

# Commonwealth Bank FY25 results: CEO audio/video grabs

## CBA performance (audio only)

This year, we've been focused on supporting our 16 million customers, providing stability to the economy, and investing for the future. Our performance has allowed us to lend \$42 billion to businesses to help them grow, pay \$22 billion in interest to Australian savers, help more than 140,000 households buy a home, extend our commitment to regional Australia and operate the largest branch and ATM network in the country, increase technology investment by \$300 million this year to better serve and protect our customers, and pay \$8 billion in dividends to shareholders, benefiting more than 13 million Australians.

## Customer insight

We know many Australians have found the past four years challenging, particularly dealing with cost of living pressures.

This past year has brought some relief through easing inflation, lower interest rates and tax cuts. Many households are now experiencing a rise in disposable income, and the financial gap between younger and older Australians has narrowed. Savings have increased, with younger Australians now rebuilding their financial buffers, and discretionary spending has also picked up, reflecting growing consumer confidence. And while we recognise many are still finding the context challenging, there is some positive momentum. The economy is at an important juncture, and continued growth will benefit all Australians.

## Supporting growth

Economic growth requires both small and large businesses to thrive and invest for the future. Small businesses play an important role in economic dynamism and job creation. When I meet with our small business customers, I'm often struck by the energy, optimism and new ideas for the future.

Australia's corporates also have a substantial role to play. These are our most productive institutions and provide critical infrastructure the economy relies on. They are investing to build a better Australia. Whether that be laying into city optic fibre, mining resources for export that underpin our prosperity, building and financing new infrastructure, or investing in cyber security or AI capability. These investments benefit all Australians and help small businesses help the economy.

## Combating scams and fraud

Digital scammers continue to prey on our communities. We've scaled up our alert system, now sending 10 times more alerts to customers via the CommBank app to warn them of suspicious transactions. Over the past year, we've invested more than \$900 million to combat fraud, scams, cyber threats and financial crime to better protect our customers. This has led to a 76 per cent reduction in customer losses from scams since the peak in late 2022.

Our NameCheck technology has been used 110 million times, preventing over \$880 million in mistaken and scam payments. In an Australian banking first, we've also deployed thousands of AI-powered bots to actively engage scammers on voice calls and WhatsApp chats.

## Economic outlook

Economic growth remains below trend but is recovering. Inflation is back within the target band, and what we expect to be a modest rate-cutting cycle is underway. Consumer confidence has improved, but households remain stretched.

We continue to watch global events closely, which remain unpredictable and volatile. Australia is well-placed on an absolute and relative basis. Our fiscal position is relatively strong. Unemployment remains low and real disposable incomes are growing. Australia has a number of structural advantages, including vast land and natural resources, attractiveness as a destination to live and work, and a stable social and political environment.