

COMMONWEALTH BANK TECHNOLOGY UPDATE

MAY 2012



DISCLAIMER

The material that follows is a presentation of general background information about the Group's activities current at the date of the presentation, 28 May 2012. 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.

OUR COMPETITIVE ADVANTAGE

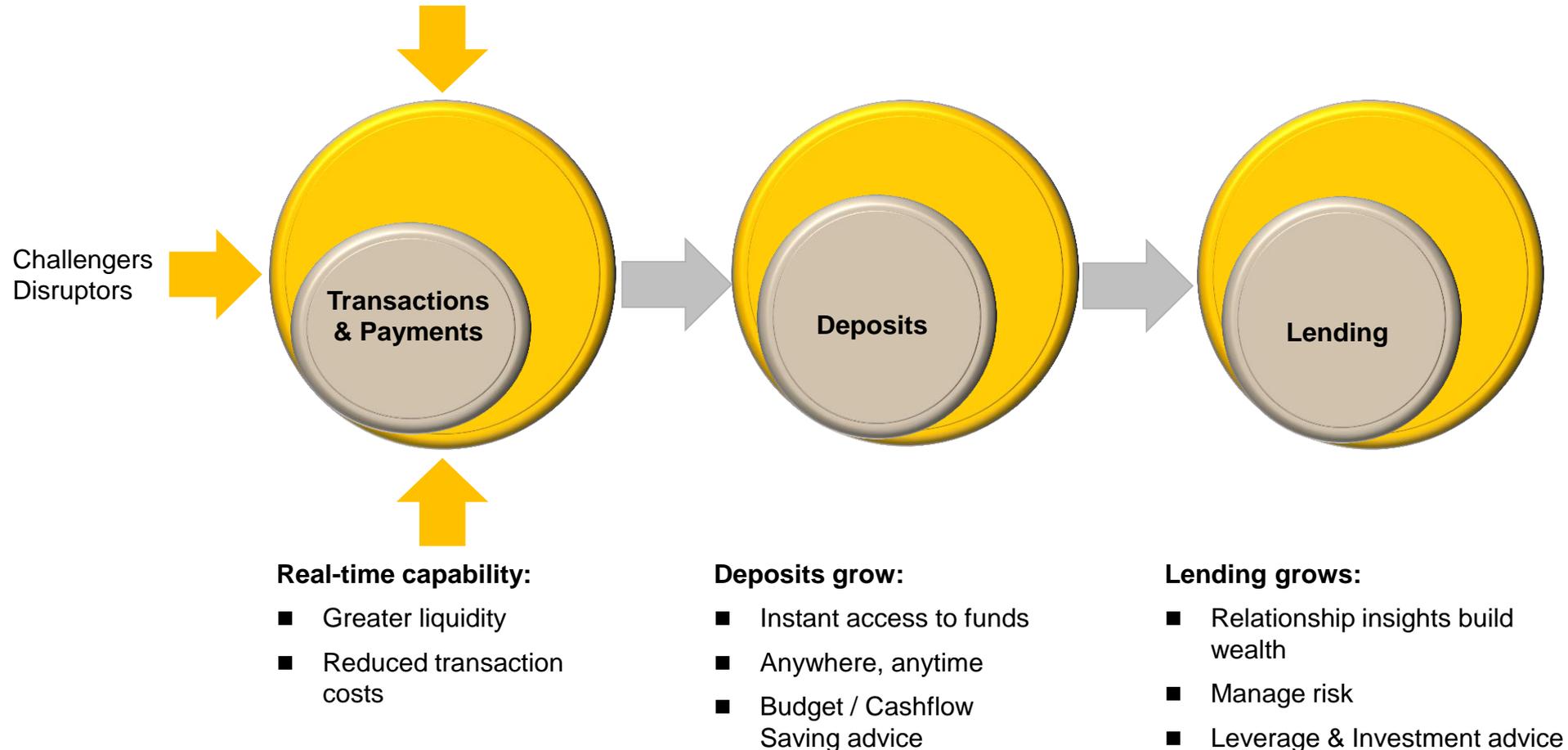
MICHAEL HARTE

GROUP EXECUTIVE AND CHIEF
INFORMATION OFFICER



BUILDING ENDURING VALUE - WE CAN

The competitive advantage is shifting to organisations that can provide **REAL-TIME** value and drive sustained **RELATIONSHIP** value



WHAT WE HAVE CREATED

Infrastructure



**Platform &
Channels**



**People &
Process**

- 'Everything as a service' and 'on demand' delivers savings and flexibility to move capital closer to customer
- Delivering real-time value
- Deepen customer relationship through ease-of-use, money saved and information for better management
- Complete vision with proven repeatable execution

WHAT WE CAN DO

Convenience

- Let me bank how and when I want
- Mobile, social, anywhere, anytime, any device
- Deliver my money to me instantly



Simplicity

- Make it simple for me to transact and get the information I need



Information

- Know me, know my needs, know my preferences
- Help me manage my money, my household, my business, my wealth



Trust

- Privacy is important to me. Protect my information but help me take advantage of it to deliver value

CORE BANKING MODERNISATION

DAVE CURRAN

CBM PROGRAMME DIRECTOR



CORE BANKING MODERNISATION (CBM)

Programme now in its final year:

- Over 12m customer migrated to new customer platform
- Over 11m retail and business deposit and transaction accounts migrated
- New payments hub live and operational – 820 transactions per second at peak
- Major Business Lending release (~300,000 days effort) went live on 14th May

Significant benefits have already been delivered.....

