

Results Presentation

For the full year ended 30 June 2013



Ian Narev

CHIEF EXECUTIVE OFFICER

David Craig

CHIEF FINANCIAL OFFICER



Notes

Disclaimer

The material that follows is a presentation of general background information about the Group's activities current at the date of the presentation, 14 August 2013. 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.

Cash Profit

The Management Discussion and Analysis discloses the net profit after tax on both a 'statutory basis' and a 'cash basis'. The statutory basis is prepared in accordance with the Corporations Act 2001 and the Australian Accounting Standards, which comply with International Financial Reporting Standards (IFRS). The cash basis is used by management to present a clear view of the Group's underlying operating results, excluding a number of items that introduce volatility and/or one off distortions of the Group's current period performance. These items, such as hedging and IFRS volatility, are calculated consistently year on year and do not discriminate between positive and negative adjustments. A list of items excluded from statutory profit is provided in the reconciliation of the net profit after tax ("cash basis") on page 3 of the Profit Announcement (PA) and described in greater detail on page 15 of the PA and can be accessed at our website <http://www.commbank.com.au/about-us/shareholders/financial-information/results/>

Agenda



Ian Narev, CEO – Company Update

David Craig, CFO – Financial Overview

Ian Narev, CEO – Outlook and Summary

Questions and Answers

Additional information

Our Strategy

Customer Focus

Capabilities

People



Technology



Strength



Productivity



Growth opportunities

“One CommBank”

Continued growth in business and institutional banking

Disciplined capability-led growth outside Australia

TSR Outperformance

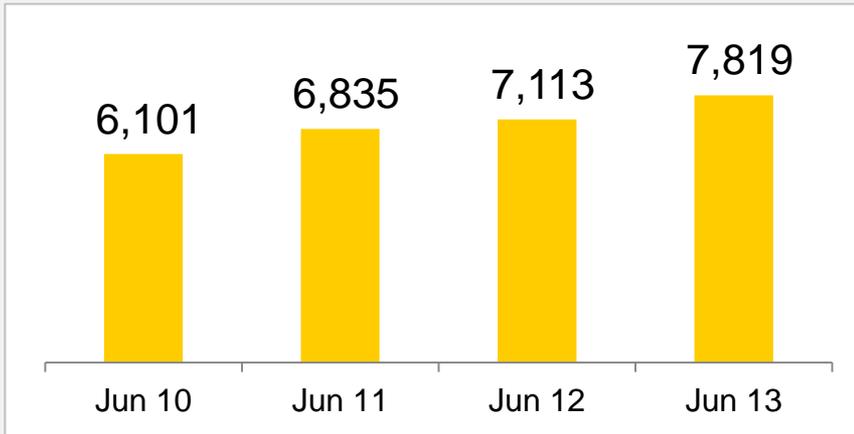


Overview

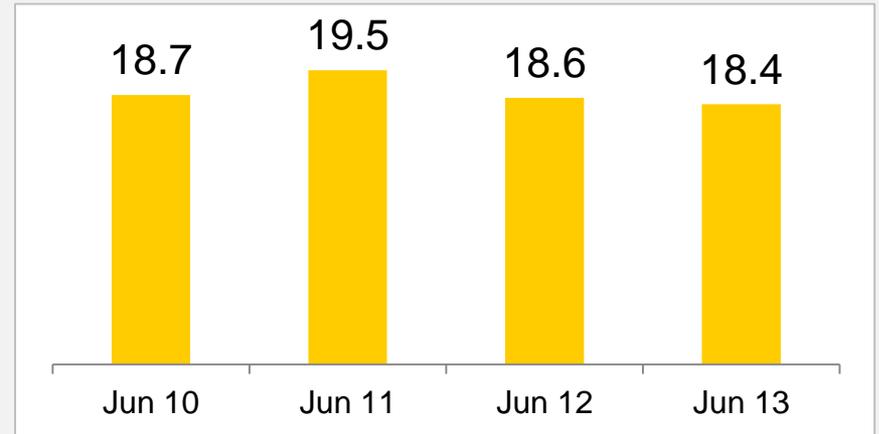
- ◆ A strong financial result driven by long term strategic focus
- ◆ Customer satisfaction driving revenue momentum
- ◆ Productivity culture enabling investment
- ◆ Innovation underpinned by state-of-the-art technology core
- ◆ Conservative settings further strengthened

Additional information

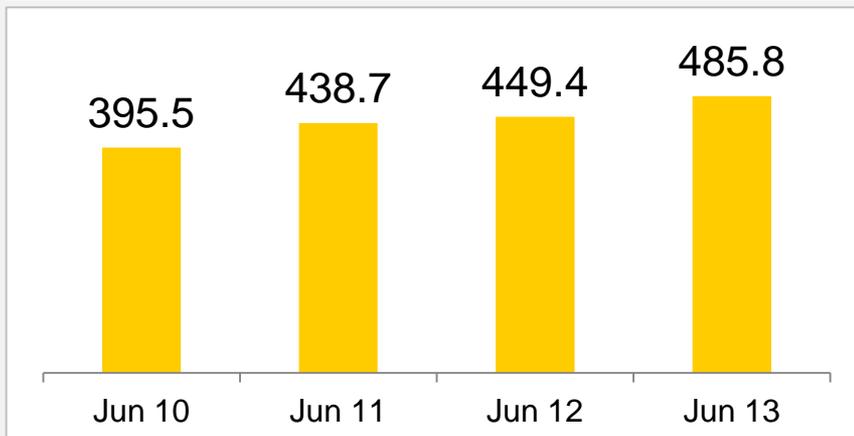
Cash Earnings (\$m)



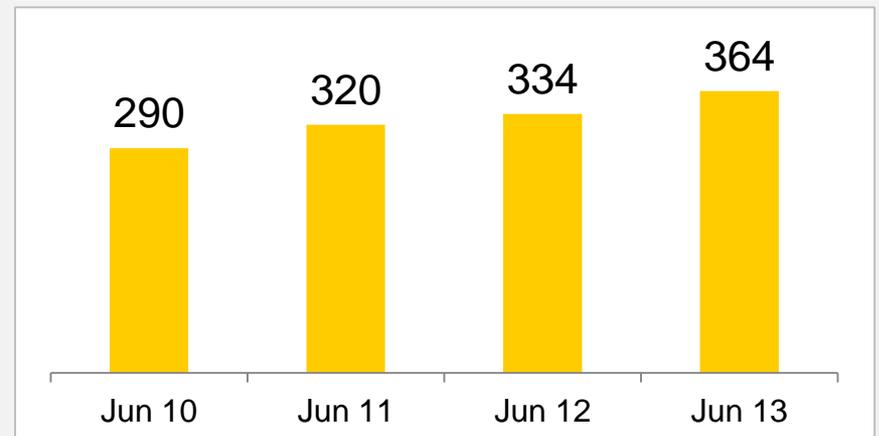
ROE - Cash (%)



EPS (cents)



DPS (cents)



A strong financial result

	Jun 13	Jun 13 vs Jun 12
Statutory Profit (\$m)	7,677	8%
Cash NPAT (\$m)	7,819	10%
ROE – Cash (%)	18.4%	(20) bpts
Cash Earnings per Share (\$)	4.86	8%
Dividend per Share (\$)	3.64	9%



Additional information

Business Unit Profitability

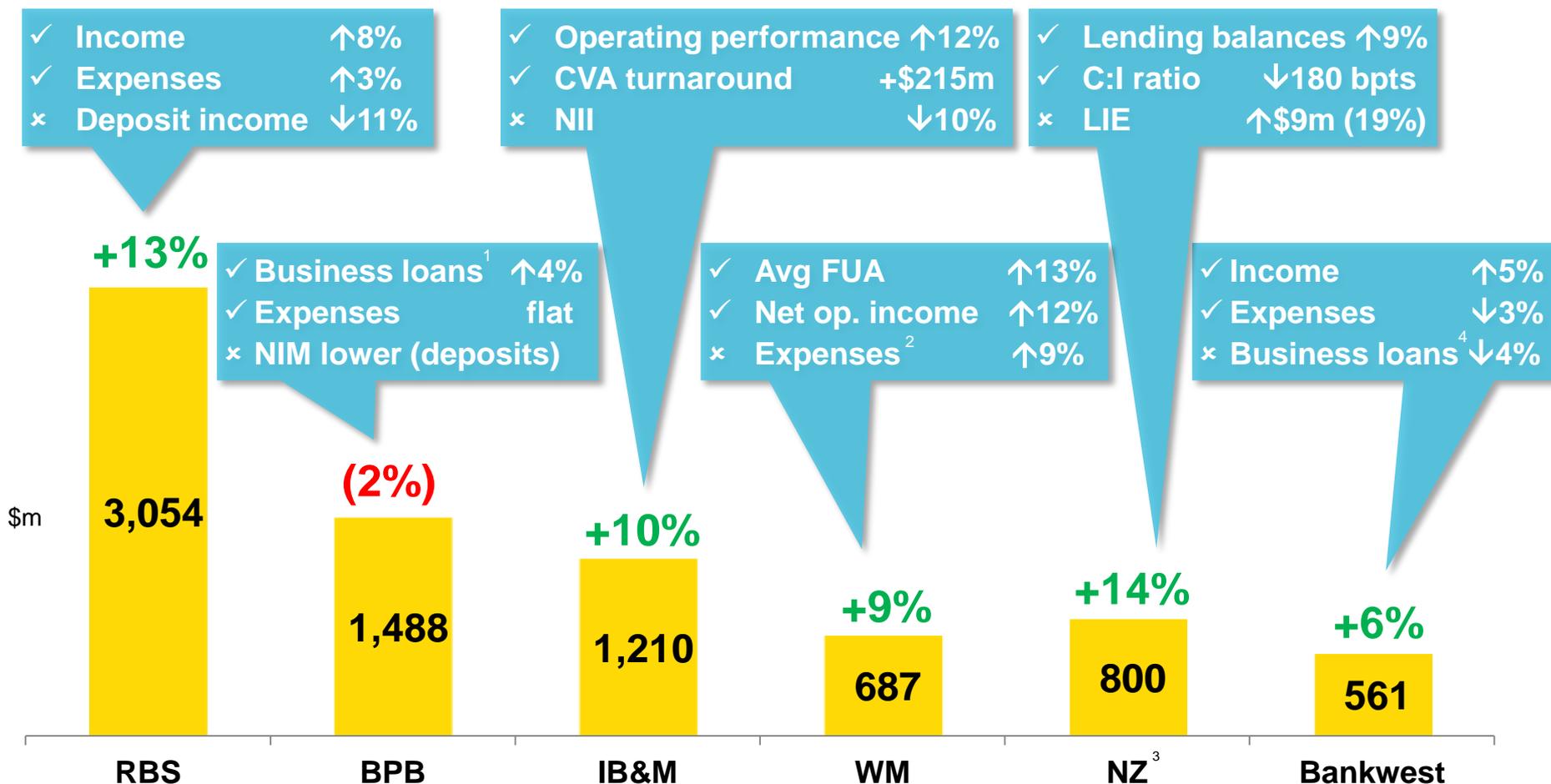
\$m	Operating performance	Mvt Operating performance	Loan impairment expense	Investment experience	Tax & non-controlling interests	Cash NPAT Jun 13	Cash NPAT Jun 12	Mvt Cash NPAT
RBS	4,884	10%	(533)	-	(1,297)	3,054	2,703	13%
BPB	2,397	(1%)	(280)	-	(629)	1,488	1,513	(2%)
IB&M	1,732	12%	(154)	-	(368)	1,210	1,098	10%
WM	783	17%	-	157	(253)	687	629	9%
NZ ¹	883	14%	(45)	6	(209)	635	541	17%
Bankwest	922	13%	(118)	-	(243)	561	527	6%
IFS and Other ²	139	(1%)	48	(9)	6	184	102	80%
Total	11,740	9%	(1,082)	154	(2,993)	7,819	7,113	10%

1 NZ result in AUD.

2 Includes Group Treasury, Centre functions.

Cash NPAT drivers

FY13



All movements on prior comparative period unless stated otherwise.

1 Source RBA. Six months to Jun 13 annualised.

2 Excludes volume related expenses.

3 NZD.

4 Source RBA. Six months to Jun 13 annualised. Bankwest core market balances.

Additional information

Area	Measure	CBA Rank
Retail	Roy Morgan ¹	1 st
Business	DBM ^{2,6}	=1 st
Wealth	Wealth Insights ⁸	1 st
ASB	TNS ⁹ ; Camorra* ¹⁰	=1 st
IFS (PT Bank Commonwealth)	MRI – Foreign Banks ⁷	1 st

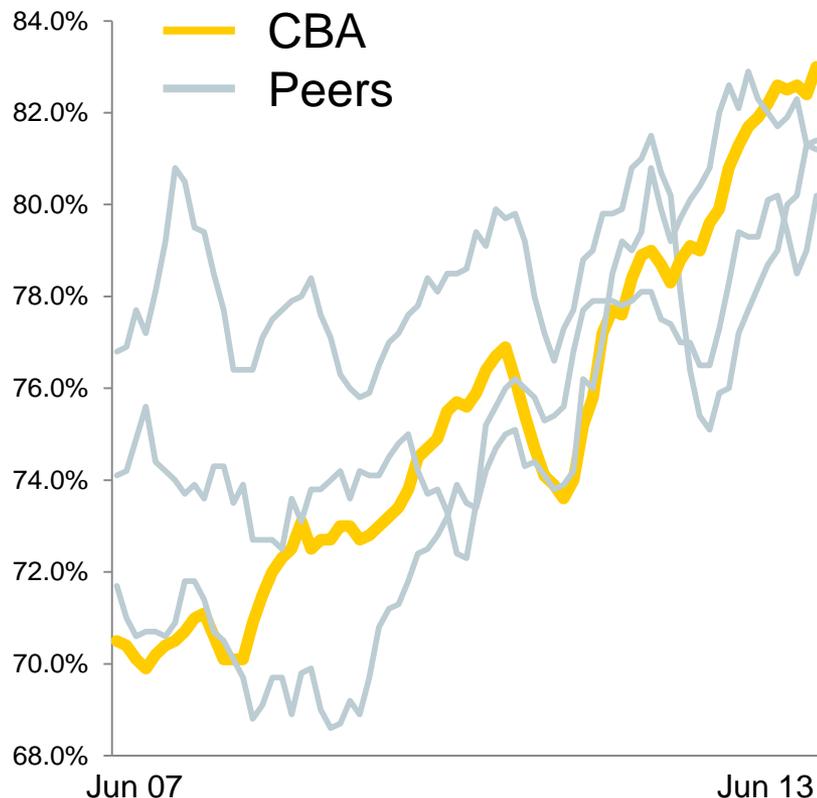
1, 2, 6, 7, 8, 9, 10 Refer notes slide at back of this presentation for source information.

* Of the 4 major banks.



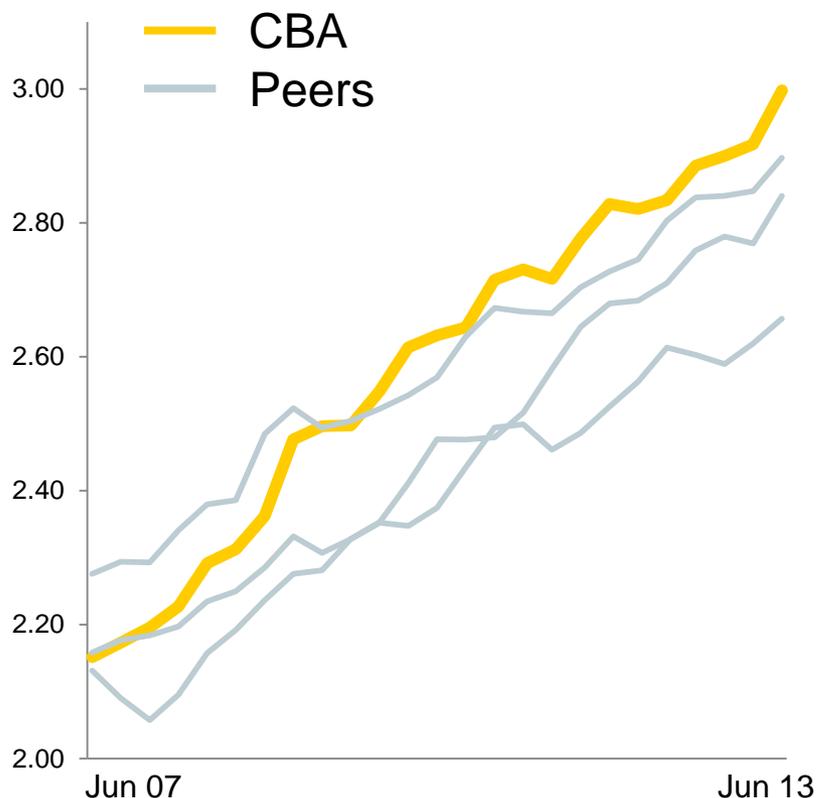
Peer leading customer satisfaction and products per customer

Retail Customer Satisfaction



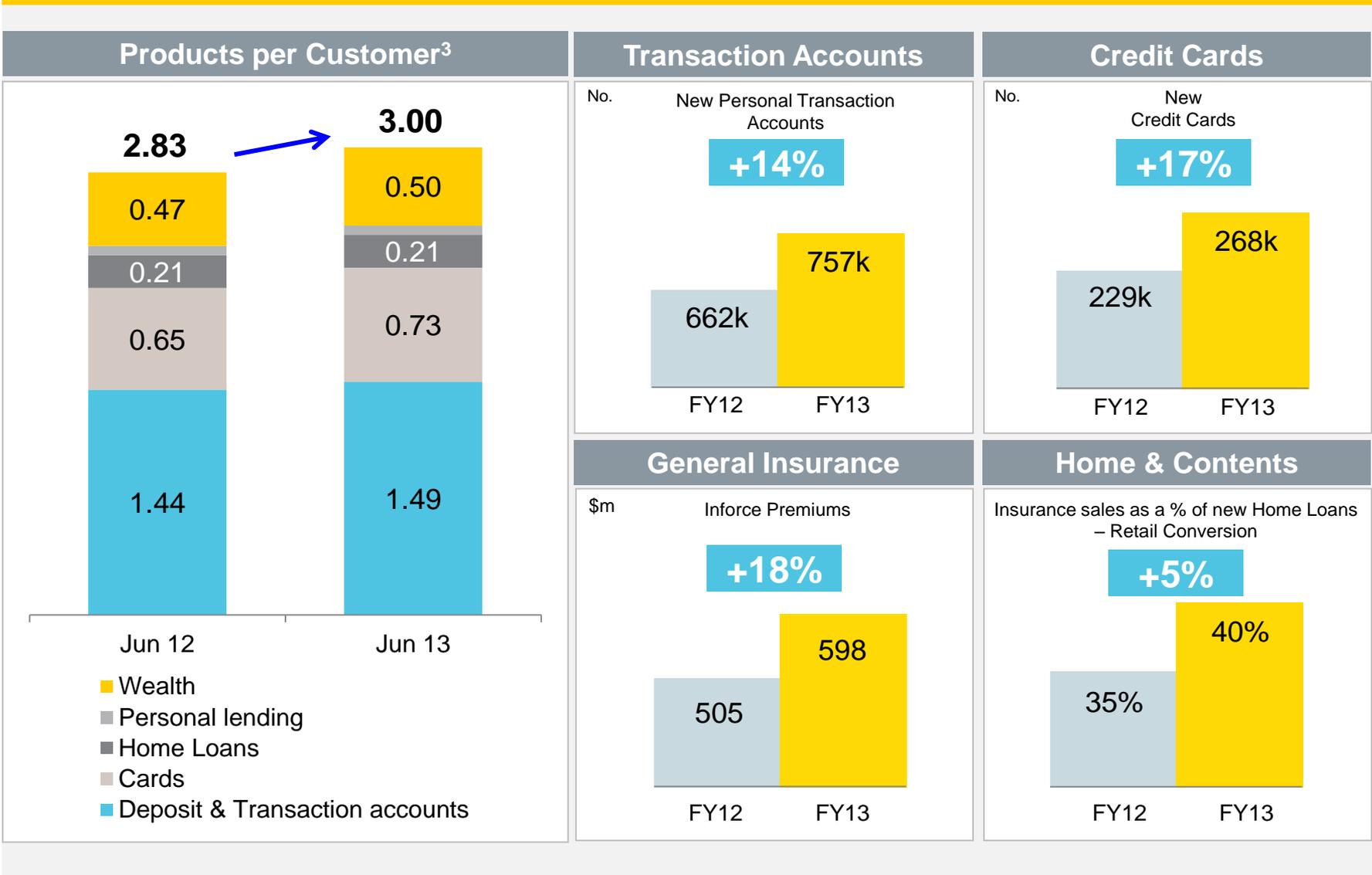
% Satisfied ('Very Satisfied' or 'Fairly Satisfied')¹

Products per Customer



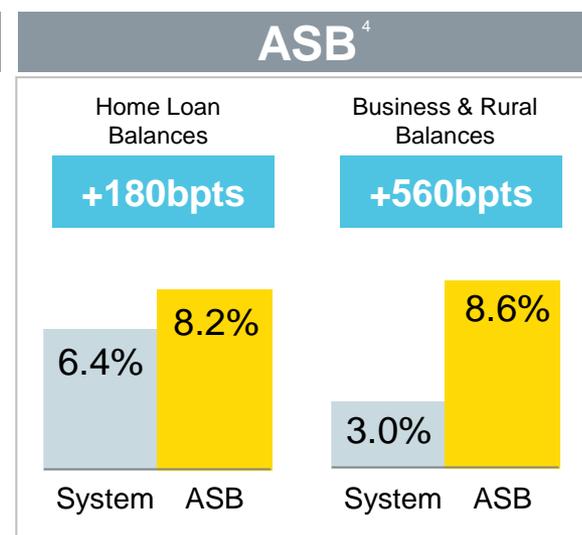
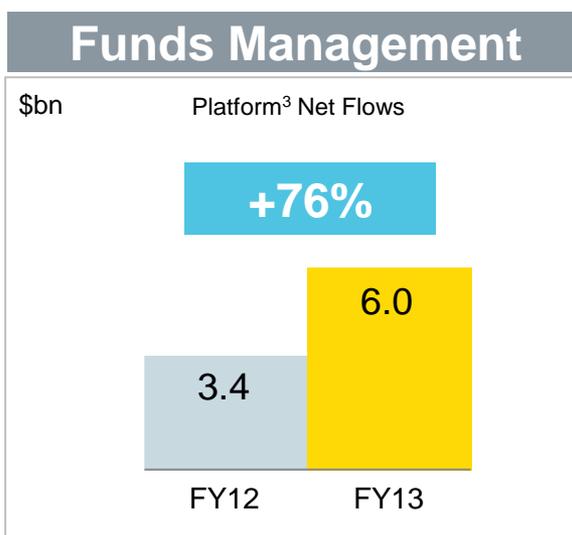
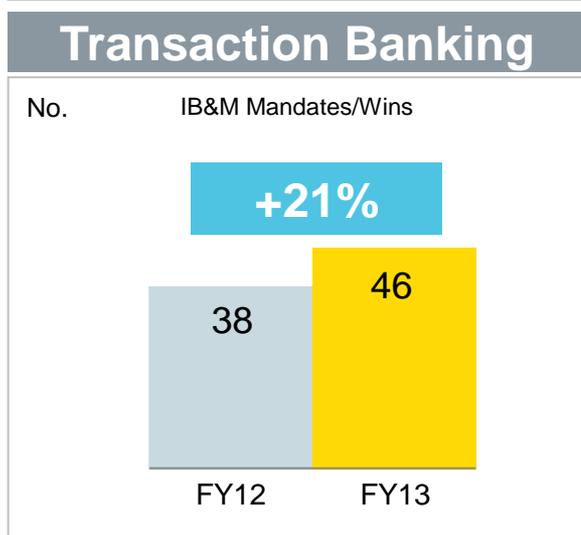
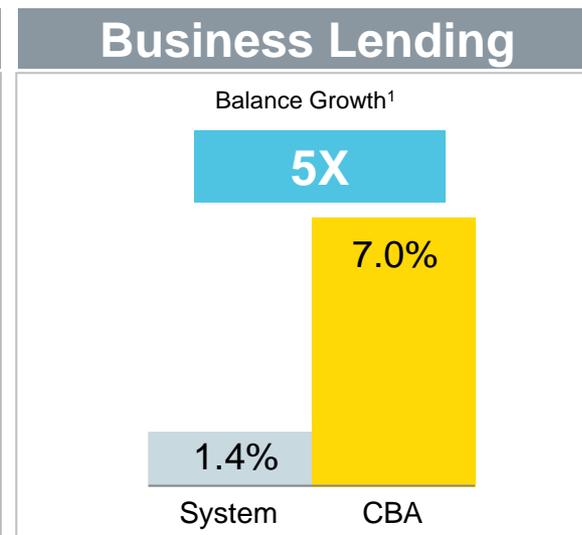
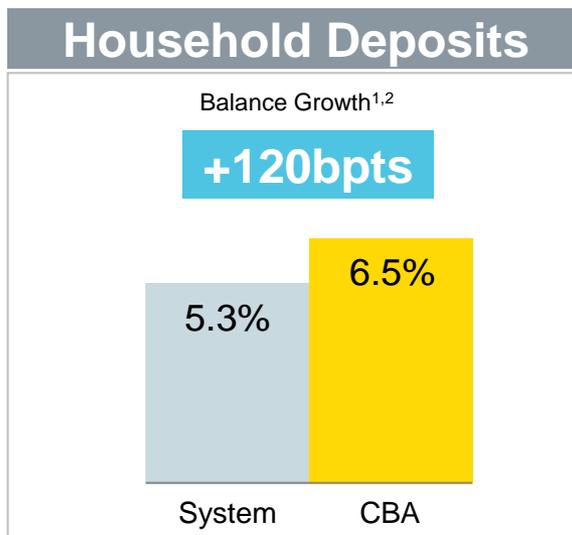
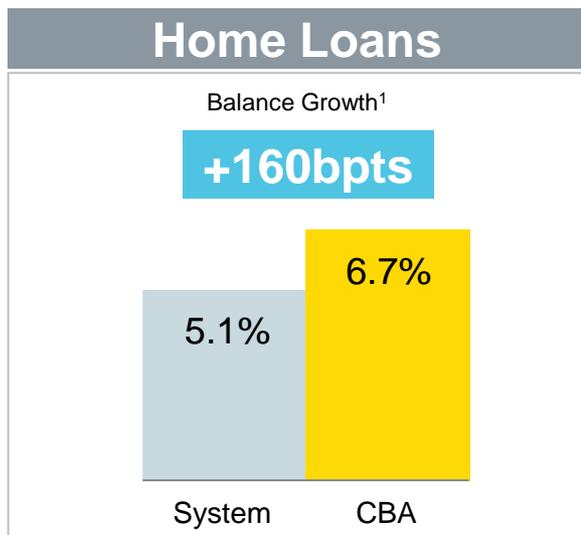
Average Number of Banking and Finance Products held by Customers 18+ (at the Financial Institution)³

Additional information



³ Refer notes slide at back of this presentation for source information. Wealth includes Superannuation, Managed Investments and Insurance.

Strong momentum



1 Balance growth figures are six months to Jun 13 annualised (CBA is ex Bankwest). Source RBA/APRA.

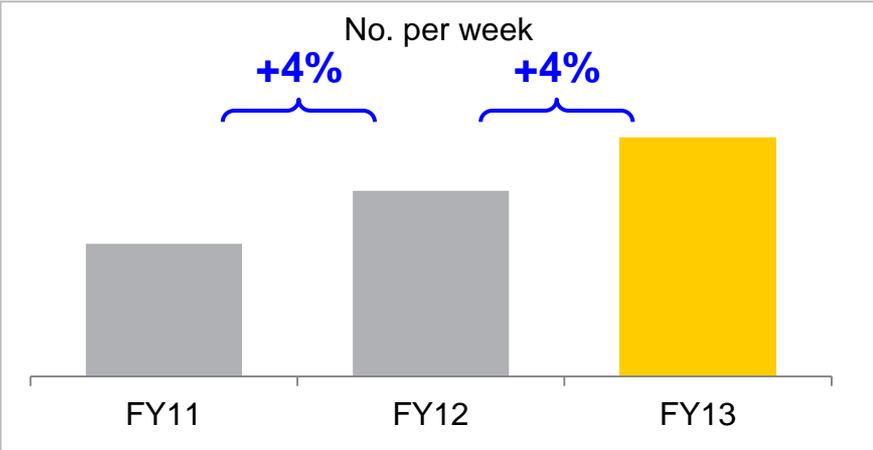
2 Household Deposits system growth adjusted for series breaks for new market entrants.

3 FirstChoice and Custom Solutions.

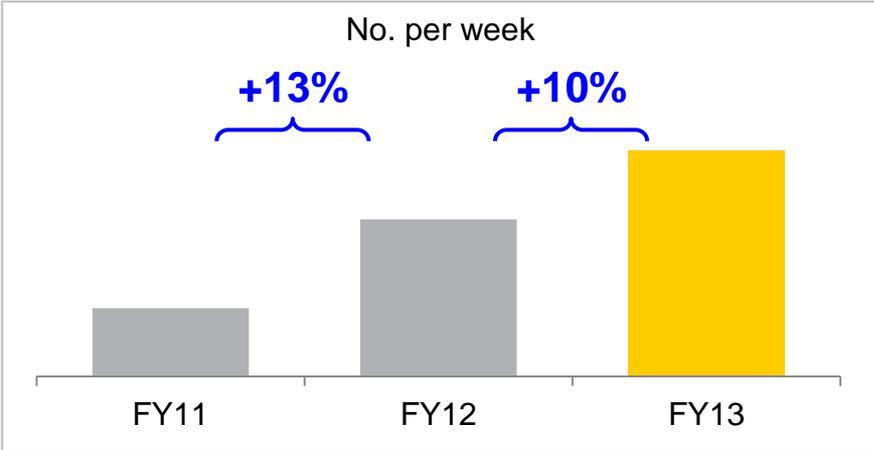
4 Six months to Jun 13 annualised. Source: RBNZ.

Additional information

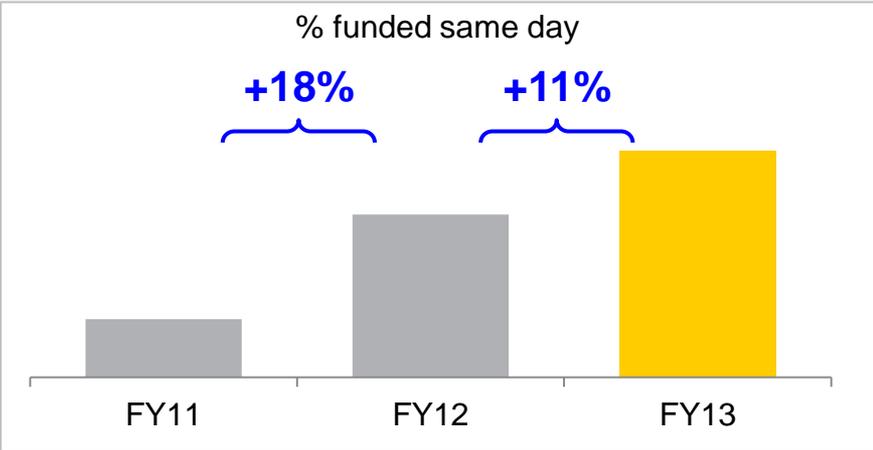
Transactions per Customer Service Representative



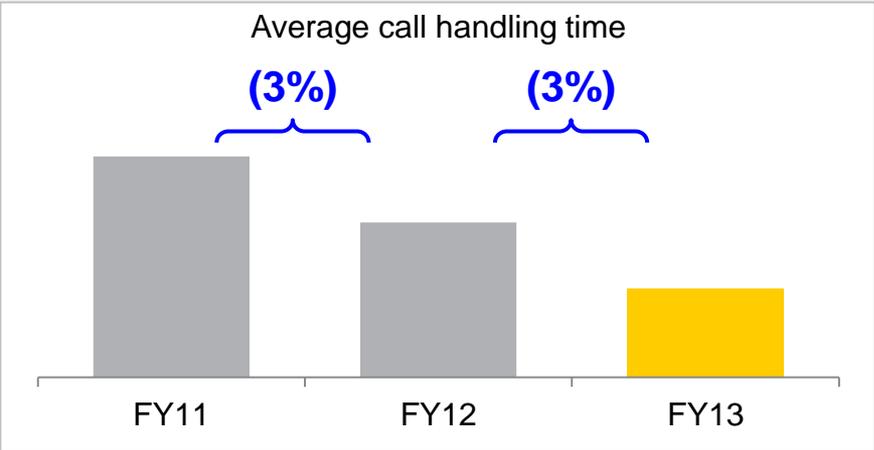
Sales and Converted Referrals per Customer Service & Savings Specialist



Personal Loans



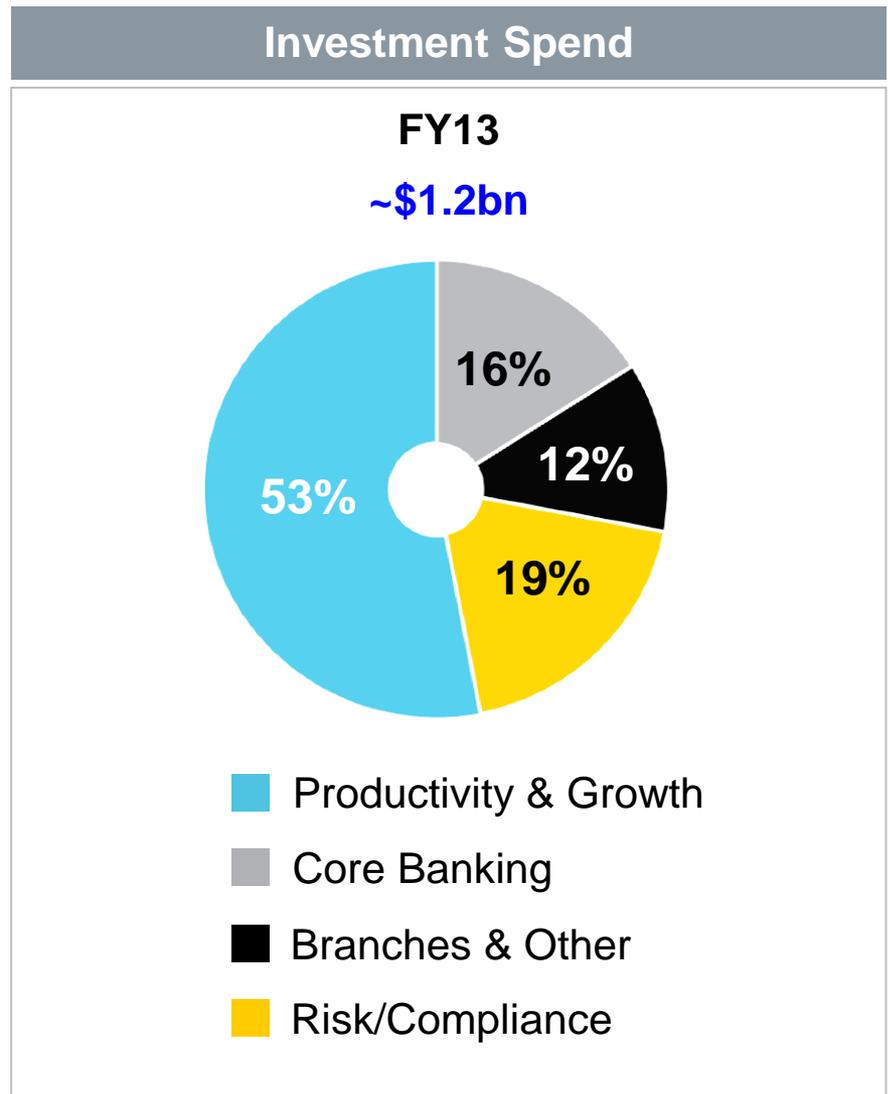
Direct Banking



Refer notes page at back of presentation for definition of productivity metrics.

