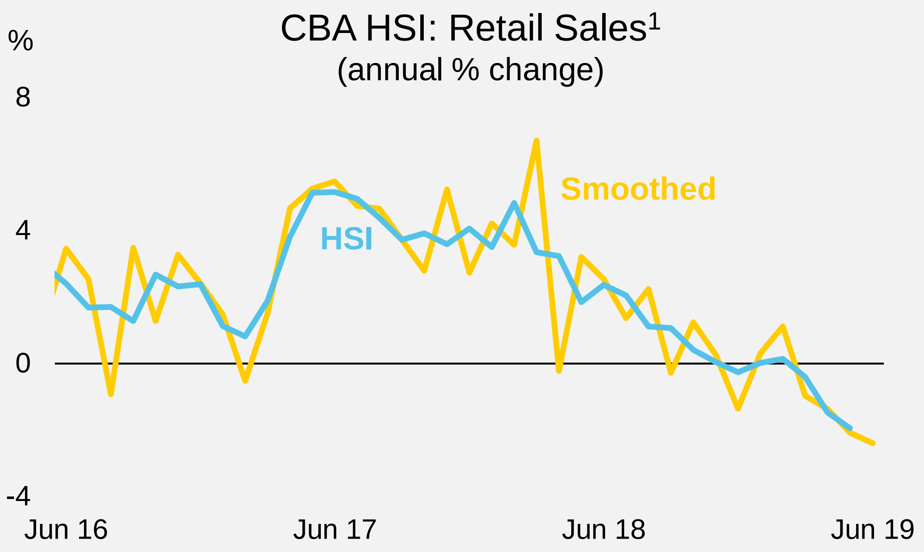


- Household Spending Intentions Series (HSIS) – combines actual CBA transactional data and publically available Google Trends search data.
- Combined, these two data sets provide unique insights and a new perspective on the Australian economy.
- Results to be published monthly for 7 different categories of the economy: Home buying, Retail, Travel, Health & Fitness, Entertainment, Education and Motor Vehicles.
- The July 2019 launch showed some improvement in Home buying and Health & Fitness.
- Travel, Entertainment and Education are tracking sideways, while Retail and Motor Vehicle sales remain weak.

Household Spending Intentions Series

Home buying intentions and retail sales





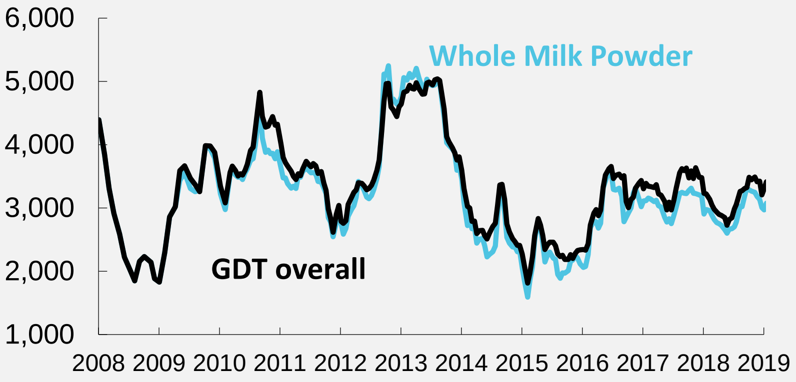
- Home buying intentions have been in negative territory since mid 2018. The pull back in buying intentions indicates demand weakness was the trigger for falling prices, rather than a supply glut as was the fear in 2017-18.
- Current HSIS readings suggest the market is now turning.
- Retail spending intentions have steadily trended lower since the start of 2018. The indications are that, aside from the occasional bounce, retail spending remains fairly lacklustre.