CBM CUSTOMER SERVICE BENEFITS

- 7 day value and 7 day processing
- Real-time banking
- Real-time account opening and maintenance
- New products in market
 - GoalSaver and CFS Term Deposit (over \$8bn)
- Existing products benefiting from new capabilities
- Underpinning of new initiatives such as Kaching

CBM EFFICIENCY BENEFITS

- Significant frontline productivity
 - Full elimination of 26 processes
 - Data validation reducing errors
 - New point-of-sale functionality
 - Immediate resolution
- Increase in customer self-service
 - Growth in online application completion
 - 15% balance enquiry call reduction
- Rationalisation of on sale deposit and transaction products from 16 to 9
 - Standardisation of terms and conditions
 - 870 product combinations translated to 100 SAP pricing options
- Standardisation and Industrialisation
 - 105 re-usable and interoperable capabilities

FROM THE CORE TO THE EDGE

ANDY LARK

CHIEF MARKETING & ONLINE OFFICER



WHAT WE WILL COVER

- Core affords our customers a safer, simpler way of banking, anywhere, anytime and in real-time
- Core is a source of competitive advantage, enabling our agility and innovation at the edge
- Banking is being redefined by devices and technology – we aim to enable our customers to bank on their terms
- We will continue to innovate with the aim of bringing new and improved experiences to our customers
- Core and online underpin our brand differentiation and advantage

SIMPLE. SAFE. SOCIAL.

#1

Online banking

#1

In the youth segment

53%

of all payments

#1 & #2

itunes apps

#1

Social & Facebook

Leading Mobile Apps across platforms

1st

Real-time banking

Leading contactless merchants

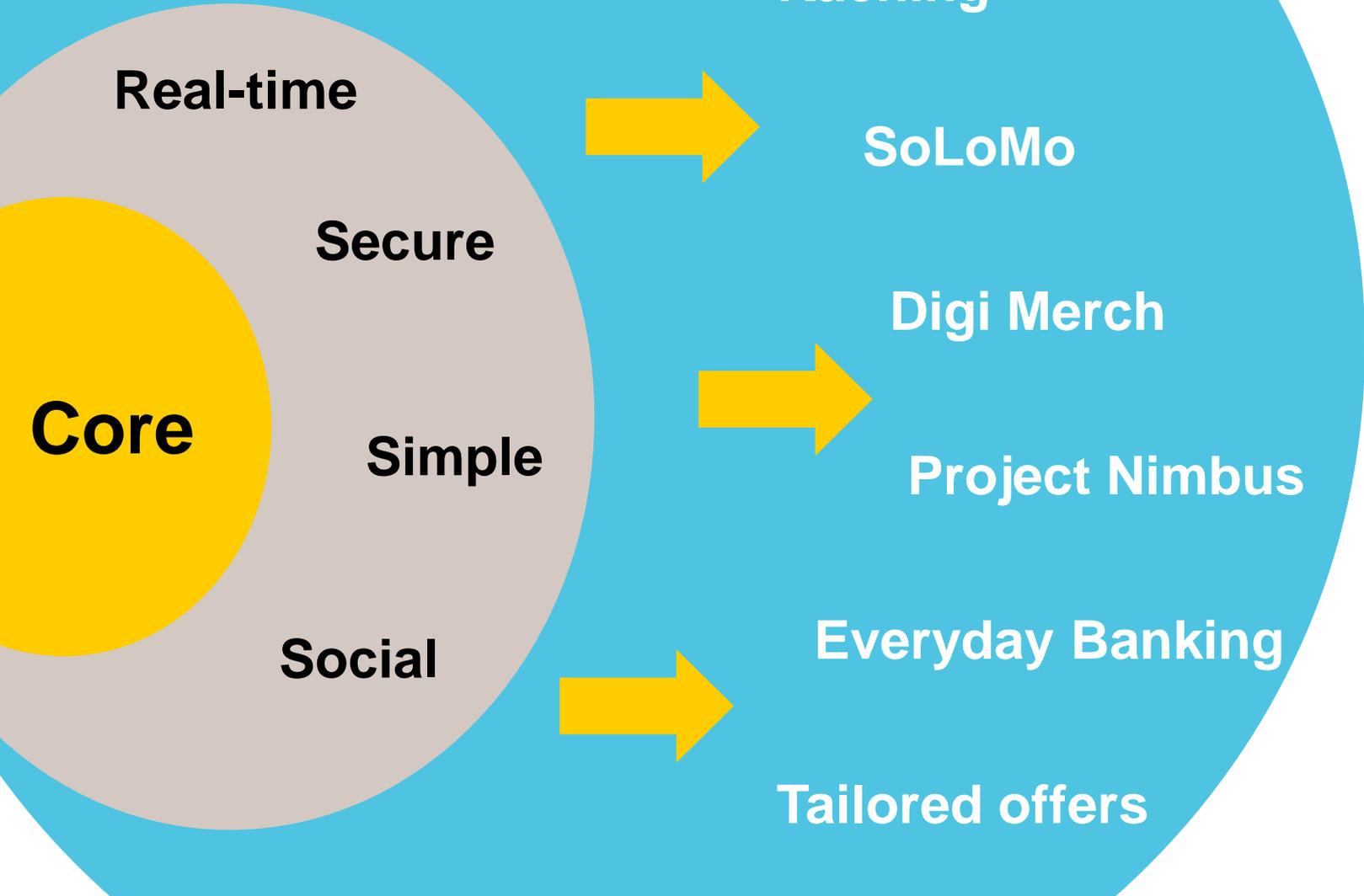
>6.5m customers online

>2.0m customers on mobile

Relationship with 1 in 2 Australians

#1 Contactless
(5M PayPass enabled cards)