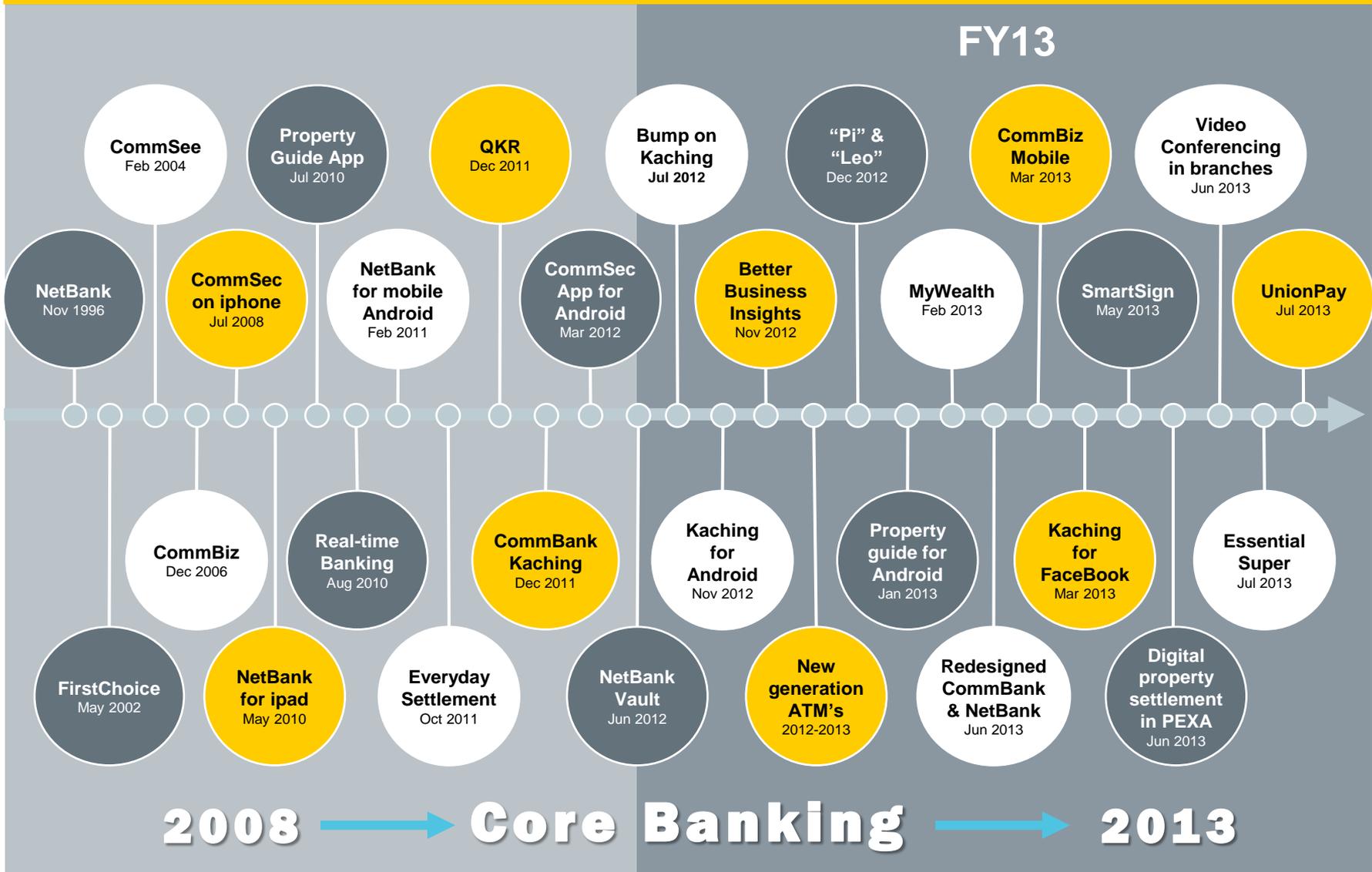
Productivity culture enabling investment

Examples ¹	
Customer Service Transactions per FTE	↑ 4%
Sales and Converted Referrals per FTE	↑ 10%
% Personal Loans funded same day	↑ 11%
Direct Banking call handling time	↓ 3%
% Deposit customers receiving e-statements	↑ 5%
Number of intelligent deposit machines	132
First bank to complete transactions on national e-conveyancing platform	✓



¹ All movements FY13 vs FY12. Refer notes page at back of presentation for definition of productivity metrics.

Additional information



Everyday Settlement



- Same day access to funds, everyday, for merchant customers
- Market leading innovation enabled by Core Banking
- Material benefit to customer cash flows

CommBiz Mobile



- Real-time cash flow information for business customers
- Payment authorisation from anywhere
- 36,000 logins, >2,000 activations since launch in Mar 2013

Kaching



- World first social payments app for Apple and Android
- >1 million downloads, >\$9 billion in transactions
- Now with QR code for bill payment; new card activation

Contactless Payments



- Fast, simple in-store payments
- CBA led the market, first with cards and then with terminals
- Now ~20% of total card transactions and growing

Pi, Albert & Leo

Get paid anywhere on
your iPhone with **Leo.**

Leo is a new way to get paid. It's a compact, smart-case device that turns an Apple iPhone 4 or iPhone 4S into a mobile and secure merchant terminal, so you can accept business payments anywhere.



- World first innovations revolutionising point-of-sale experience
- Opening up opportunities to change the business model
- Pi launched and growing, Leo in rollout, Albert pilot coming soon

SmartSign



- Online contract acceptance for Asset Finance and Business Transaction account opening
- Straight through processing – reduced errors, greater efficiency
- Document turn-around-times improved by 60%

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"In just a few clicks I can part own an Australian company."

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CommonwealthBank My home View accounts Transfers BPAY Offers & apply

Offers Pre-paid mobile Term Deposits Accounts Credit cards Personal loans Home loans Insurance

Super/Investments Call 1800 241 996, 8.30am - 5pm (Sydney time), Monday to Friday

ESSENTIAL SUPER. EVERYTHING YOU NEED. NOTHING YOU DON'T.
Consider Essential Super. Easy, low-fees and you can see it anytime in NetBank.

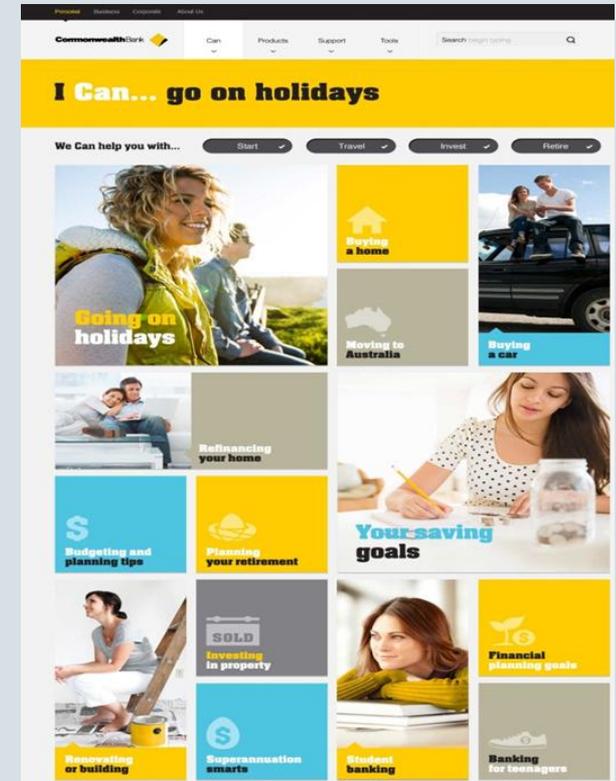
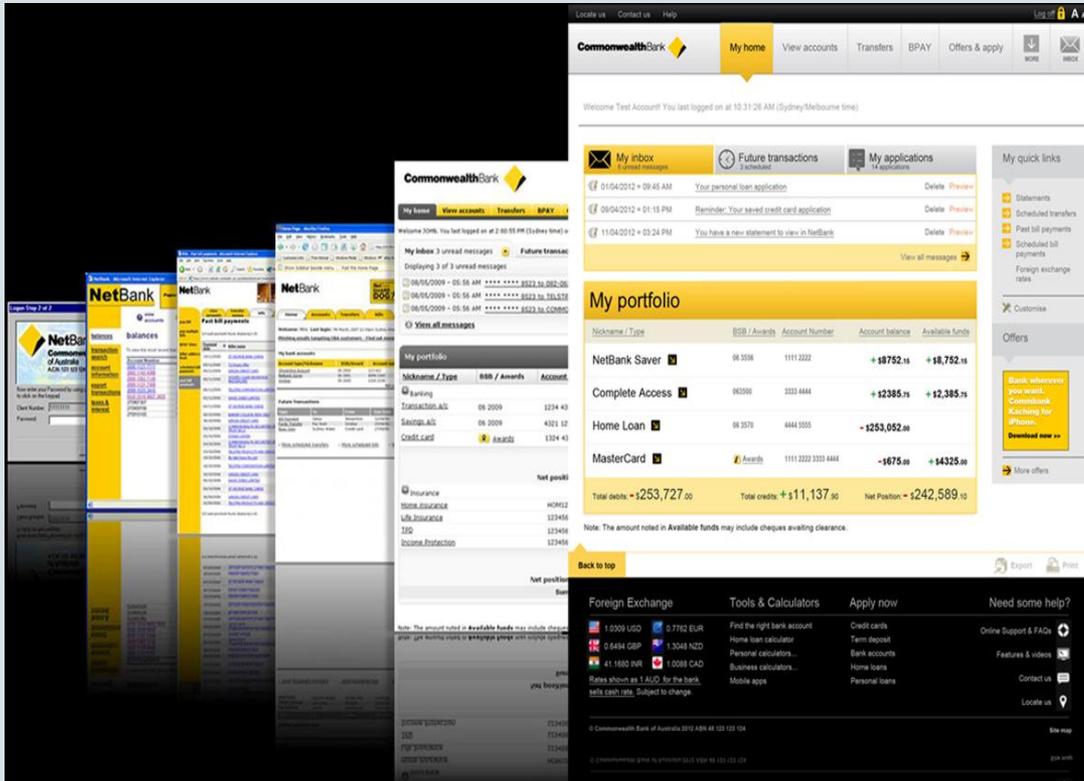
Key features

Essential Super	> Straight forward, low fee online super account > See your super in NetBank anytime > Take your super from job to job	APPLY NOW Learn more
FirstChoice Personal Super	> Value for money super fund with competitive fees > Choice of over 110 investment options > Award winning service from Colonial First State	APPLY NOW Get advice Learn more
FirstChoice Investments	> Value for money investment platform > Over 100 investment options including term deposits > Award winning service from Colonial First State	APPLY NOW Get advice Learn more

The Commonwealth Bank does not guarantee the performance of these products or the repayment of capital.

- Essential Super - easy, low fee superannuation solution
- MyWealth - simplified investing in one powerful hub

Australia's leading online bank



- More than 4.5 million active customers
- Australia's most visited business & finance site (NetBank)¹
- Refreshed, upgraded and redesigned online presence (Jun 13)
- Simpler navigation, single sign-on across sites, intelligent search

1. Source: Hitwise

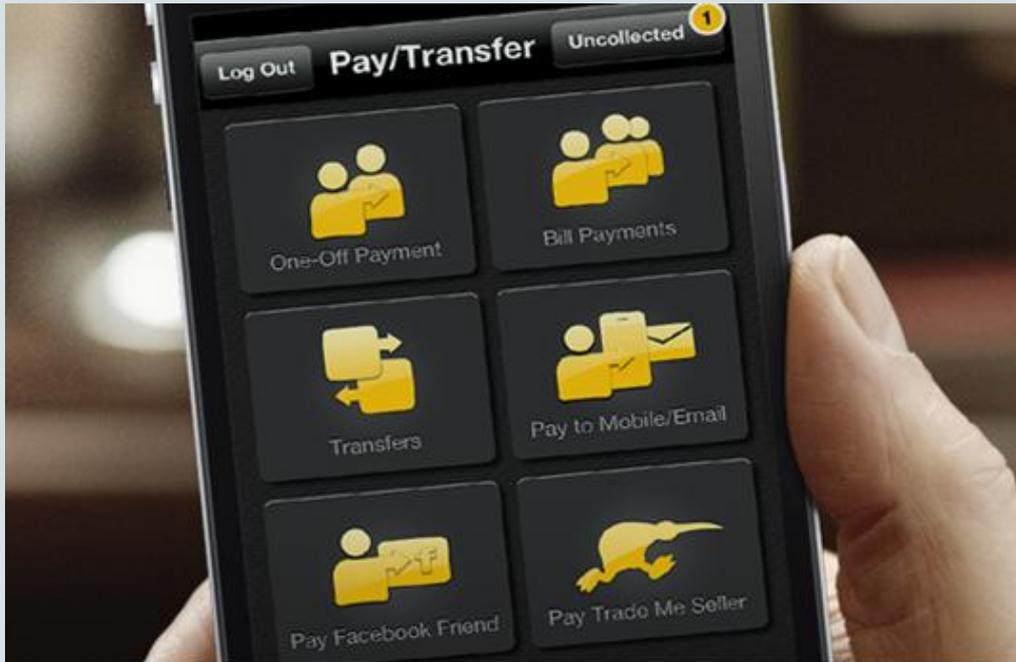
Video Conferencing across the branch network¹



- Rolled out to 1,016 CBA branches in the past six months
- On-the-spot customer access to a range of CBA specialists
- Customer needs addressed at first interaction
- Early results encouraging - especially in Merchant Facilities, Asset Finance and Mortgage Lending

1. Excludes Bankwest and a very small number of CBA Branches.

ASB Innovation



- Mobile app users ↑250% in one year
- Mobile now >50% of all online account access
- Extra home loan payments online - Canstar Innovation Award
- Pay Trade Me sellers (NZ's eBay equivalent) via mobile banking app

Additional information

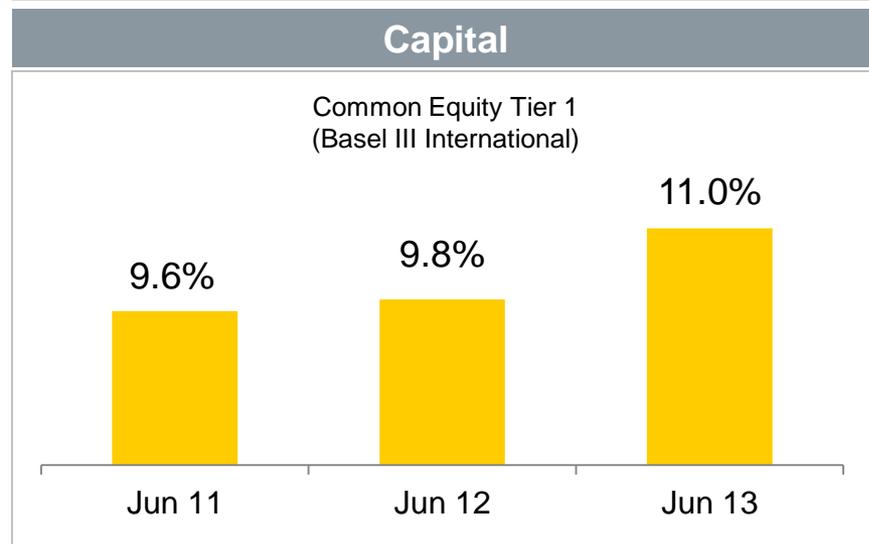
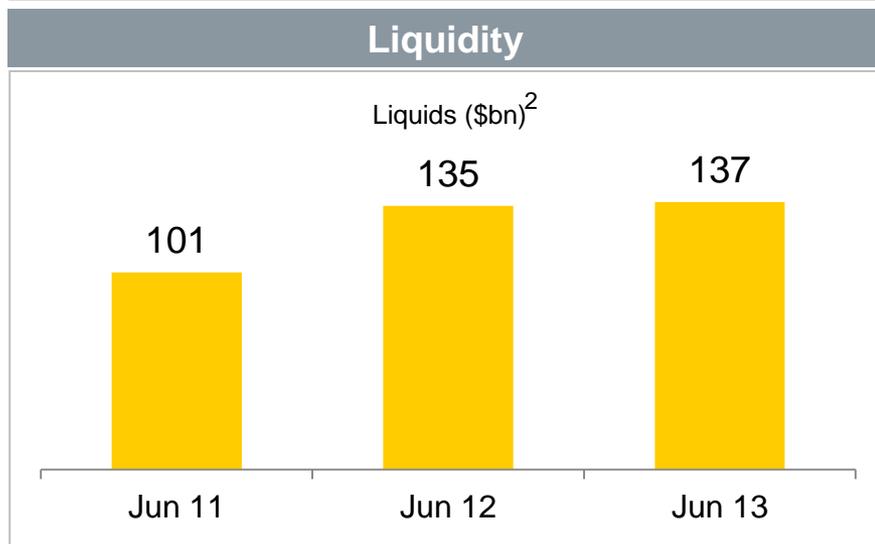
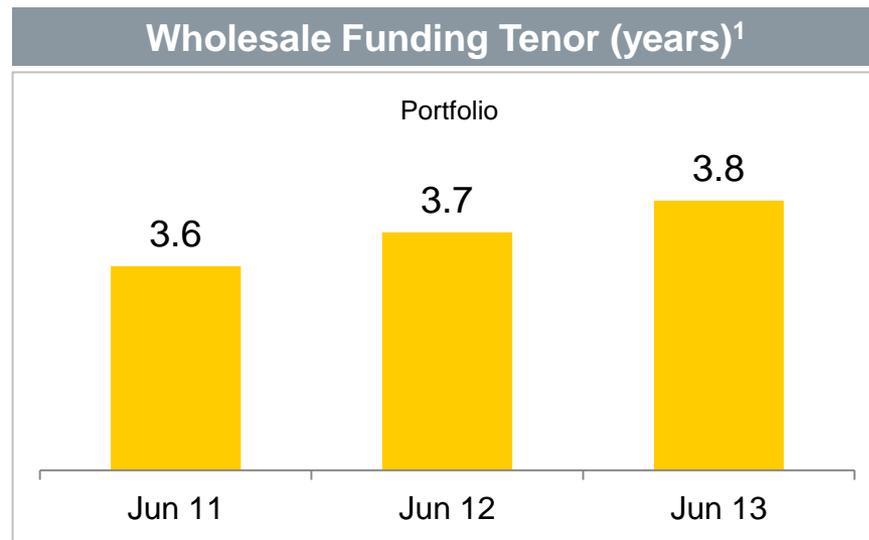
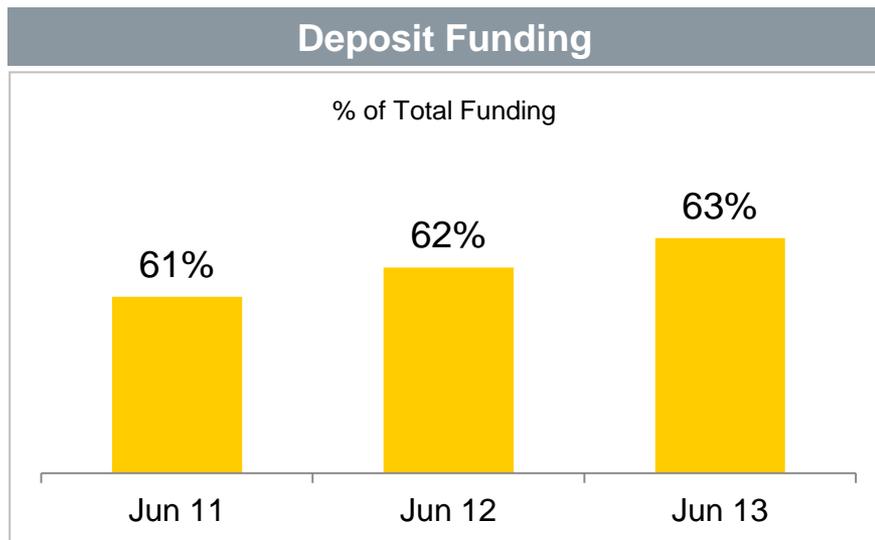
Snapshot – FY13 Results¹

Financial			Operating Performance by Division		
Cash earnings (\$m)	7,819	10%	Retail Banking Services (\$m)	4,884	10%
ROE (Cash)	18.4%	(20) bpts	Business and Private Banking (\$m)	2,397	(1%)
Cash EPS (\$)	4.86	8%	Institutional Banking & Markets (\$m)	1,732	12%
DPS (\$)	3.64	9%	Bankwest (\$m)	922	13%
Cost-to-Income (Cash)	45.0%	(100) bpts	Wealth Management (\$m)	783	17%
NIM (bpts)	213	4 bpts	NZ (NZ\$m)	1,114	11%
Balance Sheet			Capital & Funding		
Total assets (\$bn)	754	5%	Capital – Basel III CET1 (Int'l)	11.0%	120 bpts
Total liabilities (\$bn)	708	5%	Capital – Basel III CET1 (APRA)	8.2%	70 bpts
FUA (\$bn, spot)	250	22%	LT wholesale funding WAM (yrs)	3.8	0.1
RWA ² (\$bn)	329	na	Deposit funding	63%	1%
Provisions to Credit RWAs ² (bpts)	160	na	Liquids (\$bn)	137	2%

1 All movements on prior comparative period.

2 Basel III.

Conservative settings further strengthened



¹ Weighted Average Maturity of long term wholesale debt. Includes all deals with first call or contractual maturity of 12 months or greater.

² Liquids reported post applicable haircuts.

Results Presentation

For the full year ended 30 June 2013



David Craig
CHIEF FINANCIAL OFFICER

Strong profit growth

\$m	Jun 13	Jun 12	Jun 13 vs Jun 12
Operating income	21,345	20,001	7%
Operating expenses	(9,605)	(9,196)	4%
Operating performance	11,740	10,805	9%
Investment experience	154	149	3%
Loan impairment expense	(1,082)	(1,089)	(1%)
Tax and non-controlling interests	(2,993)	(2,752)	9%
Cash NPAT	7,819	7,113	10%

Additional information

Non-cash Items

\$m	Jun 13	Jun 12
Hedging and IFRS volatility		
<ul style="list-style-type: none"> ▪ Unrealised accounting gains and losses arising from the application of “AASB 139 Financial Instruments: Recognition and Measurement” 	27	124
Other		
<ul style="list-style-type: none"> ▪ Bankwest non-cash items ▪ Treasury shares valuation adjustment ▪ Count Financial Limited acquisition costs ▪ Bell Group litigation 	(71) (53) - (45)	(89) (15) (43) -
	(169)	(147)
Total	(142)	(23)

Statutory Profit

\$m	Jun 13	Jun 12	
Cash NPAT	7,819	7,113	10%
Hedging and IFRS volatility	27	124	
Other non-cash items	(169)	(147)	
Statutory NPAT	7,677	7,090	8%

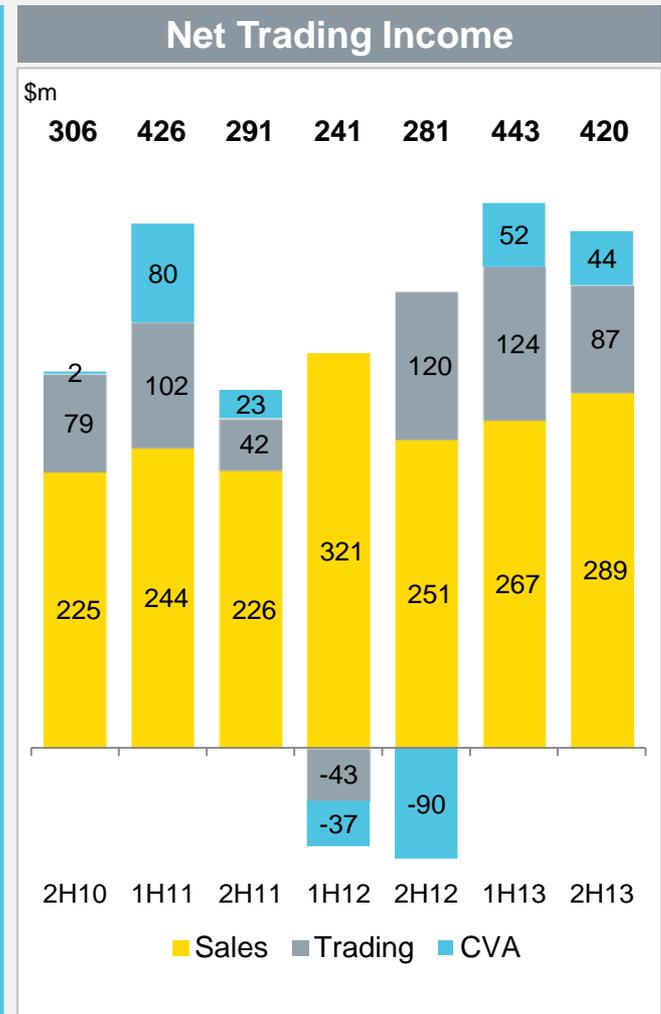


Additional information

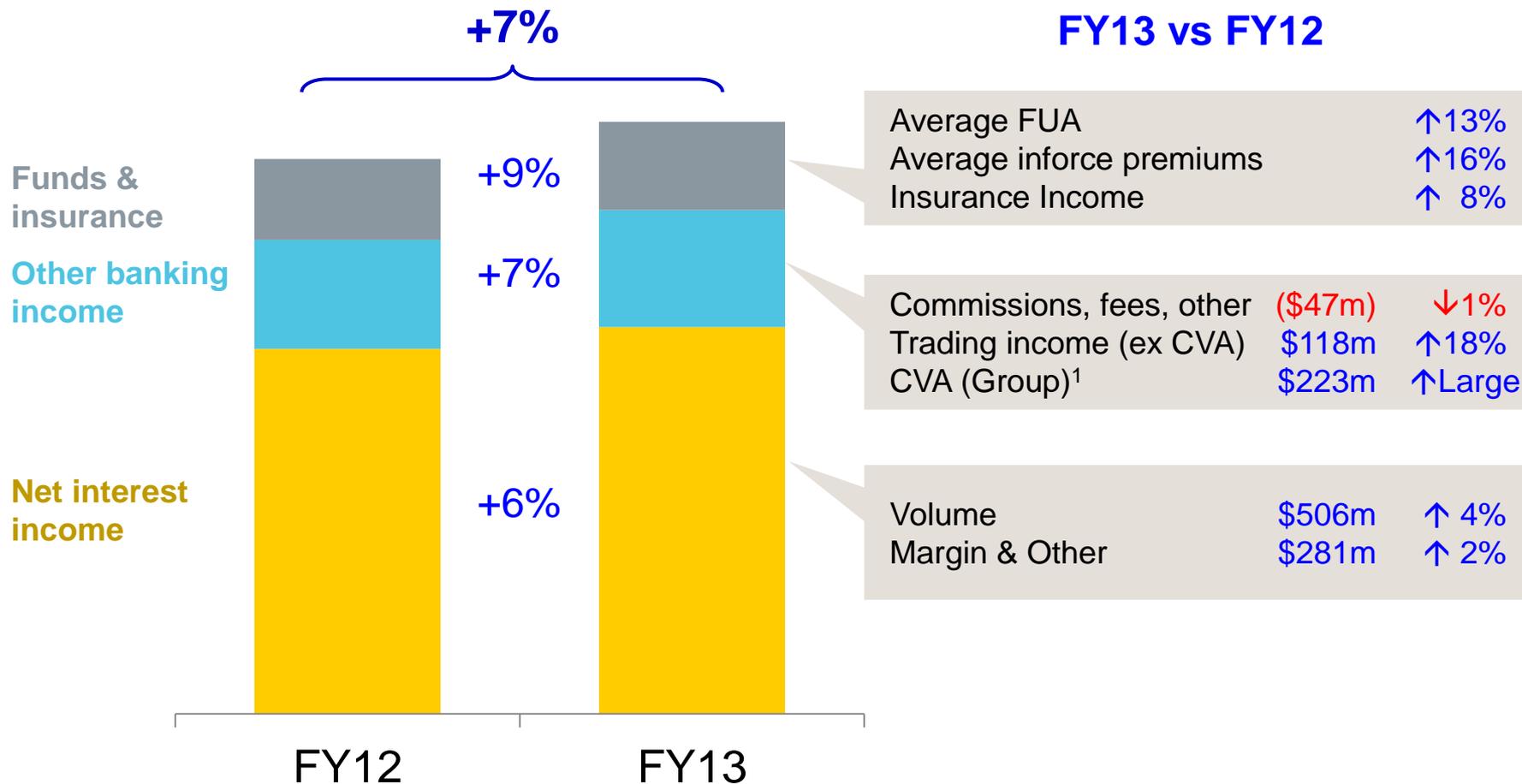
Other Banking Income

\$m	Jun 13	Jun 12	Jun 13 vs Jun 12
Commissions	1,990	1,997	-
Lending fees	1,053	997	6%
Other	315	411	(23%)
Sub-total	3,358	3,405	(1%)
Trading income	863	522	65%
Total	4,221	3,927	7%

