



Media Presentation

For the half year ended 31 December 2017

Ian Narev, Chief Executive Officer



- ▶ Period of effort to fix our mistakes
- ▶ Pride and dedication led to continuing operating momentum:
 - Customer satisfaction driving customer activity
 - Margin, productivity and credit discipline
 - Innovation investments paying off
- ▶ Continuing to prepare for the future:
 - Increased capital and liquidity strength
 - Next wave of innovation investment
 - Recognition of lower growth environment

This result¹



Dec 17 vs
Dec 16

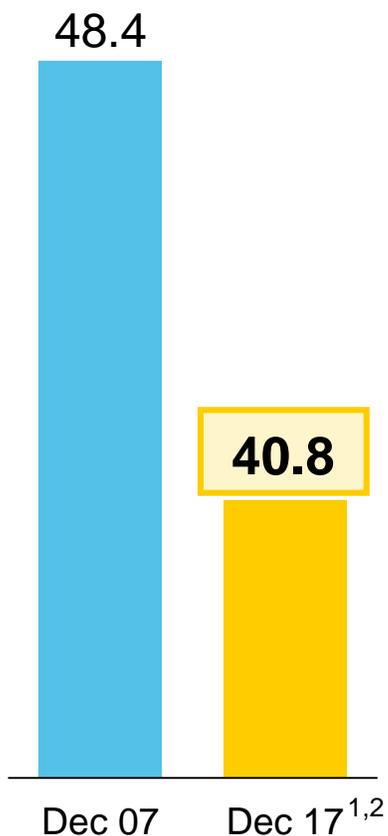
▶ Statutory Profit (\$m)	4,895	1.2%	↑
▶ Cash NPAT (\$m)	4,735	(1.9%)	↓
▶ Cash Earnings per Share (\$)	2.72	(3.2%)	↓
▶ ROE – Cash	14.5%	(120)bpts	↓
▶ Dividend per Share (\$)	2.00	+1 cent	↑