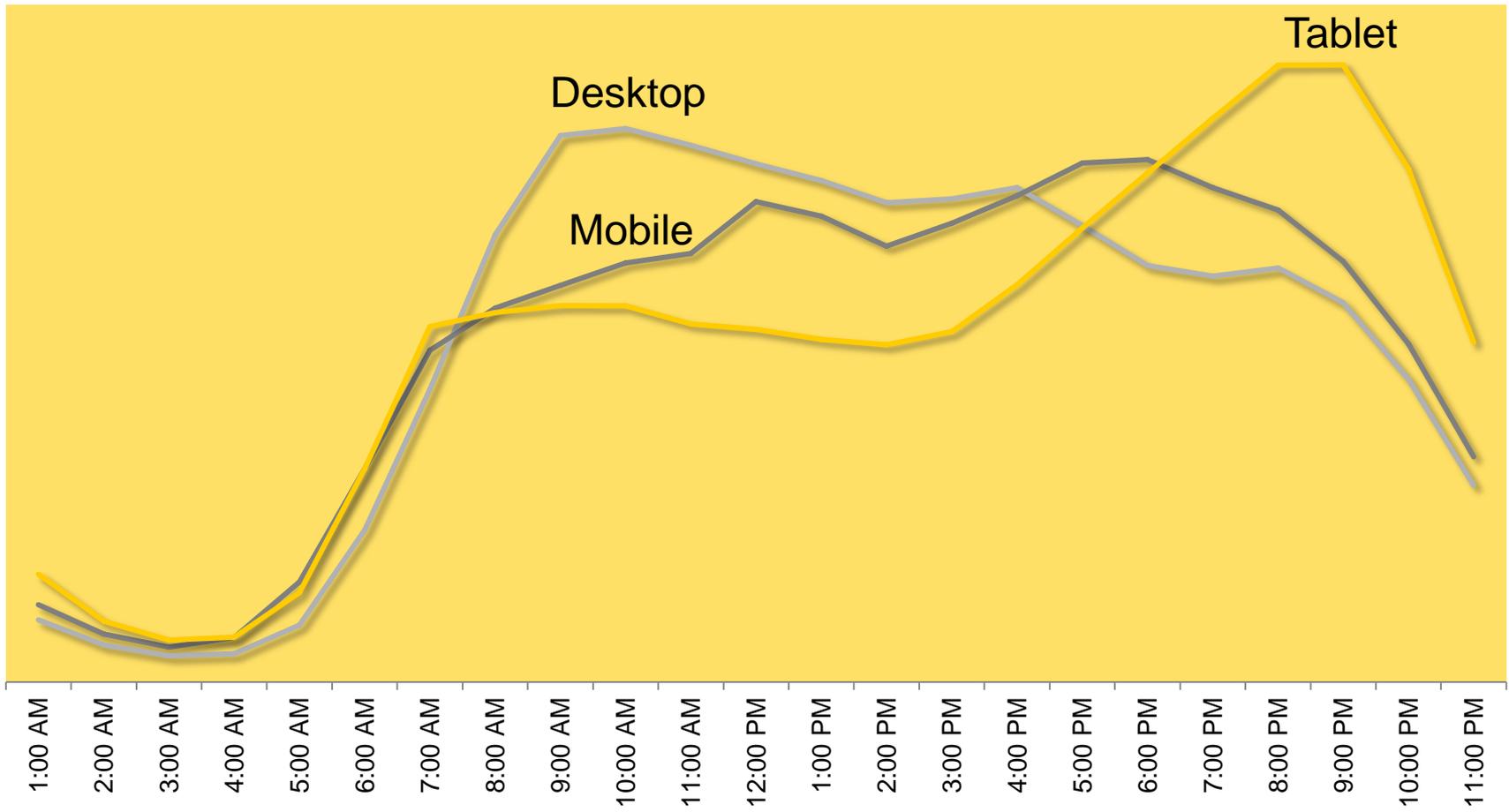
REAL-TIME = REAL BENEFITS



IN THE NEXT 20 MINUTES

- 52,655 customers will login to NetBank
- And make 27,360 financial transactions
- 57 will download a CommBank mobile app
- 38 will apply for a new product
- 7 will change their home loan repayments...

BANKING AS A COMPANION ACTIVITY



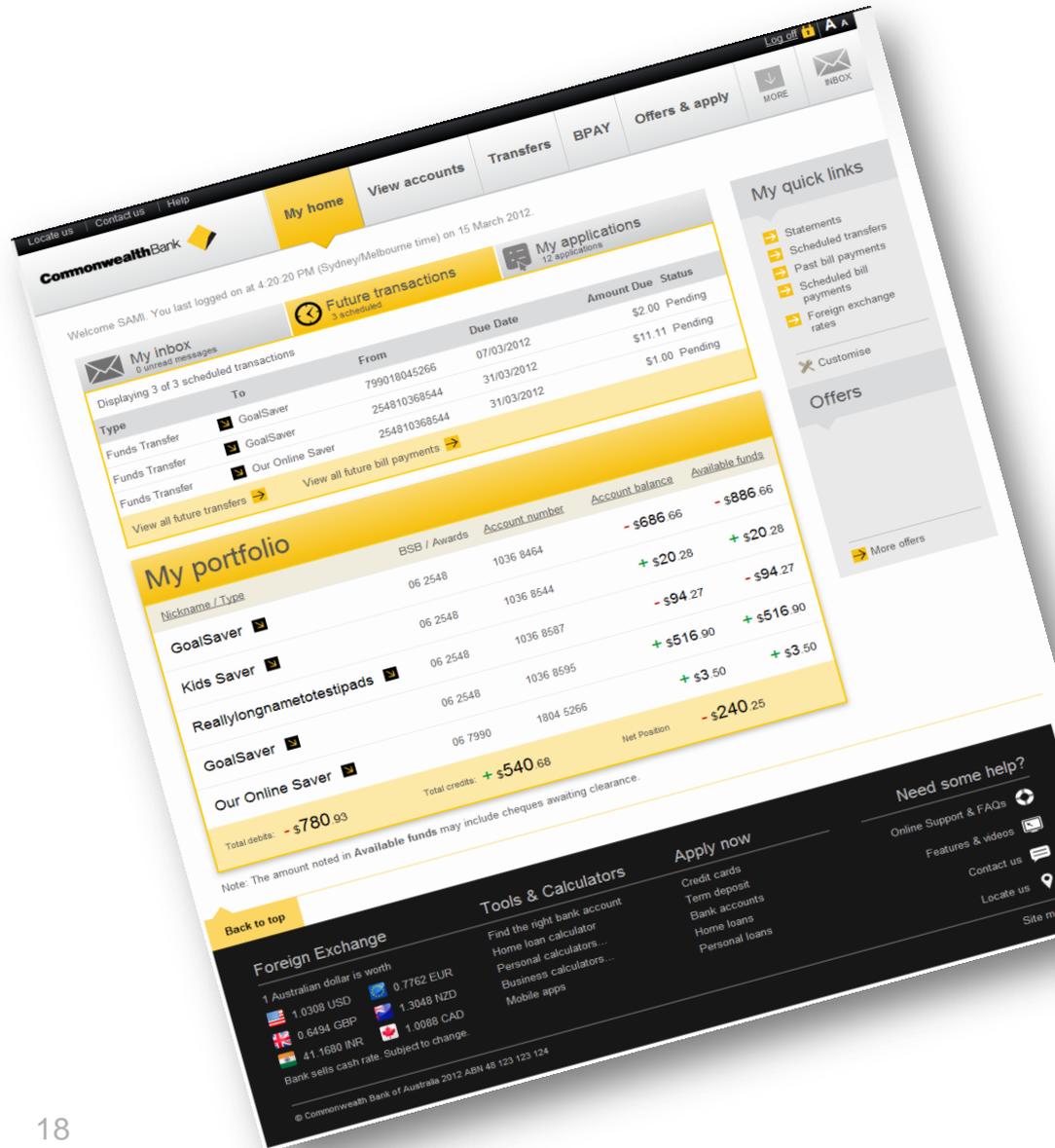
300,000 DOWNLOADS AND GROWING!