Net Trading Income

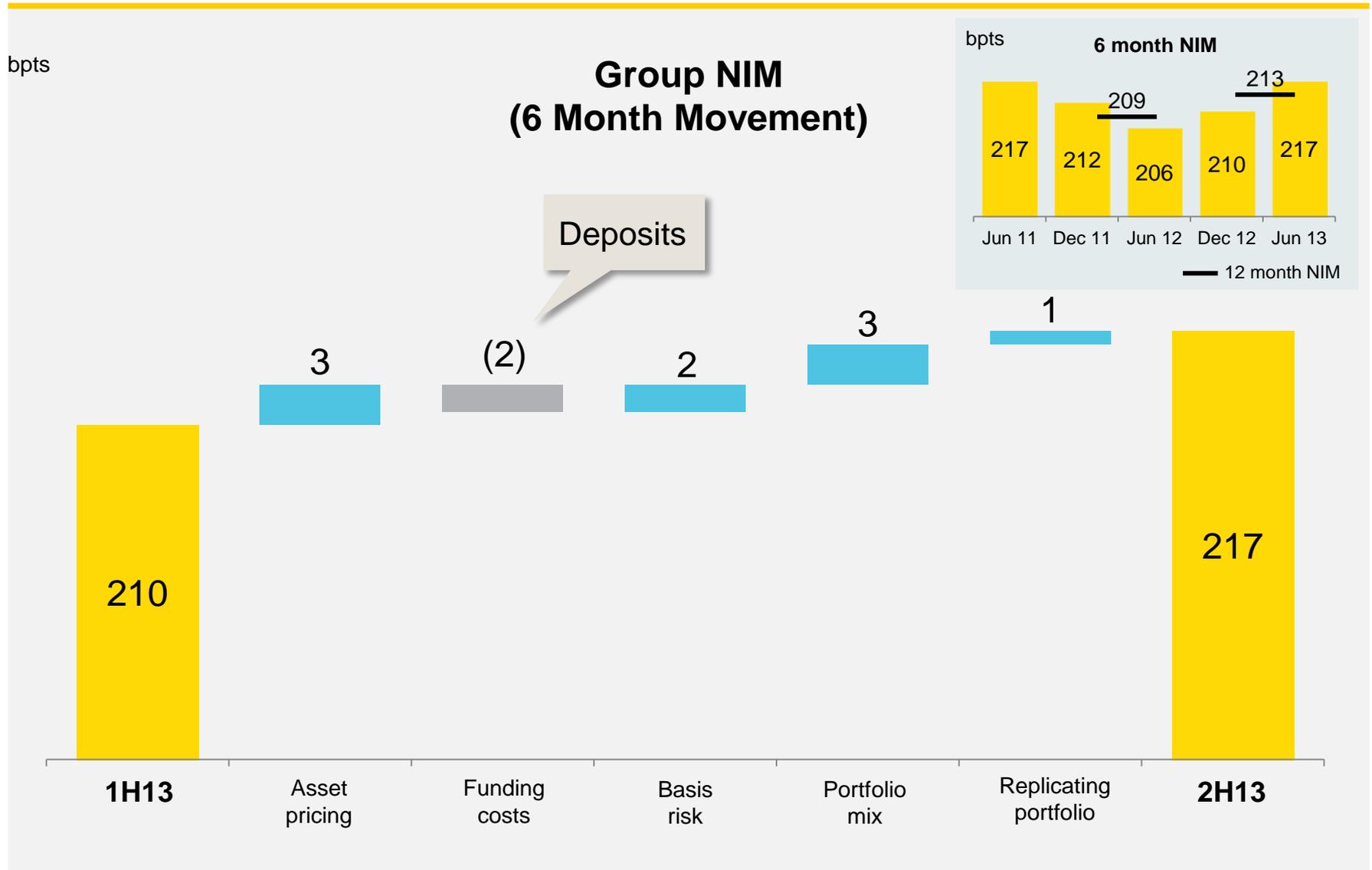


Operating Income

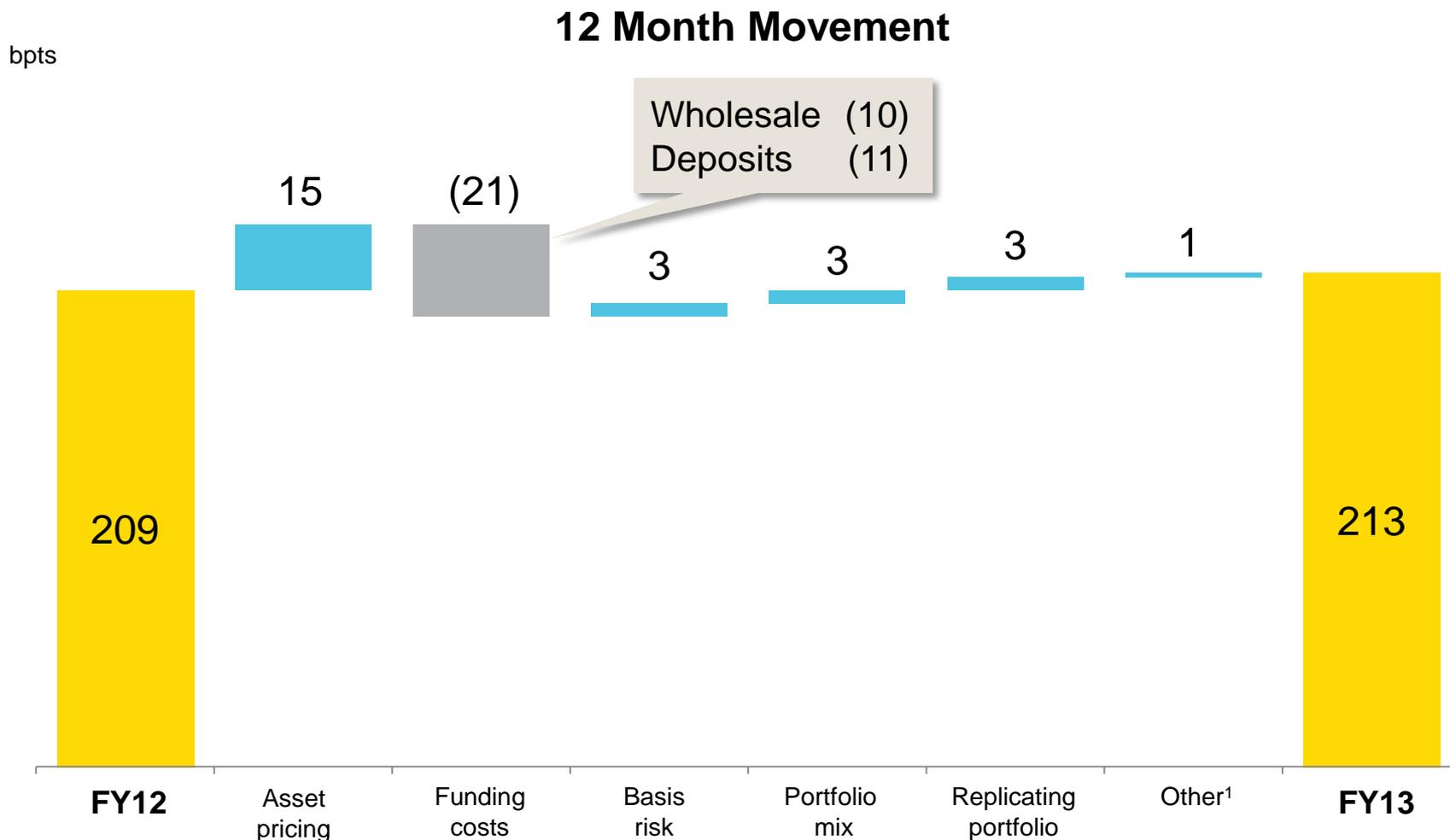


1 Group CVA movement of \$223m comprises IB&M (\$215m), Bankwest (\$8m), NZ (\$1m) and BPB (-\$1m).

Additional information



Group NIM

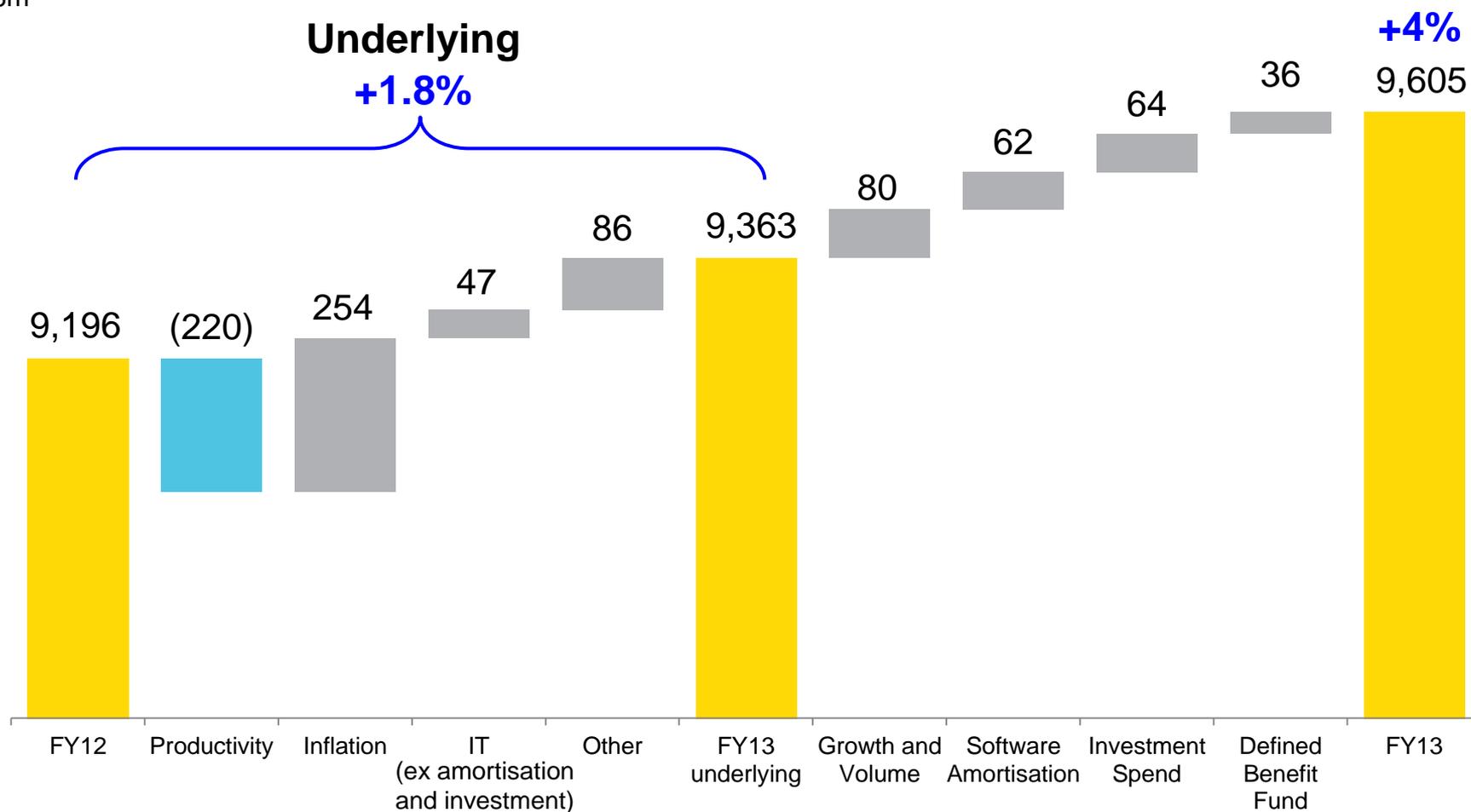


1 Includes Treasury, New Zealand, impact from change in Non lending IEA's and other unallocated items.

Expense Growth

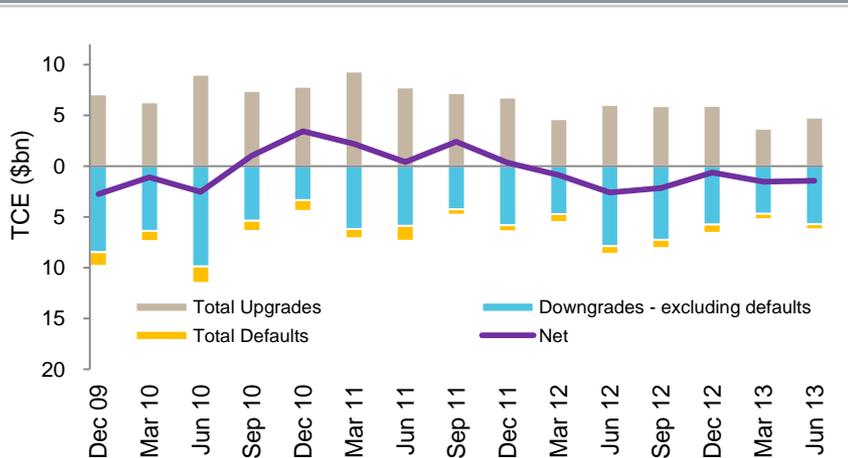
Operating Expenses

\$m

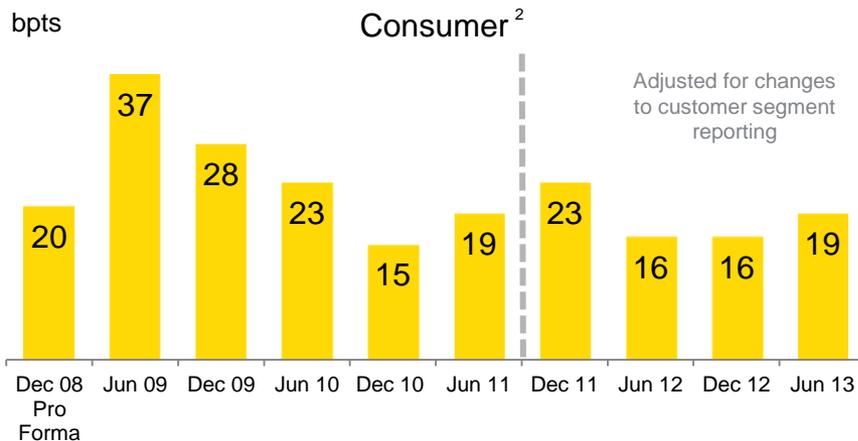


Additional information

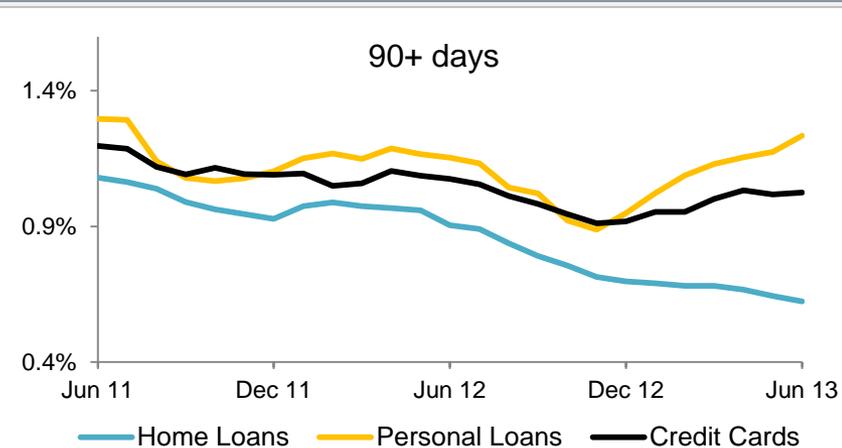
PD Ratings Migration Risk-Rated Portfolio¹



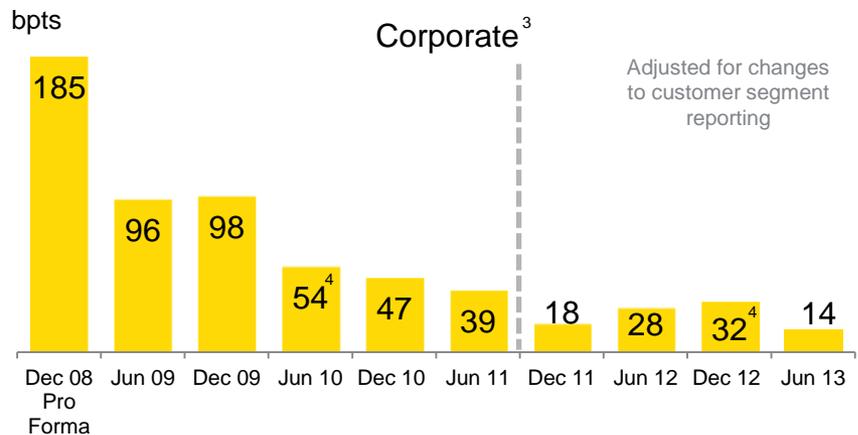
Loan Impairment Expense (Cash) to Gross Loans



Group Consumer Arrears



Loan Impairment Expense (Cash) to Gross Loans



¹ Excludes Banks and Sovereigns.

² Represents Retail Banking Services, ASB Retail and Bankwest Retail. Six months annualised basis points as a percentage of Gross Loans and Acceptances.

³ Represents Institutional Banking and Markets, Business and Private Banking, ASB Business, Bankwest Business and other corporate related expense.

⁴ Six months annualised basis points as a percentage of Gross Loans and Acceptances.

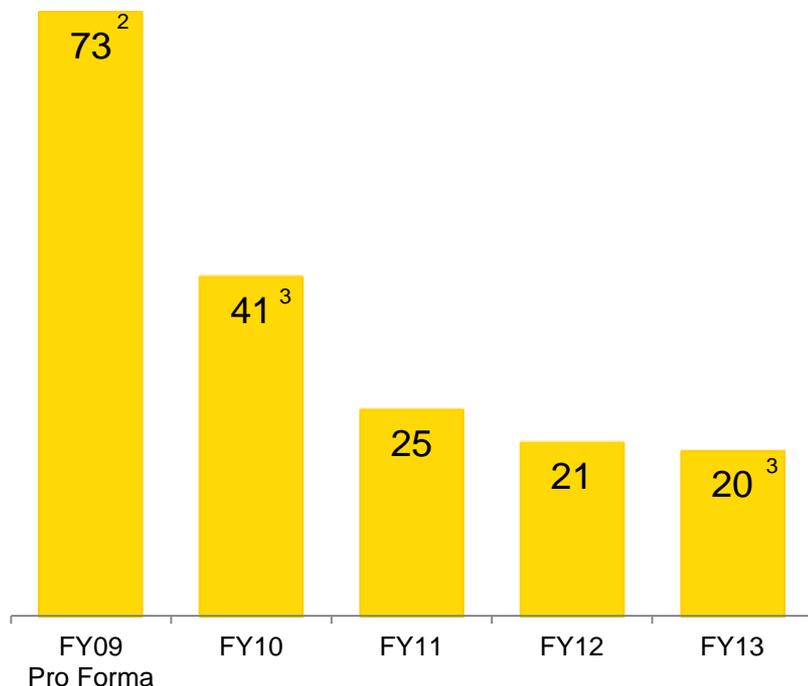
⁵ Statutory LIE for June 2010 90 bpts and for December 2012 38 bpts.



Sound credit quality

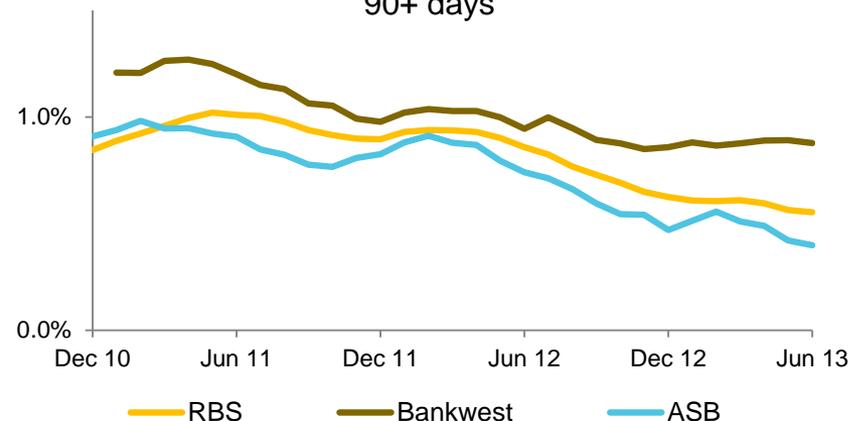
Loan Impairment Expense (Cash) to Gross Loans¹

CBA Group¹
(basis points)



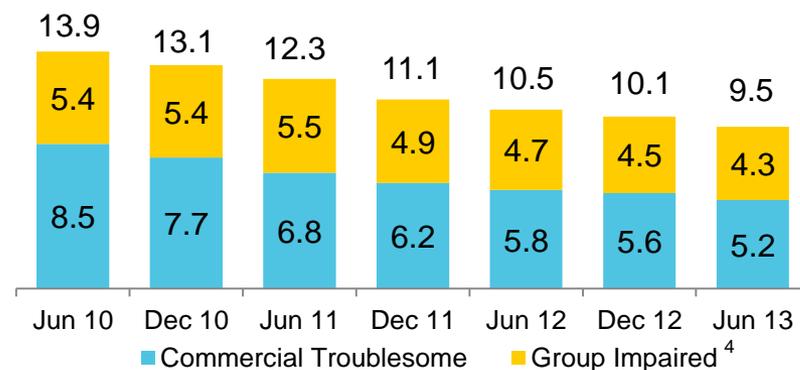
Home Loan Arrears

90+ days



Troublesome and Impaired Assets

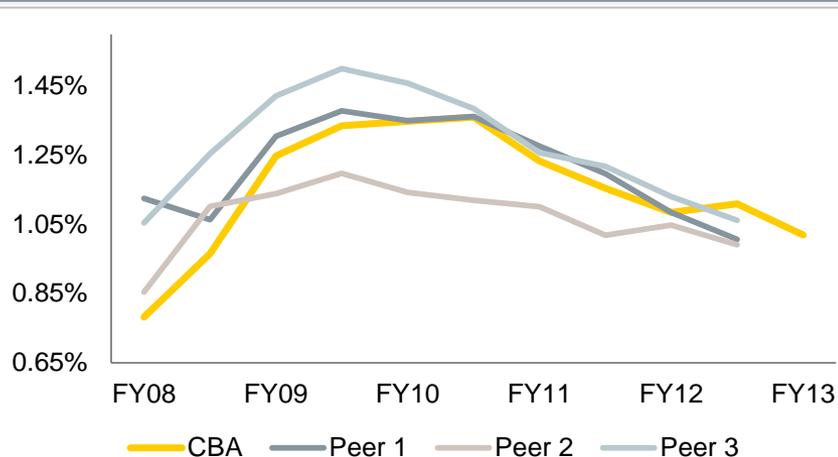
\$bn



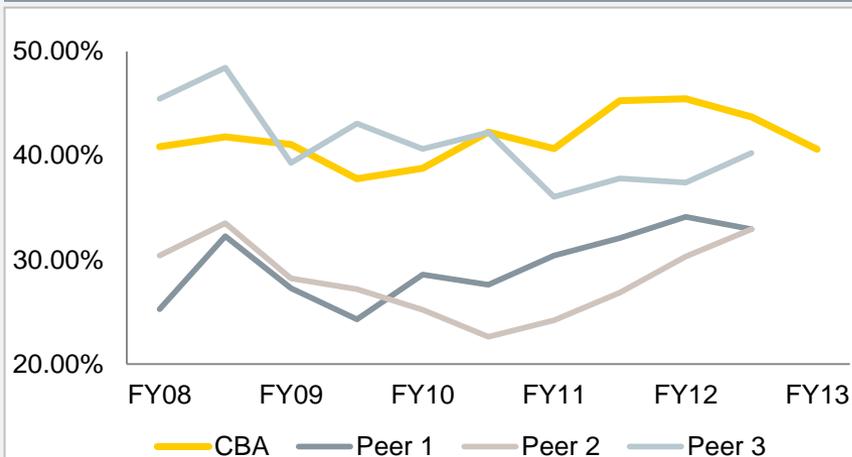
1 Basis points as a percentage of average Gross Loans and Acceptances.
 2 FY09 includes Bankwest on a pro forma basis and is based on impairment expense for the year.
 3 Statutory LIE for FY10 48 bpts and for FY13 21 bpts.
 4 Comparative information restated to conform to presentation in current period.

Additional information

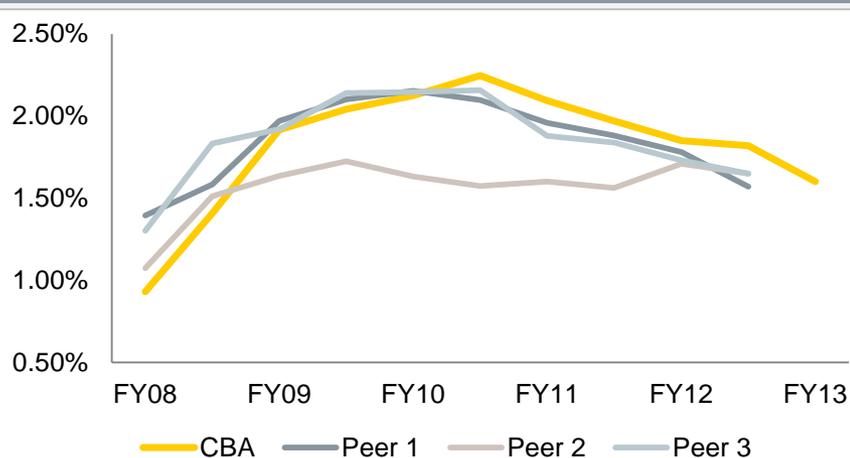
Collective Provisions¹ to Credit RWA²



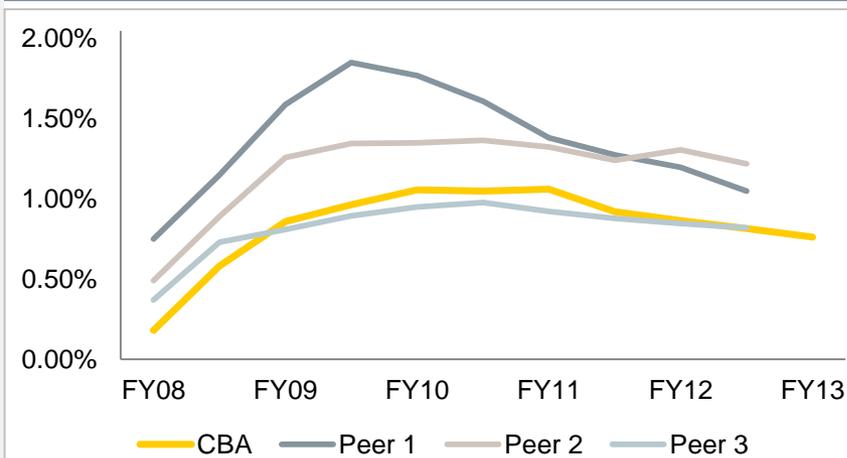
Provisions for Impaired Assets³ to Impaired Assets⁴



Total Provisions¹ to Credit RWA²



Impaired Assets⁴ to Gross Loans and Acceptances



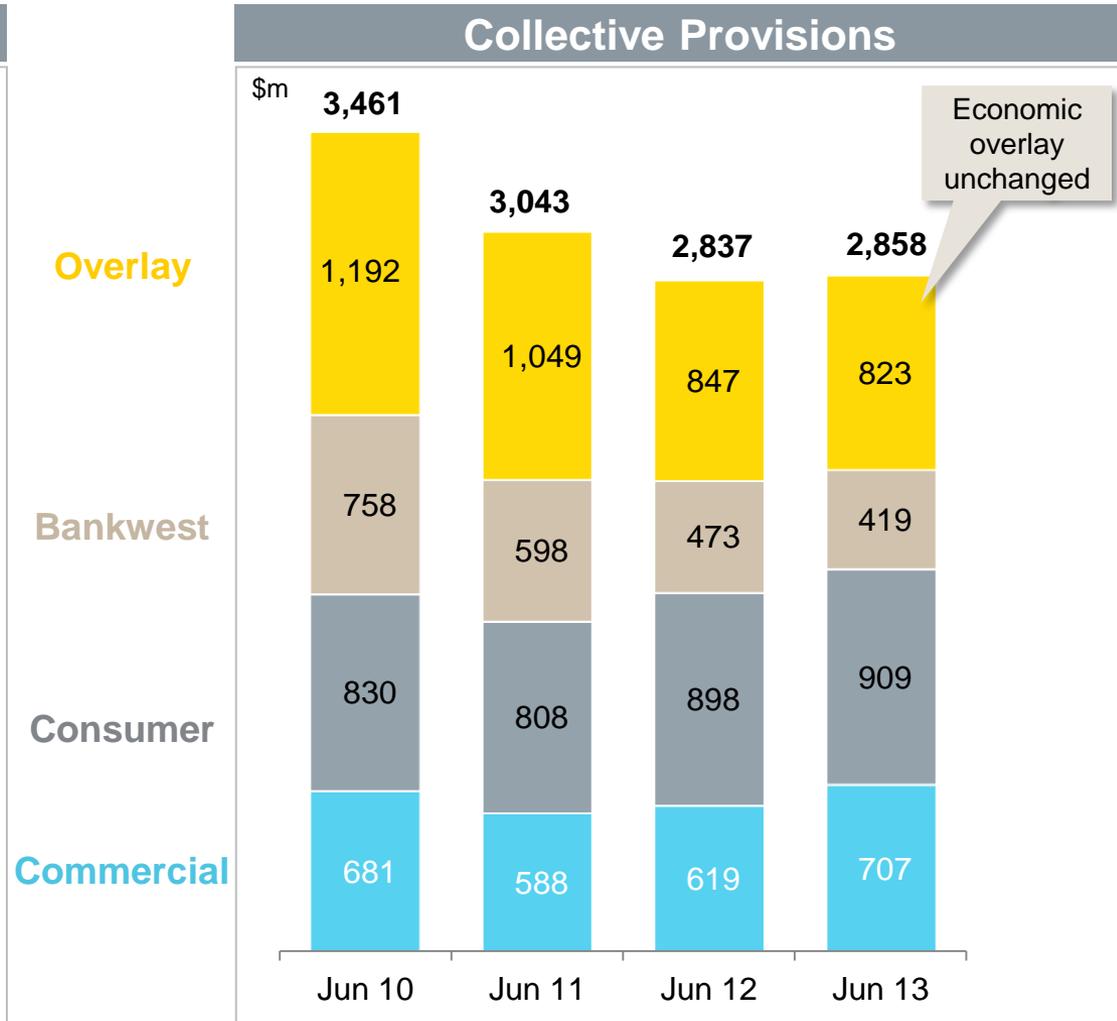
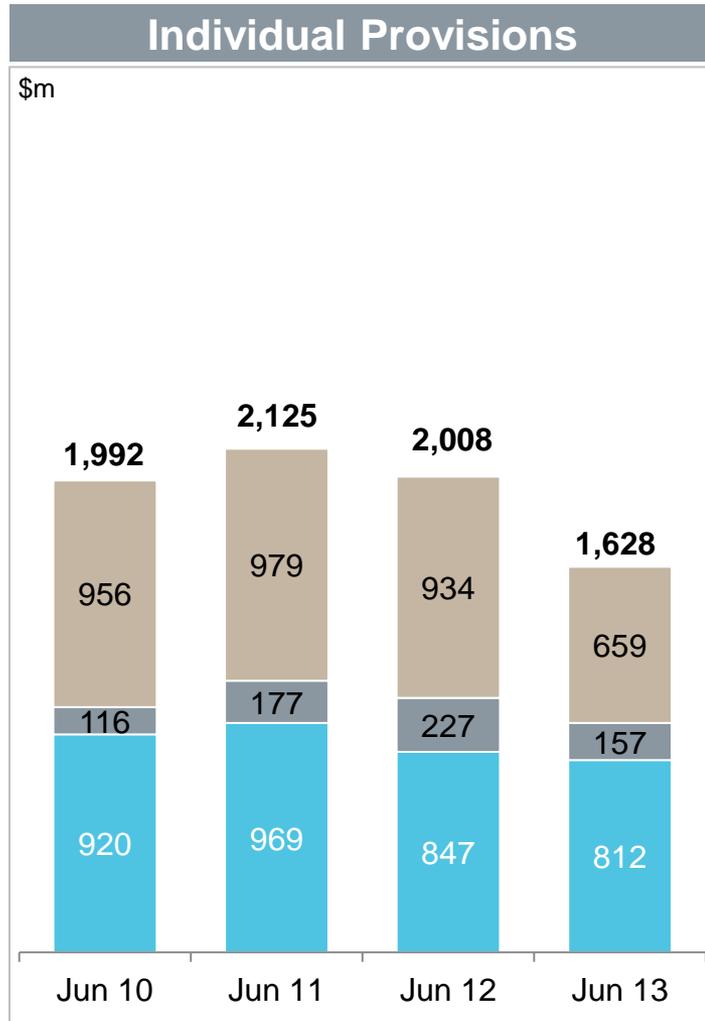
¹ Provisions do not include General Reserve for Credit Losses, equity reserves or other similar adjustments.

² All ratios subsequent to 1 January 2013 are based on Basel III credit RWA, all ratios prior to this date are based on Basel II/Basel 2.5 credit RWA

³ CBA ratios prior to June 2010 and Peers 1 & 2 ratios based on Individually Assessed Provisions to Impaired Assets.

⁴ CBA data from June 2010 has been updated for changes in the definition of impaired assets to include unsecured retail exposures which are 90 days past due.

Provisioning

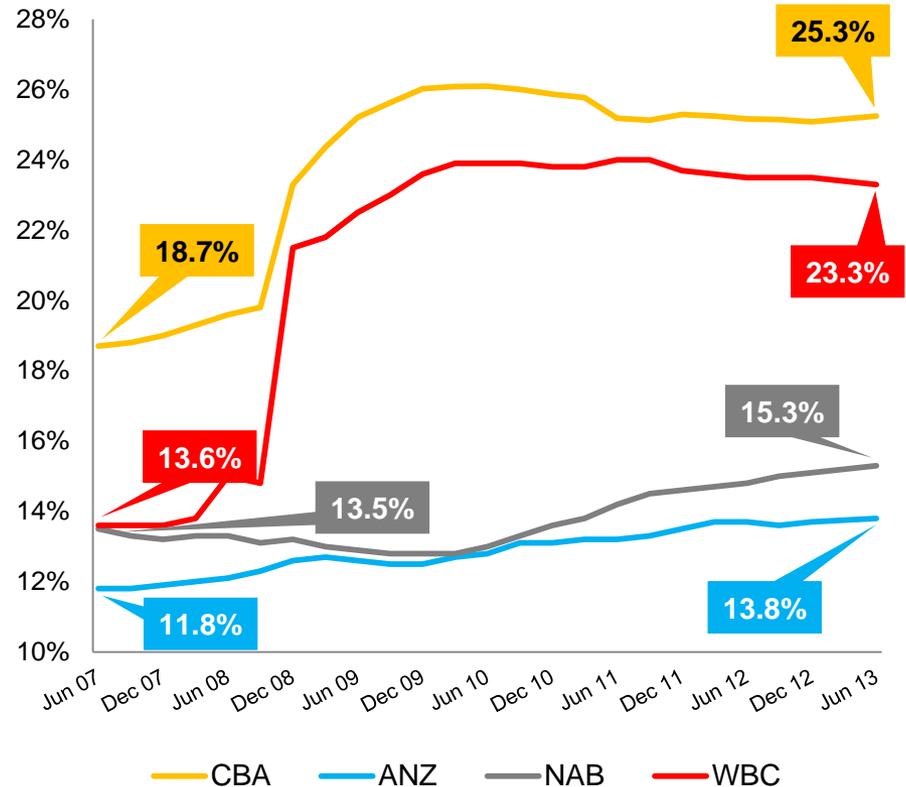


Additional information

Retail Banking Services

\$m	Jun 13	Jun 13 vs Jun 12
Home loans	3,206	22%
Consumer finance	2,057	10%
Retail deposits	2,189	(11%)
Distribution	373	12%
Business products	122	11%
Total banking income	7,947	8%
Operating expenses	(3,063)	3%
Operating performance	4,884	10%
Loan impairment expense	(533)	(9%)
Tax	(1,297)	14%
Cash net profit after tax	3,054	13%

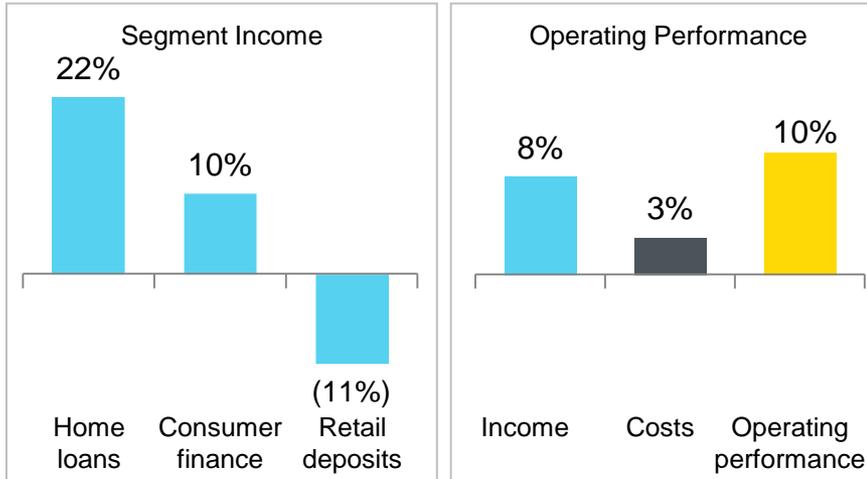
Home Loan Market Share



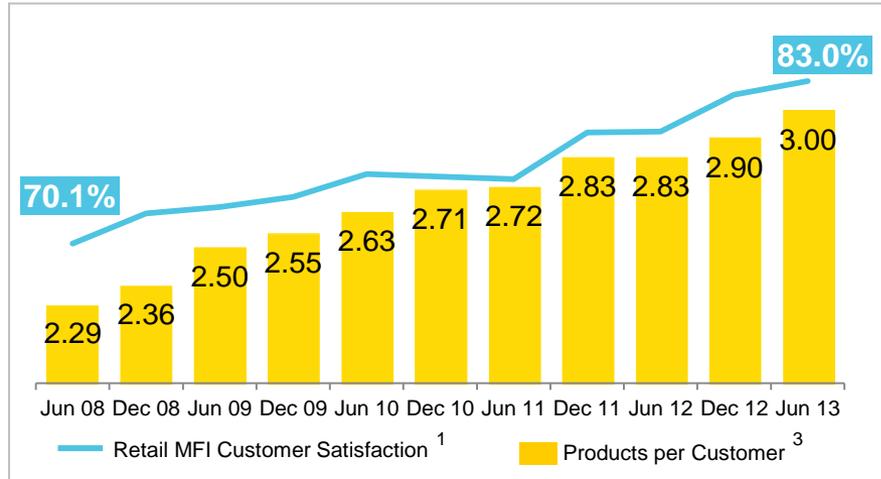
Source: RBA/APRA. CBA includes Bankwest.

