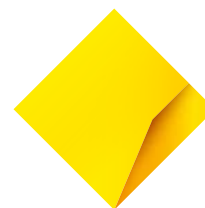


February 2023

# Letter to shareholders



## Dear shareholder

Many Australians are concerned about cost of living pressures and rising interest rates. We are committed to doing all we can to support our customers through this challenging time, whether it be helping home loan customers manage higher interest rates or providing financial tools, offers and savings on essentials and ongoing bills.

## Supporting our customers

We are proactively contacting customers whose fixed-rate home loans are maturing to talk about their needs and help them understand their options. Through targeted communications we are able to provide personalised support, flexibility and financial assistance where needed. We have also increased the interest rates across a number of our savings products and are helping customers better manage their finances through budgeting and spending tools in the CommBank app. Since inception, our Benefits finder tool has connected customers to \$1 billion in unclaimed benefits, rebates and concessions. Customers have also saved over \$24 million using CommBank Rewards since launch.

We have funded approximately \$18 billion to Australian businesses with 61% of total funding going to support key sectors including agriculture, manufacturing, transport, healthcare, retail and wholesale trade. We are pleased to be ranked #1 in Net Promoter Score for retail, business and institutional banking. We continue to invest in our technology and businesses to improve our customers' lived experience and solve their unmet needs.

## Delivering strong performance

We reported strong financial and operational performance in our financial results for the six months ended 31 December 2022. Our cash net profit after tax of \$5,153 million reflects the Bank's customer focus and disciplined strategic execution.

Our continued balance sheet strength and capital position creates flexibility to support our customers and manage potential economic headwinds, while delivering sustainable returns to shareholders. A fully franked interim dividend of \$2.10 per share was determined, an increase of 20% on 1H22, driven by organic capital generation and a reduction in share count from share buy-backs.

Despite the current uncertainty, your Board and management feel optimistic for the future and are committed to delivering for our customers and for you, our shareholders.

Thank you for your ongoing support.

**Paul O'Malley**  
Chair

**Matt Comyn**  
CEO

## 2023 half year highlights<sup>1</sup>

### Net profit after tax (NPAT)

Statutory NPAT

**\$5,216m**

↑ 10% on 1H22

Cash NPAT

**\$5,153m**

↑ 9% on 1H22

Operating performance

**\$7,820m**

↑ 18% on 1H22

Interim dividend

**\$2.10**

per share, fully franked

Capital ratio

CET1 (APRA, Level 2)

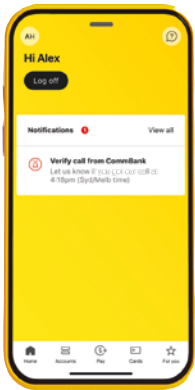
**11.4%**

↓ 10bpts on Jun 22

<sup>1</sup> For the six months ended 31 December 2022. Financials are presented on a continuing operations basis except Common Equity Tier 1 (CET1) which includes discontinued operations.

# Protecting against scams and fraud

As scams and fraud continue to rise, we are investing in technology to protect our customers as well as providing the tools and resources to help empower Australians to stay safe online.



## Helping customers step up their security

We have a range of technologies to keep customer information secure, but it is equally important for customers to know how to protect themselves. The security check-up in the CommBank app walks customers through key steps to keep accounts and cards secure, including activating location-based security and setting up alerts. Customers can also protect their credit score in-app with SavvyShield from Credit Savvy.

CallerCheck is a new app feature that allows customers to verify whether a caller claiming to be from CBA is legitimate. By triggering a security message, customers can confirm who is calling them, and quickly identify themselves, before sharing sensitive information.

## Helping build a more informed and vigilant community

Education is key to minimising the number of successful scam attempts. We provide a series of awareness videos, webinars, guides and research to help individuals and businesses identify the signs of a scam. Our podcast series, Anatomy of a Scam, uses real stories to expose how scammers target people and provides advice from cyber security and law enforcement experts.



## Shareholder update

Our shareholder update webpage provides more information on the Bank's strategy, financial and operating performance.

► Find out more  
[commbank.com.au/  
shareholder-update](https://commbank.com.au/shareholder-update)



## Keeping your details up to date

To keep your account secure, it is important that your contact and banking details are up to date with our share registry, Link Market Services (Link).

CommBank  Safe

## Keeping our customers safe



### Latest AI technology

With the latest machine learning, our technology is designed to identify irregularities and shut down unauthorised customer activity quickly.



### In-app security

We alert customers of any suspicious transactions or account logins, encouraging customers to activate location-based security and review their registered devices.



### 24/7 real-time monitoring

We have dedicated teams working around the clock to look out for unusual activity across our customers' accounts, and we are reaching out promptly if we detect anything suspicious.

► Learn more at  
[commbank.com.au/commbanksafe](https://commbank.com.au/commbanksafe)

## Key dates

- **30 March 2023**  
Interim dividend payment
- **9 August 2023**  
Full year results
- **28 September 2023**  
Final dividend payment
- **11 October 2023**  
Annual General Meeting

Dates may be altered by the Commonwealth Bank should circumstances require. Any changes will be advised to the Australian Securities Exchange.

To view and update your details, log in to the Investor Centre or contact Link for assistance:

Login: [linkmarketservices.com.au/login](https://linkmarketservices.com.au/login)  
Email: [cba@linkmarketservices.com.au](mailto:cba@linkmarketservices.com.au)  
Phone: (+61) 1800 022 440