NOW NEW!

- ◆ **Faster**
- ◆ **Simple Balance**
- ◆ **Simple Collections**

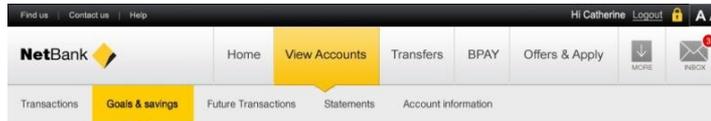
AUSTRALIA'S FAVOURITE PLACE TO BANK



NOW NEW!

- ◆ New look and simplified design
- ◆ Reach savings goals faster
- ◆ Staying on top of money
- ◆ Keeping money safe
- ◆ NetBank Vault
- ◆ NetBank and FX Google Chrome

HELPING CUSTOMERS ACHIEVE THEIR LONG TERM SAVINGS GOALS GIVES US VALUABLE INSIGHTS FOR FUTURE CROSS SELL OPPORTUNITY



Option to open a new account

Goals & savings > Add a goal

1 Select an account

Select an account to attach this goal to: **Everyday Account** 987654321 Starting balance \$1,234.56

2 Create your goal

What are you saving up for?

Holidays & Travel | **House deposit** | New car | Investment or rainy day | Something else

Name your goal:

When do you want to start? **Now** Later

When do you want to reach your goal? 15 Oct 2014 3 years

You can reach your goal faster with a loan relevant to the particular goal customer has chosen...

How much do you want to save?

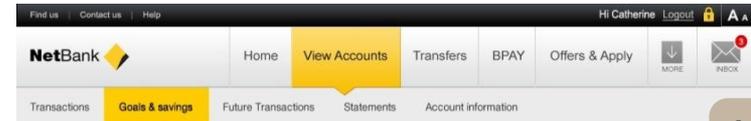
How often can you put away money? Daily Weekly Fortnightly **Monthly** Other Manual

You will save towards your goal every month

Transfer money to my goal from: **Everyday Account** 987654321

Customer tells us what, how much & when

Promotes regular savings



Manage and track goal

Goals & savings

My House deposit 063532 123456789

Automatic transfer: \$2,000 monthly \$61,991 of \$80,000 **\$18,008** to go

Manual add: \$8,000

73% 15 Oct 2011 7 months & 5 days to go 15 Oct 2014

My dream car 063532 123456789

Automatic transfer: \$500 monthly \$6,000 of \$20,000 **\$14,000** to go

30% 1 Sep 2010 1 year 8 months & 15 days to go 1 July 2013

Suspended **Bali holiday** 063532 123456789

Automatic transfer: \$150 monthly \$500 of \$5,000 **\$14,000** to go

13% 1 Apr 2010 1 year 8 months & 15 days to go 1 Aug 2012

NOW INSIDE THE WORLD'S MOST POPULAR BROWSER – A GLOBAL FIRST

NetBank ★★★★★ (40) | [Accounting & Finance](#) | ✓ from [www.my.commbank.com.au](#) | *21,485 users*

LAUNCH APP

OVERVIEW | DETAILS | REVIEWS | RELATED

NetBank for Chrome makes taking care of your day-to-day banking simple and easy.

We've tailored the most popular features of NetBank for Chrome. Using the quick access icon and intuitive interface you can simply and easily take care of your day-to-day banking:

- View your transactions as soon as they occur. With real time banking you can check your balance and view pending transactions for your credit cards and Debit MasterCards® instantly.
- Transfer funds or BPAY® in three simple steps.
- Customise the accounts you want to appear on your homepage for fast access.

This is a special version of NetBank with selected functionality. To access all of our online banking features please visit [netbank.com.au](#). Not yet registered for NetBank?

Visit [www.netbank.com.au](#).