Retail Banking Services

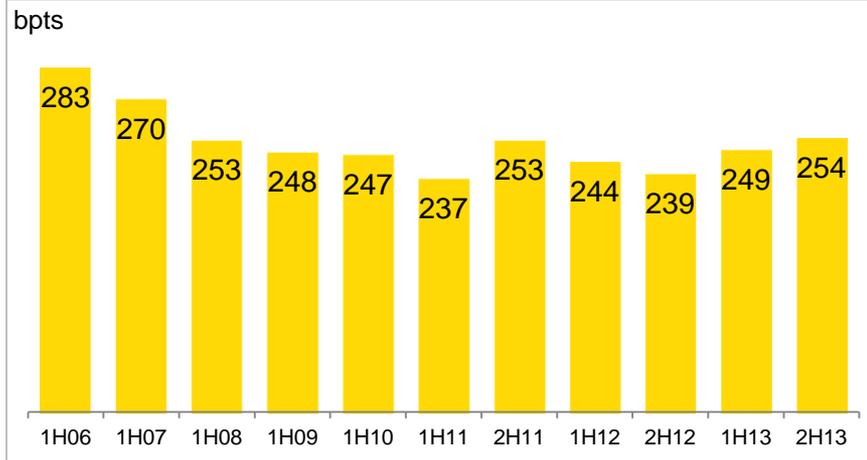
FY13 vs FY12



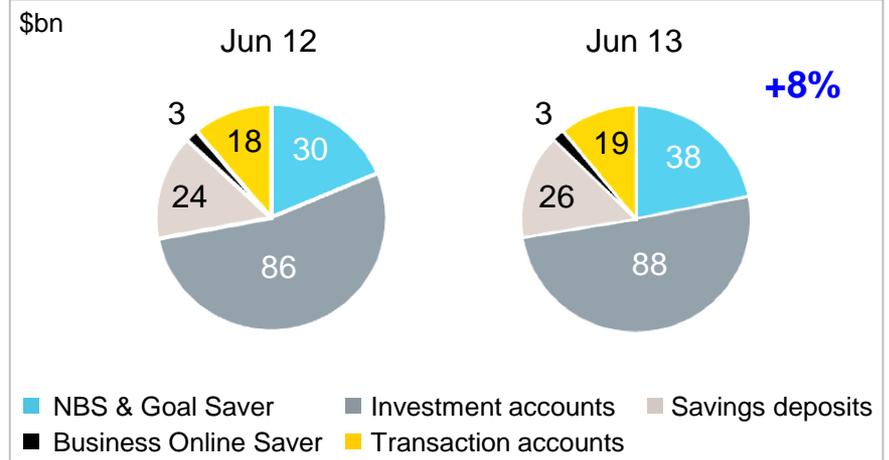
Customer satisfaction and products per customer



RBS Margin



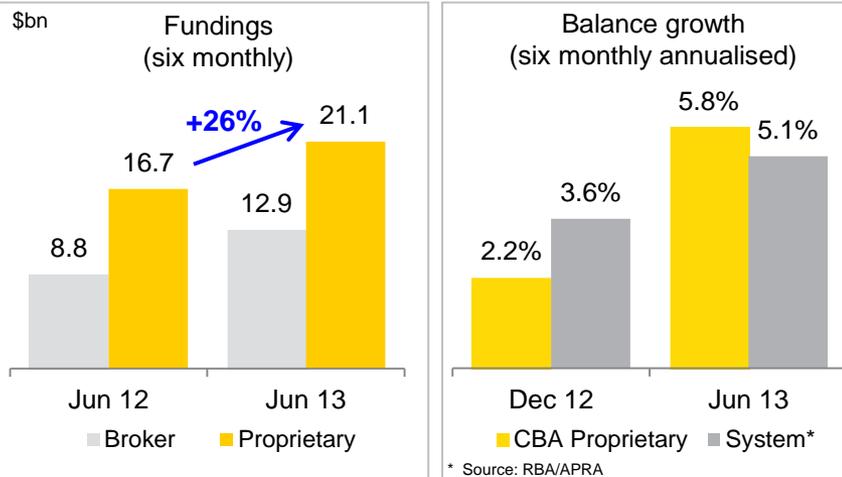
Retail Deposit Mix



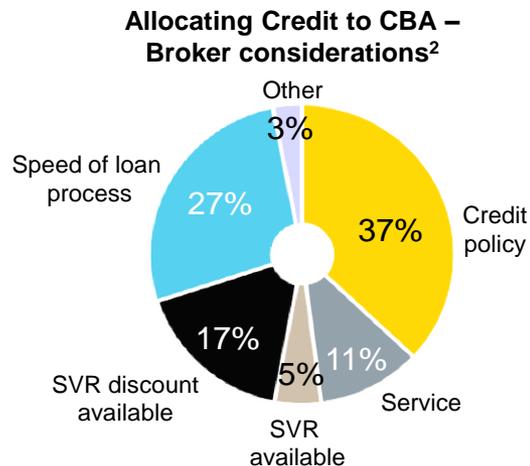
1, 3 Refer notes slide at back of this presentation for source information.

Profitable Growth

CBA Home Loan Growth¹



Broker Drivers - CBA



Overview

Profitable growth

- ◆ Optimise volume/margin
- ◆ Credit card market share up 130bpts over last two years

Home Loans

- ◆ Strong proprietary channel growth – above system in 2H13
- ◆ Targeted discounting at good margins

Broker Channel

- ◆ MPA Survey of 530 Brokers³
 - 1st for service and turnaround speed
 - 5th for commission structure
- ◆ No change to CBA commissions – amongst lowest in market

1 Excludes Bankwest.

2 Source : Macquarie Research, August 2013.

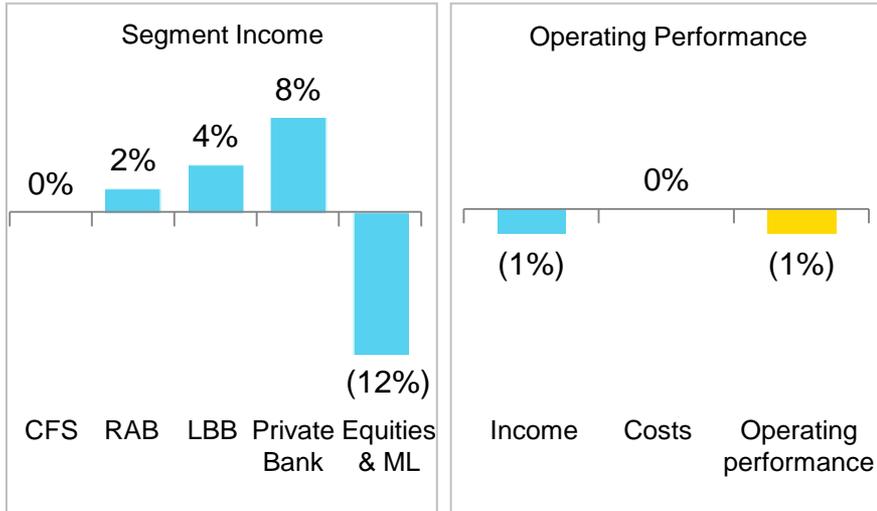
3 Source : Mortgage Professional Association (MPA), Brokers on Banks 2013 survey (530 Broker responses) April 2013.

Additional information

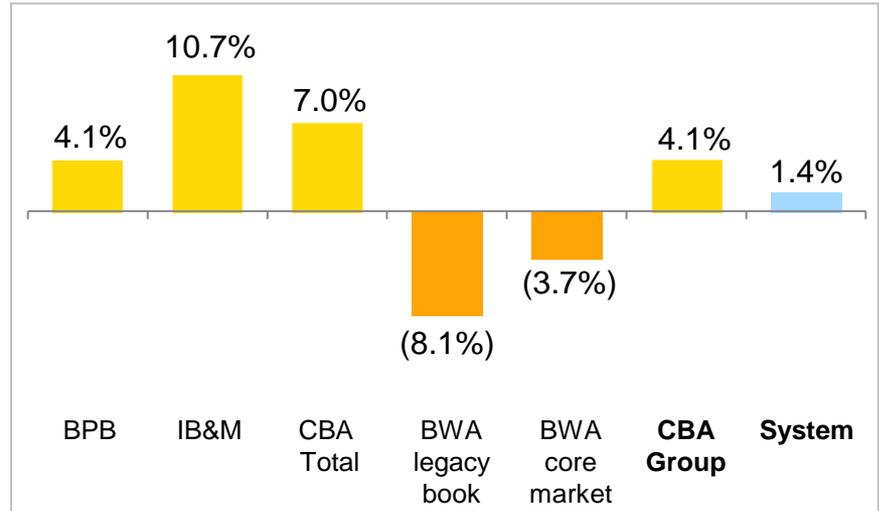
Business & Private Banking			Institutional Banking & Markets		
\$m	Jun 13	Jun 13 vs Jun 12	\$m	Jun 13	Jun 13 vs Jun 12
Corporate Financial Services	1,284	-	Institutional Banking	1,983	-
Regional and Agribusiness	630	2%	Markets	650	59%
Local Business Banking	1,218	4%			
Private Bank	286	8%			
Equities and Margin Lending	317	(12%)			
Other	17	(80%)			
Total banking income	3,752	(1%)	Total banking income	2,633	10%
Operating expenses	(1,355)	-	Operating expenses	(901)	7%
Operating performance	2,397	(1%)	Operating performance	1,732	12%
Loan impairment expense	(280)	5%	Loan impairment expense	(154)	-
Tax	(629)	(4%)	Tax	(368)	23%
Cash net profit after tax	1,488	(2%)	Cash net profit after tax	1,210	10%

Corporate

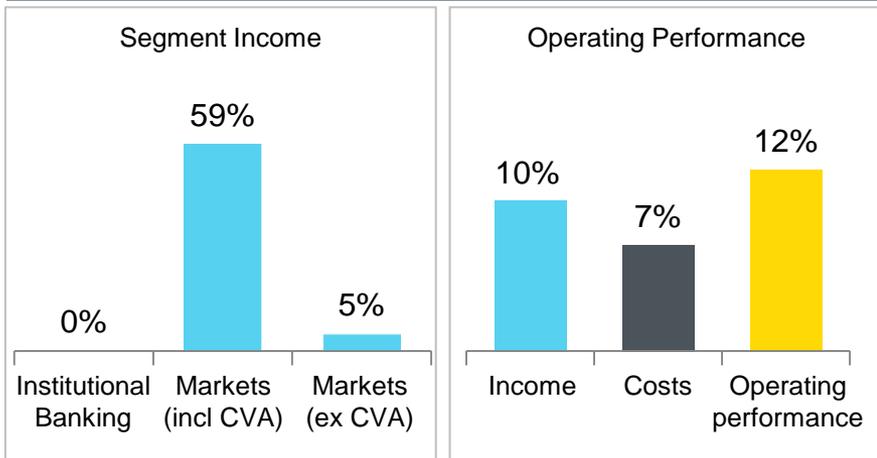
BPB - FY13 vs FY12



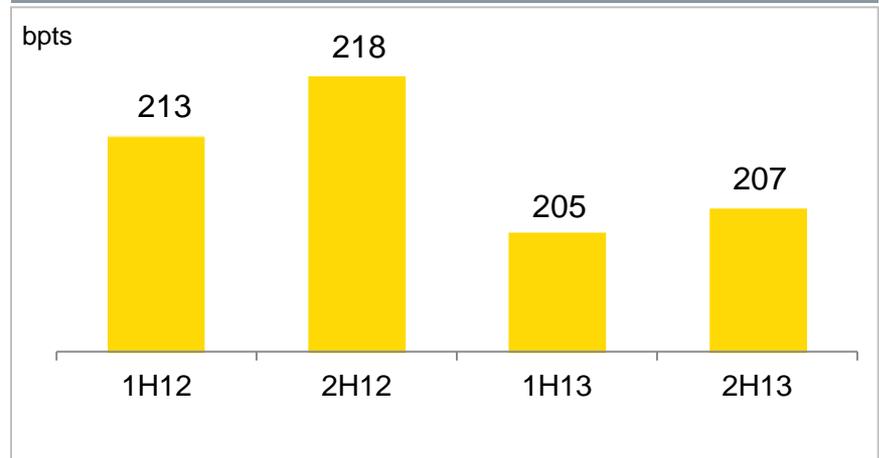
Business Lending Growth (RBA)¹



IB&M - FY13 vs FY12



NIM²



1 Source: RBA. Six months to Jun 13 annualised.

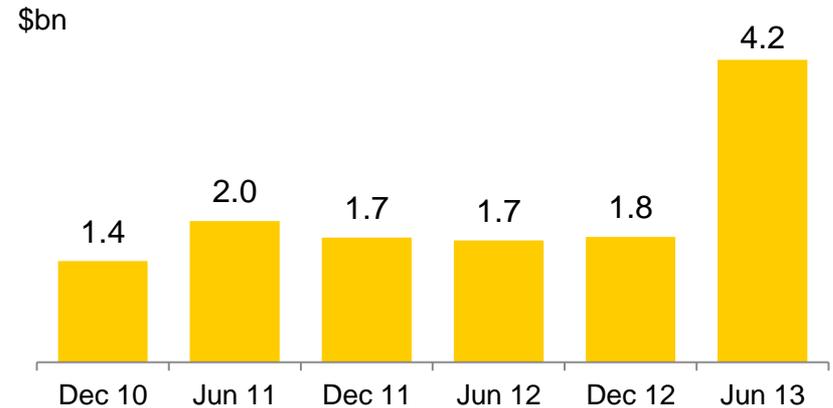
2 Combined Institutional Banking and Markets and Business and Private Banking.

Additional information

Wealth Management		
\$m	Jun 13	Jun 13 vs Jun 12
CFSGAM	839	13%
Colonial First State*	780	19%
CommInsure	660	3%
Other	(2)	-
Net operating income	2,277	12%
Operating expenses	(1,494)	9%
Tax	(206)	16%
Underlying profit after tax	577	17%
Investment experience	110	(20%)
Cash net profit after tax	687	9%

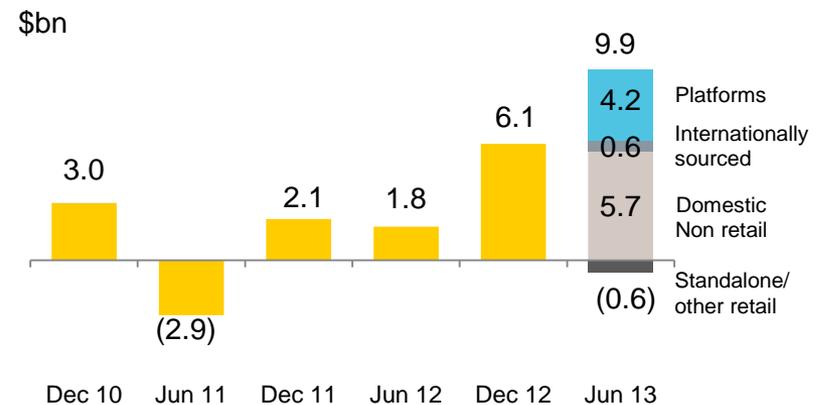
* Colonial First State incorporates the results of all financial planning businesses including Commonwealth Financial Planning.

Platform* Half Year Net Flows



* FirstChoice and Custom Solutions

FUA Net Flows¹

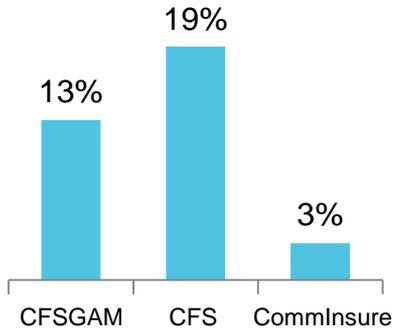


¹ FUA comparative information has been restated to conform to presentation in the current year.

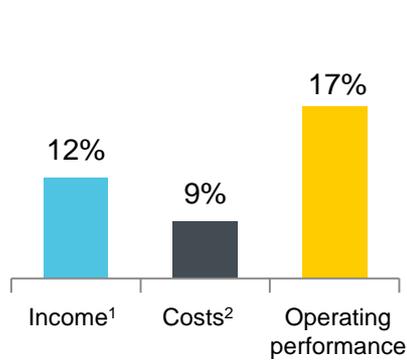
Wealth Management

FY13 vs FY12

Segment Income¹

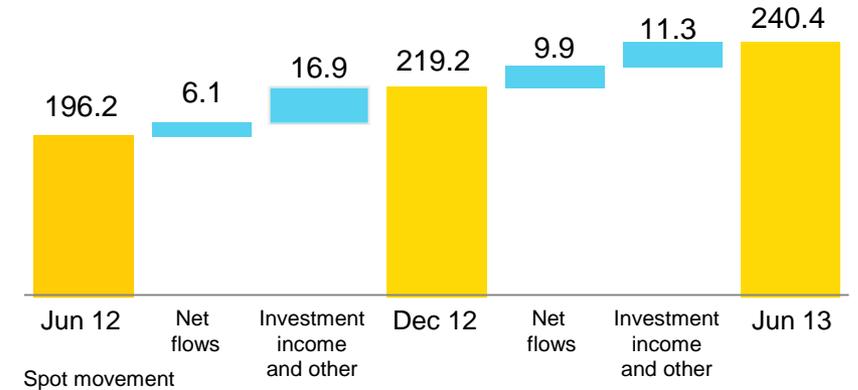


Operating Performance

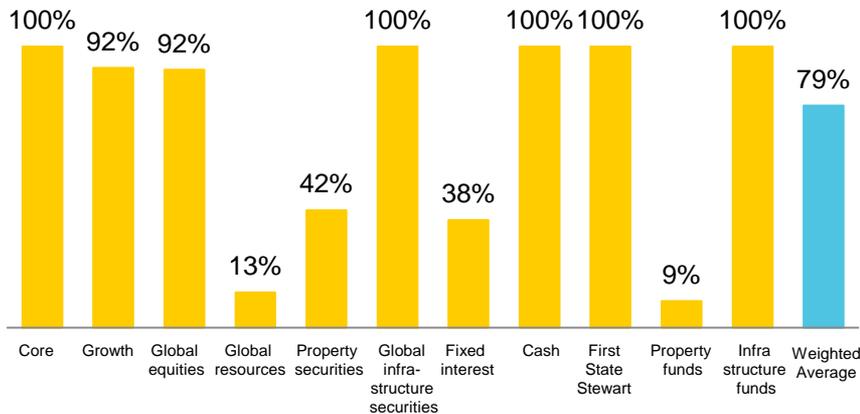


FUA³

\$bn



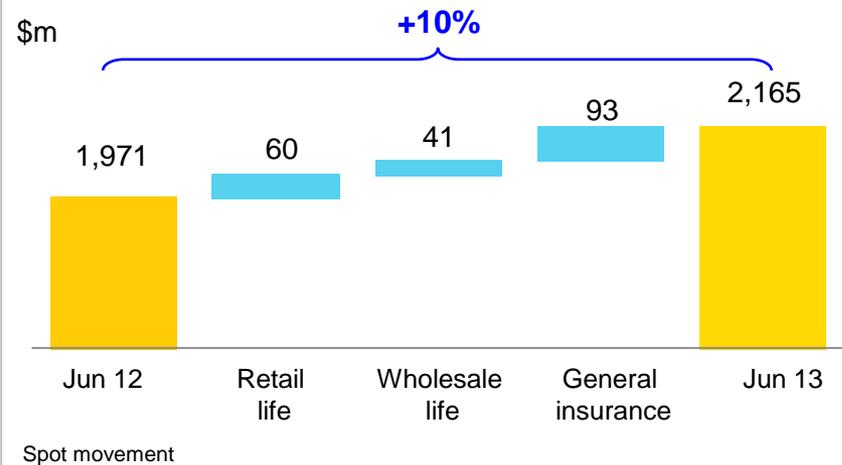
Strong Investment Performance – 3 years



Percentage of funds in each asset class outperforming benchmark

Inforce Premiums

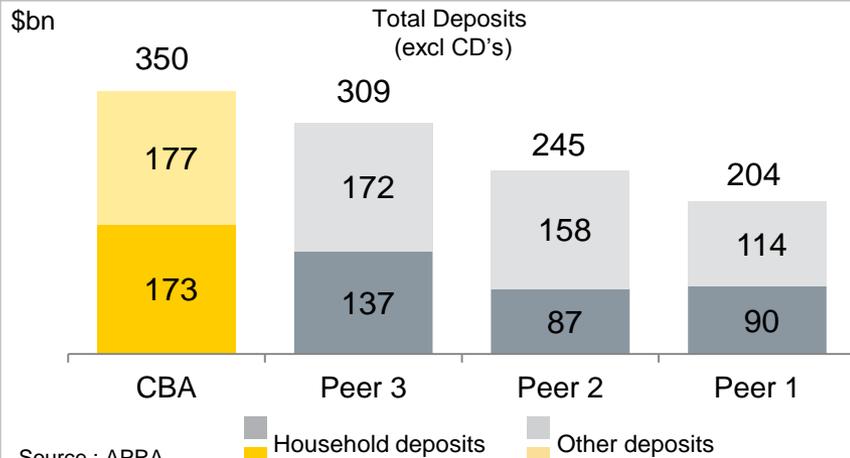
\$m



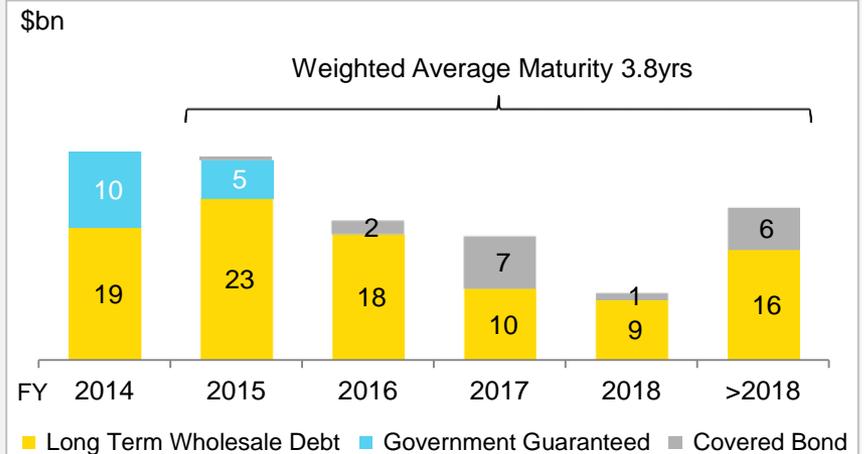
1 Net operating income.
2 Operating expenses.
3 FUA comparative information has been restated to conform to presentation in the current year.

Additional information

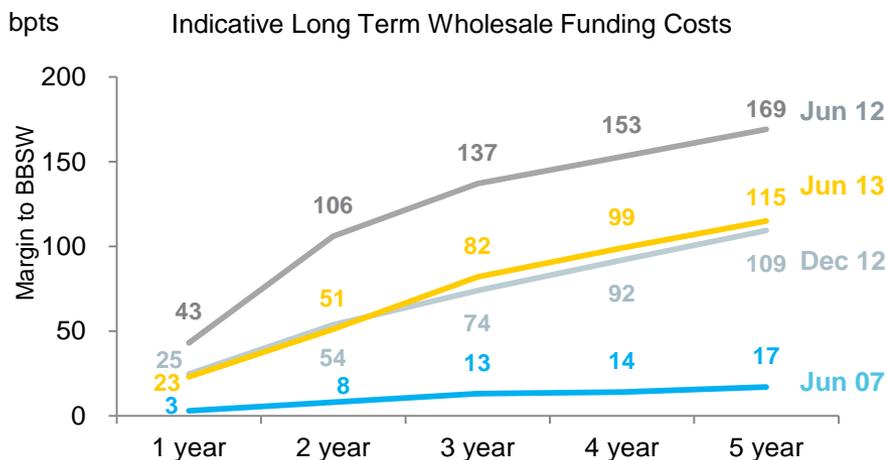
Australian Deposits



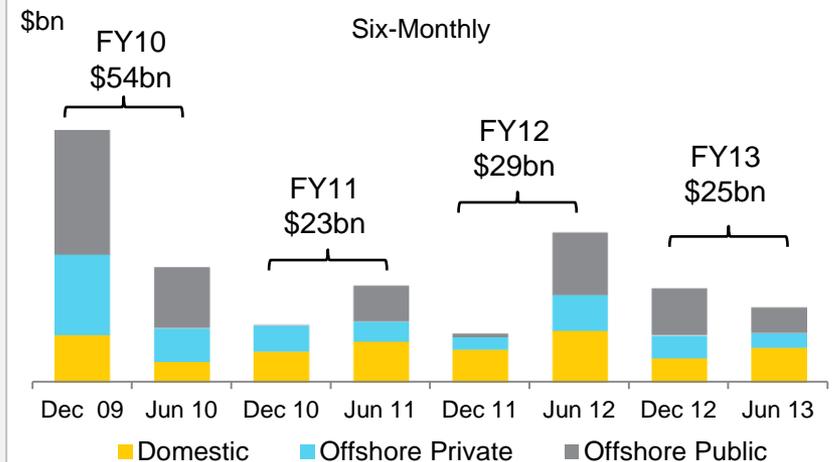
Term Maturity Profile¹



Funding Costs²



Term Issuance

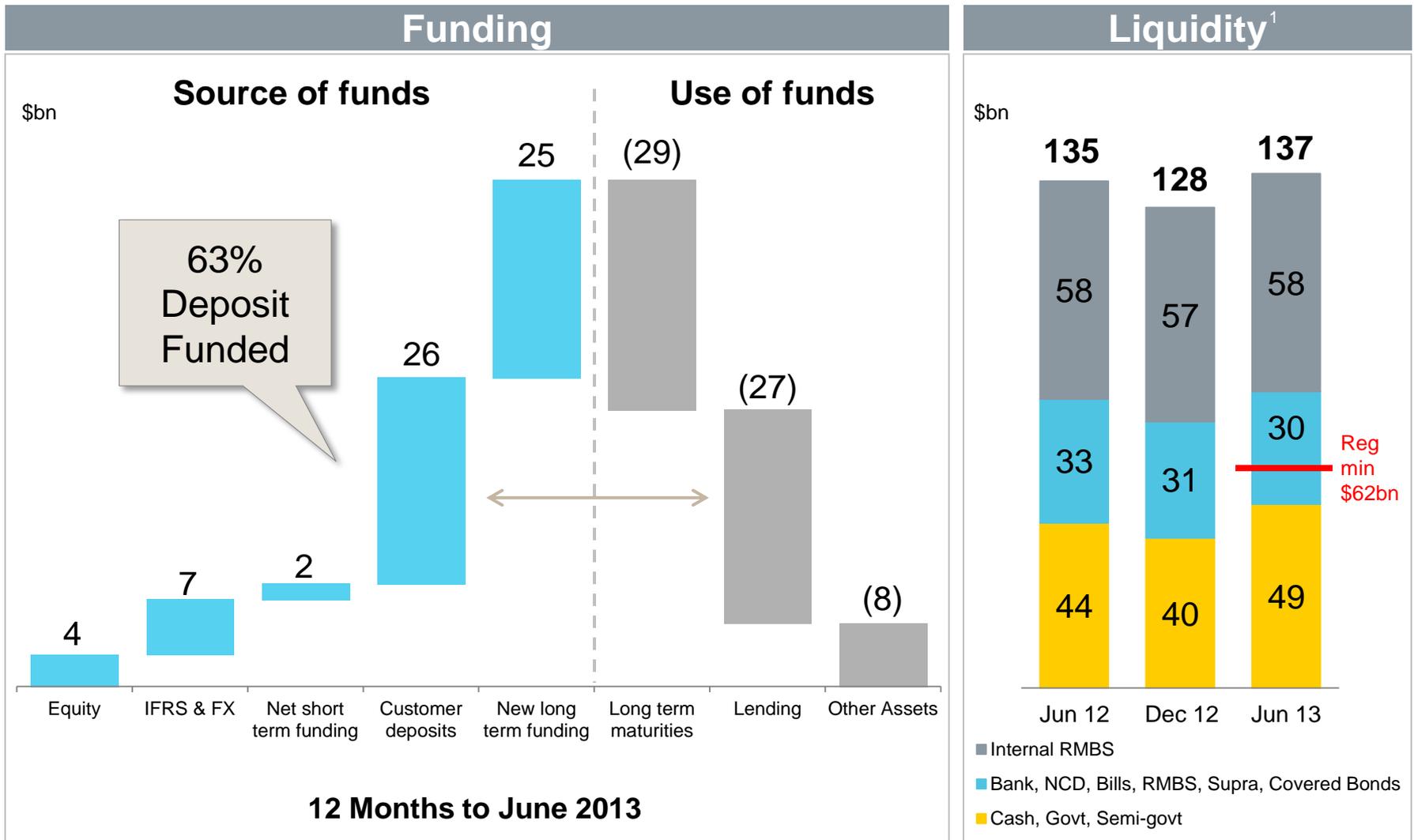


1 Maturity profile includes all long term wholesale debt. Weighted Average Maturity of 3.8 years includes all deals with first call or maturity of 12 months or greater.

2 CBA Group Treasury estimated blended wholesale funding costs.

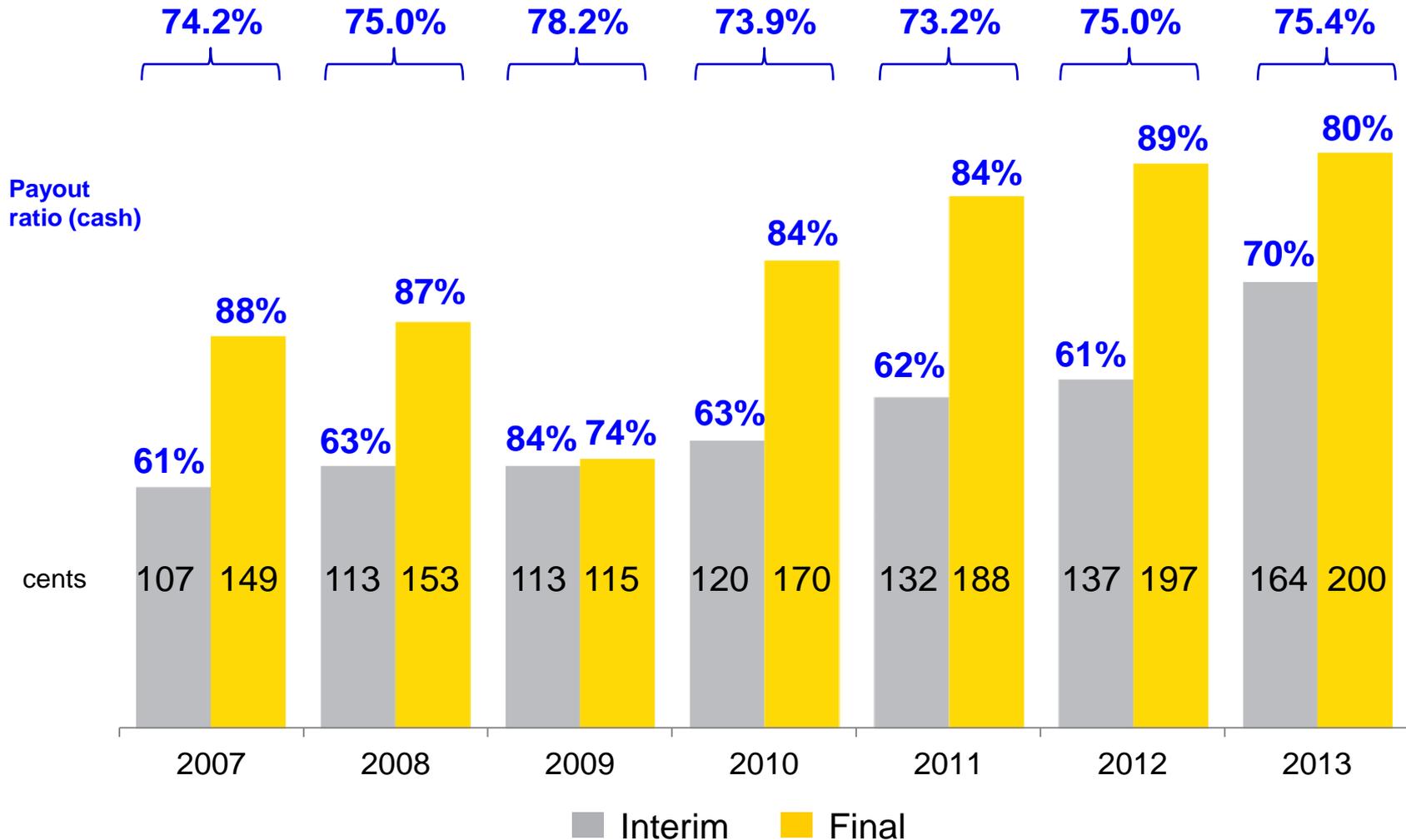


Funding & Liquidity



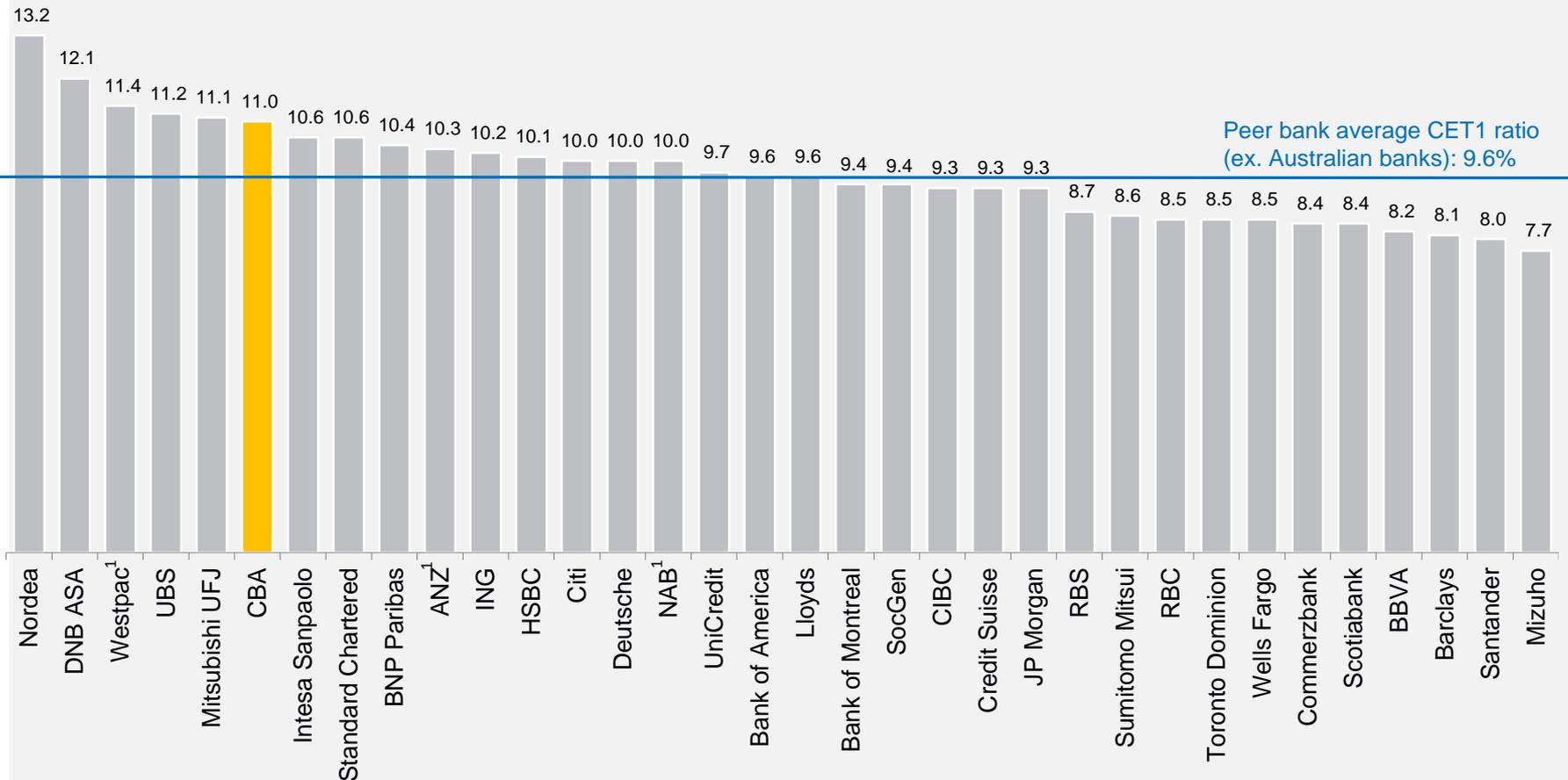
1 Liquids reported post applicable haircuts.

