

DETERMINED TO BE BETTER THAN WE'VE EVER BEEN.

Media Presentation

FOR THE FULL YEAR ENDED 30 JUNE 2011

Ralph Norris
Chief Executive Officer



CommonwealthBank



Notes

Disclaimer

The material that follows is a presentation of general background information about the Group's activities current at the date of the presentation, 10 August 2011. It is information given in summary form and does not purport to be complete. It is not intended to be relied upon as advice to investors or potential investors and does not take into account the investment objectives, financial situation or needs of any particular investor. These should be considered, with or without professional advice when deciding if an investment is appropriate.

Cash Profit

The Management Discussion and Analysis discloses the net profit after tax on both a 'Statutory basis' and a 'Cash basis'. The Statutory basis is prepared in accordance with the Corporations Act 2001 and the Australian Accounting Standards, which comply with International Financial Reporting Standards (IFRS). The Cash basis is used by management to present a clear view of the Group's underlying operating results, excluding a number of items that introduce volatility and/ or one off distortions of the Group's current period performance. These items, such as hedging and IFRS volatility, are calculated consistently year on year and do not discriminate between positive and negative adjustments. A complete list of items excluded from statutory profit is provided in the reconciliation of the Net profit after tax ("Cash basis") on page 3 of the Profit Announcement (PA) and described in greater detail on page 10 of the PA and can be accessed at our website <http://www.commbank.com.au/about-us/shareholders/financial-information/results/>



Overview

- A good result in a difficult year
- Continued disciplined approach to execution of strategy underpins result
- Strong financial position – capital, funding and provisions
- Supporting our customers in uncertain times
- Challenging year ahead



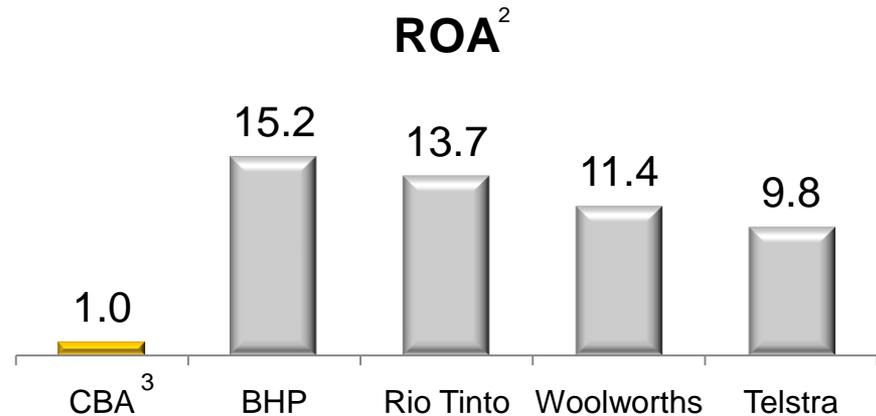
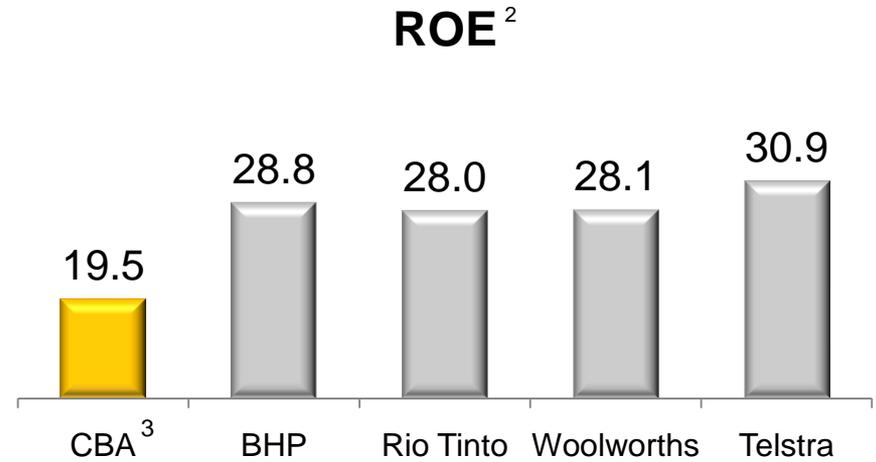
Another good financial result