Long term strategy continued



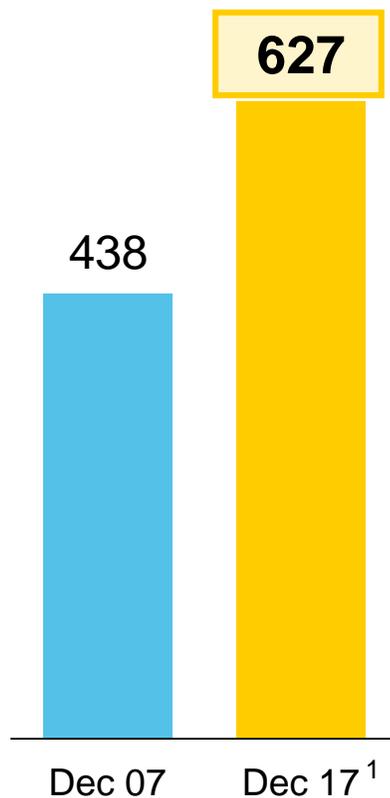
Productivity

Cost to Income %



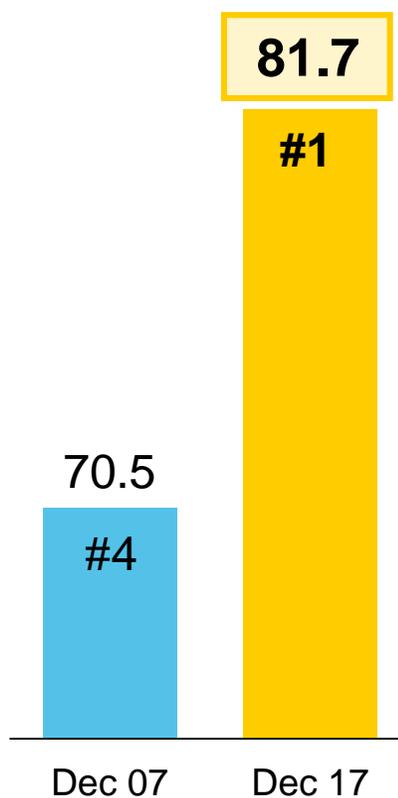
Investment

Gross Spend, HY \$m



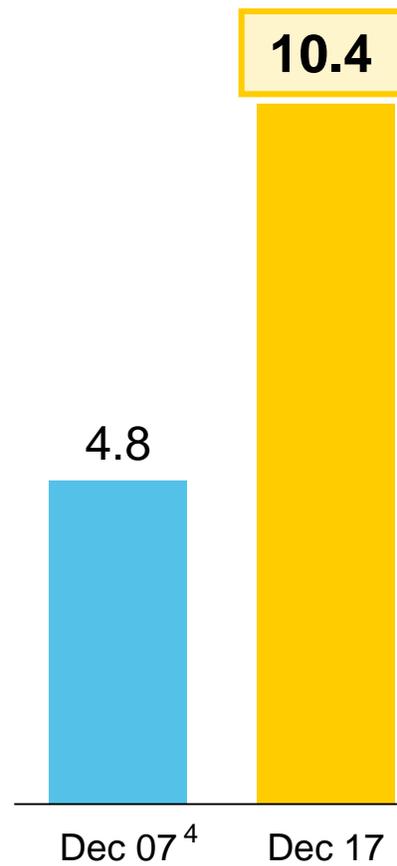
Customers

% Satisfied³



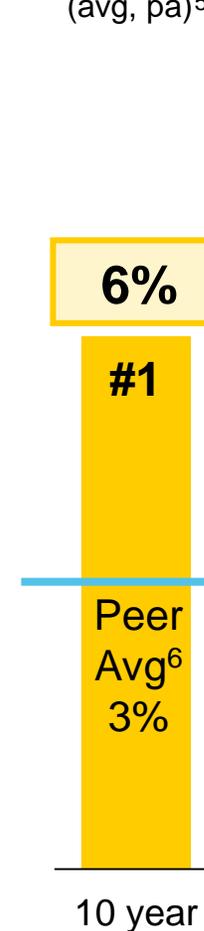
Strength

CET1 (APRA)
(%)

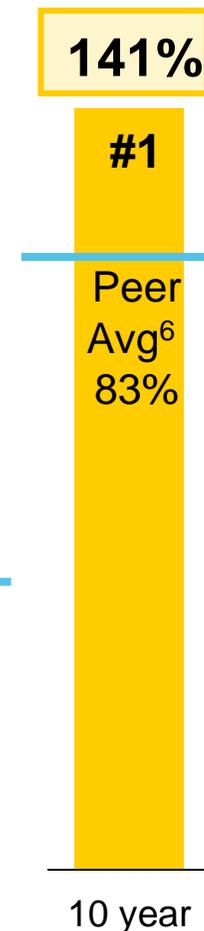


Returns

DPS Growth
(avg, pa)⁵



TSR



1. Presented on a continuing operations basis. 2. In order to present an underlying view of the result, AHL Holdings Pty Limited (AHL) has been excluded. 1H18 is adjusted to exclude a \$375 million expense provision which the Group believes to be a reliable estimate of the civil penalty a Court may impose in the AUSTRAC proceedings. Refer to reconciliation provided in the 1H18 Results Presentation. 3. Retail MFI, refer notes slide at back of this presentation for source information. 4. Basel III equivalent. 5. Average full year DPS growth FY07 to FY17. 6. Peers average relates to major Australian bank peers.