Dividend per share



Additional information

Peer Basel III CET1 (International)



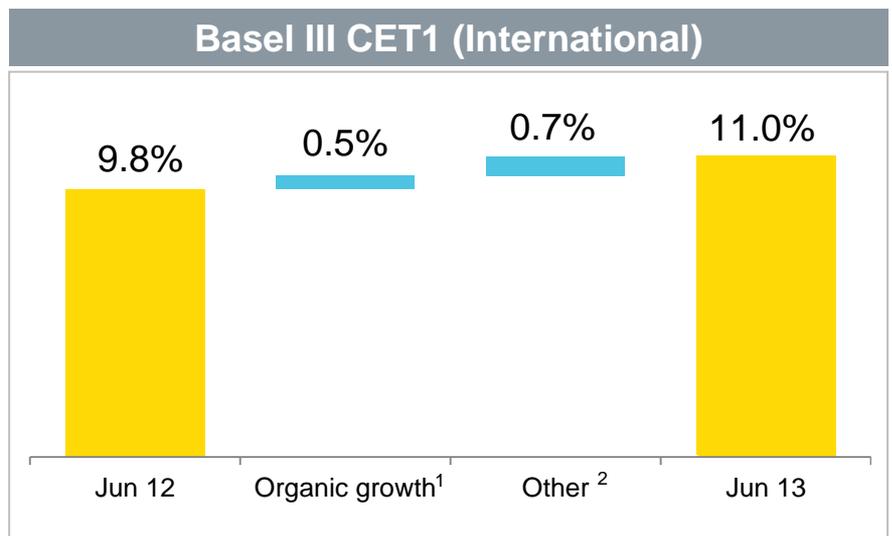
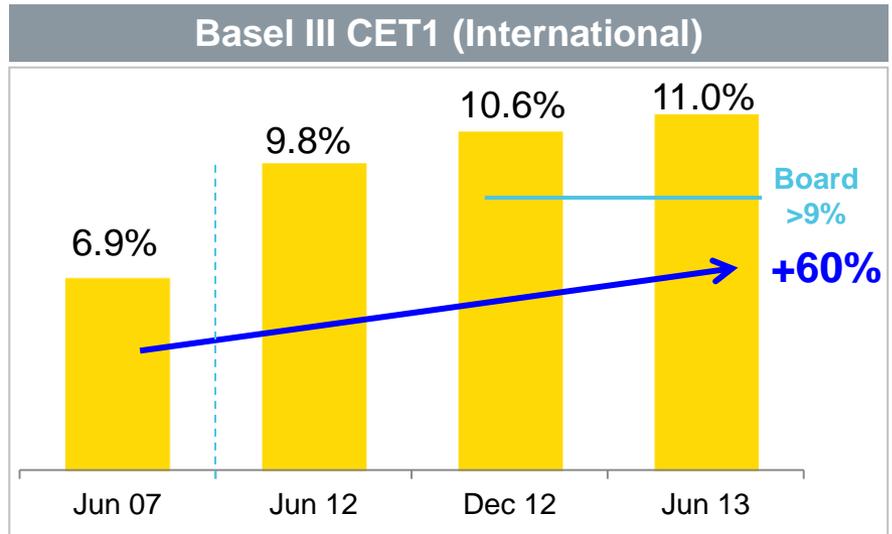
Source: Morgan Stanley. Based on last reported CET1 ratios up to 8 August 2013 assuming Basel III capital reforms fully implemented.

Peer group comprises listed commercial banks with total assets in excess of A\$400 billion who have disclosed fully implemented Basel III ratios or provided sufficient disclosure for a Morgan Stanley Equity Research estimate.

1. Domestic peer figures as at March 2013.

Strong Capital Position

- ◆ Basel III CET1 (International) of 11.0%* vs peer average 9.6%
- ◆ Up 60% since Jun 07
- ◆ Basel III CET1 (APRA) 8.2%
- ◆ DRP neutralisation for 2013 final dividend

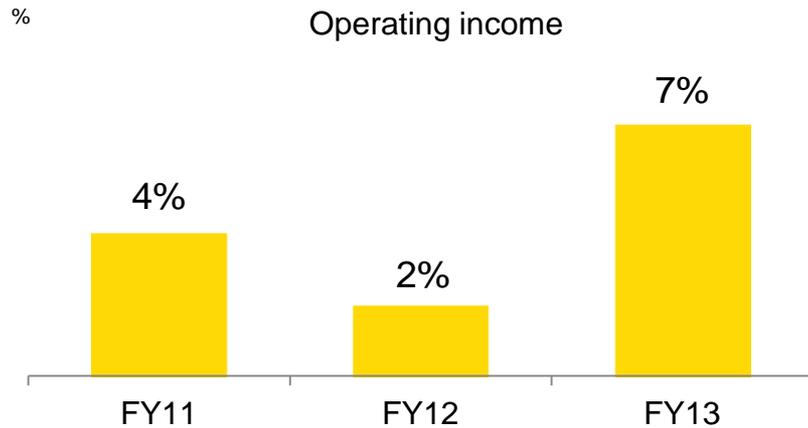


* Assumes Basel III Capital 2019 reforms have been fully implemented.

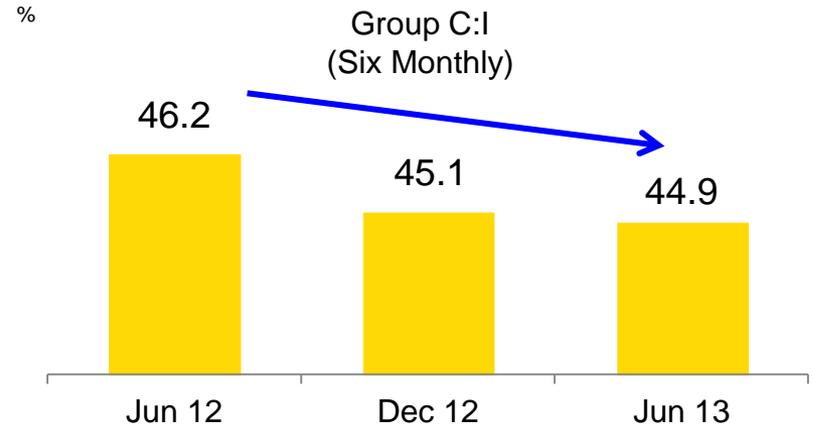
1 Basel III organic growth includes Cash NPAT (less June 12 final dividend, net of DRP share issue and December 12 interim dividend, in which the DRP was neutralised), partially offset by growth in credit RWA.
 2 Other includes impacts of Bankwest advanced accreditation in December 2012 combined with favourable market movements (FX rates, equity and bond markets).

Financial Summary

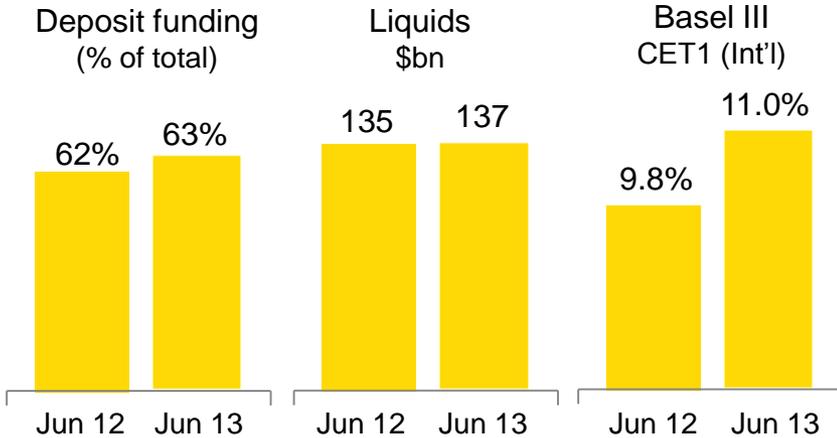
Strong momentum



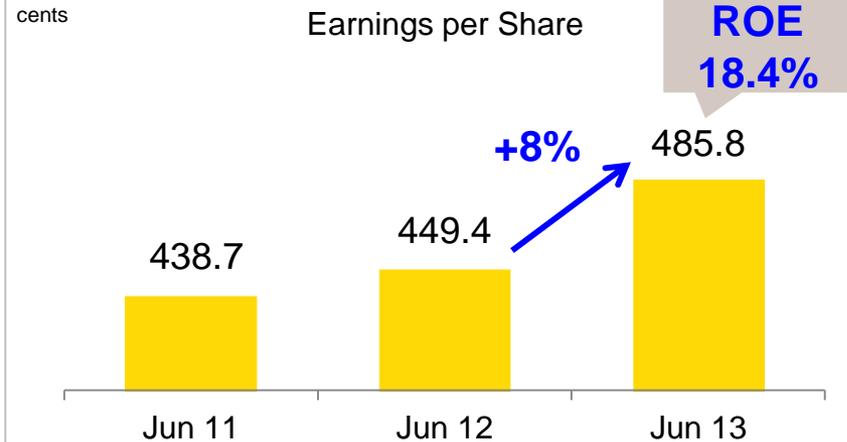
Improving Cost-to-Income



Conservative settings further strengthened



Delivering strong, sustainable returns



Results Presentation

For the full year ended 30 June 2013



Ian Narev

CHIEF EXECUTIVE OFFICER

Additional information

Economic Summary - Australia

	2010	2011	2012	2013	2014 (f)	2015 (f)
Credit Growth % – Total	3.0	2.7	4.4	3.1	4-6	4½-6½
Credit Growth % – Housing	8.0	6.0	5.0	4.6	5-7	5½-7½
Credit Growth % – Business	-4.0	-2.2	4.4	0.9	2½-4½	3-5
Credit Growth % – Other Personal	3.0	0.7	-1.3	0.2	1½-3½	2-4
GDP %	2.1	2.4	3.4	2.9 ¹	2.8	2.9
CPI %	2.3	3.1	2.3	2.4	2.1	2.9
Unemployment rate %	5.5	5.1	5.2	5.4	5.8	5.7
Cash Rate %	4½	4¾	3½	2¾	2½	3

CBA Economist's Forecasts

Credit Growth

= 12 months to June Qtr

GDP, Unemployment & CPI

= Year average

Cash Rate

= As at end June qtr

1. Forecast



Outlook – external factors influencing momentum

- ◆ Confidence the key:
 - Chinese demand
 - Outlook for AUD
 - Global markets volatility
 - Stable policy environment
- ◆ Competition remains strong
- ◆ Limited short term upside for domestic economy



Summary – sticking to the strategy

- ◆ A strong, good quality, strategy-driven result:
 - Revenue growth underpinned by peer leading customer satisfaction
 - Productivity focus enabling investment
 - Technology-led innovation
- ◆ Already conservative settings further strengthened
- ◆ Strong ROE notwithstanding significantly stronger capital position

Results Presentation

For the full year ended 30 June 2013

	Page
Strategy	69
Business Performance	91
Risk and Credit Quality	107
Capital, Funding & Liquidity	119
Economic Indicators	133



SUPPLEMENTARY SLIDES

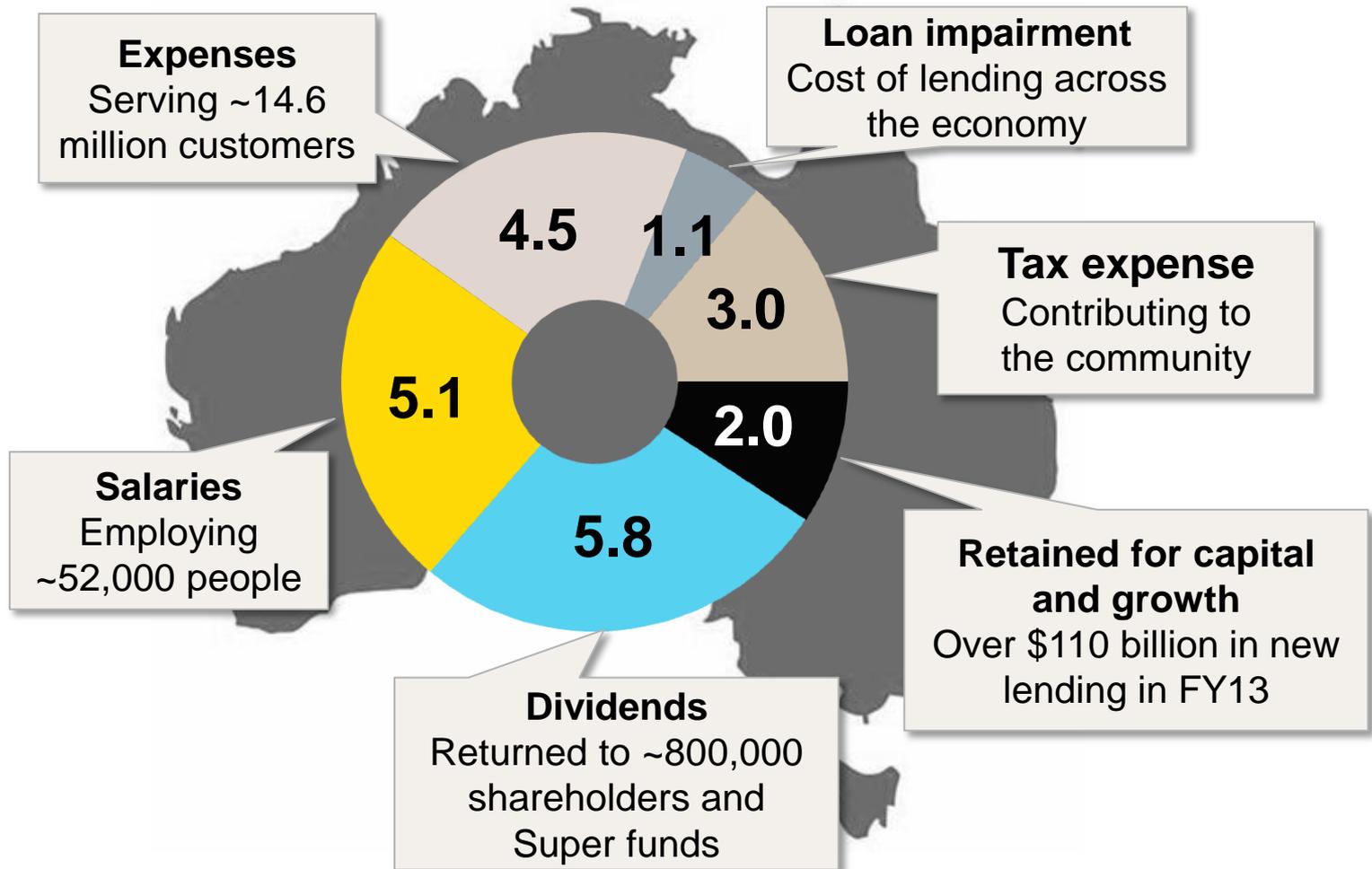
CBA Overview

✓	Largest Australian bank by market capitalisation
✓	AA- / Aa2 / AA- Credit Ratings (S&P, Moodys, Fitch)
✓	Basel III CET1 (International) 11.0%
✓	Total assets of \$754bn
✓	~14.6 million customers
✓	~52,000 staff
✓	1,166 branches
✓	#1 in household deposits
✓	#1 in home lending
✓	#1 FirstChoice platform

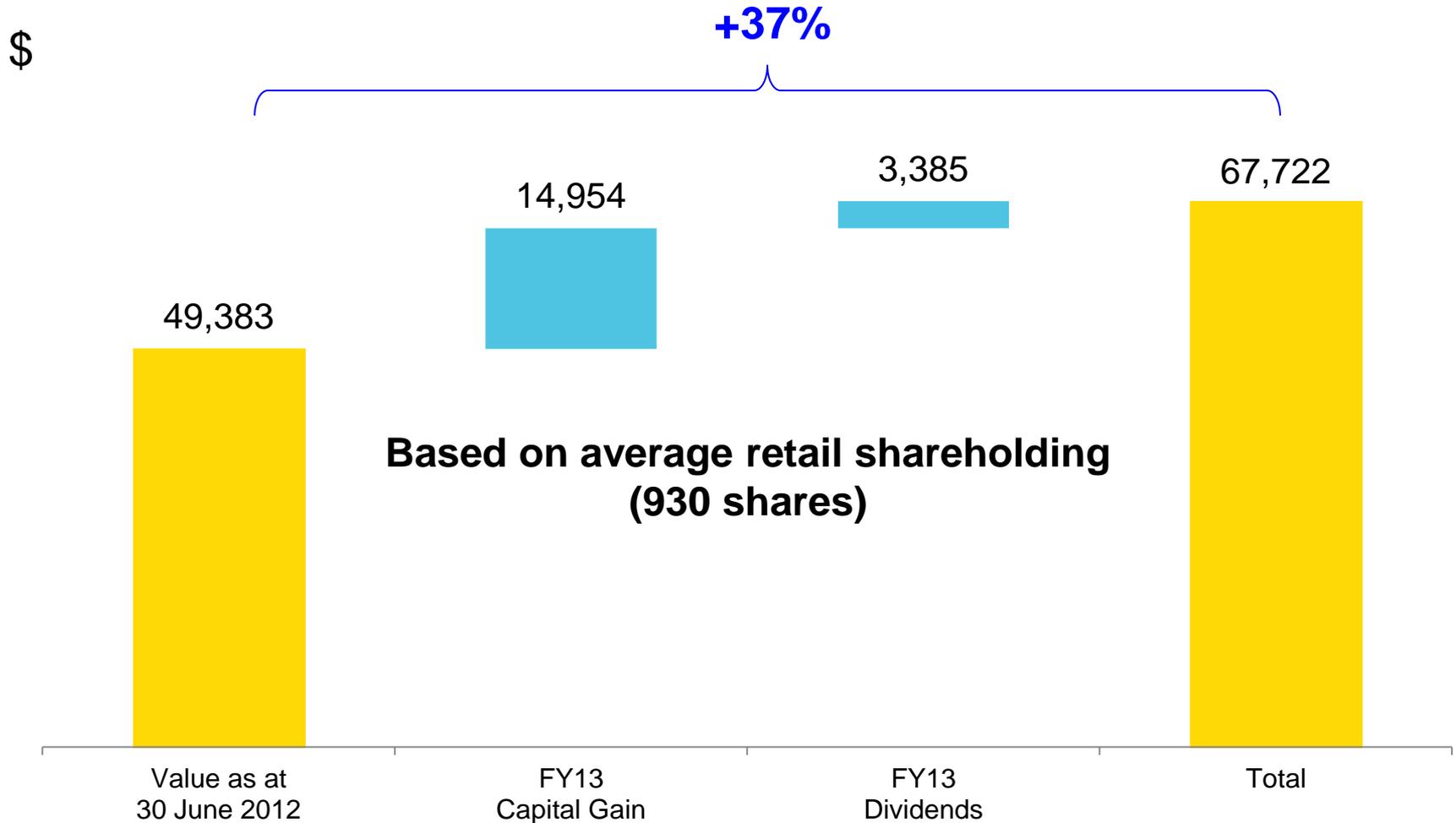
Strong contributor to Australian economy

Where does our income go?

FY13
(\$bn)

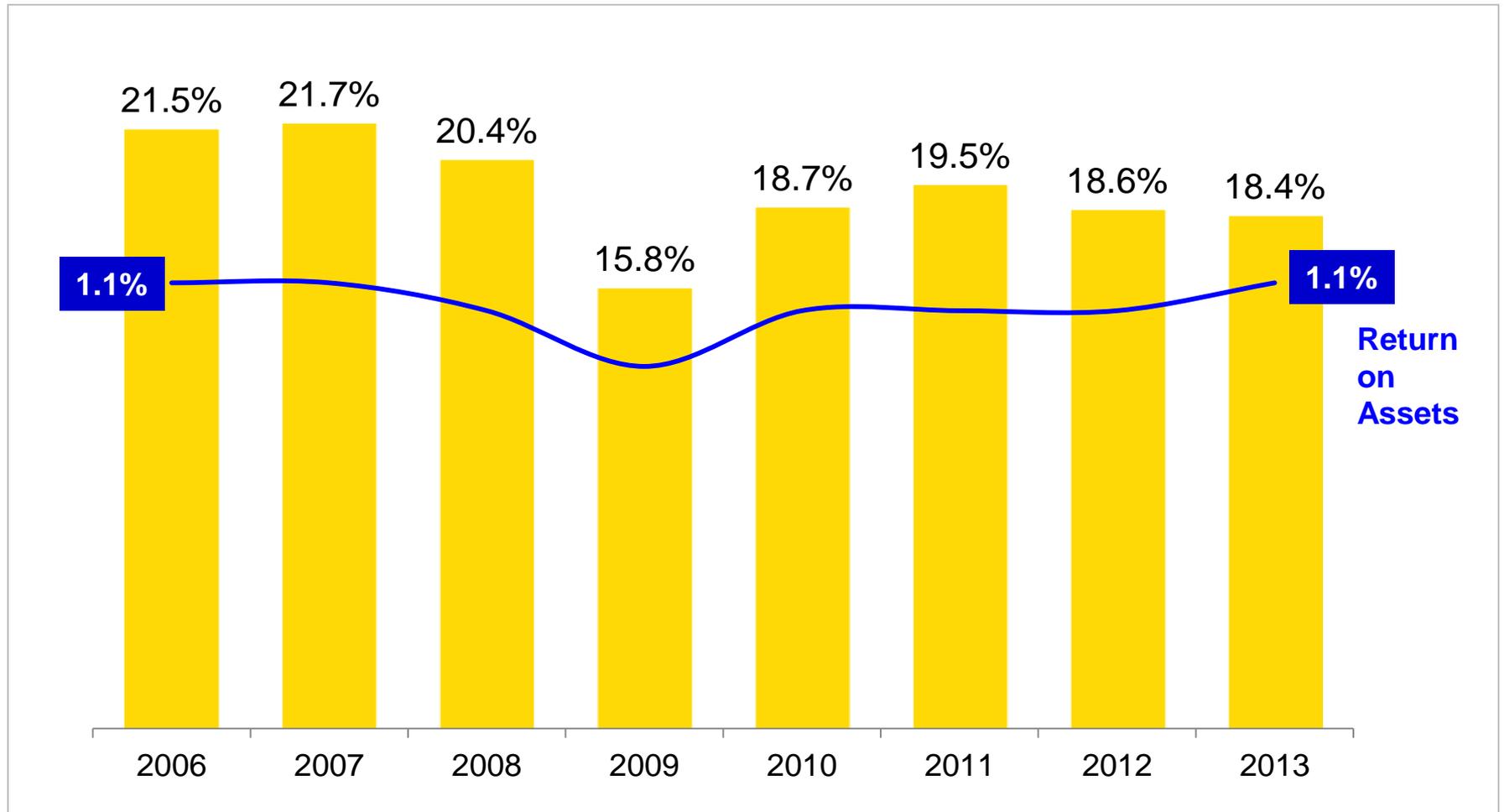


Shareholder return

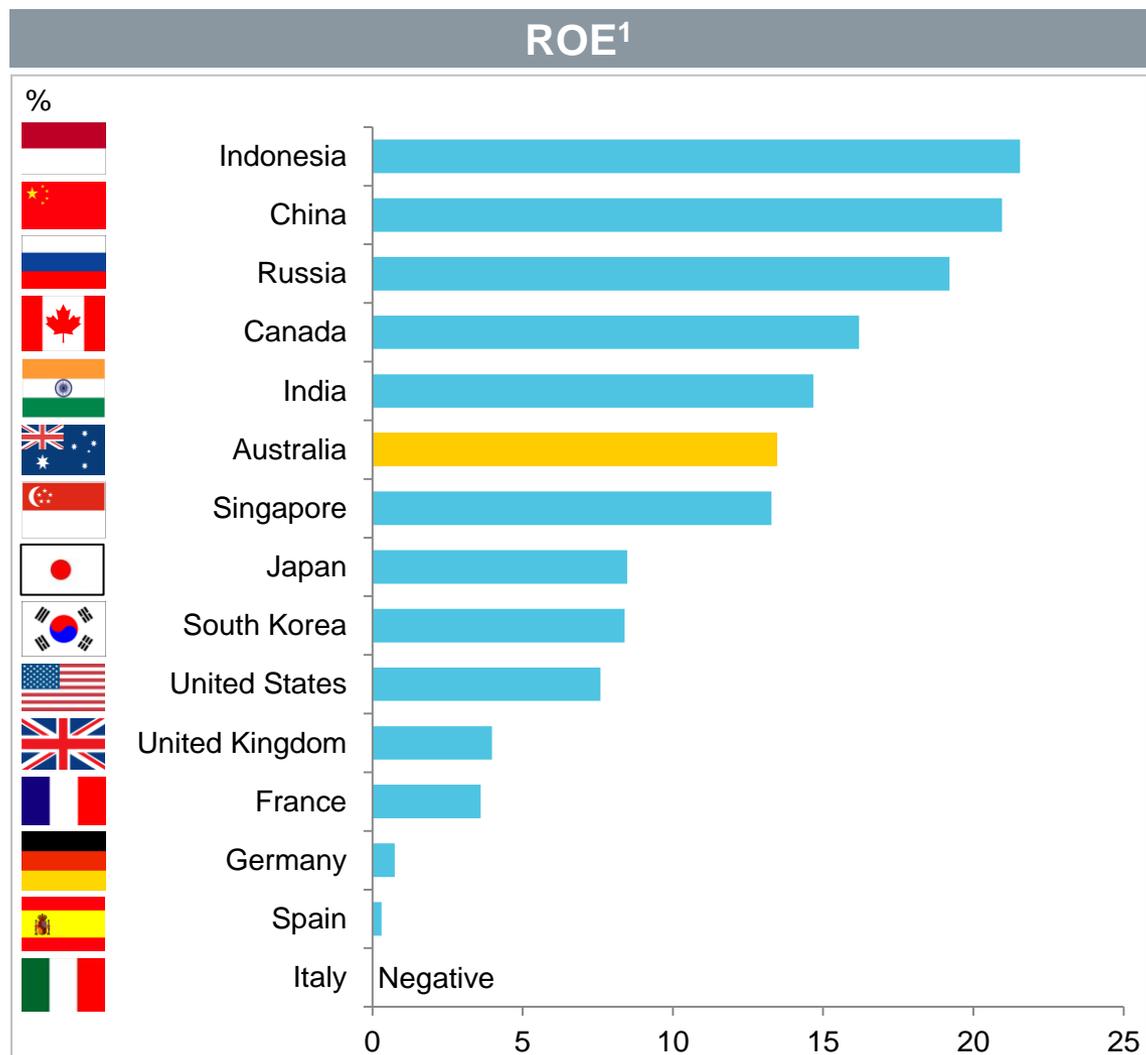


Return on Equity

Return on Equity (Cash)



Bank Profitability



CBA Ranking

(Amongst ASX 100 companies)

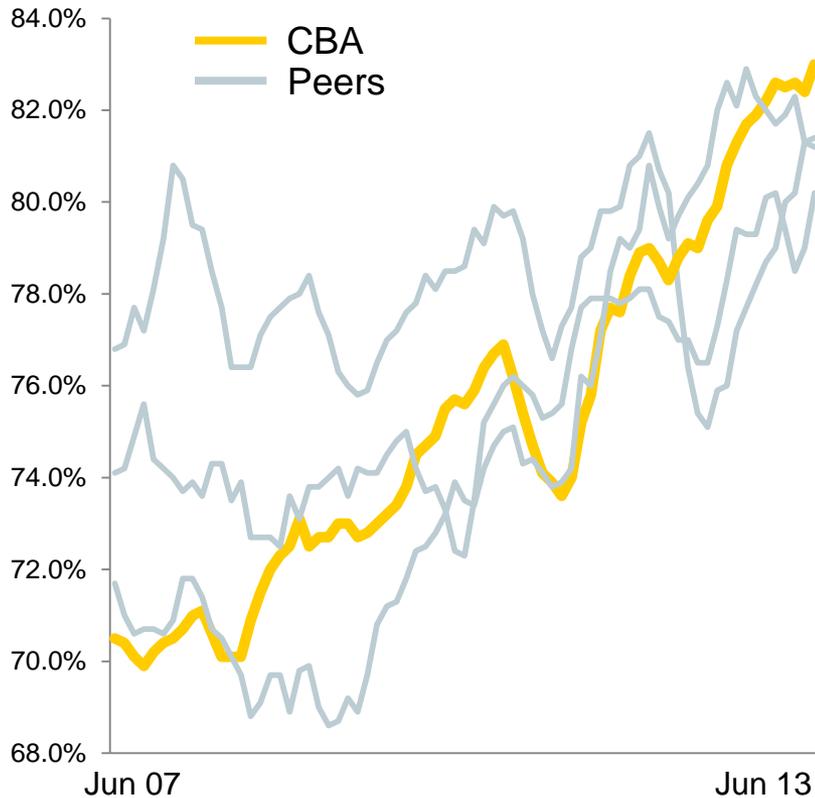
	CBA Rank ²
Market capitalisation (ASX)	2 nd
Dividends declared	2 nd
Return-on-Equity (ROE)	25 th
Return-on-Assets (ROA)	77 th

1. Source: Factset. Weighted average for listed banks in each country. Statutory ROEs weighted by shareholders' equity. 73

2. Most recent annual results data amongst ASX 100 companies. Sourced from Bloomberg 7 August 2013.

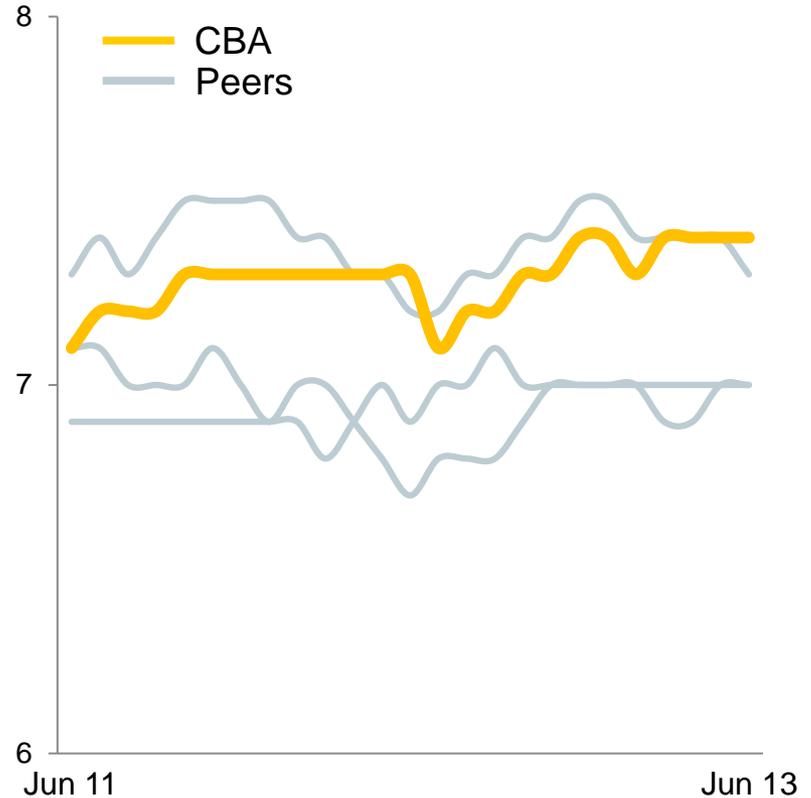
Customer Satisfaction

Retail



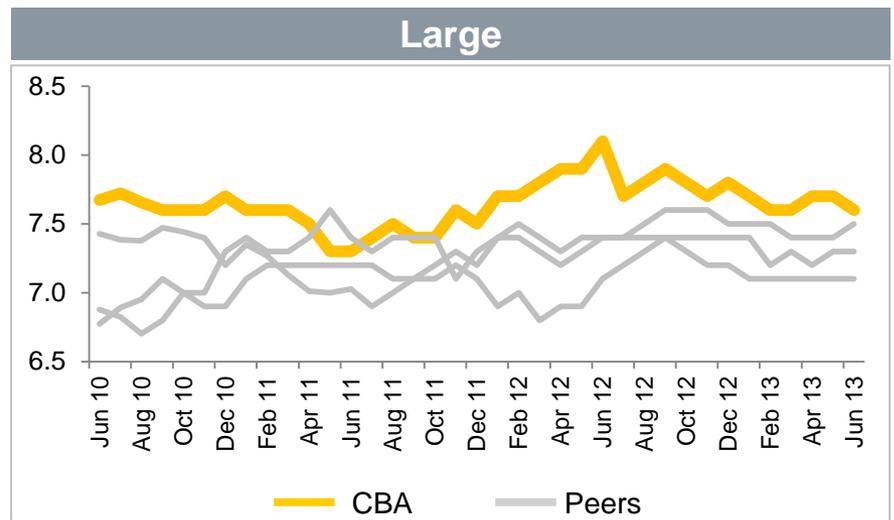
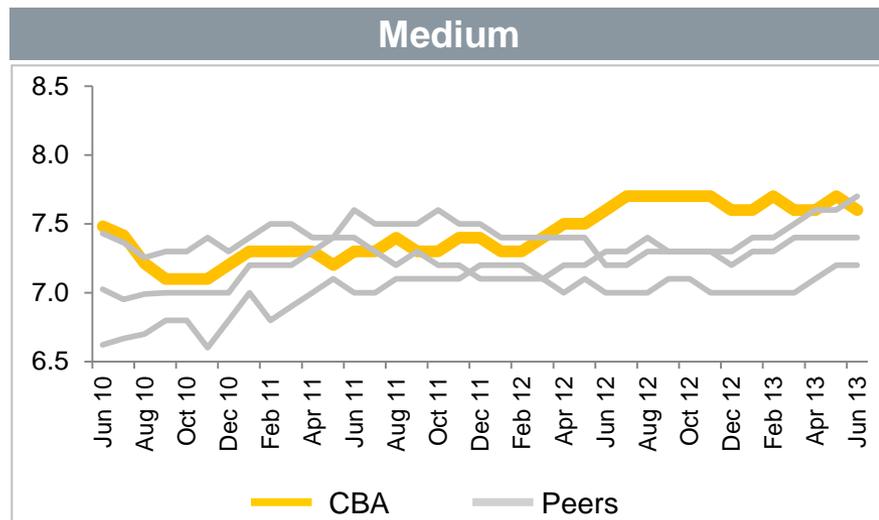
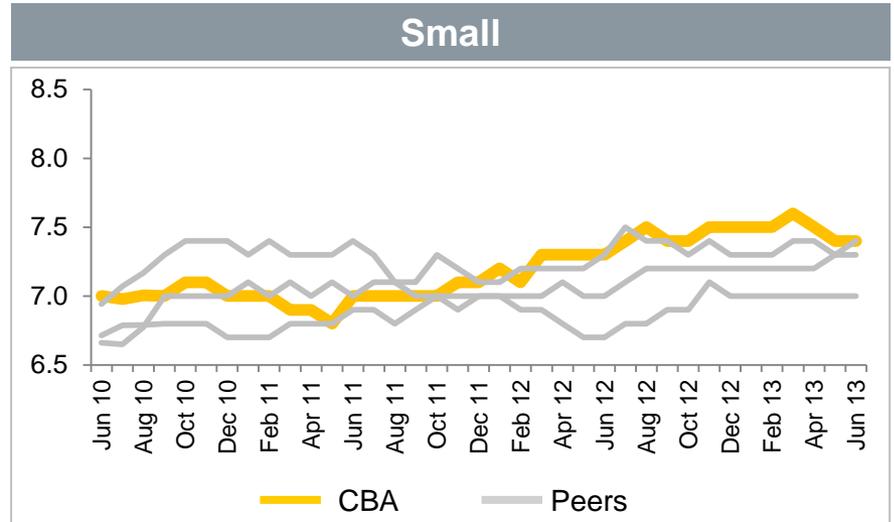
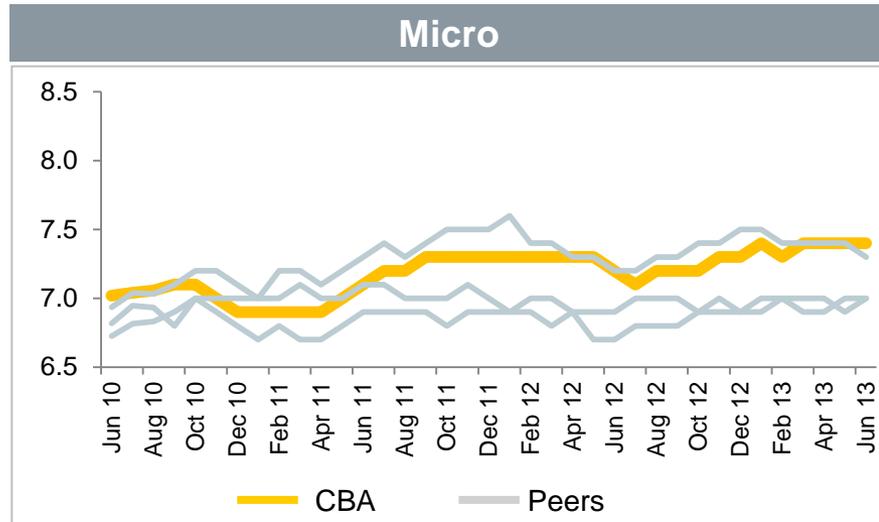
% Satisfied ('Very Satisfied' or 'Fairly Satisfied')¹

Business



Customer Satisfaction² - Average

Business Customer Satisfaction by Segment⁶



6 Refer notes slide at back of this presentation for source information.

Australia's leading technology bank

#1

Online banking

#1

In the youth segment¹¹

>40%

of all payment transactions

5.61m

app downloads¹

#1

Social & Facebook

1.03m

Kaching downloads²

\$9.30b

Kaching Transactions²

#1

Contactless acceptance points

4.57m

active online customers

2.61m

customers on mobile

MFI for

1 in 3

Australians⁴

#1

Contactless (PayPass enabled cards)

1 Total downloads as at 30 June 2013. Cumulative.

2 As at 30 June 2013. Cumulative since launch.

4,11 Refer notes slide at back of this presentation for source information.



