

Responses to More Shareholder Questions Submitted to the 2006 Annual General Meeting

When will we see evidence that customer service is improving?

Customer service is top priority for the Bank. We have seen terrific progress made over the year to improve the service we provide to our customers by more front line staff who are better trained, more engaged and knowledgeable; refurbished and modern branches; simple and more competitive products as well as selected branches operating on Saturdays.

It was also great to see some comments from Shareholders that they too had seen an improvement in service at their local branch or when they conduct business over the telephone. It is very encouraging for our people to know that they are acknowledged when they make it easy for our customers to do business with the Bank.

If you want to read more about Customer Service which is one of the four Strategic Priorities, and Ralph's update on progress on these strategies, please visit www.commbank.com.au/shareholder/annualgeneralmeeting and view the Chief Executive Officer's Speech.

Why does it take so long to receive our dividend payment?

Some of our shareholders want to know why they do not receive their dividend payment more quickly. The Bank has close to 700,000 shareholders located throughout the world and our shareholders in the United Kingdom, New Zealand and Fiji receive their dividend payments in local currency. We also have more than 260,000 shareholders participating in the Dividend Reinvestment Plan and many of our shareholders now have their dividend payment credited directly into a bank account.

These processes all take time for such a large number of Shareholders and care must be taken to ensure that Shareholders funds are paid correctly and that Shareholder details are protected.

Is it safe banking with CBA through NetBank and other electronic channels?

The Bank takes security very seriously. Our internet banking websites incorporate the highest standards in security and is continuously upgraded to prevent any breaches. The NetBank login screen contains detailed security information and an audit trail to log all NetBank activity. In addition, the Bank's security team actively monitor NetBank activity to prevent our systems from being hacked in to.

Early next year, we will be introducing two-factor authentication for NetBank which will add another level of security to our systems.

Please also remember that the Bank will never contact you via email to ask for your personal details. We recommend all our customers install virus protection and firewalls on their computer and take care when using unfamiliar computers.

Why can't I get the Shareholder Review, Annual Reports / Notice of Meeting and Dividend Statement in one mailing?

The Bank shares your concern about giving consideration to the environment in saving paper and also saving shareholders' fund in postage.

If you have chosen to receive printed copies of annual report and notice of meeting, you would have received these two sets of documents in one mailing. As far as the dividend statement is concerned, since this is an important piece of information for tax purposes we have decided to send this separately to make sure that you receive the dividend cheque and/or the dividend statement.

This year, we have sent out the Shareholder Review in a separate mailing to all shareholders to draw your attention to this new document. We have produced this report in response to your request and have also taken into consideration the environmental factor as it only contains 16 pages.

If you wish to assist the Bank with helping the environment, we encourage you to elect to receive future dividend statements, notices of meeting, annual reports and/or shareholder reviews electronically. You can do this by logging on to the Share Registry page on the Shareholder Centre of the Commonwealth Bank website www.commbank.com.au/shareholder/shareregistryservices

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