Operating momentum continues

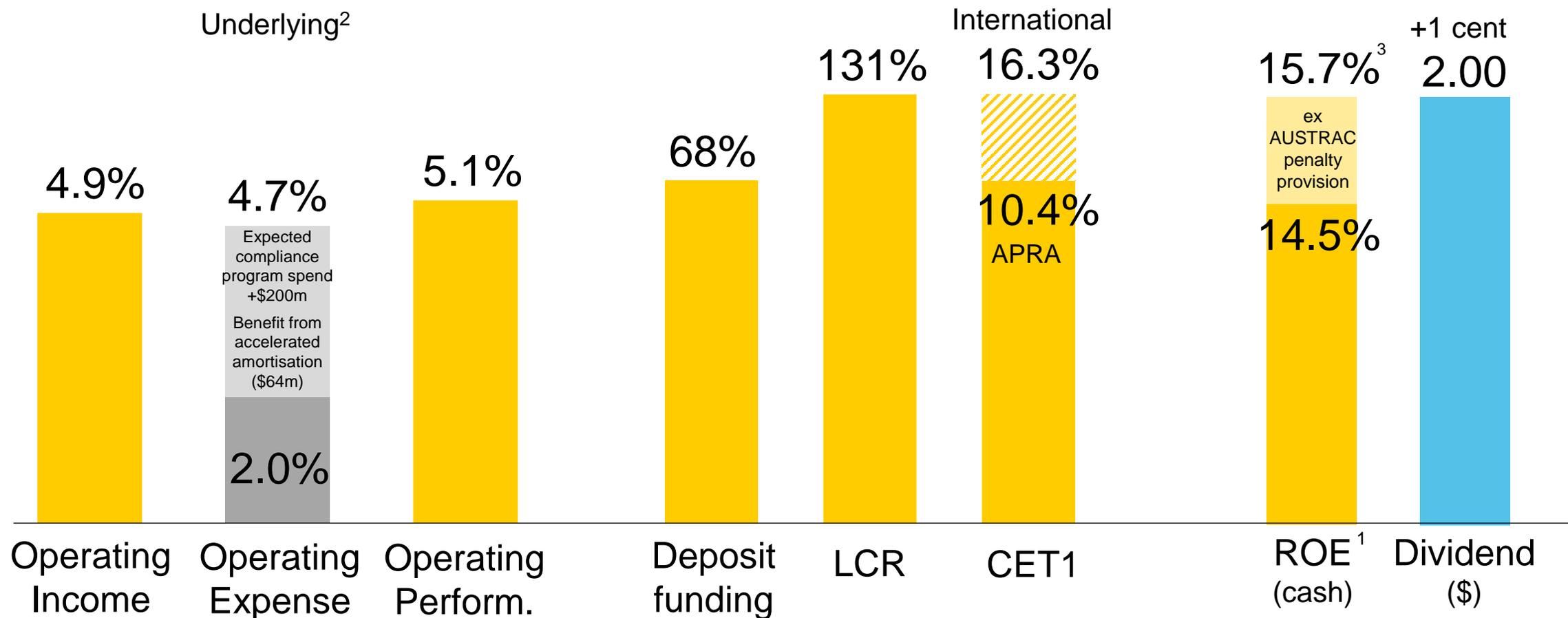


Operating Performance¹

Strength

Returns

1H18 vs 1H17
Underlying²



1. Presented on a continuing operations basis. 2. To present an underlying view of the result, 1H17 has been adjusted to exclude a \$397m gain on sale of the Group's remaining investment in Visa Inc. and a \$393m one-off expense for acceleration of amortisation on certain software assets; the impact of consolidation and equity accounted profits of AHL has been excluded; and 1H18 is adjusted to exclude a \$375 million expense provision which the Group believes to be a reliable estimate of the civil penalty a Court may impose in the AUSTRAC proceedings. Refer to reconciliation provided in the 1H18 Results Presentation. 3. Pro-forma result excluding AUSTRAC penalty provision of \$375m.

Regulatory update



AUSTRAC

- ▶ Progress over recent years, including Program of Action
- ▶ Strengthened policies, systems and processes
- ▶ No evidence of misconduct or unethical behaviour

APRA Inquiry

- ▶ Progress report released – final report by 30 April 2018

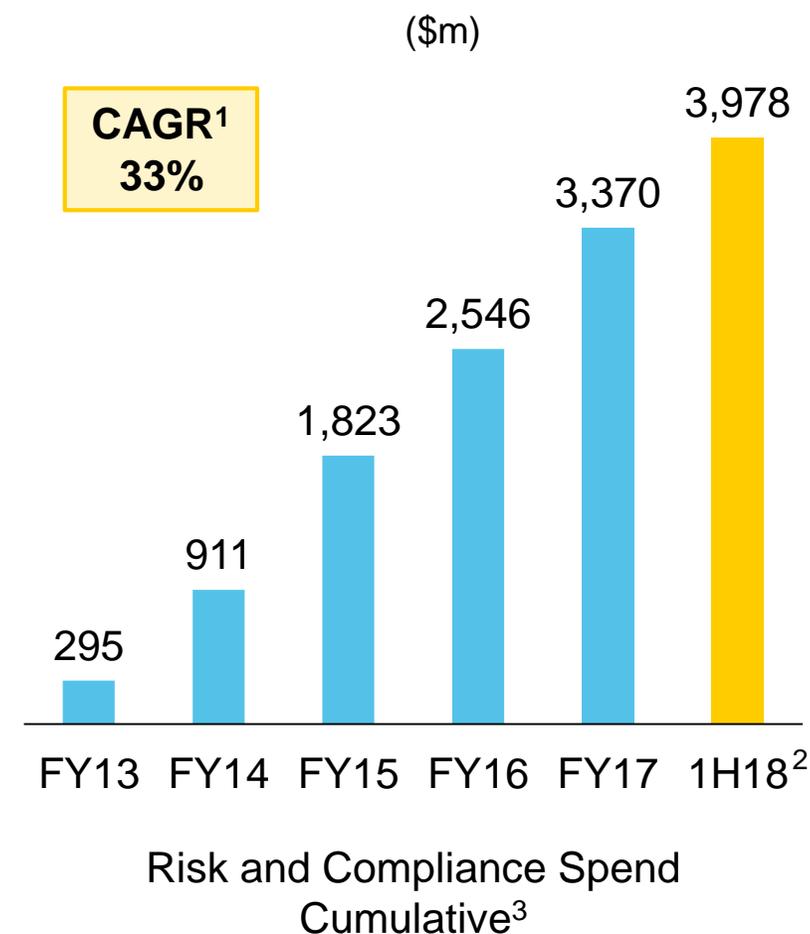
ASIC review

- ▶ Engaging constructively with ASIC on all matters

Royal Commission

- ▶ Engaging actively
- ▶ Improvements undertaken and ongoing at CBA

Committed to investment in strengthening compliance



1. FY13 – 1H18 (annualised). 2. Excludes a \$375 million expense provision which the Group believes to be a reliable estimate of the civil penalty a Court may impose in the AUSTRAC proceedings.