Technology transformation



Revitalised front-line customer interface

- Single view of customer across channels
- CommSee
- Revitalised Sales & Service processes

Best-in-class online, mobile and social platforms

- NetBank
- CommBiz
- CommSec
- FirstChoice
- Kaching

Innovating in the back-end

- Legacy system replacement
- Real-time banking delivering relationship value
- Straight-through processing
- Concurrent process redesign

Supporting One CommBank

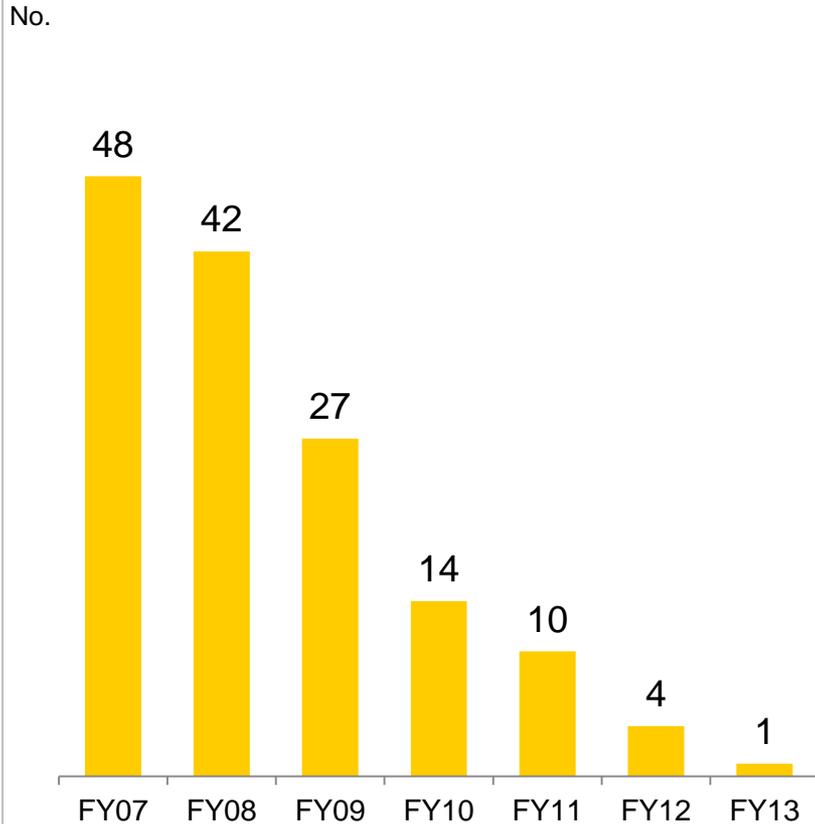
- Deeper customer relationships through personalised value offers
- Simplicity and convenience anywhere, anytime, on any device
- Customer insights
- Leading privacy and security

Leveraging Core Banking

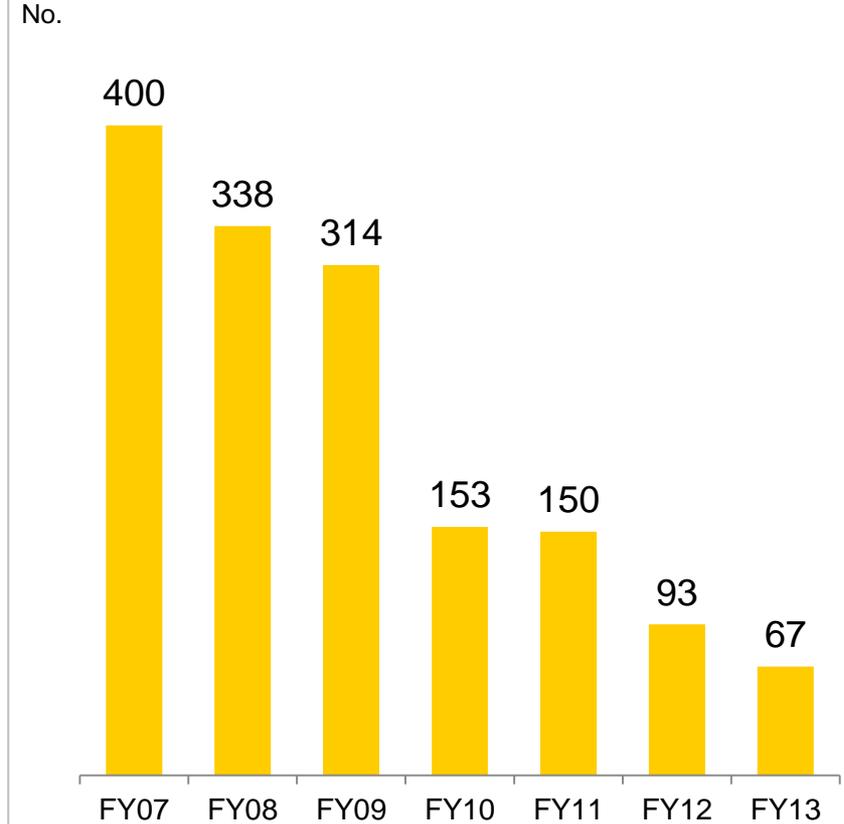
Enhanced Customer Experience	<ul style="list-style-type: none">◆ Instant account opening◆ Product loyalty pricing (eg NetBank Saver)◆ Tailored product offers (eg Term Deposit rollovers)◆ Product bundling (eg Kaching linked fee waivers)
Driving Efficiency & Productivity	<ul style="list-style-type: none">◆ Faster speed-to-market at lower cost (re-usable code)◆ For-sale deposit accounts rationalised◆ More applications completed online◆ Less errors and re-work (teller errors down 42% since 2010)◆ 3,000 changes into production each month (up from 1,200)
Improved Risk Management	<ul style="list-style-type: none">◆ Greater system reliability◆ Significant customer impacting incidents down from 48 to 1 pa◆ Total high impact system incidents down 83% since FY07
Enabling Innovation “Future Proofing”	<ul style="list-style-type: none">◆ Supporting technology innovation◆ Enhanced customer analytics (deeper insights)◆ Privacy and security (eg Vault)

System reliability

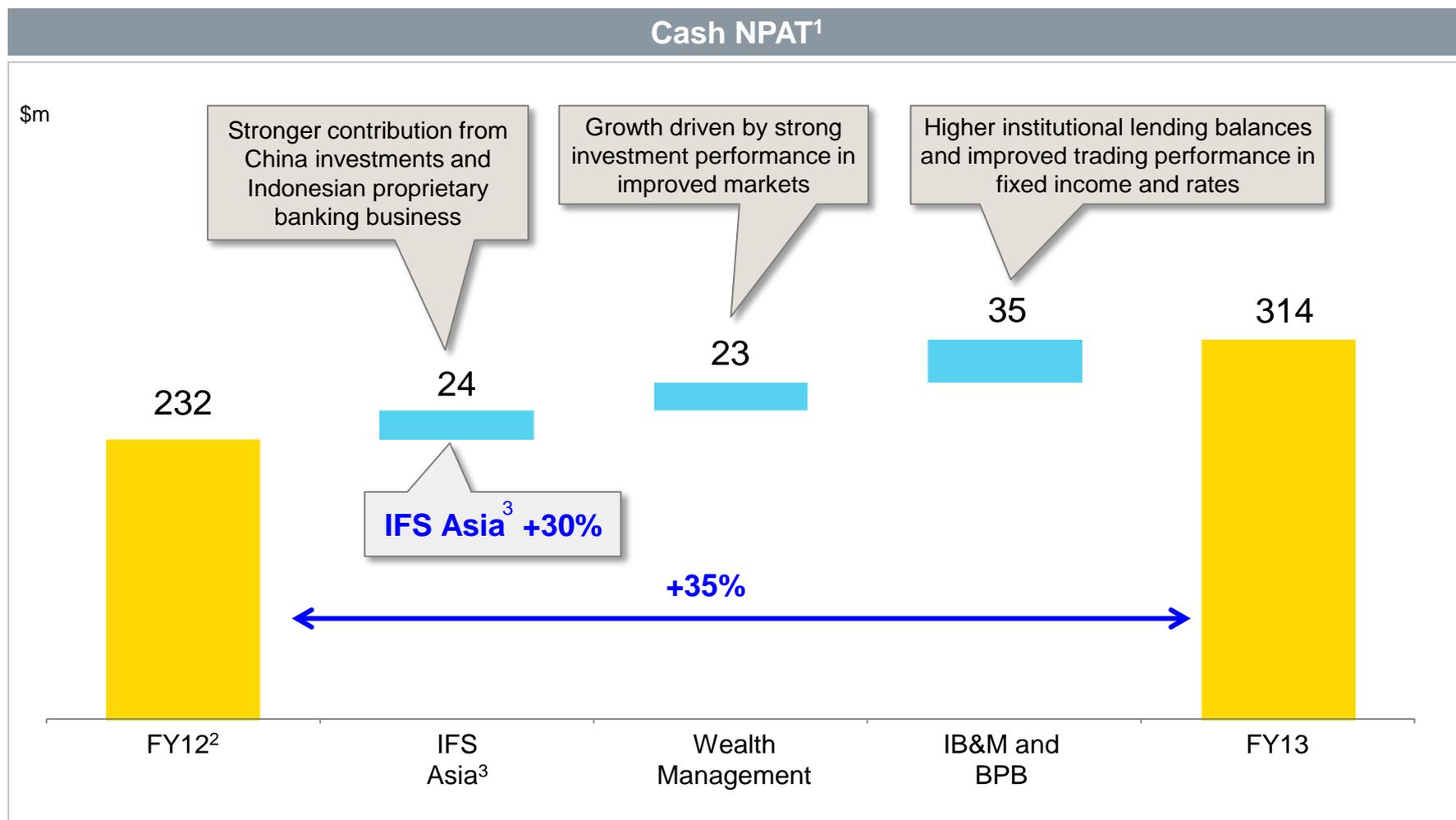
Significant Customer Impacting Incidents



Total High Impact Incidents



CBA in Asia – strong growth



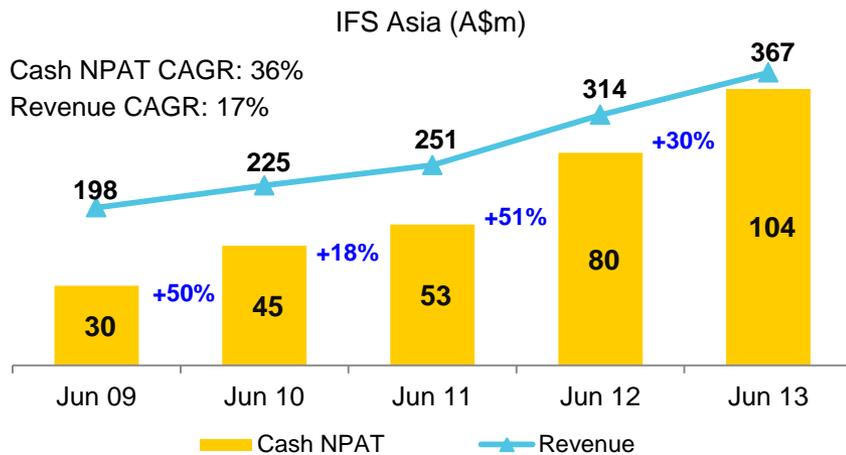
1 Includes Asia region Cash NPAT from Business & Private Banking, Institutional Banking & Markets, Wealth Management and IFS Asia businesses.

2 Restated to include IFS Asia head office support costs and to restate Wealth Management history in line with amended structure.

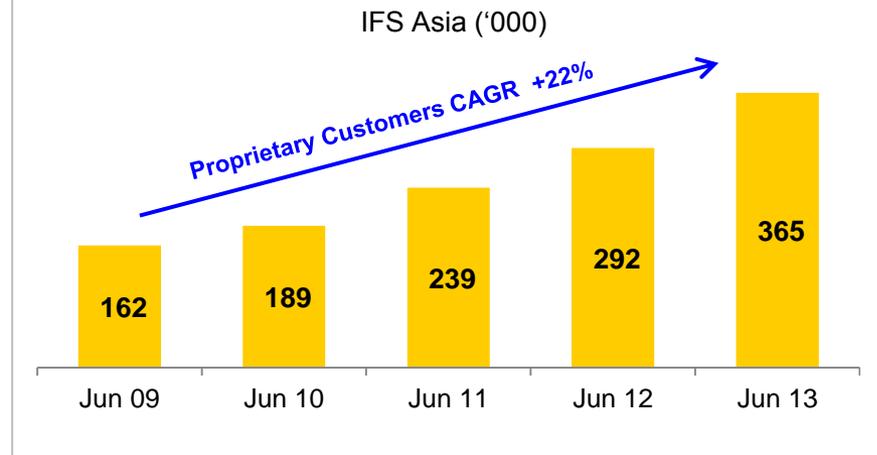
3 Includes China, Indonesia, Vietnam, India and Japan IFS Asia businesses. Represents IFS Asia growth in Cash NPAT.

CBA in Asia – strong proprietary growth

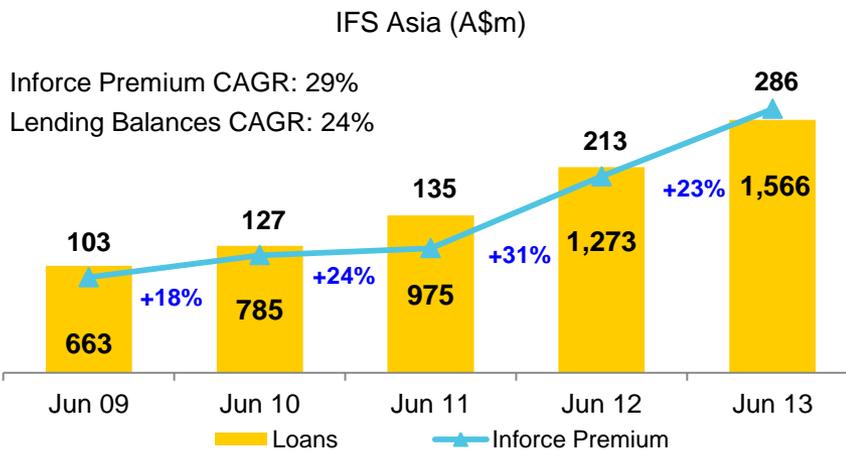
NPAT and Revenue¹



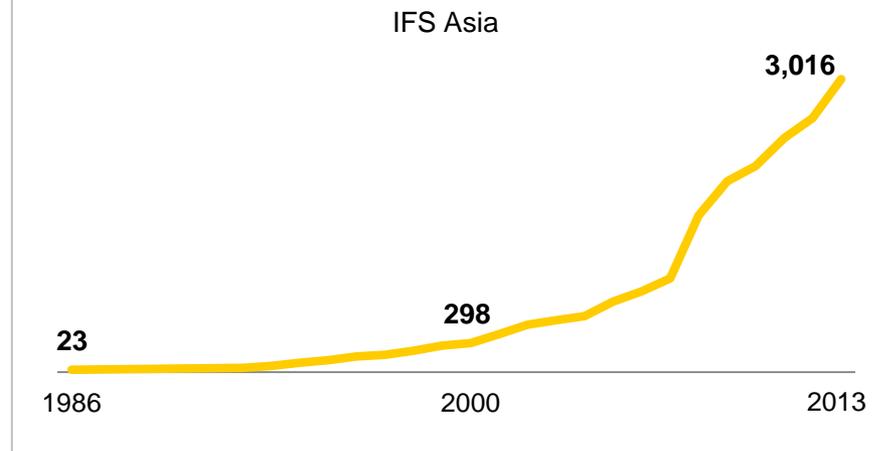
Customers²



Loans and Inforce Premium²



Proprietary FTE



¹ IFS Asia NPAT includes proprietary businesses in China, Indonesia, Vietnam, India and Japan and income from investments in Bank of Hangzhou, Qilu Bank, BoComLife and Vietnam International Bank.

² IFS Asia Proprietary includes China County Banks, Indonesian banking and insurance businesses, Vietnam branch and India branch.

CBA in Asia



Country	Representation as at June 2013
China	<p>Bank of Hangzhou (20%) – 133 branches</p> <p>Qilu Bank (20%) – 85 branches</p> <p>County Banking – 7 banks in Henan (5 Banks @ 80% and 2 Banks @ 100% shareholding) and 3 banks in Hebei (100% shareholding)</p> <p>Beijing Representative Office</p> <p>BoCommLife JV (37.5%) – operating in 4 provinces</p> <p>Shanghai (China Head Office)</p> <p>First State Cinda JV, FSI Hong Kong</p> <p>Hong Kong and Shanghai branches</p>
Indonesia	<p>PTBC (98.88%) – 91 branches and 142 ATMs</p> <p>PT Commonwealth Life (80%) – 30 life offices</p> <p>First State Investments (FSI)</p>
Vietnam	<p>VIB (20%) – 162 branches</p> <p>CBA branch Ho Chi Minh City and 24 ATMs</p> <p>Hanoi Representative Office</p>
India	CBA branch Mumbai
Japan	CBA branch Tokyo, FSI Tokyo
Singapore	CBA branch, First State Investments

CFSGAM– Global Reach



AUM as at 30 June 2013

[^] USA assets managed through CFSAMAL, (Australia based non-domiciled), FSII, (UK based non-domiciled), FSI Singapore (Singaporean based non-domiciled), USA SEC Registered Investment Advisers.

Sustainability progress

The Board-endorsed Sustainability Strategic Framework, with its five focus areas, supports the Group's vision and the creation of enduring value for our customers, people, shareholders and the broader community.

Sustainable Business Practices

- ◆ Maintained our focus on disciplined financial management, transparency and accountability.
- ◆ Rolled out a series of productivity programs and initiatives across the organisation.

Responsible Financial Services

- ◆ Continued to leverage our Core Banking technological platform to deliver innovative solutions quickly and cost-effectively.
- ◆ Reached our goal of becoming the number one bank for customer satisfaction.
- ◆ Continued to support low-income earners and the not-for-profit sector as well as provide tailored solutions for specific customer segments, for example, our Community Business Finance Program supporting Indigenous Australians who own or seek to start a business.

Engaged and Talented People

- ◆ Expanded our diversity strategy with the launch of the 2013-14 Diversity and Inclusion strategy, structured around three pillars: 1/ Inclusion and respect; 2/ Diversity in leadership; and 3/ Adaptable work practices.
- ◆ Further invested in Human Resources systems and tools, such as My HR Anywhere portal, increasing our people's ability to work flexibly.

Community Contribution and Action

- ◆ Delivered financial literacy programs to more than 280,000 students and had more than 230,000 participate in school banking.
- ◆ Awarded \$2 million in grants through the Staff Community Fund, Australia's largest and longest running workplace-giving program, to more than 200 programs focused on improving the health and wellbeing of Australian youth.
- ◆ Launched our fourth Reconciliation Action Plan in April 2013, highlighting our achievements and plans as we continue to collaborate with Indigenous Australians to promote social, economic and financial inclusion.

Environmental Stewardship

- ◆ Reached the Bank's target of a 20 per cent reduction in carbon emissions from 2008-09 levels five months ahead of schedule. The target represented a reduction of 34,550 tonnes of carbon dioxide equivalent (CO₂-e). As at 30 June 2013, emissions had been reduced by an additional 10,658 tonnes of CO₂-e.
- ◆ Received the prestigious Banksia Award for the Built Environment as well as the United Nations Association of Australia Green Building Award for Commonwealth Bank Place, our new Sydney office, located at the centre of Darling Quarter.
- ◆ Continued to act as a major player in the renewable energy sector with significant investments since 2004.

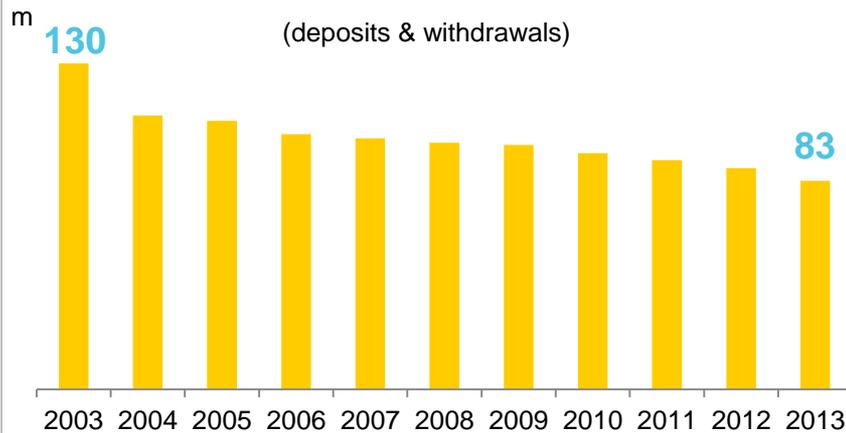


Sustainability scorecard

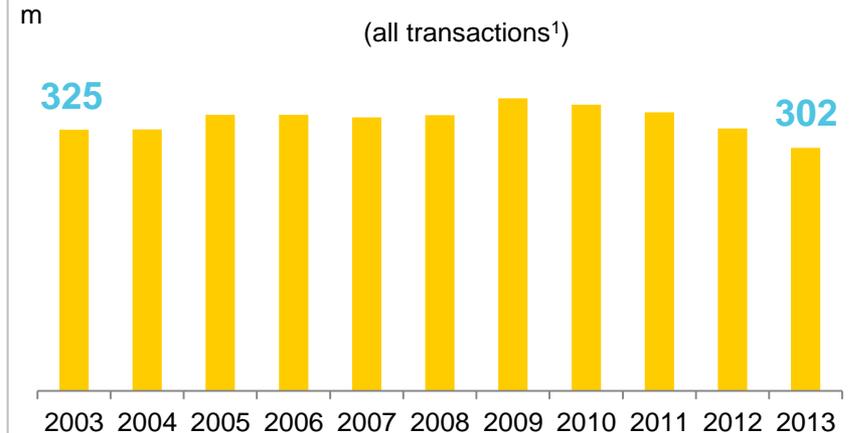
	Units	FY13	FY12	FY11	FY10	FY09	
Customer satisfaction	Roy Morgan MFI retail customer satisfaction ¹	% Rank	83.0 1 st	79.0 2 nd	75.2 4 th	75.6 2 nd	73.0 3 rd
	DBM Business Financial Services Monitor ²	Avg. score Rank	7.4 =1 st	7.3 =1 st	7.1 =2 nd	7.0 =1 st	n/a
	Wealth Insights Platform Service Level Survey ³	Avg. score Rank	8.32 1 st	7.86 1 st	7.74 1 st	7.70 1 st	7.59 1 st
People	Employee Engagement Index Score ⁴	%	80	80	n/a	n/a	n/a
	Women in Executive Manager and above roles ⁵	%	30.3	30.9	28.2	26.3	26.1
	Lost Time Injury Frequency Rate (LTIFR) ⁶	Rate	1.7	2.7	2.5	2.8	2.4
	Absenteeism ⁷	Rate	6.2	6.2	6.0	5.9	5.9
	Employee Turnover Voluntary	%	10.60	12.90	12.65	12.73	11.37
Environment – Greenhouse Gas Emissions ⁸	Scope 1 emissions	tCO ₂ -e	8,780	8,941	9,835	10,248	12,018
	Scope 2 emissions	tCO ₂ -e	100,997	118,047	137,948	142,218	139,303
	Scope 3 emissions	tCO ₂ -e	17,767	20,137	22,885	24,340	21,431
Community – Financial literacy programs ⁹	School banking students (active)	Number	233,217	191,416	140,280	92,997	91,601
	StartSmart students (booked)	Number	284,834	235,735	200,081	119,669	51,426

Transaction volumes

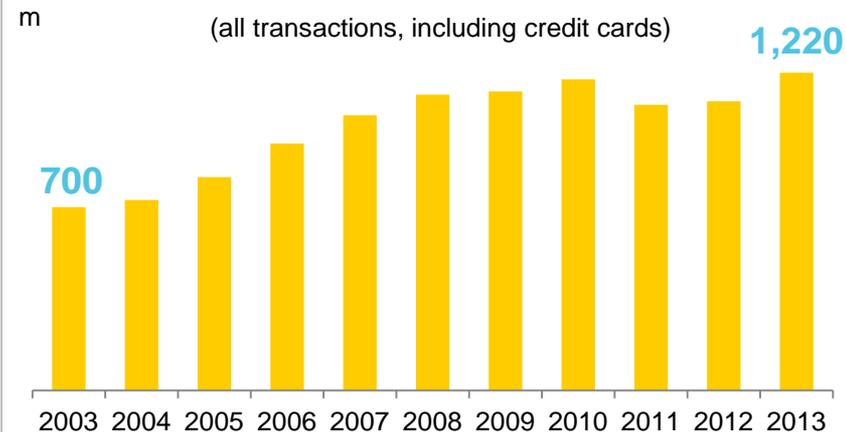
Branch



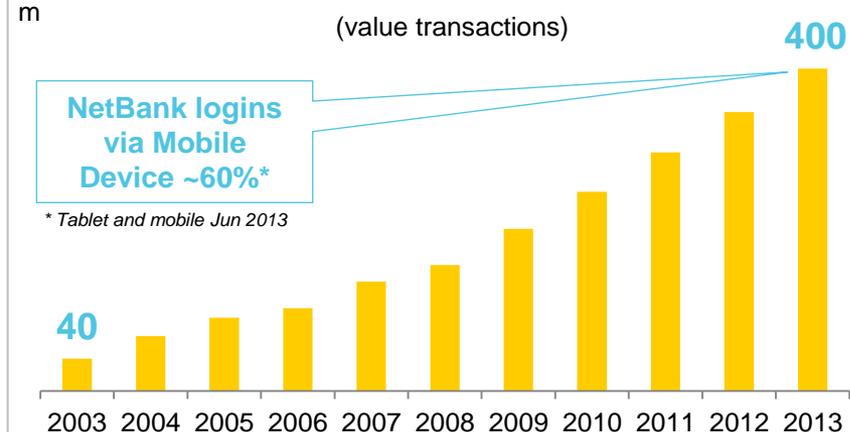
ATMs



EFTPOS²



Internet³



All figures are approximates.

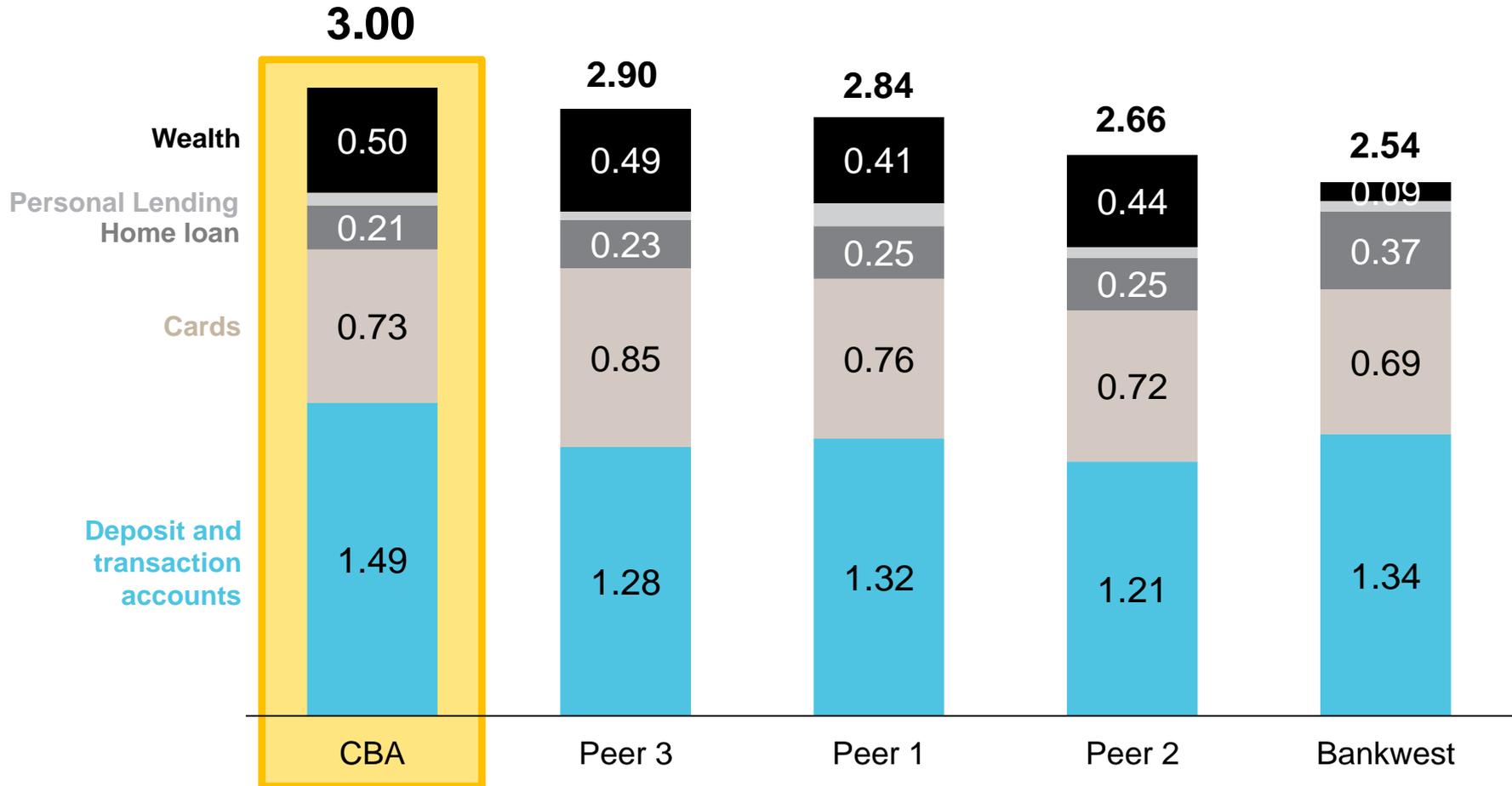
1 All cardholder transactions at Australian-located CBA ATMs.

2 Calendar years to 2006; financial years thereafter. Includes EFTPOS Payments Australia Ltd (EPAL), MasterCard and Visa volumes only.

3 Calendar years to 2007; financial years thereafter. Includes BPAY.



Products per Customer



Average Product Composition between CBA, the 3 Major Banking Peers and Bankwest 18+ ³

³ Refer notes slide at back of this presentation for source information. Wealth includes Superannuation, Managed Investments and Insurance.

Branch of the Future



◆ 3 pillars;

- Proud people
- Simple and easy processes
- Leading technology

◆ Achievements in the year;

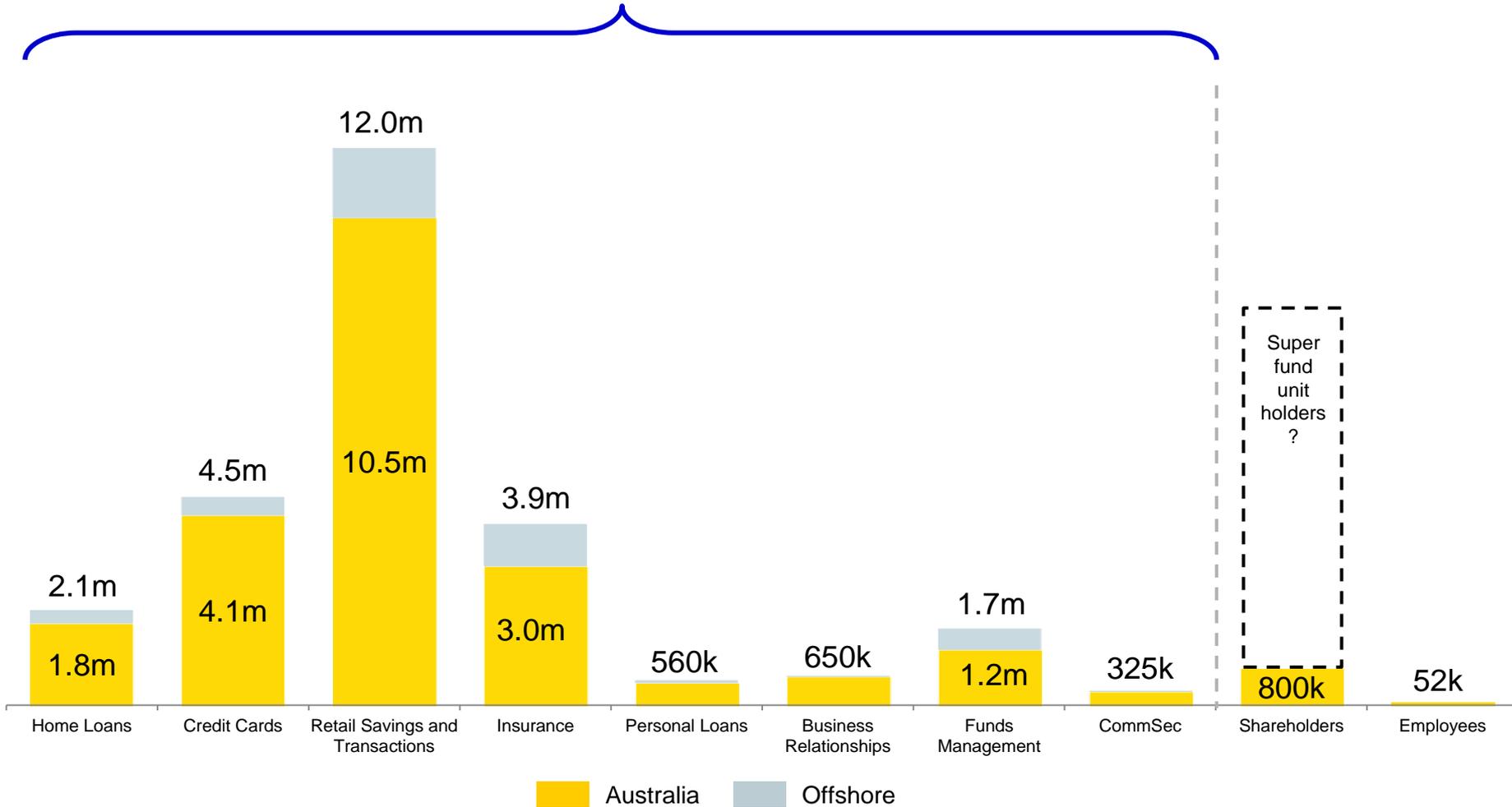
- New concept branches at 4 locations¹ in Sydney and Melbourne
- 132 Smart ATMs allowing anytime deposits
- Dedicated small business capability with 123 new specialists
- Video conferencing facilities in 1,016 branches



¹ Hornsby, Brookvale, Paddington (Sydney) and Lonsdale St (Melbourne).