	Jun 11	vs Jun 10
Cash NPAT (\$m)	6,835	12%
Statutory NPAT (\$m)	6,394	13%
ROE - Cash	19.5%	+80bpts
Cash EPS (\$)	4.39	11%
Dividend per Share (\$)	3.20	10%



Our results in context

	CBA Rank ^{1 2}
Market Capitalisation (ASX)	2nd
Return-on-Assets (ROA)	69th
Return-on-Equity (ROE)	26th
Dividends Declared	2nd
Taxes Paid	4th



1. Amongst ASX 100 companies.
2. Most recent annual results data. Sourced from Bloomberg 9 August 2011, unless otherwise indicated.
3. Based on cash earnings for the year ended 30 June 2011.

Strategy delivering results

Customer Satisfaction

- ✓ Gap to No. 1 closed from 12.5% to 3.6%
- ✓ Highest products-per-customer of peer group*
- ✓ No 1 in key Wealth & Business segments

Business Banking

- ✓ Market share up from 12.1% to 18.1%
- ✓ Significant improvement in satisfaction
- ✓ CommBiz a leading online platform

Trust & Team Spirit

- ✓ Strong staff engagement
- ✓ Favourable complaints profile
- ✓ Supporting communities in need

Australia's Finest Financial Services Organisation

Technology & Operational Excellence

- ✓ Core Banking Modernisation
- ✓ Market leading online platforms
- ✓ Cost-to-Income improvement

- ✓ Targeted Asian expansion
- ✓ Bankwest acquisition
- ✓ Profit After Capital Charge & ROE focus