MasterCard is a registered trademark of MasterCard International Incorporated. BPAY is a registered trademark of BPAY Pty Limited ABN 69 079 137 518

MORE CONVENIENT FOREIGN EXCHANGE – A GLOBAL FIRST



Foreign Exchange

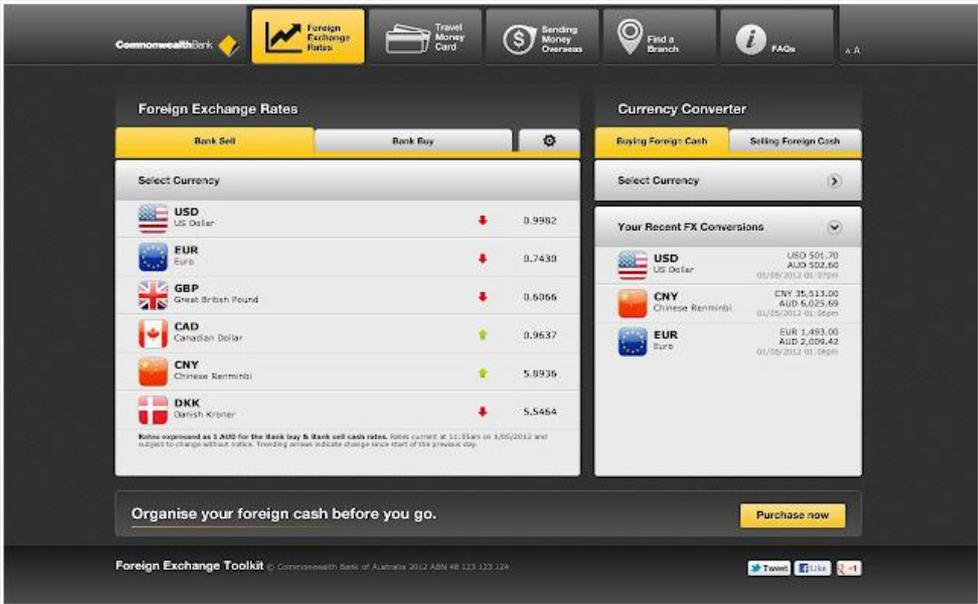
★★★★★ (8) [Calculators](#)  from [commbank.com.au](#) 1,380 users

×

↑ LAUNCH APP

OVERVIEW
DETAILS
REVIEWS
RELATED


+1
20



The screenshot shows the app's main interface with two primary sections: 'Foreign Exchange Rates' and 'Currency Converter'. The 'Foreign Exchange Rates' section features a 'Bank Sell' and 'Bank Buy' toggle, a 'Select Currency' dropdown, and a list of currencies with their respective rates and trend indicators. The 'Currency Converter' section includes a 'Buying Foreign Cash' and 'Selling Foreign Cash' toggle, another 'Select Currency' dropdown, and a 'Your Recent FX Conversions' list. A 'Purchase now' button is visible at the bottom of the app interface.

The CommBank Foreign Exchange Toolkit - foreign currency management made easy.

We've made it simple for you to stay updated with the market's movements and monitor foreign exchange rates in Chrome. You can:

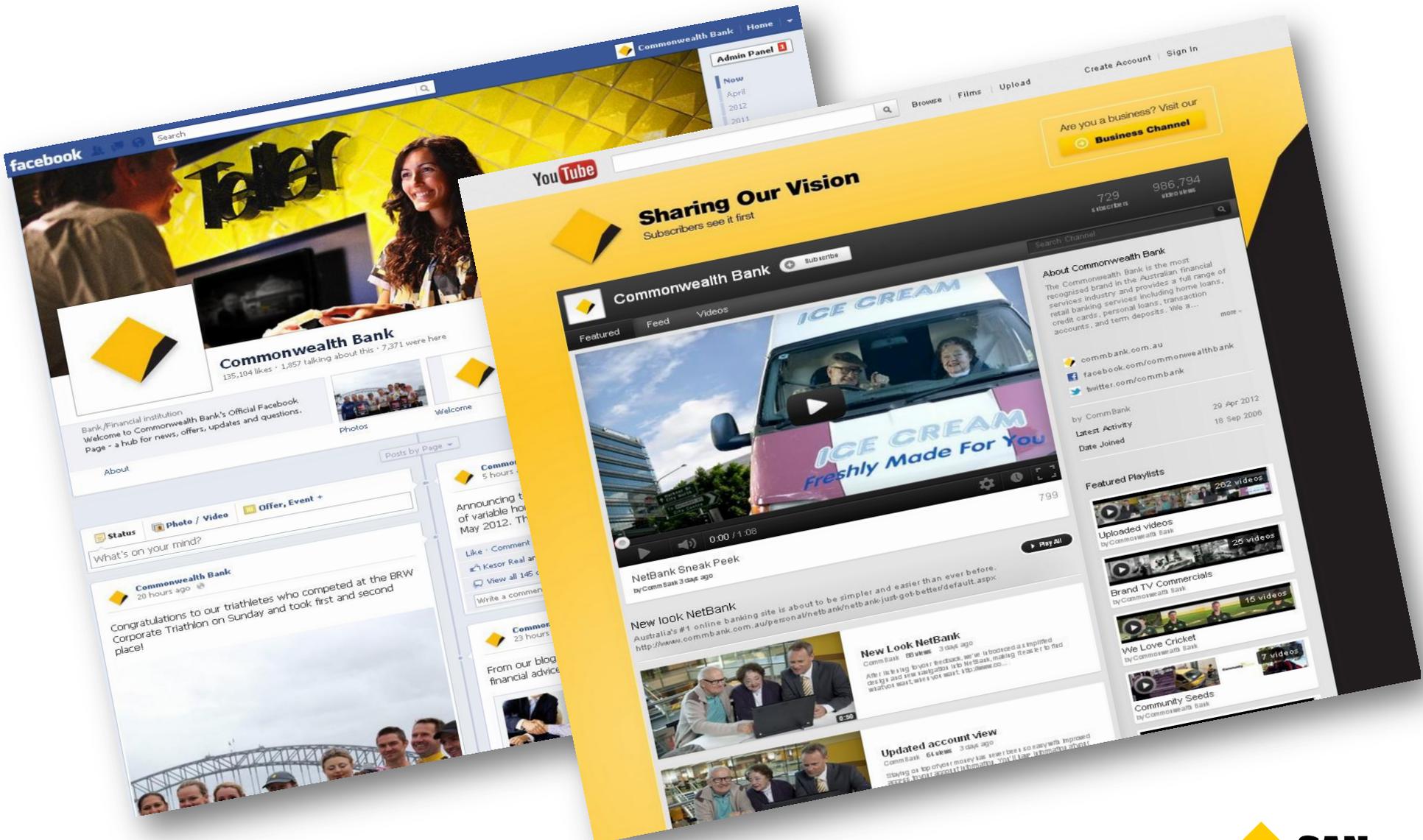
- View international currencies and their exchange rates
- Create and manage currency lists, view the bank 'buy' and 'sell' rates and follow market trends
- Find out the value of transactions when buying or selling foreign cash and view the history of your recent conversions
- Plan, budget and manage your travel funds
- View International Money Transfer Rates and historical trends

Note: You can also install the NetBank app for Chrome.