Stakeholders

Customer Product Holdings¹



¹ Customers who hold at least one product in each of the major product categories shown. Totals not mutually exclusive – includes cross product holdings. Figures are approximates only and may include some level of duplication across customer segments. CommSec total includes active accounts only.

Market share¹

%	Jun 13		Group	Dec 12	Jun 12
	CBA	BWA		Group	Group
Home loans	21.3	4.0	25.3	25.1	25.2
Credit cards – RBA ²	21.5	2.8	24.3	23.9	23.5
Other household lending ³	15.8	1.1	16.9	16.5	16.4
Household deposits	25.9	2.9	28.8	28.8	28.9
Retail deposits ⁴	22.5	2.9	25.4	25.3	25.4
Business lending – APRA	15.5	3.6	19.1	19.3	19.3
Business lending – RBA	15.4	2.5	17.9	17.7	17.7
Business deposits – APRA	18.8	2.7	21.5	20.6	20.6
Asset finance	13.3	-	13.3	13.3	13.6
Equities trading	5.2	-	5.2	5.4	5.5
Australian Retail – administrator view ⁵			15.5	15.4	15.5
FirstChoice Platform ⁵			11.6	11.6	11.8
Australia life insurance (total risk) ⁵			13.1	13.3	13.6
Australia life insurance (individual risk) ⁵			13.0	13.2	13.3
NZ lending for housing			22.3	22.1	21.9
NZ retail deposits			20.1	20.2	20.6
NZ lending to business			10.1	9.8	9.0
NZ retail FUM			17.9	17.7	18.8
NZ annual inforce premiums			29.5	29.7	30.3

1 Prior periods have been restated in line with market updates.

2 As at 31 May 2013.

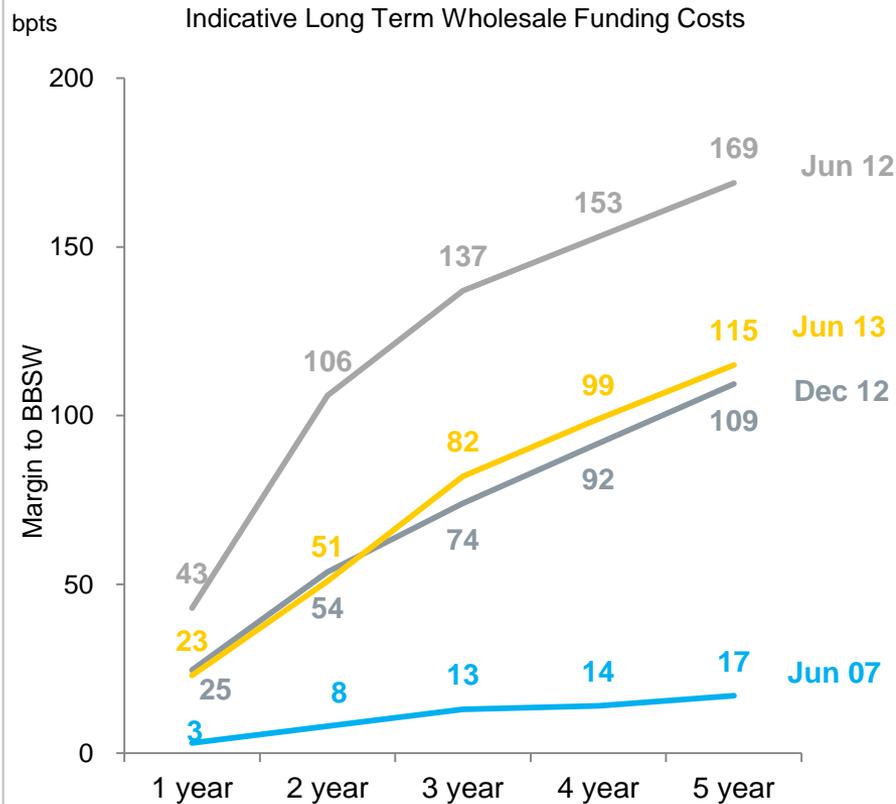
3 Other household lending market share includes personal loans and margin loans.

4 In accordance with RBA guidelines, these measures include some products relating to both the retail and corporate segments.

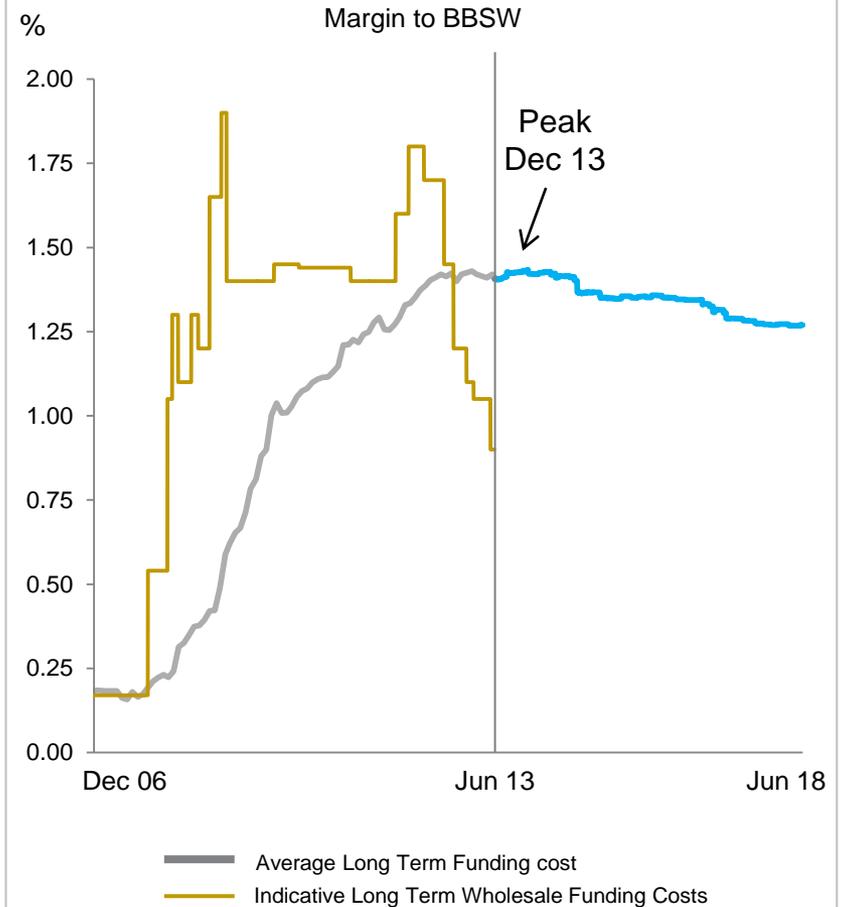
5 As at 31 March 2013.

Wholesale Funding Costs

Marginal Funding Costs¹

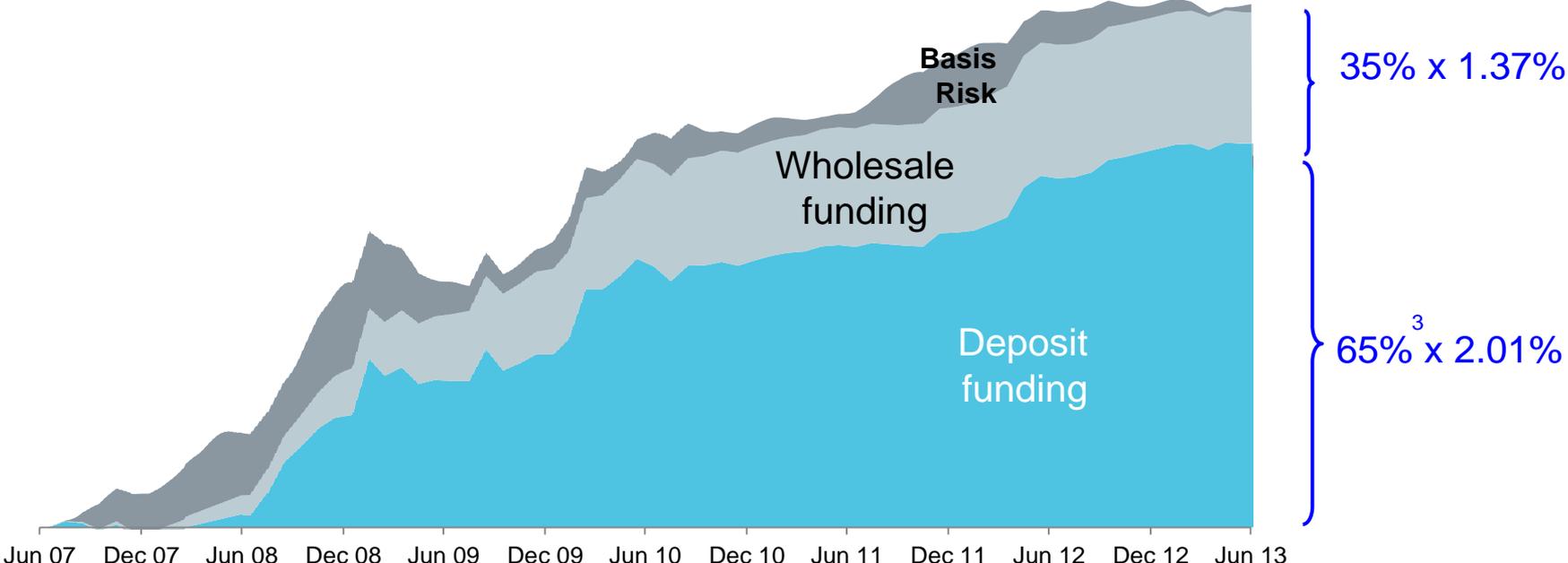


Average Long Term Funding Costs²



1 CBA Group Treasury estimated blended wholesale funding costs.
 2 Forecast assumes wholesale market conditions / rates remain at 30 June 2013 levels.

Increase in retail bank funding costs since Jun 07



	Dec 12	Jun 13
Increase in wholesale funding ¹	1.43%	1.37%
Increase in deposit funding	1.96%	2.01%
Increase in weighted average cost	1.77%	1.79%
Increase in home loan (SVR) rate ²	1.58%	1.58%

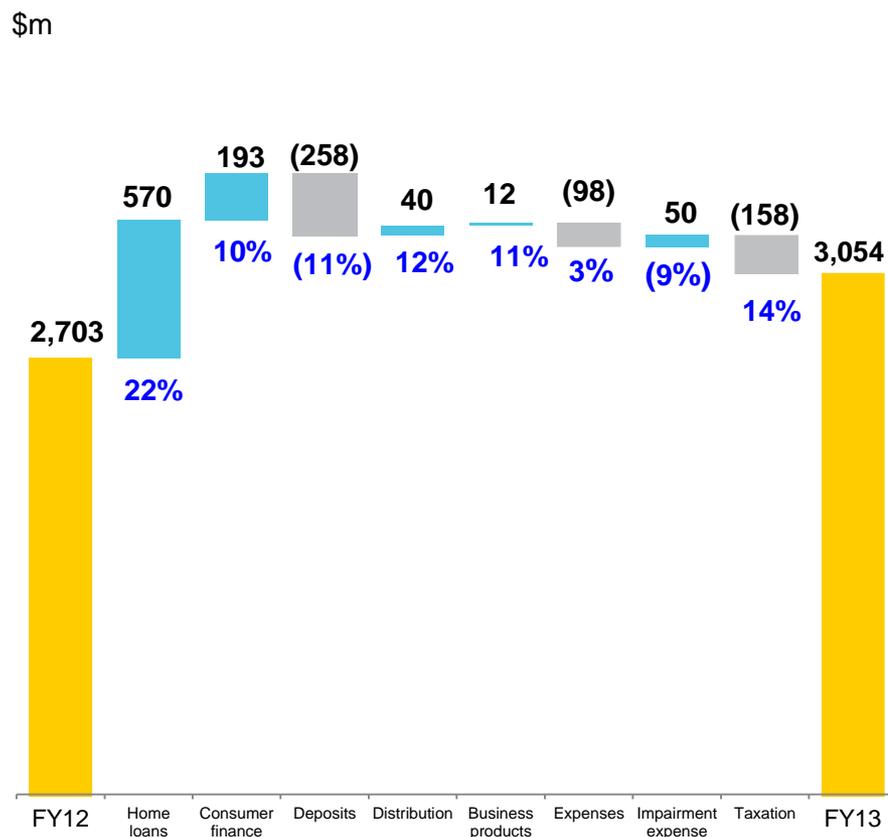
1 Includes basis risk.
 2 Outside of movements in the RBA cash rate.
 3 Retail deposits as a proportion of retail lending.

RBS – 6 Month Periods

\$m		Jun 13	Dec 12	Jun 12	Jun 13 vs Jun 12 (6 months)
Net interest income	Home loans	1,557	1,444	1,198	30%
	Consumer finance	801	763	731	10%
	Retail deposits	875	928	993	(12%)
	Business products	32	27	23	39%
		3,265	3,162	2,945	11%
Other banking income	Home loans	104	101	99	5%
	Consumer finance	242	251	232	4%
	Retail deposits	194	192	198	(2%)
	Business products	29	34	26	12%
	Distribution	195	178	167	17%
	764	756	722	6%	
Total banking income	Home loans	1,661	1,545	1,297	28%
	Consumer finance	1,043	1,014	963	8%
	Retail deposits	1,069	1,120	1,191	(10%)
	Business products	61	61	49	24%
	Distribution	195	178	167	17%
	4,029	3,918	3,667	10%	
Operating expenses		(1,539)	(1,524)	(1,469)	5%
Loan impairment expense		(287)	(246)	(237)	21%
Cash NPAT		1,548	1,506	1,374	13%



Cash Earnings



Financial Summary

\$m	FY13	FY13 vs FY12	
Home loans	3,206	22%	<ul style="list-style-type: none"> Above system balance growth Margin recovery
Consumer finance	2,057	10%	<ul style="list-style-type: none"> Successful new customer acquisition strategies
Deposits	2,189	(11%)	<ul style="list-style-type: none"> Balances ↑8%, largely in at call savings products
Distribution	373	12%	<ul style="list-style-type: none"> FX income ↑11% Increased commissions from Wealth Management
Business products	122	11%	<ul style="list-style-type: none"> RBS share of Margin Lending and Asset Finance income
Total banking income	7,947	8%	
Operating expenses	(3,063)	3%	<ul style="list-style-type: none"> Productivity gains partly offsetting inflation and amortisation
Loan impairment expense	(533)	(9%)	<ul style="list-style-type: none"> Improved arrears rates
Cash NPAT	3,054	13%	

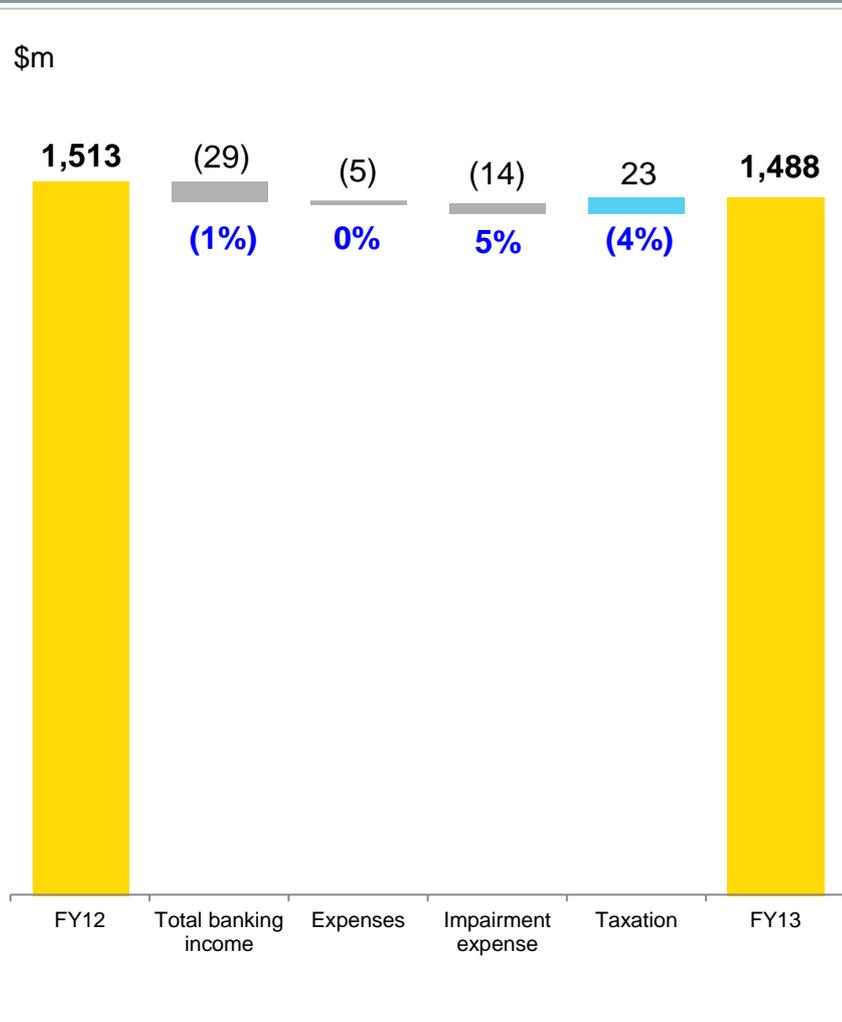


BPB – 6 Month Periods

\$m		Jun 13	Dec 12	Jun 12	Jun 13 vs Jun 12 (6 months)
Net interest income	Corporate Financial Services	485	503	491	(1%)
	Regional & Agribusiness	272	269	259	5%
	Local Business Banking	512	495	486	5%
	Private Bank	121	120	112	8%
	Equities and Margin Lending	71	78	82	(13%)
	Other	9	7	37	(76%)
		1,470	1,472	1,467	-
Other banking income	Corporate Financial Services	141	155	144	(2%)
	Regional & Agribusiness	46	43	48	(4%)
	Local Business Banking	103	108	107	(4%)
	Private Bank	24	21	20	20%
	Equities and Margin Lending	87	81	86	1%
	Other	1	-	5	(80%)
		402	408	410	(2%)
Total banking income	Corporate Financial Services	626	658	635	(1%)
	Regional & Agribusiness	318	312	307	4%
	Local Business Banking	615	603	593	4%
	Private Bank	145	141	132	10%
	Equities and Margin Lending	158	159	168	(6%)
	Other	10	7	42	(76%)
		1,872	1,880	1,877	-
Operating expenses		(677)	(678)	(671)	1%
Loan impairment expense		(130)	(150)	(137)	(5%)
Cash NPAT		753	735	746	1%



Cash Earnings



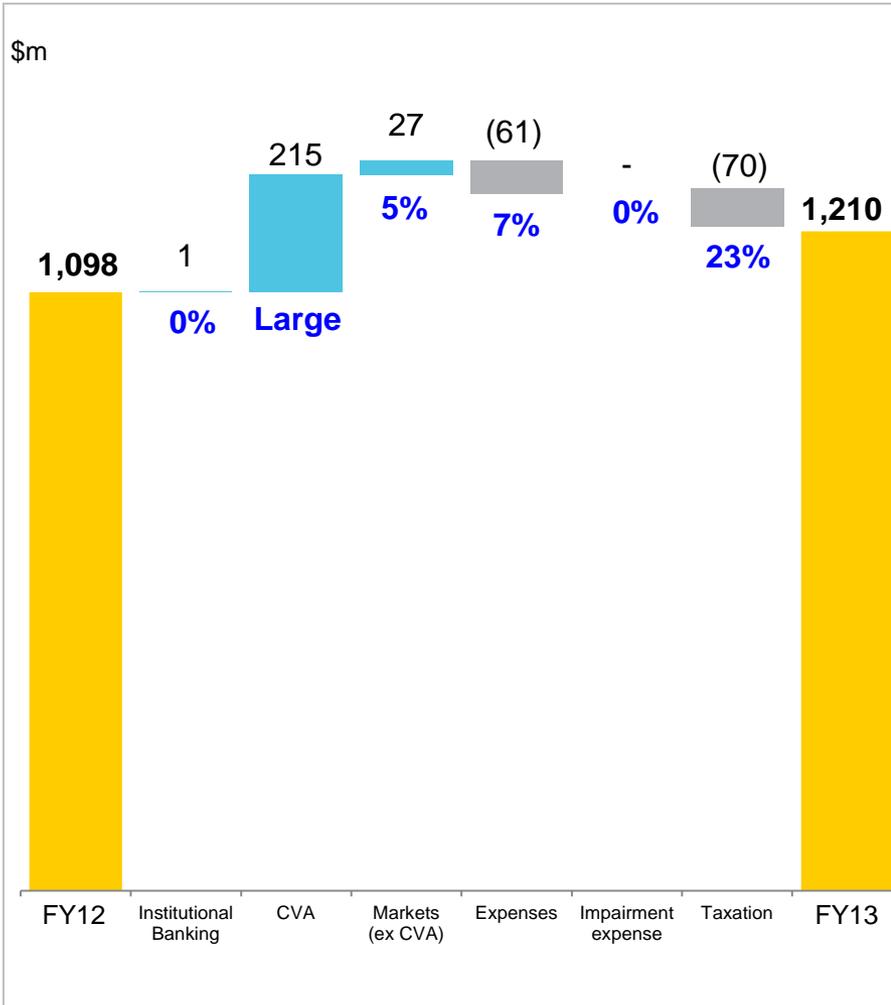
Financial Summary

\$m	FY13	FY13 vs FY12	
Corporate Financial Services	1,284	-	<ul style="list-style-type: none"> Lending balances ↑11% offset by margin compression in Deposits
Regional & Agribusiness	630	2%	<ul style="list-style-type: none"> Margin growth in Lending partly offset by margin compression in Deposits
Local Business Banking	1,218	4%	<ul style="list-style-type: none"> Margin growth in Lending Balance growth in Deposits (↑12%), offset by margin compression
Private Bank	286	8%	<ul style="list-style-type: none"> Higher Lending and Advisory revenue
Equities & Margin Lending	317	(12%)	<ul style="list-style-type: none"> Equities trading volumes ↓12%
Total banking income	3,752	(1%)	
Operating expenses	(1,355)	-	<ul style="list-style-type: none"> Core Banking cost increases offset by productivity initiatives and lower average FTEs
Loan impairment expense	(280)	5%	<ul style="list-style-type: none"> Impacted by softening of collateral values in the first half
Cash NPAT	1,488	(2%)	

IB&M – 6 Month Periods

\$m		Jun 13	Dec 12	Jun 12	Jun 13 vs Jun 12 (6 months)
Net interest income	Institutional Banking	557	584	610	(9%)
	Markets	93	110	136	(32%)
		650	694	746	(13%)
Other banking income	Institutional Banking	439	403	394	11%
	Markets	216	231	60	Large
		655	634	454	44%
Total banking income	Institutional Banking	996	987	1,004	(1%)
	Markets	309	341	196	58%
		1,305	1,328	1,200	9%
Operating expenses		(459)	(442)	(423)	9%
Loan impairment expense		(57)	(97)	(121)	(53%)
Cash NPAT		607	603	527	15%

Cash Earnings



Financial Summary

\$m	FY13	FY13 vs FY12
Institutional Banking	1,983	-
Markets	650	59%
Total banking income	2,633	10%
Operating expenses	(901)	7%
Loan impairment expense	(154)	-
Cash NPAT	1,210	10%

- Higher asset leasing, lending fee income and deposit and lending balance growth, partly offset by lower margins.
- Favourable CVA¹ and improved trading performance.
- Higher amortisation and IT expenses related to strategic projects and increased asset leasing depreciation.
- Overall portfolio credit rating stable.

¹ Counterparty fair value adjustment.

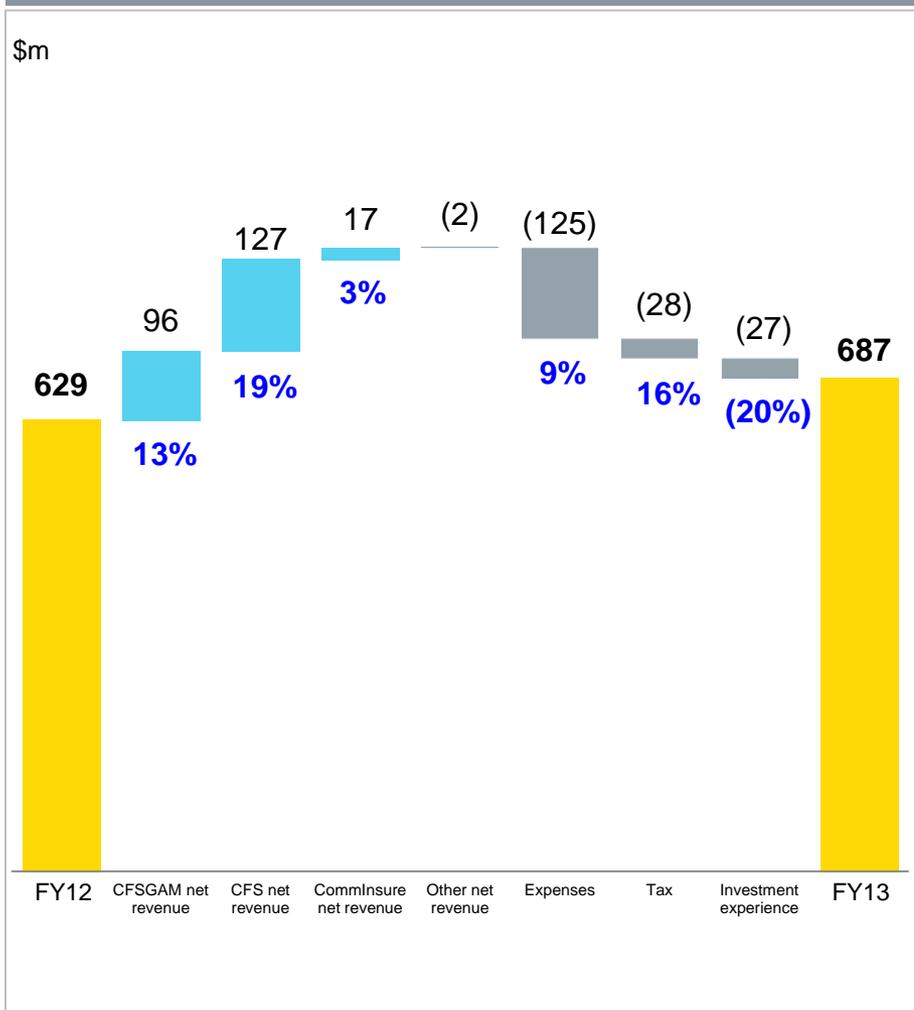
WM – 6 Month Periods

\$m		Jun 13	Dec 12	Jun 12	Jun 13 vs Jun 12 (6 months)
Net operating income	CFSGAM	433	406	364	19%
	Colonial First State*	401	379	357	12%
	CommInsure	327	333	300	9%
	Other	(1)	(1)	1	-
		1,160	1,117	1,022	14%
Operating expenses	CFSGAM	(240)	(235)	(215)	12%
	Colonial First State*	(297)	(278)	(254)	17%
	CommInsure	(162)	(156)	(149)	9%
	Other	(52)	(74)	(71)	(27%)
		(751)	(743)	(689)	9%
Underlying profit after tax	CFSGAM	144	139	111	30%
	Colonial First State*	73	71	74	(1%)
	CommInsure	117	124	106	10%
	Other	(30)	(61)	(48)	38%
		304	273	243	25%
Cash NPAT	CFSGAM	161	152	123	31%
	Colonial First State*	76	77	79	(4%)
	CommInsure	150	170	170	(12%)
	Other	(34)	(65)	(47)	(28%)
		353	334	325	9%

* Colonial First State incorporates the results of all financial planning businesses including Commonwealth Financial Planning.

Wealth Management

Cash Earnings



Financial Summary

\$m	FY13	FY13 vs FY12	
CFSGAM	839	13%	<ul style="list-style-type: none"> Average AUM ↑10% from strong investment performance in rising equity markets
CFS*	780	19%	<ul style="list-style-type: none"> Improved market conditions and solid net flows
CommInsure	660	3%	<ul style="list-style-type: none"> Strong General Insurance and Retail Life result. Impacted by Wholesale Life claims experience and Retail Advice lapse rates.
Other	(2)	-	
Net operating income	2,277	12%	
Operating expenses	(1,494)	9%	<ul style="list-style-type: none"> Investment in strategic growth initiatives, compliance spend, inclusion of Count Financial and inflation-related salary increases
Cash NPAT	687	9%	

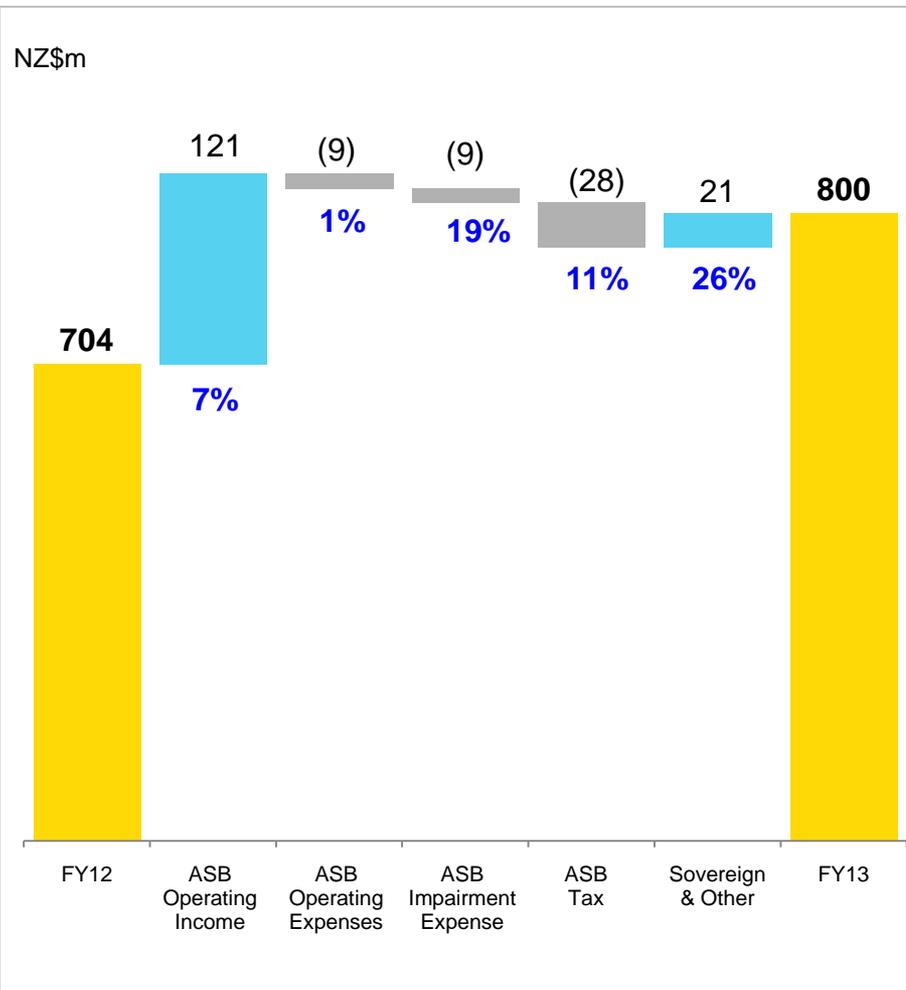
* Colonial First State incorporates the results of all financial planning businesses including Commonwealth Financial Planning.