1. Source: CBA/ Google Trends.

New Zealand

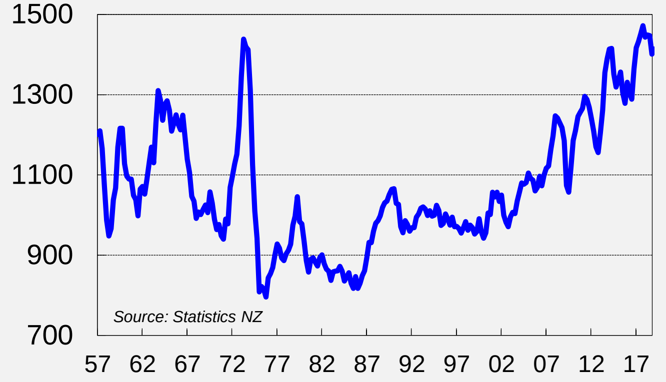
Dairy prices have remained relatively steady since late 2016

Global dairy trade auction results[1] (USD/tonne)



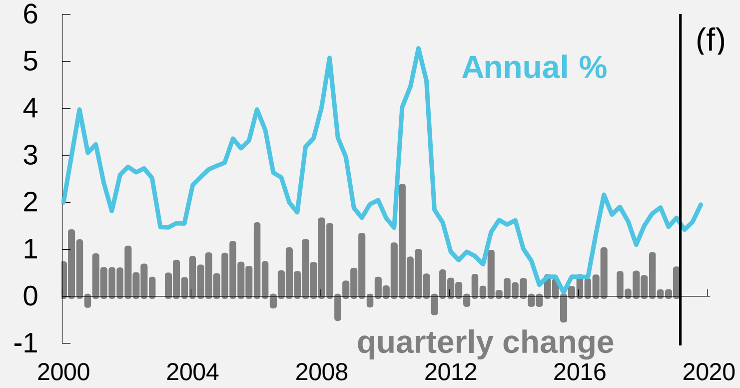
NZ's terms of trade expected to remain near record highs

NZ Terms of Trade[2]



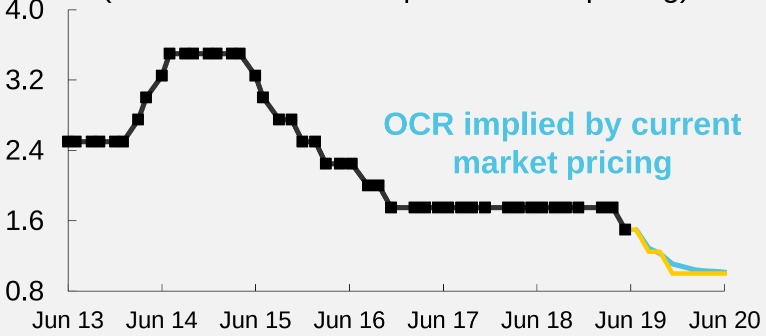
Inflation is likely to range between 1-2% over next few years

NZ CPI inflation[3]



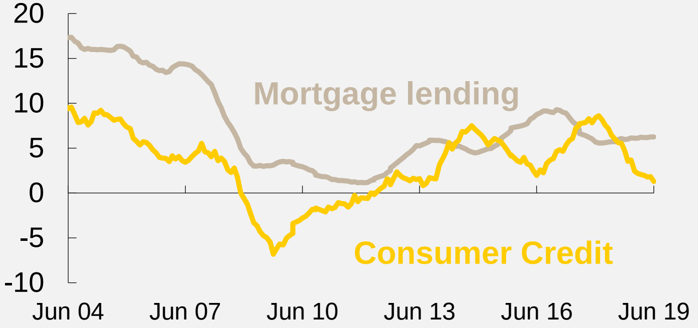
Expect RBNZ to cut OCR to 1% by the end of 2019

OCR Forecasts[4] (ASB forecast and implied market pricing)



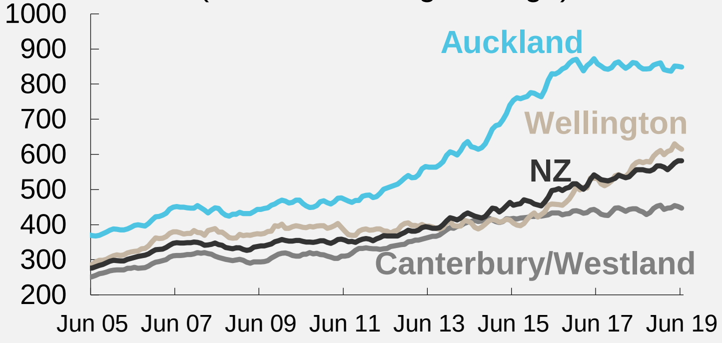
Home lending growth steadied in 2018 after decelerating in 2017

NZ household lending growth[5] (annual % change)



House prices down in Auckland, flat in Christchurch, growing in other regions

NZ median house price[6] (3 month moving average)



1. Source: GlobalDairyTrade. 2. Source: Stats NZ. 3. Source: Stats NZ/ASB. 4. Source: ASB. 5. Source: RNBZ/ASB. 6. Source: REINZ.