3. Comparative information has been restated to conform to presentation in the current period, and is presented on a continuing operations basis.

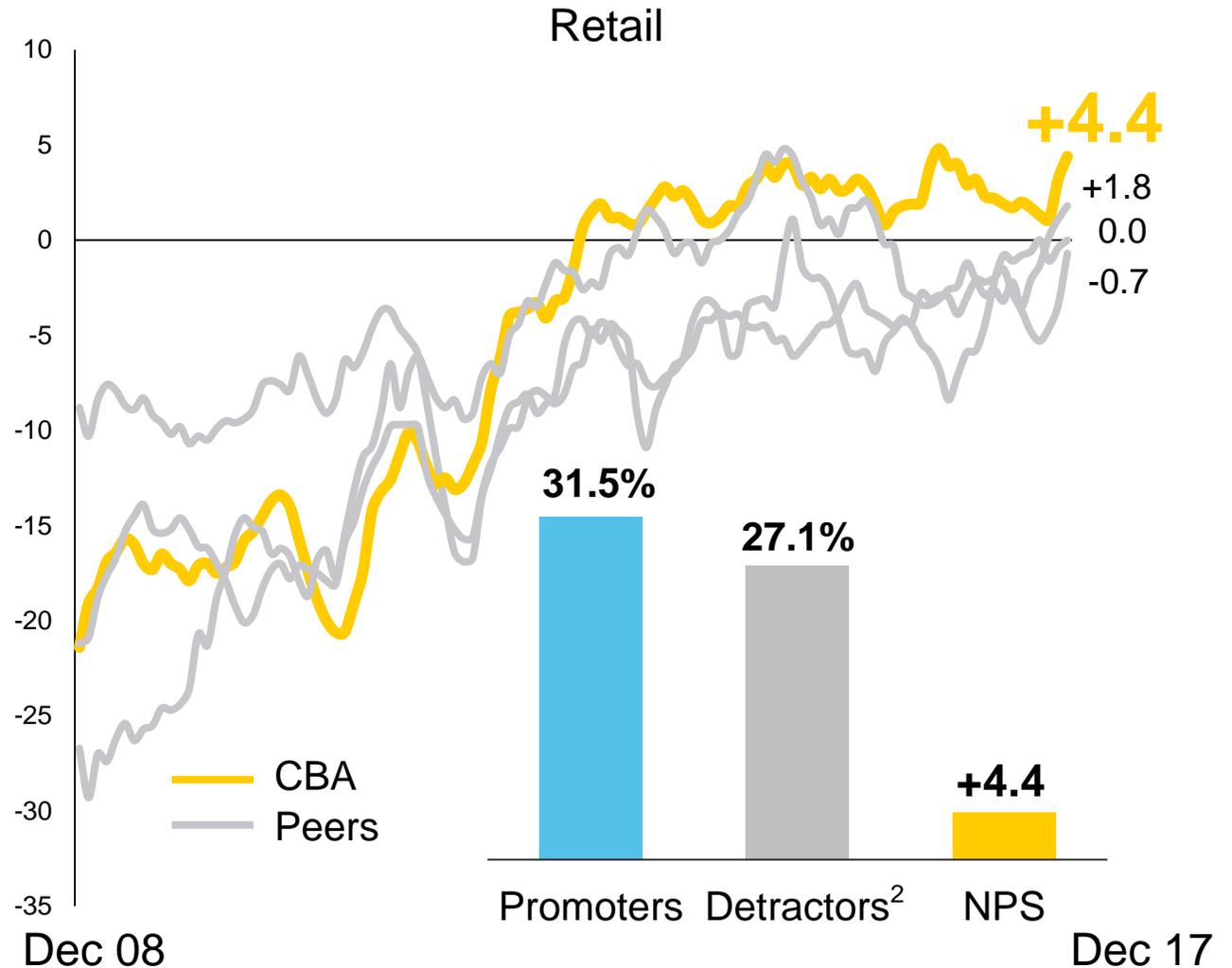
Customers



Customer Satisfaction¹

	Rank
Retail	#1
Business	= #1
Wealth	#1
Internet	#1

Net Promoter Score²

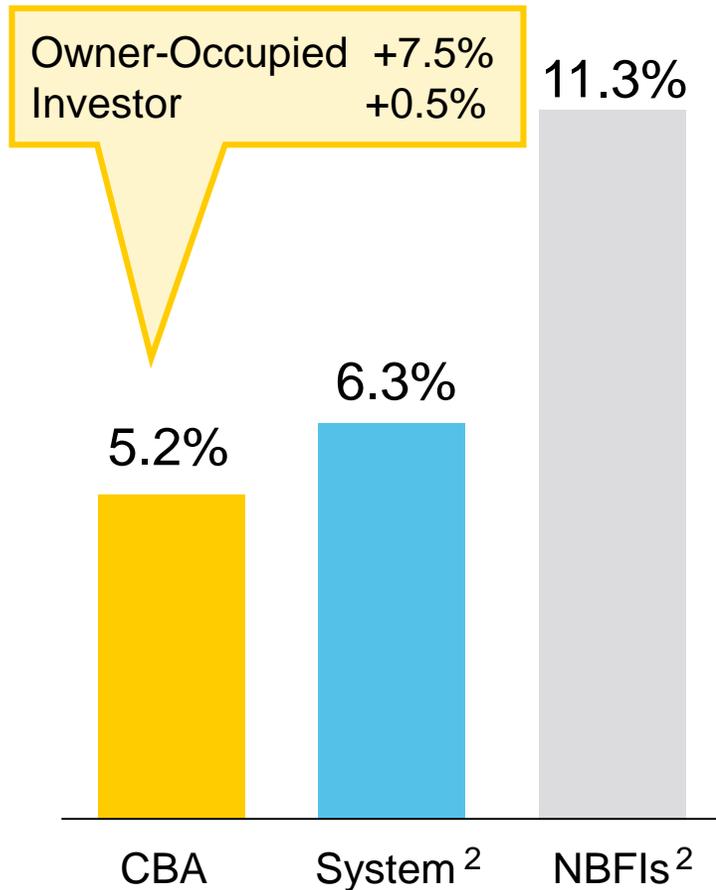


1. Refer notes slide in the 1H18 Results Presentation for definitions and sources. 2. Advocacy is measured on a scale of 1 to 10, with 1 being 'Very Unlikely' and 10 being 'Very Likely' to recommend. Promoters is defined as score of 9-10. Total Detractors is a score of 1-6.