Profitable Growth

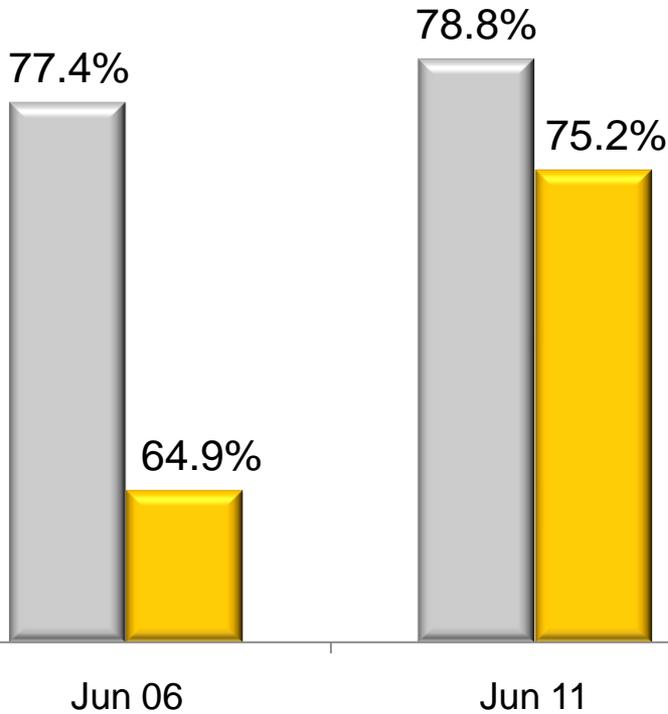


* Major banks

Customer Satisfaction

Retail MFI Customer Satisfaction ¹

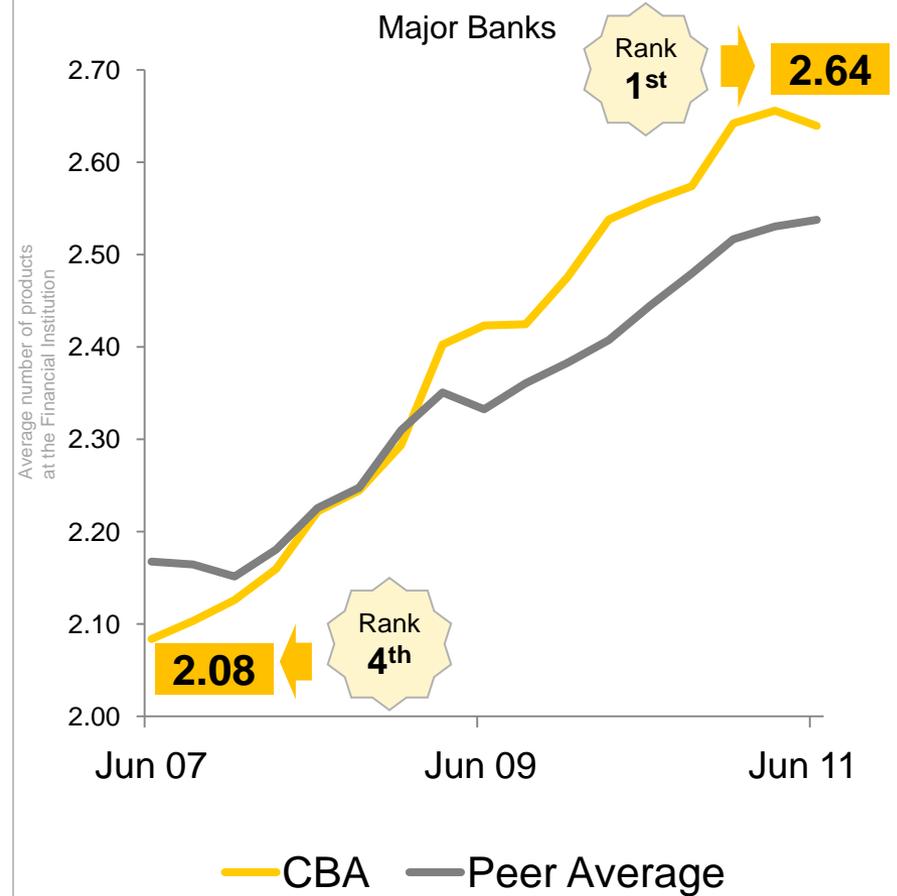
Major Banks



■ Top Rated Peer ■ CBA

Products per customer ²

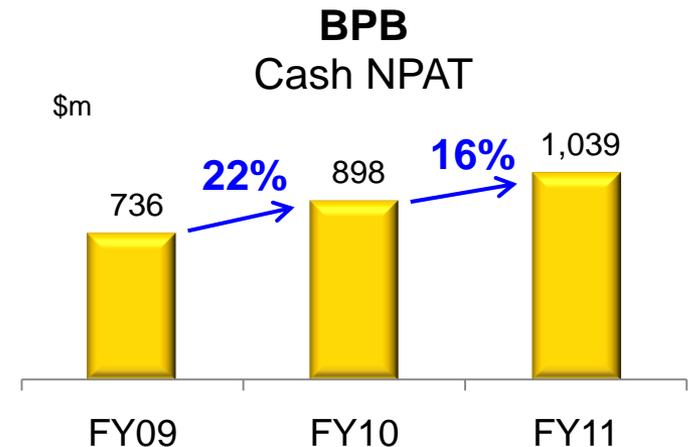
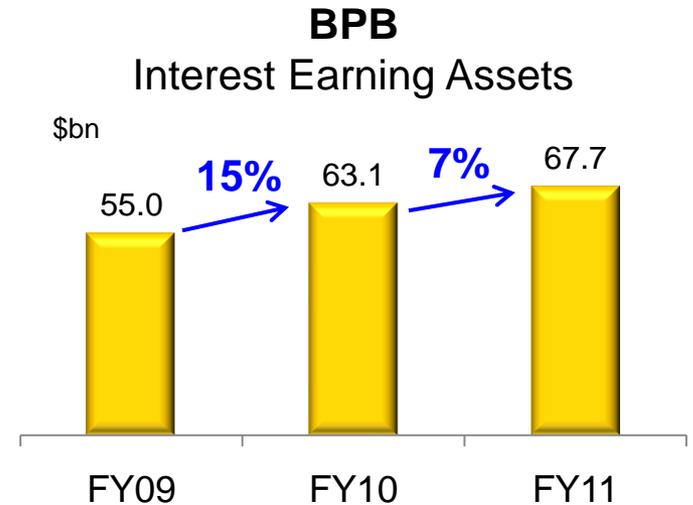
Major Banks