10 Sources, Glossary & Notes

Sources and Notes

Best in digital

Slide 11

1. The total value ($) of transfers and BPAY payments made in digital (NetBank, the CommBank mobile app, CommBank tablet app and old mobile app) as a proportion of the total value ($) of transfers in over-the-counter, ATM, EFTPOS and digital transactions over the period of January - June 2019.
2. Active digital customers includes total number of customers that logged onto NetBank, the CommBank mobile app, CommBank tablet app and old mobile app at least once in the month of June 2019. Includes Face ID logons.
3. Online banking: CBA won Canstar's *Bank of the Year - Online Banking* award for 2019 (for the 10th year in a row). Awarded June 2019.
4. Mobile banking: CBA won Canstar's *Bank of the Year - Mobile Banking* award for 2019 (for the 4th year in a row). Awarded June 2019.
5. DBM Australian Financial Awards - Most Innovative Major Bank. Presented February 2019. Award based on DBM's Consumer Atlas data January to December 2018.
6. The Forrester Banking Wave™: Australian Mobile Apps, Q2 2019. Commonwealth Bank of Australia received the highest industry Wave™ overall score among mobile apps in Australia in Forrester's proprietary Industry Wave™ evaluation. Forrester Research does not endorse any company included in any Industry Wave™ report and does not advise any person or organization to select the products or services of any particular company based on the ratings included in such reports.
7. Net Promoter Score (NPS) - Mobile App (via mobile app on a mobile phone or tablet): Roy Morgan Research. Australian population 14+ who used the internet banking services of their (self-nominated) main financial institution in the last 4 weeks, rolling average of the last 6 months of spot scores, as at June 2019. Rank based on comparison to ANZ, NAB and Westpac (at a brand level). Net Promoter®, Net Promoter System®, Net Promoter Score®, NPS® and the NPS-related emoticons are registered trademarks of Bain & Company, Inc., Fred Reichheld and Satmetrix Systems, Inc.

Sources and Notes

Who we are

Slide 33

1. Presented on a continuing basis. Number based on revised methodology.
2. Active digital customers includes total number of customers that logged onto NetBank, the CommBank mobile app, CommBank tablet app and old mobile app at least once in the month of June 2019. Includes Face ID logons.
3. Presented on a continuing basis.
4. MFI Share measures the proportion of Banking and Finance MFI Customers that nominated each bank as their Main Financial Institution. Main Financial Institution (MFI) definition: In the Roy Morgan Single Source Survey MFI is a customer determined response where one institution is nominated as the primary financial institution they deal with (when considering all financial products they hold). Peers includes ANZ Group, NAB Group and Westpac Group (including St George Group). CBA Group includes Bankwest. Source: Roy Morgan's Single Source survey conducted by Roy Morgan, Australian population 14+ (12 month average to June 2019).
5. Source: Reserve Bank of Australia, Lending and Credit Aggregates, APRA Monthly Banking Statistics.
6. Source: APRA Monthly Banking Statistics June 2019.
7. Source: DBM BFSM Whole of Market Customer Penetration, All financial relationships: Lending and Deposit Products (holds any of the above types of products with CBA), 12 month rolling to June 2019.
8. Net Promoter Score (NPS) - Mobile App (via mobile app on a mobile phone or tablet): Roy Morgan Research. Australian population 14+ who used the internet banking services of their (self-nominated) main financial institution in the last 4 weeks, rolling average of the last 6 months of spot scores, as at June 2019. Rank based on comparison to ANZ, NAB and Westpac (at a brand level). Net Promoter®, Net Promoter System®, Net Promoter Score®, NPS® and the NPS-related emoticons are registered trademarks of Bain & Company, Inc., Fred Reichheld and Satmetrix Systems, Inc.
9. Net Promoter Score - Mobile App (via mobile app on a mobile phone or tablet), Website and Internet Banking (via the website or mobile app): Roy Morgan Research. Australian population 14+ who used the internet banking services of their (self-nominated) main financial institution in the last 4 weeks, rolling average of the last 6 months of spot scores, as at June 2019. Rank based on comparison to ANZ, NAB and Westpac (at a brand level). Net Promoter®, Net Promoter System®, Net Promoter Score®, NPS® and the NPS-related emoticons are registered trademarks of Bain & Company, Inc., Fred Reichheld and Satmetrix Systems, Inc.
10. Total average NetBank, the CommBank mobile app, CommBank tablet app and old mobile app logons per day in the month of June 2019. Includes Face ID logons.
11. S&P, Moody's and Fitch. S&P revised Australian Major Banks outlook to "Stable" from "Negative" on 9 July 2019. Moody's lowered the rating on 19 Jun 17, outlook "Stable". Fitch updated outlook on CBA to negative on 7 May 2018.

