Media Presentation

For the half year ended 31 December 2017

Ian Narev, Chief Executive Officer
Overview

► 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
<table>
<thead>
<tr>
<th>Metric</th>
<th>Dec 17</th>
<th>Change</th>
<th>Dec 16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Statutory Profit ($m)</td>
<td>4,895</td>
<td>1.2%</td>
<td></td>
</tr>
<tr>
<td>Cash NPAT ($m)</td>
<td>4,735</td>
<td>(1.9%)</td>
<td></td>
</tr>
<tr>
<td>Cash Earnings per Share ($)</td>
<td>2.72</td>
<td>(3.2%)</td>
<td></td>
</tr>
<tr>
<td>ROE – Cash</td>
<td>14.5%</td>
<td>(120)bpts</td>
<td></td>
</tr>
<tr>
<td>Dividend per Share ($)</td>
<td>2.00</td>
<td>+1 cent</td>
<td></td>
</tr>
</tbody>
</table>

1. Presented on a continuing operations basis.
Long term strategy continued

**Productivity**
Cost to Income %

- Dec 07: 48.4%
- Dec 17: 40.8%

**Investment**
Gross Spend, HY $m

- Dec 07: 627
- Dec 17: 438

**Customers**
% Satisfied

- Dec 07: 70.5%
- Dec 17: 81.7%

**Strength**
CET1 (APRA) (%)

- Dec 07: 4.8%
- Dec 17: 10.4%

**Returns**
DPS Growth (avg, pa)

- Peer Avg: 6%

TSR

- Peer Avg: 83%

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

<table>
<thead>
<tr>
<th>Operating Performance¹</th>
<th>Strength</th>
<th>Returns</th>
</tr>
</thead>
<tbody>
<tr>
<td>1H18 vs 1H17</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Underlying²</td>
<td>International</td>
<td>15.7%³</td>
</tr>
<tr>
<td>Operating Income</td>
<td>Deposit funding</td>
<td>LCR</td>
</tr>
<tr>
<td>4.9%</td>
<td>68%</td>
<td>131%</td>
</tr>
<tr>
<td>Operating Expense</td>
<td>Operating Perform.</td>
<td></td>
</tr>
<tr>
<td>4.7%</td>
<td>5.1%</td>
<td></td>
</tr>
<tr>
<td>Operating Perform.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.0%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Expected compliance program spend</td>
<td>Benefit from accelerated amortisation ($64m)</td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th></th>
<th>FY13</th>
<th>FY14</th>
<th>FY15</th>
<th>FY16</th>
<th>FY17</th>
<th>1H18</th>
</tr>
</thead>
<tbody>
<tr>
<td>(m)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Risk and Compliance Spend Cumulative$³</td>
<td>295</td>
<td>911</td>
<td>1,823</td>
<td>2,546</td>
<td>3,370</td>
<td>3,978</td>
</tr>
</tbody>
</table>

CAGR¹ 33%

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 Satisfaction\(^1\)

<table>
<thead>
<tr>
<th>Service</th>
<th>Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>Retail</td>
<td>#1</td>
</tr>
<tr>
<td>Business</td>
<td>= #1</td>
</tr>
<tr>
<td>Wealth</td>
<td>#1</td>
</tr>
<tr>
<td>Internet</td>
<td>#1</td>
</tr>
</tbody>
</table>

### Net Promoter Score\(^2\) - Retail

- Promoters: 31.5%
- Detractors\(^2\): 27.1%
- NPS: +4.4

- Dec 08: +0.7
- Dec 17: +4.4

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

| Owner-Occupied | 5.2% | System² | 6.3% | NBFIs² | 11.3% |

Interest Only
% of total home loan flows

<table>
<thead>
<tr>
<th>Jun 17</th>
<th>Sep 17</th>
<th>Dec 17</th>
</tr>
</thead>
<tbody>
<tr>
<td>38%</td>
<td>23%</td>
<td>21%</td>
</tr>
</tbody>
</table>

APRA benchmark (30%)

Apartment Development³
Total exposures $bn

<table>
<thead>
<tr>
<th>Dec 16</th>
<th>Jun 17</th>
<th>Dec 17</th>
</tr>
</thead>
<tbody>
<tr>
<td>5.24</td>
<td>4.51</td>
<td>4.06</td>
</tr>
</tbody>
</table>

(23%)

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

**ATM fee free**

For all Australians.
CommBank branded ATMs no longer charge ATM withdrawal fees. No matter who you bank with.
That’s a welcome change.

![Image](Atm_fee_free.png)

No ATM withdrawal fees no matter who you bank with

**Better Customer Outcomes**

**Service not sales**

As CommBank, our tellers are rewarded for service, not sales, putting our customers first for us.
That’s a welcome change.

![Image](Service_not_sales.png)

Tellers rewarded for service, not sales

**Australian Call Centres**

Our customer call centres are in Australia.
That’s a welcome change.

![Image](Australian_Call_Centres.png)

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

![Image](Assistance_Package.png)
Technology

**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)

1, 2, 3, 4, 5, 6, 7. Refer to notes slide in the 1H18 Results Presentation for source information
Strength

Deposit funding (%)

<table>
<thead>
<tr>
<th></th>
<th>Dec 07</th>
<th>Dec 17</th>
</tr>
</thead>
<tbody>
<tr>
<td>54%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>68%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Long term funding (%)

<table>
<thead>
<tr>
<th></th>
<th>Dec 07</th>
<th>Dec 17</th>
</tr>
</thead>
<tbody>
<tr>
<td>40%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>63%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

CET1 APRA (%)

<table>
<thead>
<tr>
<th></th>
<th>Dec 07</th>
<th>Dec 17</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.8%^1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10.4%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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)

### Our stakeholders

<table>
<thead>
<tr>
<th>Customers</th>
<th>Shareholders</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>15.9(^1) million</strong>&lt;br&gt;MFI for one in three Australians</td>
<td><strong>~800,000</strong>&lt;br&gt;+ millions more via super</td>
</tr>
<tr>
<td><strong>Community</strong>&lt;br&gt;$2.0bn in taxes(^1)&lt;br&gt;Australia’s second largest taxpayer</td>
<td><strong>People</strong>&lt;br&gt;48,900(^1)&lt;br&gt;employed in 16 countries</td>
</tr>
</tbody>
</table>

1. Presented on a continuing operations basis.
Outlook

- 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