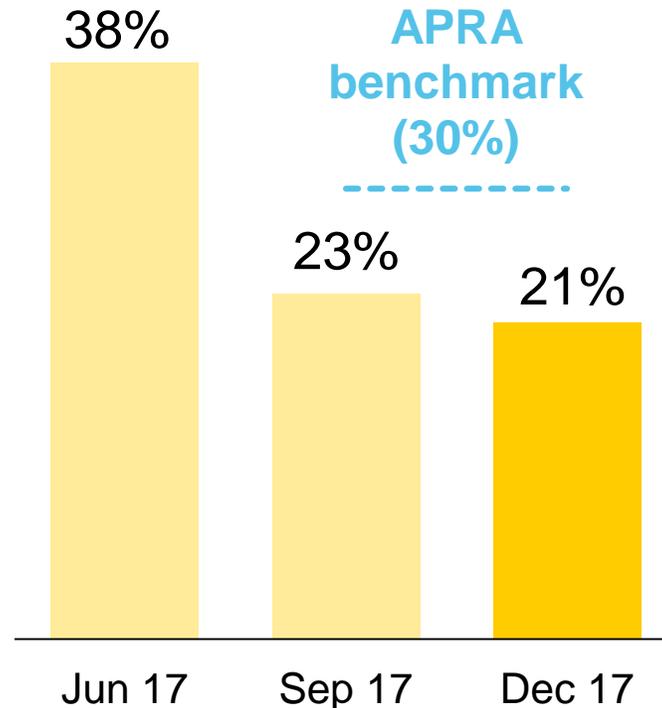
Selective volume growth



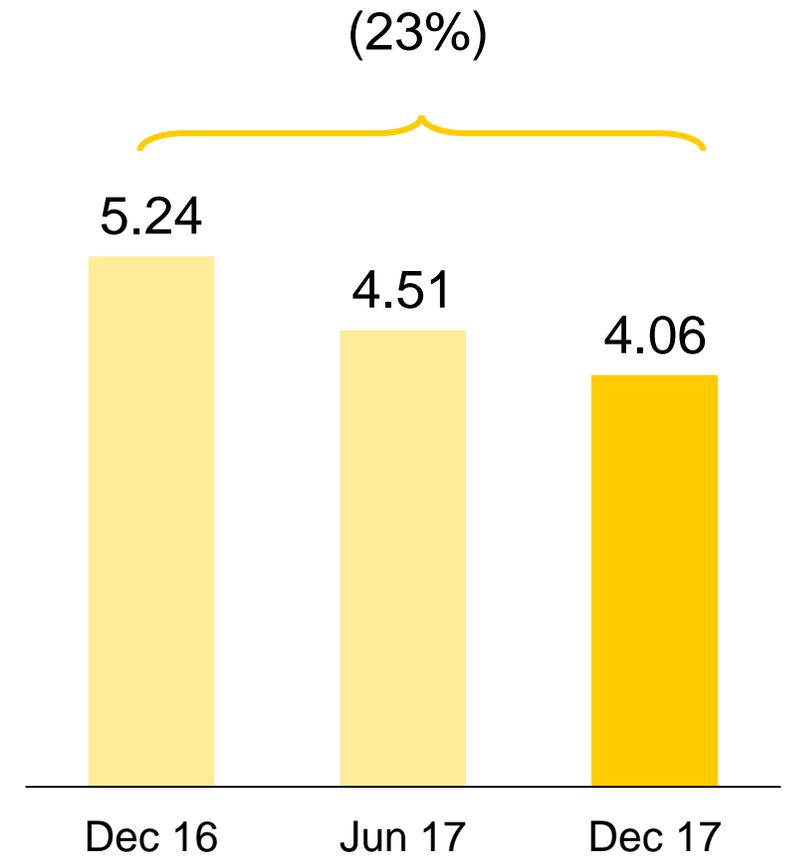
Home Loan Growth¹
12 months to Dec 17



Interest Only
% of total home loan flows



Apartment Development³
Total exposures \$bn



1. System source RBA. CBA includes BWA and subsidiaries. 2. Adjusted for new market entrants/reporting changes. 3. Apartment developments >\$20m.



Better Customer Outcomes

ATM
fee free

Can

ATM free.

For all Australians.

CommBank branded ATMs no longer charge ATM withdrawal fees. No matter who you bank with.

That's a welcome change.

Excludes international cards. You may be charged fees by your bank. Credit card cash advance fees continue to apply.

No ATM withdrawal fees no matter who you bank with

Service
not sales

cUstomers

At CommBank, our tellers are rewarded for service, not sales, putting our customers before us.