Sources and Notes

Delivering for all our stakeholders

Slide 39

1. DBM Consumer MFI *Net Promoter Score. Based on Australian population aged 14+ years old rating their Main Financial Institution. Net Promoter Score refers to customer likelihood to recommend their MFI using a scale from 0-10 (where 0 is ‘Not at all likely’ and 10 is ‘Extremely likely) and NPS is calculated by subtracting the percentage of Detractors (scores 0-6) from the percentage of Promoters (scores 9-10). NPS results are shown as a six-month rolling average. For the major banks, NPS is reported for main brand only. *Net Promoter Score is a trademark of Bain & Co Inc., Satmetrix Systems, Inc., and Mr Frederick Reichheld.
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3. DBM Business MFI *Net Promoter Score: Based on Australian businesses rating their Main Financial Institution for Business Banking. Net Promoter Score refers to customer likelihood to recommend their MFI using a scale from 0-10 (where 0 is ‘Extremely unlikely’ and 10 is ‘Extremely likely’) and NPS is calculated by subtracting the percentage of Detractors (scores 0-6) from the percentage of Promoters (scores 9-10). NPS results are shown as a six-month rolling average. For the major banks, NPS is reported for main brand only. *Net Promoter Score is a trademark of Bain & Co Inc., Satmetrix Systems, Inc., and Mr Frederick Reichheld.
4. DBM Institutional $300M+ Business MFI *Net Promoter Score: Based on Australian businesses with an annual revenue of $300M or more for the previous financial year rating their Main Financial Institution for Business Banking. Net Promoter Score refers to customer likelihood to recommend their MFI using a scale from 0-10 where (where 0 is ‘Extremely unlikely’ and 10 is ‘Extremely likely’) and NPS is calculated by subtracting the percentage of Detractors (scores 0-6) from the percentage of Promoters (scores 9-10). NPS results are shown as a six-month rolling average. For the major banks, NPS is reported for main brand only. *Net Promoter Score is a trademark of Bain & Co Inc., Satmetrix Systems, Inc., and Mr Frederick Reichheld.
5. People Engagement score overall. Source of global benchmark: IBM Kenexa March 2019. The Top 10% is comprised of companies surveyed by IBM Kenexa in the Northern Hemisphere
6. Reputation score amongst top 16 ASX customer-facing companies. Source: RepTrak, Reputation Institute, June 2019.
7. Source: Bloomberg. Total Shareholder Return amongst ASX20 excluding mining companies as at 28 Jun 19.