SOCIAL SUPPORT & LEARNING



What are you looking for?

e.g Home loan, Personal loan...



Most Popular

Personal

Business

Corporate



Got a Question?

CHAT NOW

Tools, Apps & Video



Calculate your home buying cost



Workout how much you can borrow?



Get our property guide app for your iPhone



See our home loan advice series



Related Feeds



Shanthi_Murugan Shanthi @scottwilkman I agree. This is a great video #CBAHomeLoans



scottwilkman Scott Kirkman The #CBAHomeLoans video was a fantastic insight into home buying



johnbeauty John Beauty #CBACreditCards a great rate on these cards they are perfect for traveling

Read more

Advice

I am

Buying my first car



- > Learn about financing your home
- > Find your first property
- > Watch our first home buying guide

See our home buyer guide

Australia's leading home lender

Apply now 

Compare

6.04% p.a.

2 YEAR FIXED

[Details](#)

6.66% p.a.

COMPARISON RATE

-  Book a mobile lender
-  Make an appointment
-  Get conditional approval

Your local contacts



One Touch Apply

Home Loan 

Apply now 

Recommended 

Personal 

Business 

Corporate 

I am searching for...



Tools, Apps & Video



Calculate your home buying cost 



Workout how much you can borrow? 



Get our property guide app for your iPhone 



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Related Feeds



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@scottwkirkman I agree. This is a great video #CBAHomeLoans



scottwkirkman Scott Kirkman
The #CBAHomeLoans video was a fantastic insight into home buying



johnbeauty John Beauty
#CBACreditcards a great rate on these cards they are perfect for traveling

Read more 

Advice

I am

Buying my first car 

-  Learn about financing your home
-  Find your first property
-  Watch our first home buying guide

See our home buyer guide 

Your Accounts

ACTIONS

\$ Savings \$12,500

Last 5 transactions | View all

12/02/2013	\$300.00
12/02/2013	\$50.00
13/02/2013	\$250.00
15/02/2013	\$20.00
15/02/2013	\$50.00

Credit Card \$2,500

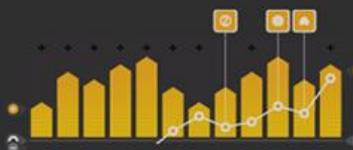
Car Loan \$3,250

Home Loan

4 Days \$2,250 \$350,250

Your Goals

EUROPE HOLIDAY



75% of your goal

Apply for a Travel Money Card

Apply for Travel Insurance

Support

BRANCHES & ATMS

Live Chat

Favourites



Mike



Judy

Call Centre



Support Calls

#1235 - Accounts

@Johnbeauty John Beauty

#1245 - Credit Cards transactions

Message left 9:40

Recommended

Products

Tools & Apps

I am searching for...



For you & your goals

Earn More Points
Lorem ipsum dolor sit amet, consectetur adipiscing elit.
[Find out more](#)

Get a 15% Discount
On your house and contents insurance
[Find out more](#)

More info

Related Feeds



Shanthy Murugan Shanthi @ScottWkirkman I agree. This is a great video #CBANHomeowners

scottwkirkman Scott Kirkman The #CBANHomeowners video was a fantastic insight into home buying

Johnbeauty John Beauty #CBACreditCards a great rate on these cards they are perfect for traveling

Read more

Travel Money card.



One touch apply

WHAT WE COVERED

- Core affords our customers a safer, simpler way of banking, anywhere, anytime and in real-time
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- Banking is being redefined by devices and technology – we aim to enable our customers to bank on their terms
- We will continue to innovate with the aim of bringing new and improved experiences to our customers
- Core and online underpin our brand differentiation and advantage

LEVERAGING TECHNOLOGY IN THE BUSINESS MARKETS

KELLY BAYER ROSMARIN

EXECUTIVE GENERAL MANAGER,
BUSINESS PRODUCTS AND
DEVELOPMENT



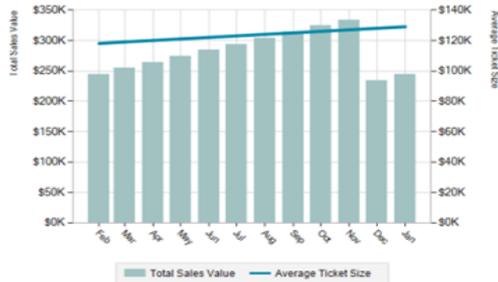
BETTER BUSINESS THROUGH DYNAMIC BANKING SOLUTIONS

Merchant Insights

Cash Flow Tracker

National Sales - Last 12 Months (February 2010 - January 2011) [Change](#) [Export Data](#)

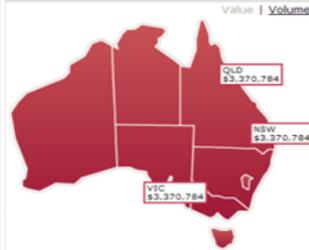
Sales by Monthly Value



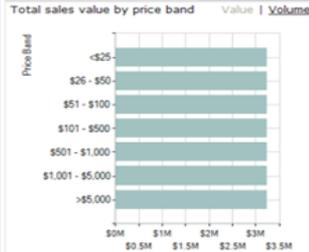
Total Sales Summary

Total sales value : **\$3,370,784**
 Total no. of sales : **80,000**
 Average sales value : **\$42**
 Average daily transactions : **219**

