

Strength in uncertain times

- A challenging year for global financial services

- CBA has performed well;
 - Solid profit growth
 - Record dividend
 - Remained “open for business”

- Strong financial position – delivering on our vision



Strength in uncertain times

- Statutory net profit after tax up 7% to \$4,791 million
- Australian banks well managed
- Balancing the needs of customers and shareholders
- High funding costs impacting rates to customers
- Helping customers in difficulty



Strategic Priorities

- Customer Service
- Business Banking
- Technology and Operational Excellence
- Trust and Team Spirit
- Profitable Growth



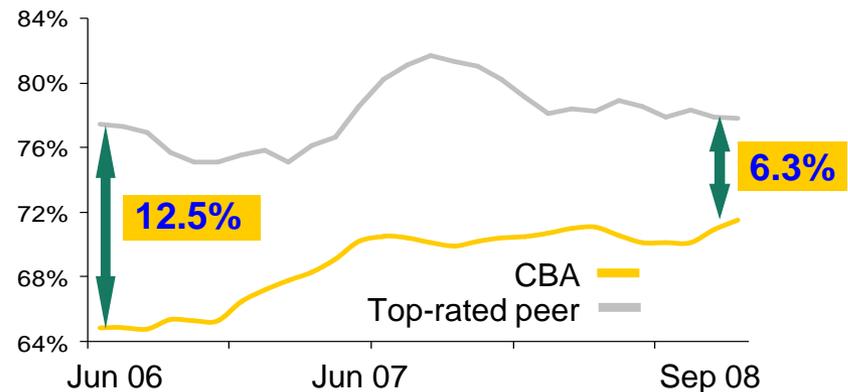
Customer Service

- Money Magazine “Bank of the Year”
- Customer Satisfaction reached 10 year highs
- CANNEX 5-star ratings for 24 retail banking products
- Strong gains in business customer satisfaction
- FirstChoice rated number one
- ASB “Bank of the Year”

Customer Satisfaction

Gap to top-rated peer

Roy Morgan Research Customer Satisfaction¹



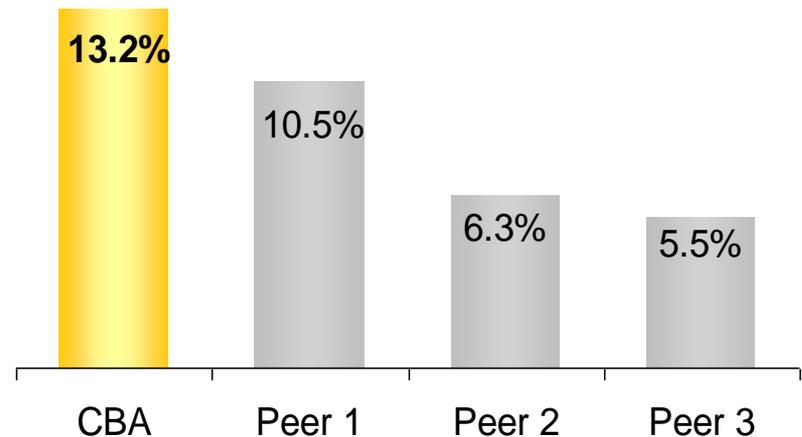
¹ Source: Roy Morgan Research Customer Satisfaction. Aust MFI Population 14+, % “Very” or “Fairly Satisfied”. Six month rolling average.



Business Banking

- IWL acquisition
- CommSec Banking solutions
- iPhone share trading
- Growth in business deposits
- Strong customer satisfaction gains

Improvement in Business Customer Satisfaction*
(12 months)

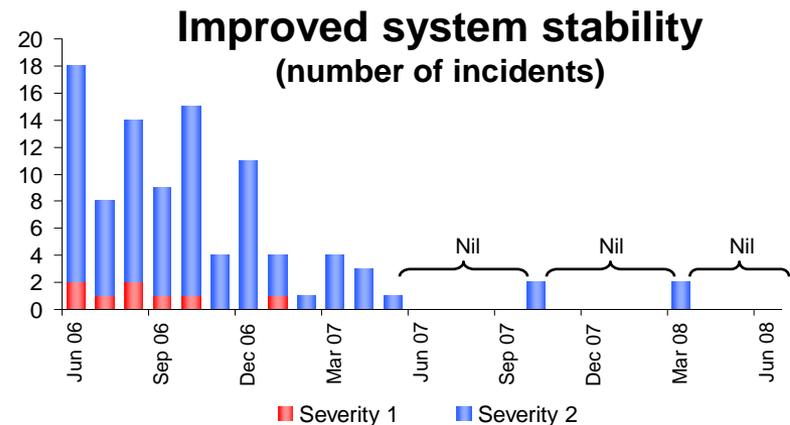
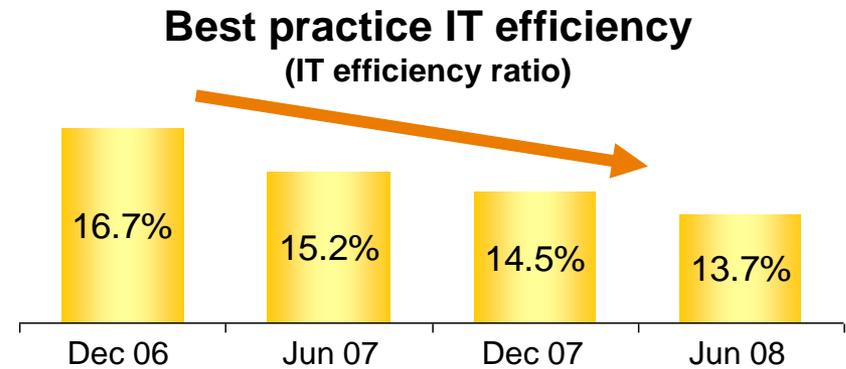


* Source: TNS Business Finance Monitor Jun 08. Customer satisfaction with MFI – businesses with annual turnover to \$100m (ex Agribusinesses). All time periods refer to a 12 month rolling average. Percentage point change refers to the increase / decrease of each bank’s customers who are satisfied. Satisfaction is based on business customers who said they were Very or Fairly Satisfied with their relationship with their MFI.