That's a welcome change.

Can

Tellers rewarded for service, not sales

Australian
Call Centres

Call centres overseas.
here

Our customer call centres are in Australia.

That's a welcome change.

Can

You'll talk to CommBank people on the phone

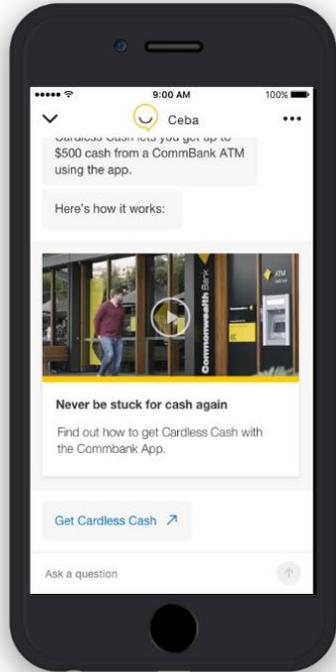
Assistance
Package

Domestic & Family Violence Emergency Assistance Package

Accessed by over 2,700 customers since launch Oct-17

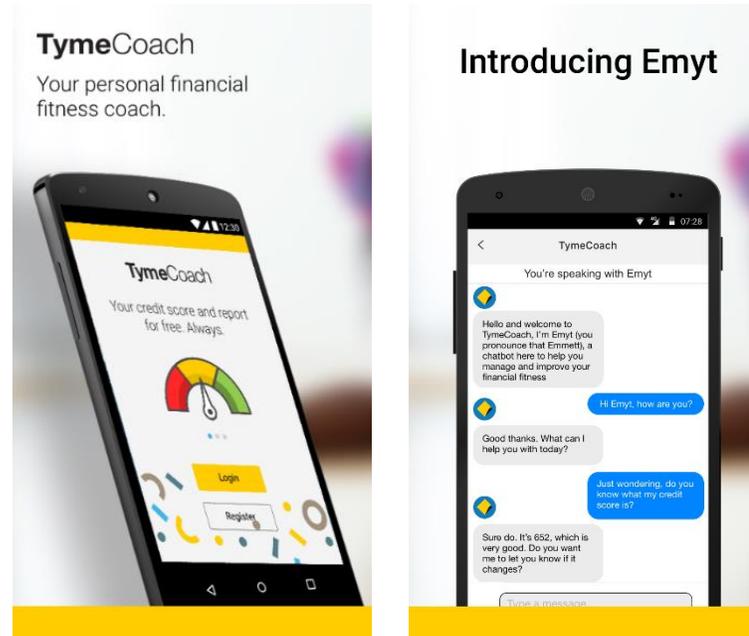


Ceba Chatbot



Chat to an automated digital banking assistant for simple activities

Tyme Coach



A financial wellbeing platform for customers in South Africa

2018

- ▶ Cloud core banking platform in South Africa
- ▶ Commercialised blockchain solution in South Africa
- ▶ Digital, real time, end-to-end personal loan in Indonesia
- ▶ Technology transfer into ASB - 130 kiosks