1, 2 – Refer note slide at back of this presentation for source information

Business Banking Growth Strategy

- Investment delivering dividends:
 - Business Bankers in branches
 - Extended footprint
 - CommBiz
- Supporting our business customers with above system lending growth
- Good momentum
- Well positioned to continue to outperform



Core Banking – transformational change

2008



Pre-Launch

2009



Customer Records

2010



Retail Deposits & Transactions

2011



Business Deposits & Transactions

2012



Lending

- Proof-of-concept
- “Steel-thread”
- Capability tested

- Largest migration in Australian banking history
- 18 million customers (53 million records) migrated
- Telling & NetBank systems integrated

- 11 million accounts migrated
- Real time 24x7 banking
- 18,000 jobs changed

- Migration of business deposit and transaction accounts
- Integration of CommBiz
- New capabilities

- Migration of lending accounts
- Next Phase;
 - 2013+
 - Bankwest



CBA in Asia



Country	Representation
China	Bank of Hangzhou (20%) – 107 branches
	Qilu Bank (20%) – 81 branches
	County Banking (84%) – 3 Banks
	Beijing Representative Office
	BoCommLife JV (37.5%)
	Shanghai (China Head Office)
Indonesia	First State Cinda JV, FSI Hong Kong
	Hong Kong and Shanghai branches
	PTBC (97.86%) – 84 branches
Vietnam	PT Commonwealth Life (80%) – 24 branches
	First State Investments
Vietnam	VIB (15%) – 136 branches
	CBA Branch Ho Chi Minh City
	Hanoi Representative Office
India	CBA branch, Mumbai
Japan	CBA branch, Tokyo, FSI Tokyo
Singapore	CBA Branch, First State Investments



Transformational change - scorecard

	Jun 06	Jun 11	Progress
Customer Satisfaction			
Retail ¹	64.9%	75.2%	✓
Business - DBM ³	n/a	Ranked equal 2 nd	✓
FirstChoice ⁴	Ranked 2 nd	Ranked 1 st	✓
Market Shares⁵			
Home Lending	18.7%	25.7%	✓
Business Lending	12.1%	18.1%	✓
Household Deposits	29.3%	30.0%	✓
Business Deposits	11.9%	21.2%	✓
Products per Customer ²	2.17	2.64	✓
System Reliability – Sev. 1 incidents pa	66	10	✓
Employee Engagement – Percentile	69 th	73 rd	✓
Total Shareholder Return – Ranking ⁶		Ranked 1 st (2, 3, 4, 5yrs)	✓



1, 2, 3, 4 – Refer note slide at back of this presentation for source information

5 Source RBA/APRA. June 2006 market shares do not include Bankwest

6 Major banks

Outlook

- A challenging environment:
 - Fragile consumer and business confidence
 - Political and regulatory uncertainty
 - International instability
 - Subdued system credit growth
 - Intense competition