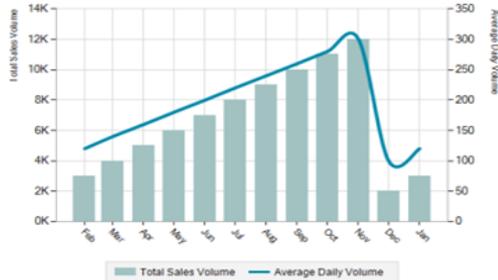
Sales by Location



More Sales Insights



Sales by Monthly Volume



- Cash Flow Tracker
- Cash In
- Cash Out

Cash In

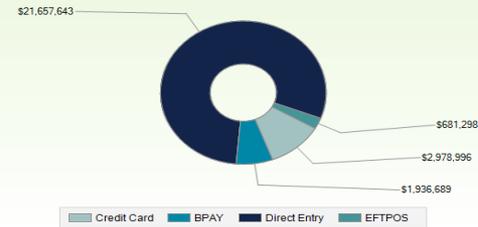
Summary | Averages | Payment Types

Display Month: Year: 12 Month View
 Display Options: Chart Type: Payment Type: [DISPLAY](#)

This is your summary transactions for each payment over the reporting period.

Cash In Value

August 2009 - July 2010: Total \$27,254,626

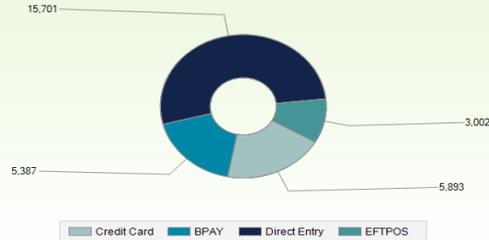


Summary Cash In

Payment Type	\$ Value
BPAY	1,936,689
Credit Card	2,978,996
Direct Entry	21,657,643
EFTPOS	681,298

Cash In Volume

August 2009 - July 2010: Total 29,983



Summary Cash In

Payment Type	Volume
BPAY	5,387
Credit Card	5,893
Direct Entry	15,701
EFTPOS	3,002