Technology

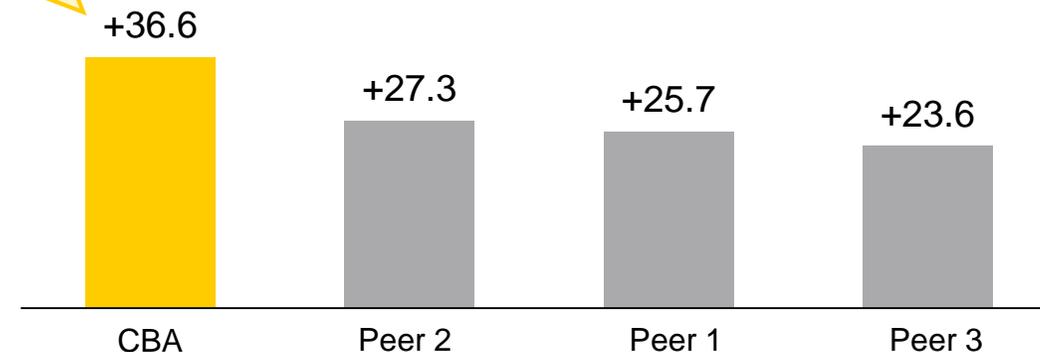


- #1** Free Financial app
(Apple App Store & Google Play Store)²
- #1** Online Banking – 8 years in a row
(CANSTAR)³
- #1** Mobile Banking – 2 years in a row
(CANSTAR)⁴
- #1** Australian Mobile Banking Benchmark
(Forrester)⁵
- #1** Mobile Banking Provider of the Year
(Money Magazine)⁶
- #1** Digital Payment Product of the Year –
Better Bill Experience (AB&F)⁷

Net Promoter Score¹

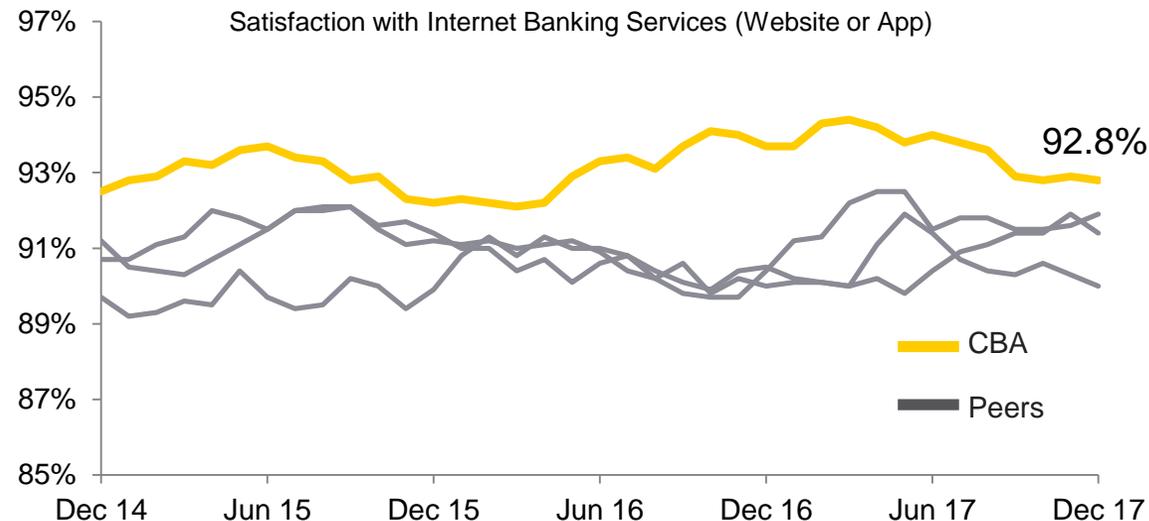
Customer's likelihood to recommend main financial institution based on use of Internet Banking services (via Mobile App)