Technology and Operational Excellence

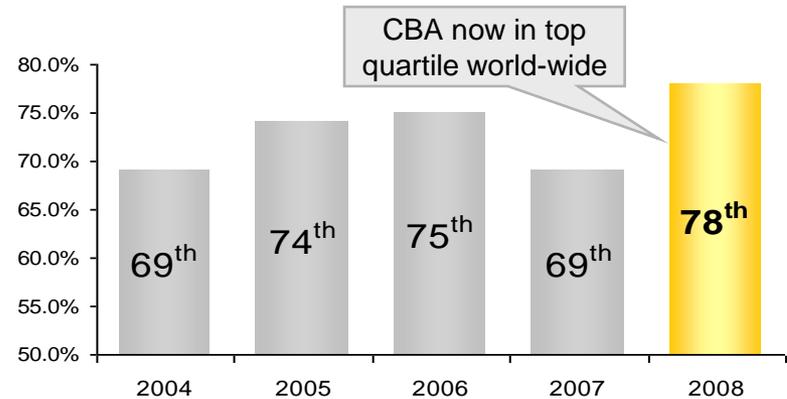
- Core Banking Modernisation
- Best practice IT efficiency
- Improved system stability
- Customer service initiatives



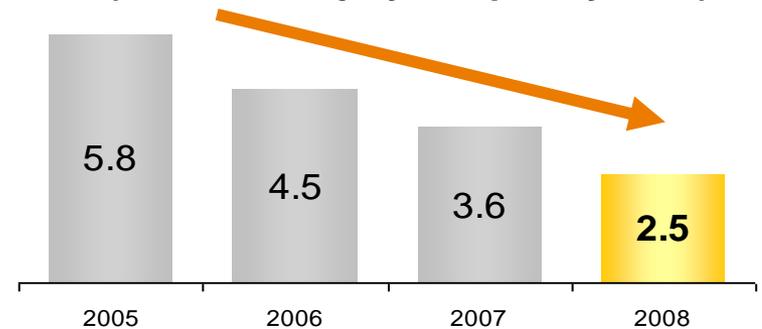
Trust and Team Spirit

- Improved staff satisfaction
- ASB “Great Workplace Award”
- Safety improvements
- Greater collaboration

Staff satisfaction
(Gallup worldwide survey)



Safety
(Lost Time Injury Frequency Rate)



Profitable Growth

- Indonesian and Chinese businesses performing well
- Development opportunities in CFS GAM and Premium Business Services
- Improvements in Group-wide cross-sell and referral
- BankWest acquisition

Asian Businesses



Group-wide Referrals

Retail to Premium	63%	↑
Premium to Retail	69%	↑
Wealth Management to Retail	95%	↑



Looking Ahead

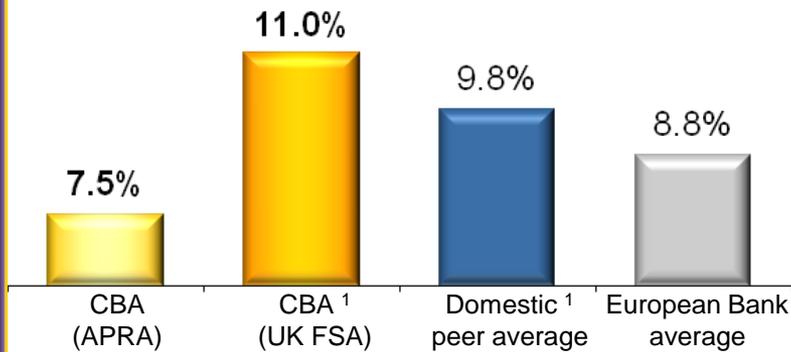
- Difficult market conditions to continue
- Loan losses likely to increase as economy slows
- Funding costs to continue to impact interest rates
- Group priority to maintain strong capital and funding positions



Strong Capital Position

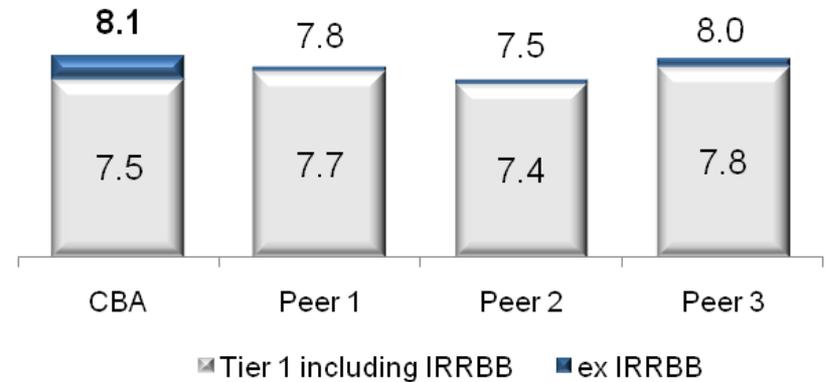
Tier 1 Peer Comparison

Tier 1 Capital Ratios



Domestic Peer Comparison

Tier 1 Capital Ratios



1. Normalised capital calculation to UK regulator , Financial Services Authority, as benchmark.



Looking Ahead

- Will continue to balance interests of customers and shareholders
- Success due to hard work and commitment of our people
- Skilled enthusiastic people
- Delivering for our people, our customers and our shareholders