TRANSACTION BANKING AWARDS 2010, 2011, 2012



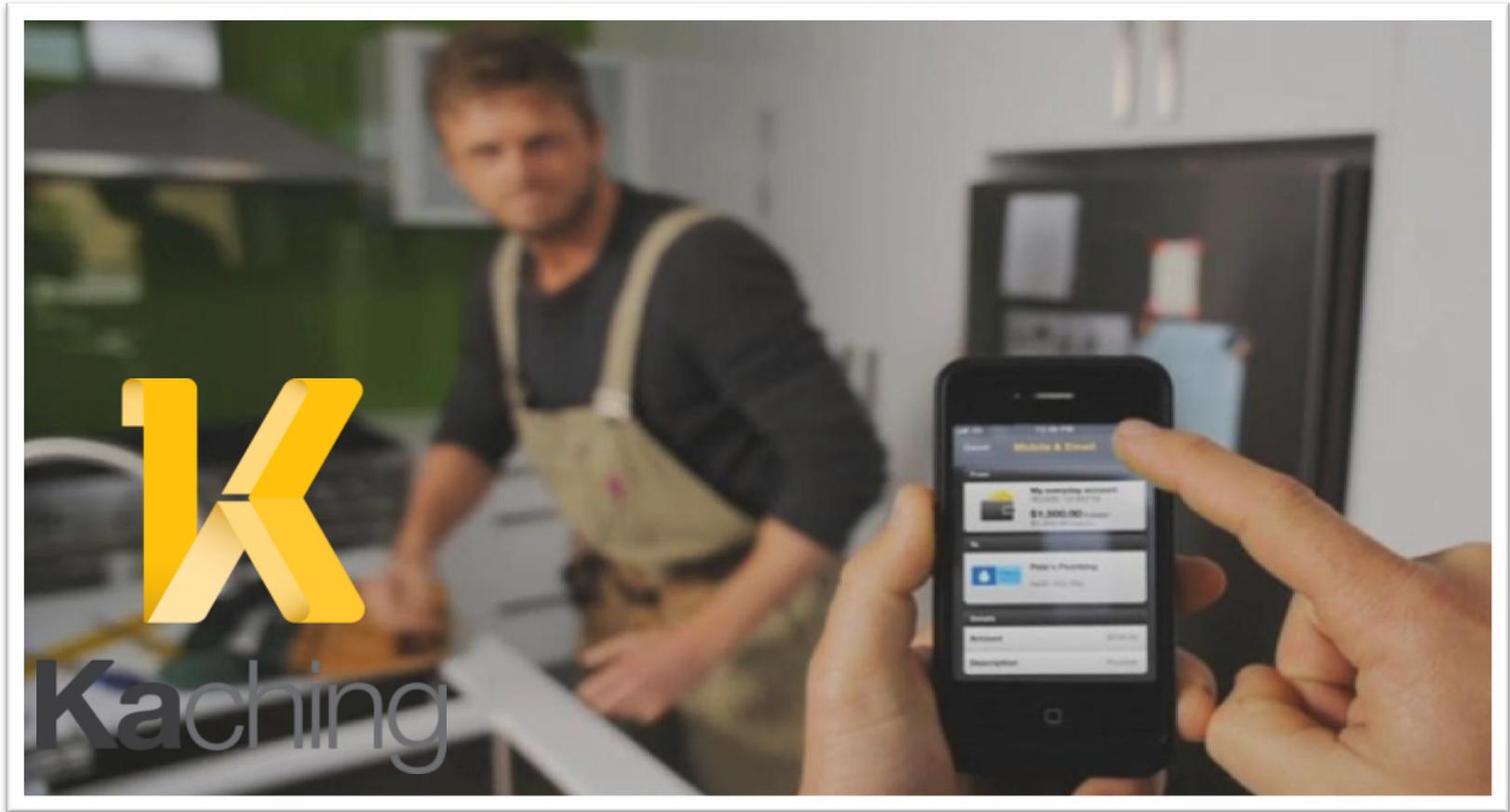
BETTER BUSINESS THROUGH DYNAMIC BANKING SOLUTIONS

Leading Australia in contactless payments



TRANSACTION BANKING AWARDS 2010, 2011, 2012

BETTER BUSINESS THROUGH DYNAMIC BANKING SOLUTIONS



TRANSACTION BANKING AWARDS 2010, 2011, 2012

BETTER BUSINESS THROUGH DYNAMIC BANKING SOLUTIONS

The screenshot shows the eVolve iSHOP website. At the top left is the logo for "Determined to be different" with a yellow diamond icon. To the right are links for "Find us", "Contact us", and "Help", along with a "Text size" control (increase/decrease) and a "Print Page" link. A "CLOSE" button with an 'X' icon is in the top right corner. The main heading is "eVolve iSHOP". On the left is a navigation menu with four main sections: "Create your categories", "Create your products", "Map products to categories", and "Design your iSHOP", each with several sub-items. The main content area is titled "Welcome to eVolve iSHOP" and contains the text: "The easy and affordable way to creating your online store. Find out how easy it is to create a professional looking online store, allowing your customers to shop and place orders 24 hours a day, 7 days a week." At the bottom of the main content area is a call to action: "Getting started is simple. Choose a topic from the menu on the left to find out how to build your own online store. Or click the next button."

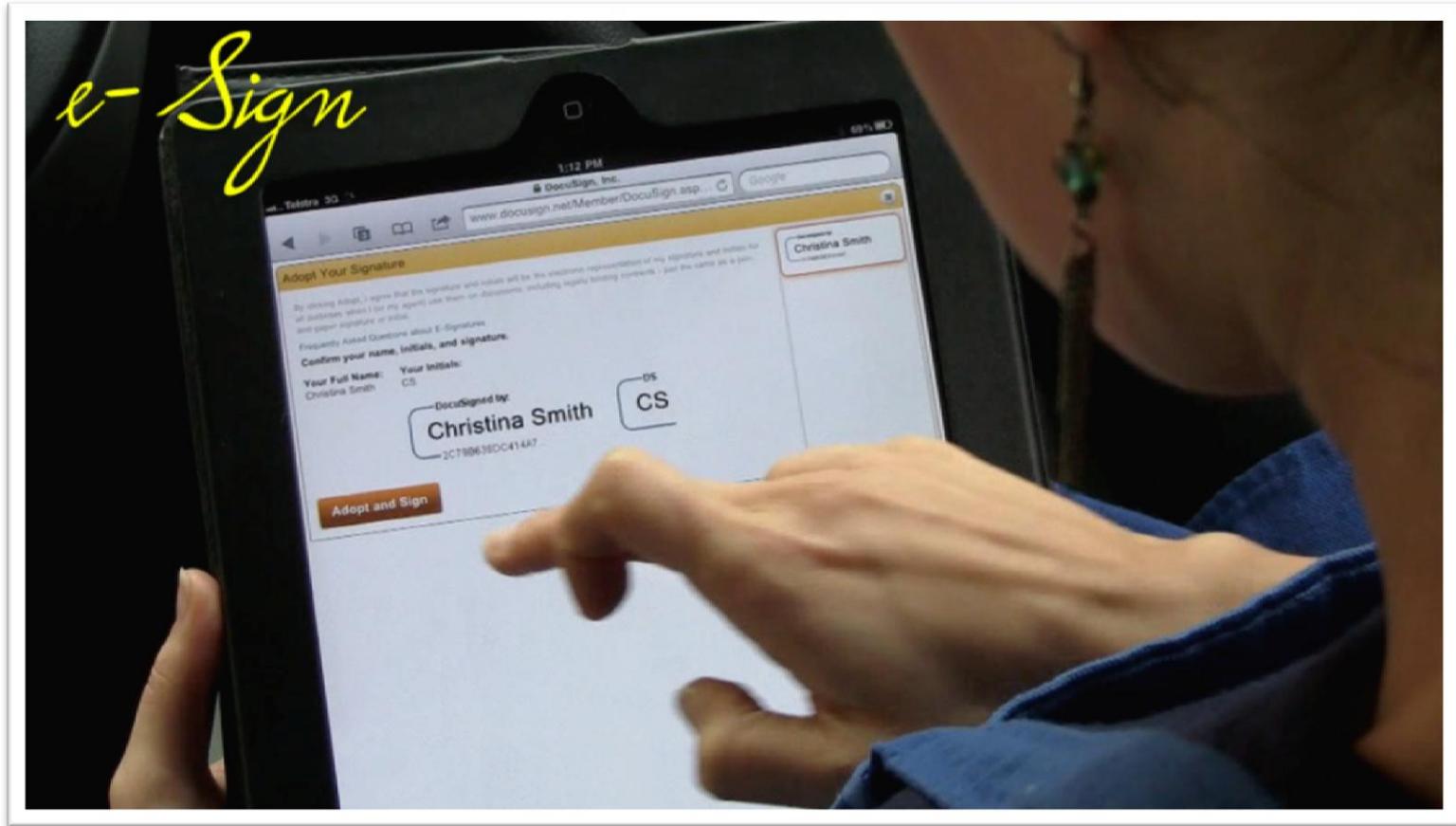


BETTER BUSINESS THROUGH DYNAMIC BANKING SOLUTIONS



TRANSACTION BANKING AWARDS 2010, 2011, 2012

BETTER BUSINESS THROUGH DYNAMIC BANKING SOLUTIONS



TRANSACTION BANKING AWARDS 2010, 2011, 2012

BETTER BUSINESS THROUGH DYNAMIC BANKING SOLUTIONS

Falcon Program: transforming FX trading



TRANSACTION BANKING AWARDS 2010, 2011, 2012

THANK YOU