Sources and Notes

Best in digital

Slide 42

1. The Forrester Banking Wave^{TM}: Global Mobile Apps Summary, 2018. Commonwealth Bank of Australia received the highest industry Wave^{TM} overall score among mobile apps in APAC in Forrester's proprietary Industry Wave^{TM} evaluation. Forrester Research does not endorse any company included in any Industry Wave^{TM} report and does not advise any person or organization to select the products or services of any particular company based on the ratings included in such reports.
2. Net Promoter Score (NPS) – Mobile App (via mobile app on a mobile phone or tablet), Website and Internet Banking (via the website or mobile app): Roy Morgan Research. Australian population 14+ who used the internet banking services of their (self-nominated) main financial institution in the last 4 weeks, rolling average of the last 6 months of spot scores, as at June 2019. Rank based on comparison to ANZ, NAB and Westpac (at a brand level). Net Promoter®, Net Promoter System®, Net Promoter Score®, NPS® and the NPS-related emoticons are registered trademarks of Bain & Company, Inc., Fred Reichheld and Satmetrix Systems, Inc.
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6. DBM Australian Financial Awards - Most Innovative Major Bank. Presented February 2019. Award based on DBM's Consumer Atlas data January to December 2018
7. DBM Australian Financial Awards - Best Major Digital Retail Bank. Presented February 2019. Award based on DBM's Consumer Atlas data January to December 2018
8. The total number of customers that have logged into the CommBank mobile app at least once in the month of June 2019. Includes Face ID logons.
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Sources and Notes

Home Lending - CBA

Slide 83

1. CBA including Bankwest unless noted otherwise. Market share includes subsidiaries. System source: RBA Lending and Credit Aggregates.
2. Presented on a gross basis before value attribution to other business units.
3. Includes refinancing & excludes Viridian line of credit (VLOC).
4. Excludes Bankwest.
5. Includes Residential Mortgage Group (RMG). Interest only, Principal and interest, Investor and owner-occupier growth excludes Viridian line of credit (VLOC).
6. System is the average of three quarters to March 2019. Source: MFAA.
7. State Profile excludes Line of Credit, Reverse Mortgage, Commonwealth Portfolio Loan and Residential Mortgage Group. State Profile determined by location of the underlying security.

Glossary

Capital & Other

Risk Weighted Assets or RWA	The value of the Group's On and Off Balance Sheet assets are adjusted by risk weights calculated according to various APRA prudential standards. For more information, refer to the APRA website.
CET1 Expected Loss (EL) Adjustment	CET1 adjustment that represents the shortfall between the calculated EL and eligible provisions (EP) with respect to credit portfolios which are subject to the Basel advanced capital IRB approach. The adjustment is assessed separately for both defaulted and non-defaulted exposures. Where there is an excess of EL over EP in either assessments, the difference must be deducted from CET1. For non-defaulted exposures where the EL is lower than the EP, this may be included in Tier 2 capital up to a maximum of 0.6% of total credit RWAs.
Leverage Ratio	Tier 1 Capital divided by Total Exposures, with this ratio expressed as a percentage. Total exposures is the sum of On Balance Sheet items, derivatives, securities financing transactions (SFTs), and Off Balance Sheet items, net of any Tier 1 regulatory deductions that are already included in these items.
Internationally comparable capital	The Internationally Comparable CET1 ratio is an estimate of the Group's CET1 ratio calculated using rules comparable with our global peers. The analysis aligns with the APRA study entitled "International capital comparison study" (13 July 2015).
Derivative Valuation Adjustments (XVA)	A number of different valuation adjustments are made to the value of derivative contracts to reflect the additional costs or benefits in holding these contracts. The material valuation adjustments included within the CBA result are CVA and FVA.
Credit value adjustment (CVA)	The market value of the counterparty credit risk on the derivative portfolio, calculated as the difference between the risk-free portfolio value and the true portfolio value that takes into account the possibility of a counterparty's default.
Funding valuation adjustment (FVA)	The expected funding cost or benefit over the life of the uncollateralised derivative portfolio.