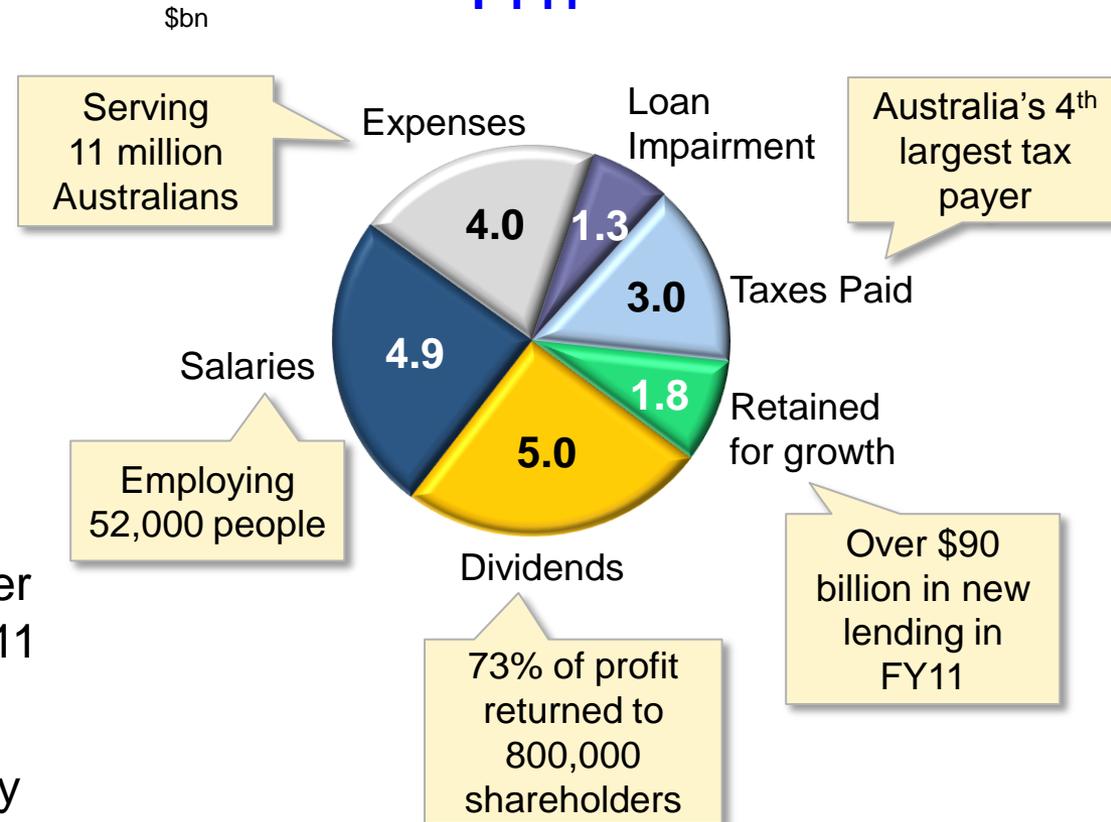
- Continuation of our disciplined approach in FY12, with focus on:
 - Productivity improvements
 - Maintaining superior shareholder returns



Strength in uncertain times

- Strong capital and funding, conservative provisioning
- Strong operating performance and industry leading ROE
- Solid returns to shareholders and strong dividend growth
- Supporting our customers – over \$90 billion in new lending in 2011
- Supporting the wider community

Where does net income go? FY11



2011 Awards



- Bank of the Year 2011
- Credit Card Issuer of the Year
- Banking Website of the Year
- Margin Lender of the Year (CommSec)



- World's Best Banks in Developed Markets: Best Bank in Australia
- Australia's Best Foreign Exchange Provider



- Best Fund Manager
- Ranked No. 1 by advisers for overall platform satisfaction (FirstWrap)



- Best Retail Bank in Australia
- Best Retail Bank in Asia Pacific
- Best consumer lending (personal loans)
- Achievement Award, Cash Management in Australia



- Service Excellence in the Financial and Insurance Services
- Product Innovation (Travel Money Card)



- Service Excellence Award in the Large Business category (Commonwealth Bank Group)
- The Best Medium Business in NSW (Commlnsure General Insurance team)
- Highly commended in the National Medium Business category (Commlnsure General Insurance team)
- Customer Service Executive NSW (Fred Pollock, EGM, Group Sales and Service)
- Customer Service CEO of the Year (CEO Ralph Norris)



- Australian's Financial Institution of the Year – Major Bank
- Chief Information Officer of the Year (Michael Harte)
- Chief Risk Officer of the Year (Alden Toevs)
- Innovative Mortgage Product of the Year (No Fee Variable rate home loan)



- Chief Financial Officer of the Year (David Craig)
- Australian Issuer of the Year – Australian Bond Market (Group Treasury)



- Outstanding Private Banking Institution of the Year



- Best Bank in Australia 2010
- Best Private Bank for Super Affluent Clients
- Best Private Bank for High Net Worth 1 Clients
- Best Private Bank for Family Office Services



- Five star rating, online share trading, CommSec
- Five star rating, all deposit and transaction accounts
- Innovation Award for the iPhone Property Guide app
- Youth Banking and Education Award
- Best Online Banking Australia Award



- Best in Class, Banking (Projects.CBA Intranet)
- Outstanding Achievement Award, Investor Relations (Shareholder Centre)
- eCommerce (eVolve iShop)
- Banking (NetBank)
- B2B (IB&M microsite)



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