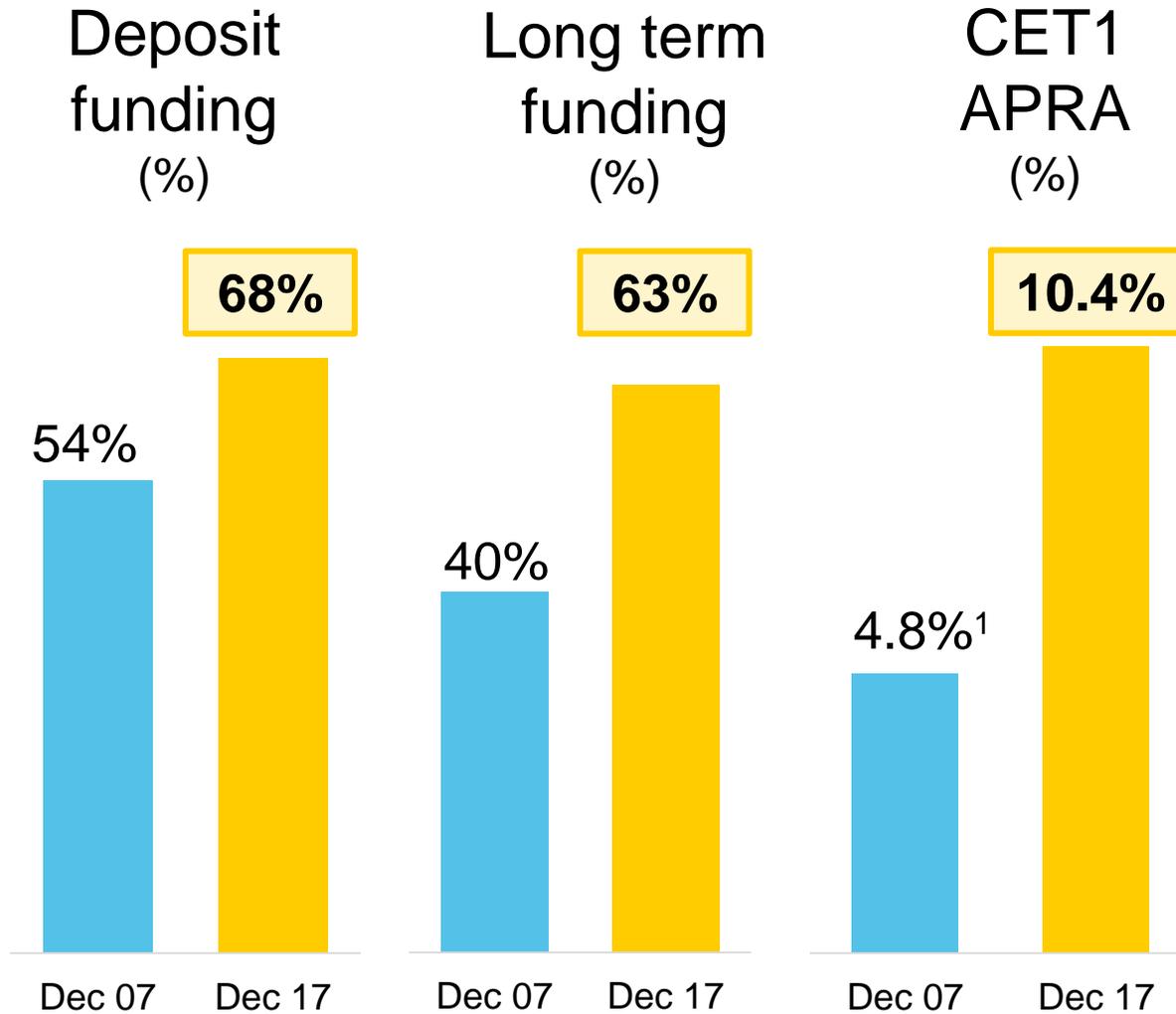
50.7% Promoters



Internet customer Satisfaction

Satisfaction with Internet Banking Services (Website or App)





Portfolio Management

Businesses exited/under review

- ▶ GAM strategic review (ongoing)
- ▶ Life insurance (2017 announced)
- ▶ Vietnam branch (2017)
- ▶ Mumbai branch (2017)
- ▶ County banks (2017)
- ▶ Visa shares (2016)
- ▶ Property funds (2013 / 2014)

1. Basel III equivalent.

Our stakeholders



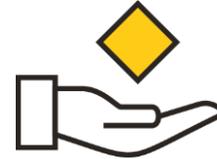
Customers



15.9¹ million

MFI for one in three Australians

Shareholders



~800,000

+ millions more via super

Community



\$2.0bn in taxes¹

Australia's second largest taxpayer

People



48,900¹

employed in 16 countries

1. Presented on a continuing operations basis.



- ▶ Fundamental economic trends positive overall, globally and for Australia
- ▶ Global monetary policy carries volatility risk
- ▶ Low wage growth continues to impact confidence
- ▶ Time of renewal at CBA, with continuing focus on the long term