Funding & Risk

Liquidity coverage ratio (LCR)	The LCR is the first quantitative liquidity measure that is part of the Basel III reforms. It was implemented by APRA in Australia on 1 Jan 2015. It requires Australian ADIs to hold sufficient liquid assets to meet 30 day net cash outflows projected under an APRA-prescribed stress scenario.
High quality liquid assets (HQLA)	As defined by APRA in Australian Prudential Standard APS210: Liquidity. Qualifying HQLA includes cash, government and semi-government securities, and RBNZ eligible securities.
Committed liquidity facility (CLF)	Given the limited amount of Commonwealth government and Semi-government debt in Australia, participating ADIs can access contingent liquidity via the RBA's CLF. The amount of the CLF for each ADI is set annually by APRA. To access the CLF, ADIs need to meet certain conditions and pledge qualifying securities to the RBA.
Net Stable Funding Ratio (NSFR)	The NSFR is the second quantitative liquidity measure of the Basel III reforms, in addition to the LCR. It was implemented by APRA in Australia on 1 Jan 2018. It requires Australian ADIs to fund their assets with sufficient stable funding to reduce funding risk over a one year horizon. APRA prescribed factors are used to determine the stable funding requirement of assets and the stability of funding.
TIA	Corporate Troublesome and Group Impaired assets.
Corporate Troublesome	Corporate Troublesome includes exposures where customers are experiencing financial difficulties which, if they persist, could result in losses of principal or interest, and exposures where repayments are 90 days or more past due and the value of security is sufficient to recover all amounts due.
Total Committed Exposure (TCE)	Total Committed Exposure is defined as the balance outstanding and undrawn components of committed facility limits. It is calculated before collateralisation and excludes settlement exposures.
Credit Risk Estimates (CRE)	Refers to the Group's regulatory estimates of long-run Probability of Default (PD), downturn Loss Given Default (LGD) and Exposure at Default (EAD).

Notes

Disclaimer

The material in this presentation is general background information about the Group and its activities current as at the date of the presentation, 7 August 2019. It is information given in summary form and does not purport to be complete. Information in this presentation 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. Investors should consider these factors, and consult with their own legal, tax, business and/or financial advisors in connection with any investment decision.

This presentation may contain certain forward-looking statements within the meaning of the United States Private Securities Litigation Reform Act of 1995 and the securities laws of other jurisdictions. Forward-looking statements can generally be identified by the use of forward-looking words such as “may”, “will”, “would”, “could”, “expect”, “intend”, “plan”, “aim”, “estimate”, “target”, “anticipate”, “believe”, “continue”, “objectives”, “outlook”, “guidance” or other similar words, and include statements regarding the Group’s intent, belief or current expectations with respect to the Group’s business and operations, market conditions, results of operations and financial condition, capital adequacy and risk management. Any forward-looking statements included in this presentation speak only as at the date of this presentation and undue reliance should not be placed upon such statements. Although the Group believes the forward-looking statements to be reasonable, they are not certain and involve known and unknown risks and assumptions, many of which are beyond the control of the Group, which may cause actual results, conditions or circumstances to differ materially from those expressed or implied in such statements. To the maximum extent permitted by law, responsibility for the accuracy or completeness of any forward-looking statements, whether as a result of new information, future events or results or otherwise, is disclaimed.

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Readers should also be aware that certain financial data in this presentation may be considered “non-GAAP financial measures” under Regulation G of the U.S. Securities and Exchange Act of 1934, and non-IFRS financial measures. The disclosure of such non-GAAP/IFRS financial measures in the manner included in this presentation would not be permissible in a registration statement under the U.S. Securities Act of 1933. Such non-GAAP/IFRS financial measures do not have a standardized meaning prescribed by Australian Accounting Standards or International Financial Reporting Standards (IFRS) and therefore may not be comparable to similarly titled measures presented by other entities, nor should they be construed as an alternative to other financial measures determined in accordance with Australian Accounting Standards or IFRS. Readers are cautioned not to place undue reliance on any such measures.

Cash Profit

The Profit Announcement discloses the net profit after tax on both a statutory and cash basis. The statutory basis is prepared in accordance with the Corporations Act 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 Bank’s operating results. It is not a measure based on cash accounting or cash flows. The items excluded from cash profit, such as hedging and IFRS volatility and losses or gains on acquisition, disposal, closure and demerger of businesses are calculated consistently with the prior year and prior half disclosures and do not discriminate between positive and negative adjustments. A list of items excluded from cash profit is provided on page 3 of the Profit Announcement (PA), which can be accessed at our website: www.commbank.com.au/results

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