New Zealand – 6 Month Periods

NZ\$m		Jun 13	Dec 12	Jun 12	Jun 13 vs Jun 12 (6 months)
Net interest income	ASB	698	666	649	8%
	Other	7	9	11	(36%)
	Total NII	705	675	660	7%
Other banking income	ASB	170	180	162	5%
	Other	(16)	(19)	(19)	16%
	Total OBI	154	161	143	8%
Total banking income	ASB	868	846	811	7%
	Other	(9)	(10)	(8)	(13%)
	Total banking income	859	836	803	7%
Funds management income		35	32	30	17%
Insurance income		162	144	143	13%
Total operating income		1,056	1,012	976	8%
Operating expenses		(489)	(465)	(474)	3%
Loan impairment expense		(28)	(28)	(33)	(15%)
Investment experience after tax		4	2	(14)	Large
Corporate tax expense		(136)	(128)	(119)	14%
Cash NPAT		407	393	336	21%

New Zealand

Cash Earnings



Financial Summary

NZ\$m	FY13	FY13 vs FY12
ASB Operating Income	1,775	7% <ul style="list-style-type: none"> Lending balances ↑9% Prudent margin management across the business
ASB Operating Expenses	(748)	1% <ul style="list-style-type: none"> Cost management and embedded productivity culture controlling expense growth
ASB Impairment Expense	(56)	19% <ul style="list-style-type: none"> Release of Christchurch earthquake provision in prior year Improving business portfolio offset by growth related retail increases
Sovereign & Other	101	26% <ul style="list-style-type: none"> Solid inforce premium growth Lapse rates and claims experience performing better than expected
Cash NPAT	800	14%

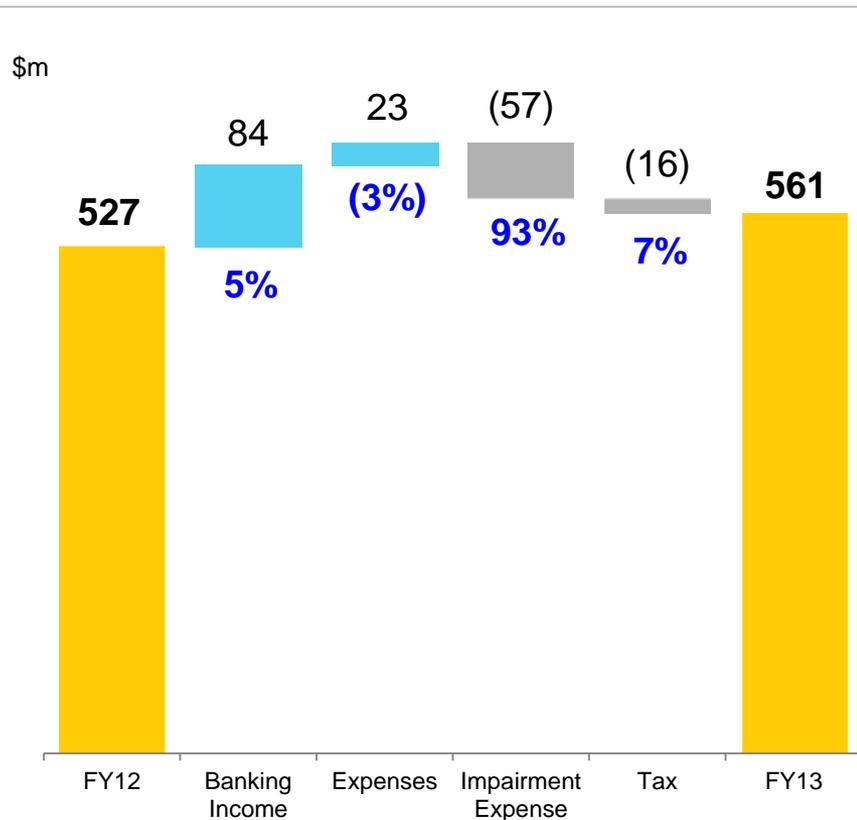
Bankwest – 6 Month Periods

\$m	Jun 13	Dec 12	Jun 12	Jun 13 vs Jun 12 (6 months)
Net interest income	776	761	707	10%
Other banking income	100	110	100	-
Total banking income	876	871	807	9%
Operating expenses	(409)	(416)	(420)	(3%)
Loan impairment expense	(32)	(86)	(23)	39%
Net profit before tax	435	369	364	20%
Corporate tax expense	(132)	(111)	(110)	20%
Cash NPAT	303	258	254	19%



Bankwest

Cash Earnings



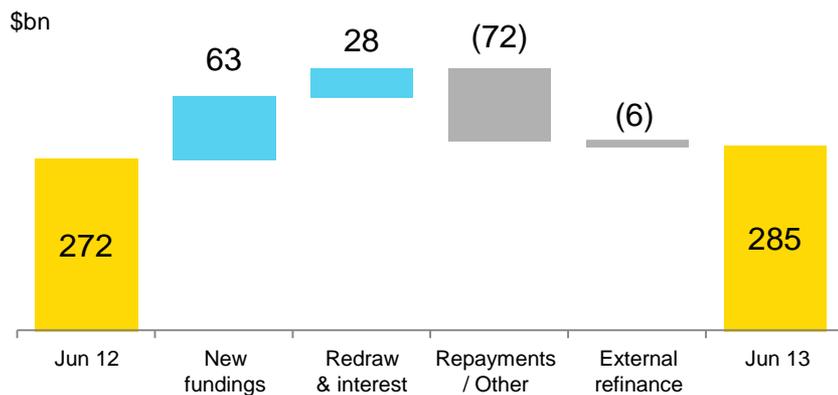
Financial Summary

\$m	FY13	FY13 vs FY12
Banking income	1,747	5% <ul style="list-style-type: none"> Higher home loan volumes and margins offset by lower deposit margins
Operating expenses	(825)	(3%) <ul style="list-style-type: none"> Productivity gains Lower IT costs Lower marketing spend
Loan impairment expense	(118)	93% <ul style="list-style-type: none"> Normalisation of impairment expense (now 16 bpts of gross loans and advances)
Cash NPAT	561	6%

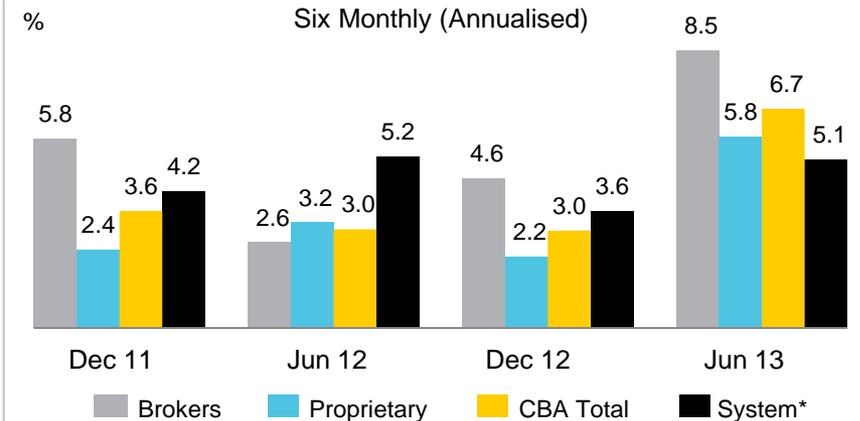


Home Lending Growth Profile¹

Home Loan Balances

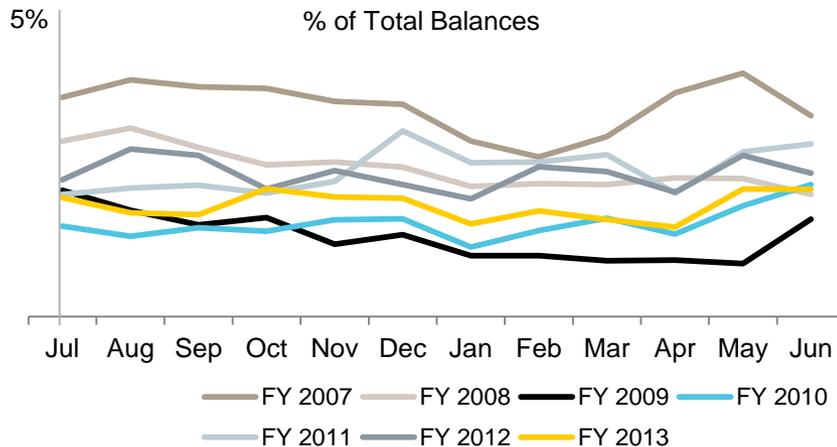


Balance Growth by Channel

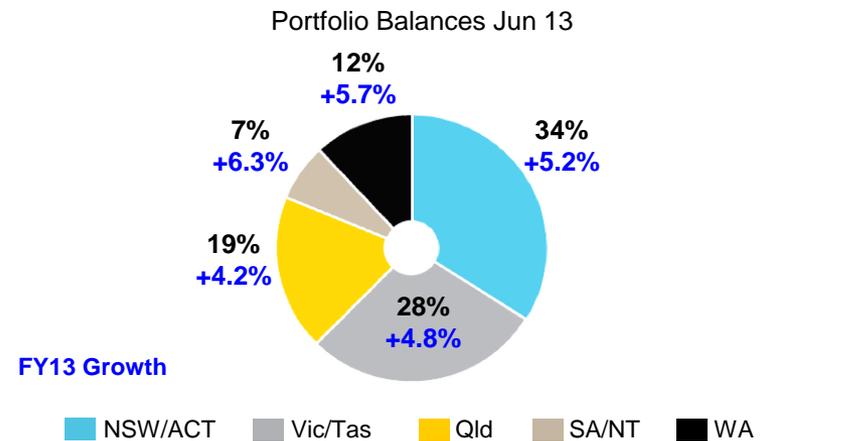


* Source RBA/APRA

External Refinancing



Growth Summary



¹ Excludes Bankwest

Regulatory Exposure Mix

	Regulatory Credit Exposure Mix			
	CBA	Peer 1	Peer 2	Peer 3
Residential Mortgages	57%	34%	42%	57%
Corporate, SME & Specialised Lending	26%	33%	41%	30%
Bank	6%	14%	9%	4%
Sovereign	7%	11%	5%	4%
Qualifying Revolving	3%	3%	2%	3%
Other Retail	1%	5%	1%	2%
Total Advanced	100%	100%	100%	100%

Source: Pillar 3 disclosures for CBA as at June 2013 and Peers as at March 2013.

Excludes Standardised exposures, Other Assets, CVA and Securitisation (representing 5% of CBA, 5% of Peer 1, 15% of Peer 2 and 5% of Peer 3). Exposure mix is re-baselined to total 100%.



RBS home loan book quality very sound

- ▶ Portfolio dynamic LVR ¹ of 48% and portfolio LVR ² of 51%
- ▶ 80% of customers paying in advance of required monthly mortgage repayment ³
- ▶ Maximum LVR of 95% for low risk customers
- ▶ Lenders Mortgage Insurance (LMI) is required for higher LVR loans
- ▶ Low Deposit Premium (LDP) available to low risk customers for LVR 80%-90%
- ▶ Serviceability test based on higher of the customer rate plus a 1.5% interest rate buffer or a minimum floor rate
- ▶ First Home Buyer arrears similar to overall portfolio
- ▶ Limited “Low Doc” lending (1.9% of total portfolio; only 0.2% of new approvals) with stringent lending criteria
- ▶ Under aggressive “stress test” scenarios, potential losses manageable
- ▶ Mortgagee in Possession (MIP) represents 0.08% of portfolio balances

All statements relate to the RBS home loan book.

1 Defined as current balance/current valuation. Current balance and valuations as at Mar 13.

2 Defined as current balance/original valuation. Current balance as at Jun 13.

3 Defined as any payment ahead of monthly minimum repayment.

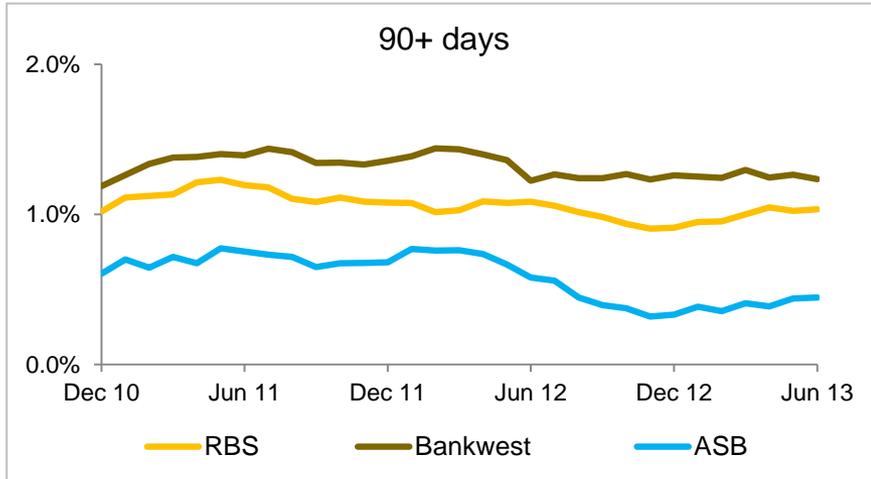


Home Loan Portfolio Profile

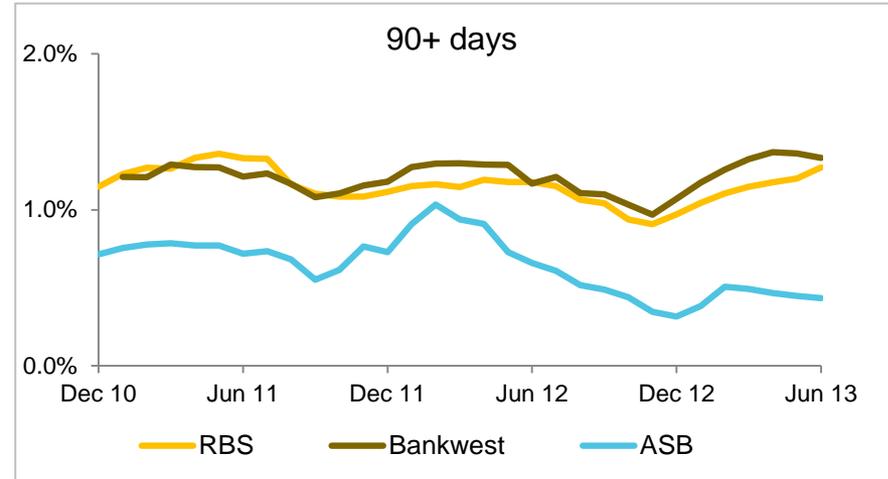
	Jun 13	Dec 12	Jun 12		Jun 13	Dec 12	Jun 12
Total Balances - Spot (\$bn) ¹	373	359	353	Portfolio Dynamic LVR (%) ⁶	48	49	48
Total Balances - Average (\$bn) ¹	361	356	345	Customers in advance (%) ⁷	80	81	82
Total Accounts (m)	1.4	1.4	1.4	Payments in advance (#) ⁸	7	7	7
Fundings (\$bn) ²	34	29	26	Low Doc - % of balances	1.9	2.2	2.7
Avg Funding Size (\$'000) ²	244	243	233	FHB - % of new fundings ⁹	11	14	14
Variable Rate - % of balances	84	87	87	FHB - % of balances	14	15	15
Owner-Occupied - % of balances	58	58	58	LMI - % of balances ¹⁰	25	25	25
Investment - % of balances	34	34	33	LDP - % of balances ¹¹	5.6	5.2	4.9
Line of Credit - % of balances	8	8	9	MIP - % of balances ¹²	0.08	0.11	0.15
Proprietary - % of balances	62	62	62	All figures relate to the RBS home loan portfolio except where noted below:			
Broker - % of balances	38	38	38	1. Group Home Loan balance including Bankwest, ASB and securitised loans.			
Interest Only - % of balances ³	33	32	31	2. 6 month period.			
Annualised Run-Off (%) ⁴	18	18	17	3. Restated to exclude Line of Credit (not applicable).			
Serviceability buffer (%) ⁵	1.50	1.50	1.50	4. Based on 6 month annualised.			
				5. Serviceability test based on the higher of the customer rate plus a 1.5% interest rate buffer or a minimum floor rate.			
				6. Defined as current balance/current valuation. Current balance and valuations as at Mar 13.			
				7. Defined as any payment ahead of monthly minimum repayment.			
				8. Defined as average number of payments ahead of scheduled repayments.			
				9. June results 12 months, December results 6 months annualised.			
				10. Lenders Mortgage Insurance. 11. Low Deposit Premium. 12. Mortgagee in Possession.			

Consumer Arrears (Group)

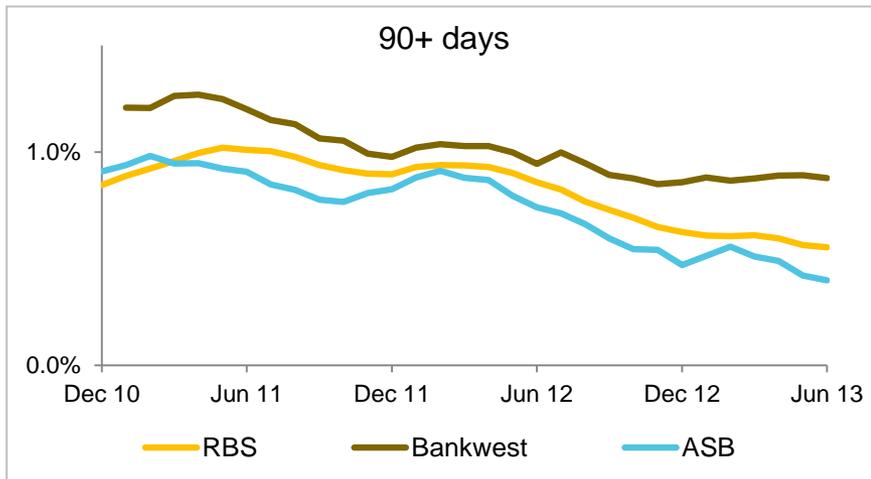
Credit Cards ¹



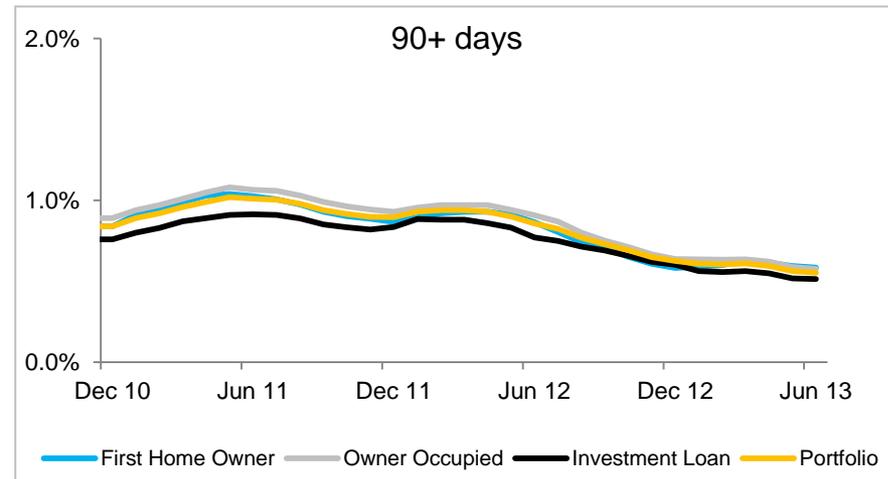
Personal Loans ¹



Home Loans ¹



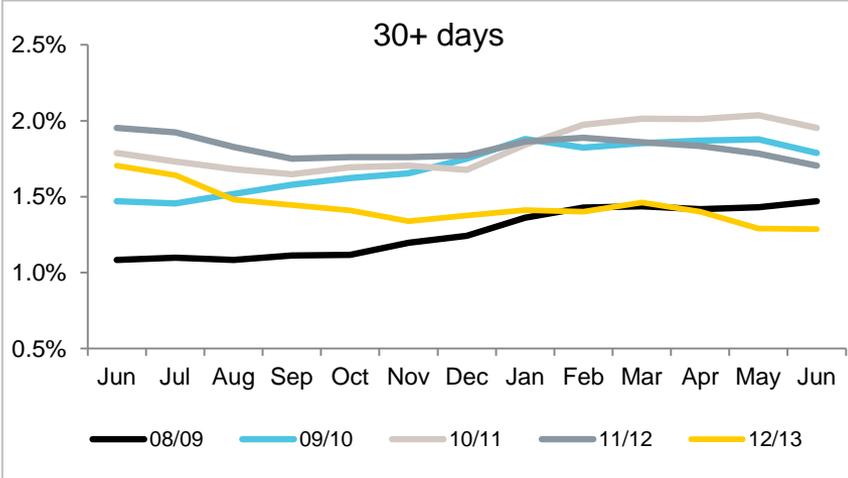
RBS Home Loans



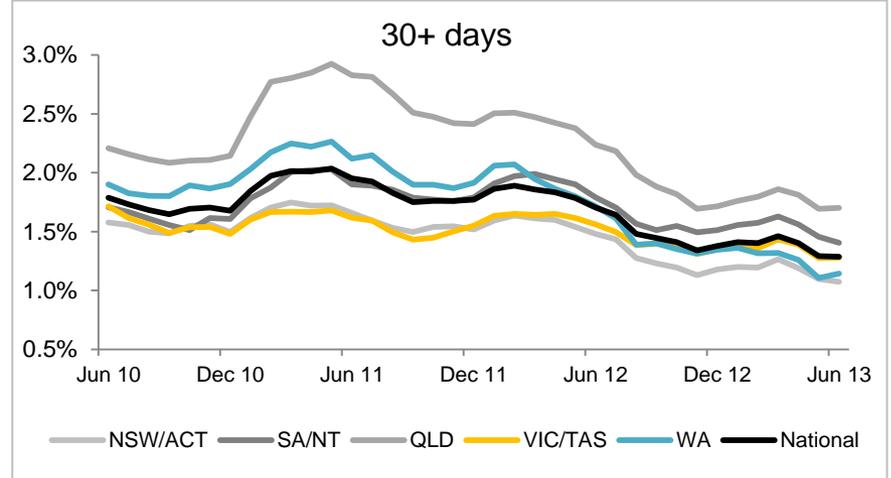
¹ Results not consistently measured/defined across the industry. CBA definition is conservative as it includes Hardship accounts.

Consumer Arrears (RBS)

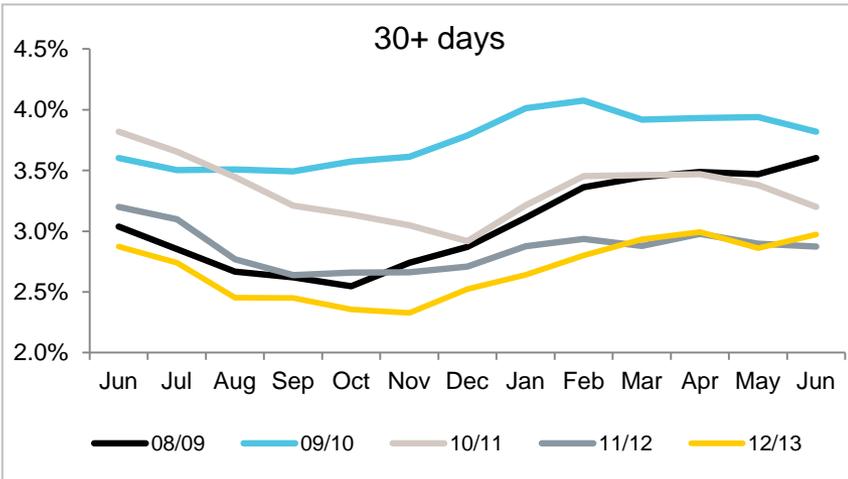
Home Loans



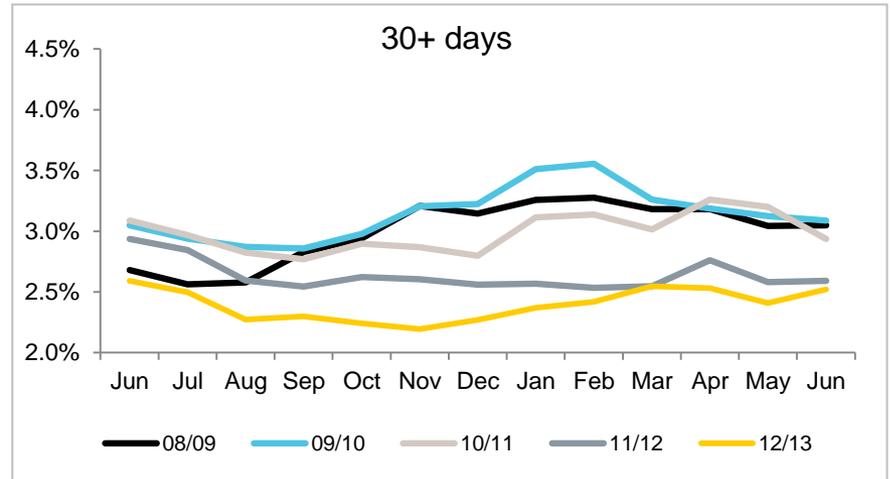
Home Loans by State



Personal Loans

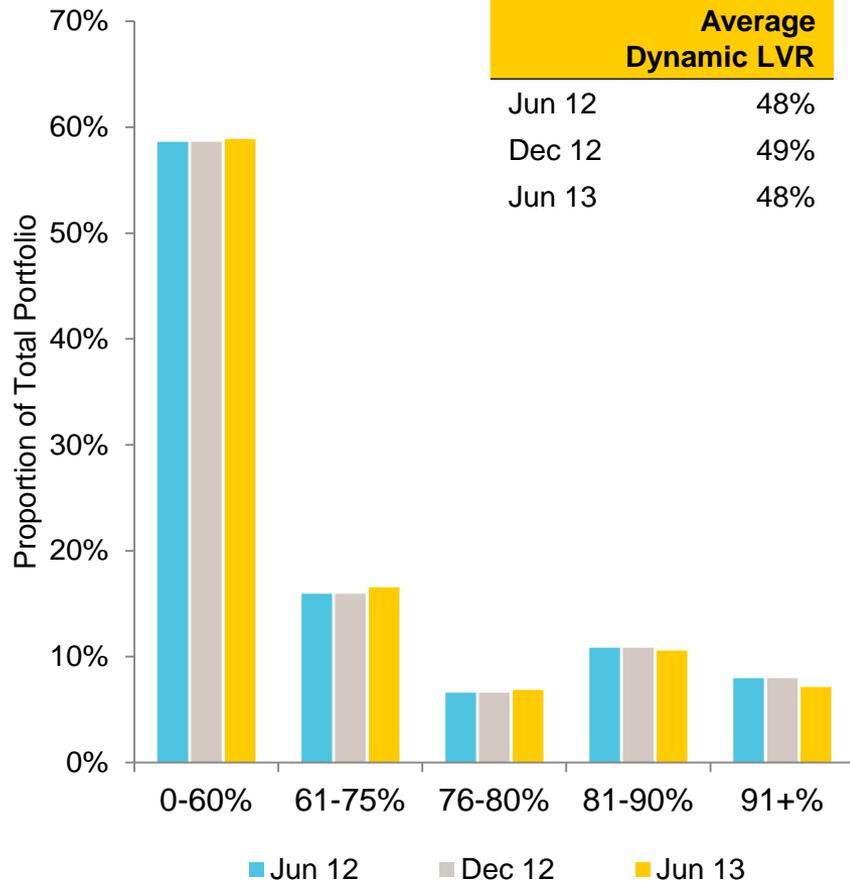


Credit Cards

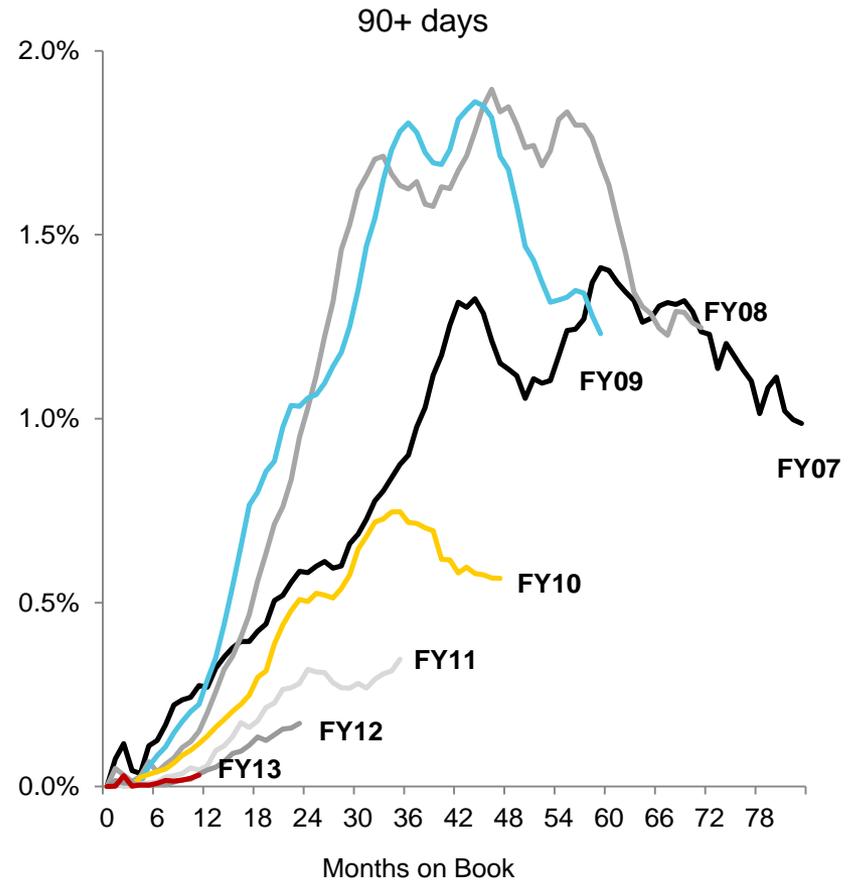


RBS Home Loans – LVR and Arrears by Vintage

Home Loan Dynamic LVR¹ Profile



Home Loan Arrears Rates by Vintage



¹ Dynamic LVR is current balance / current valuation. Current period balance and valuations as at Mar 13.

RBS Home Loans – Stress Test

Observations

- ◆ Aggressive 3 year “stress test” scenario of cumulative 32% house price decline and peak 11.5% unemployment.
- ◆ House prices and PDs are stressed at regional level.
- ◆ Total potential losses of approximately \$1.9bn for the uninsured portfolio only over 3 years.
- ◆ Small movement this period reflecting improved quality of new business and changing property values.
- ◆ Potential claims on LMI of \$2.1bn¹ over 3 years.

Key Assumptions

	Base	Year 1	Year 2	Year 3
Unemployment	5.3%	7.0%	10.5%	11.5%
Hours under-employed ¹	7.9%	11.4%	15.8%	18.4%
Cumulative House Prices	n/a	-15%	-32%	-32%
Cash Rate	3.00%	3.00%	1.00%	1.00%

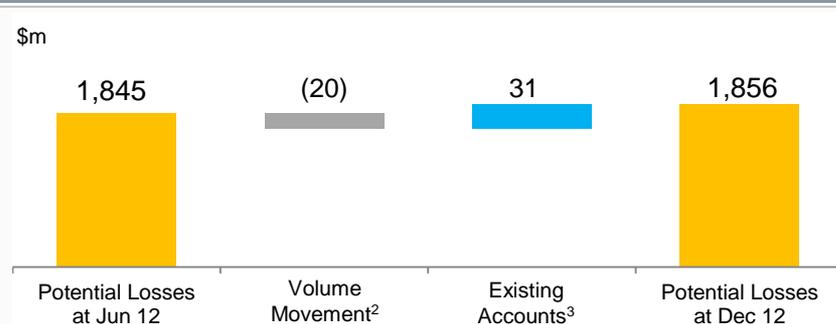
¹ The total number of hours not worked relative to the size of the workforce.

Key Outcomes

	Year 1	Year 2	Year 3
Stressed Losses	\$339m	\$639m	\$878m
Probability of Default (PD)	1.13%	1.93%	2.71%

- Results based on December 2012, due to the lag in the publication of current valuations data.
- Total potential losses of \$1,856m for the uninsured portfolio predicted over 3 years.

Key Drivers of Movement

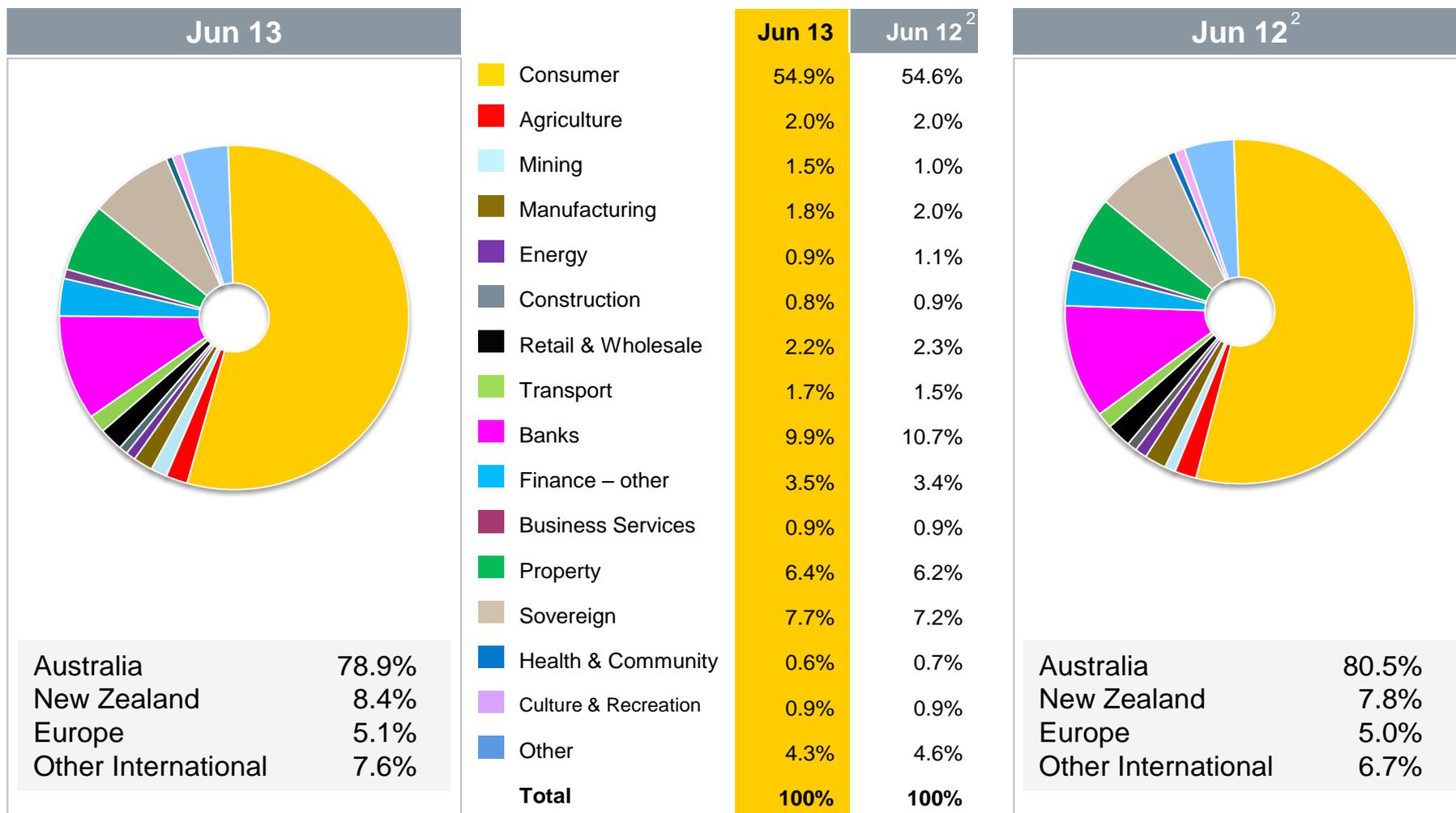


¹ Conservative in that it assumes all loans that become 90 days in arrears will result in a claim.

² Contribution of accounts opened and closed in the period to potential losses.

³ Change in potential loss for accounts that have remained on book between June 2012 and December 2012.

Credit Exposure¹ by Industry



¹ Total committed credit exposure = balance for uncommitted facilities or greater of limit or balance for committed facilities.

Calculated before collateralisation. Includes ASB and Bankwest. Excludes settlement risk.

² Jun 12 restated to align to current period treatment.

Sector Exposures

Commercial Exposures by Sector¹

\$bn	AAA to AA-	A+ to A-	BBB+ to BBB-	Other	Total
Banks	38.4	41.8	4.8	0.7	85.7
Finance Other	11.5	11.3	2.4	4.9	30.1
Property	-	6.4	11.0	38.3	55.7
Sovereign	64.4	1.5	0.6	0.2	66.7
Manufacturing	0.2	2.3	6.0	7.1	15.6
Retail/Wholesale Trade	-	1.9	5.0	12.50	19.4
Agriculture	-	0.3	1.9	15.1	17.3
Energy	0.4	1.7	4.6	1.0	7.7
Transport	0.3	2.3	7.5	4.4	14.5
Mining	1.2	4.9	3.0	3.5	12.6
All other (ex consumer)	1.8	3.7	14.7	36.4	56.6
Total	118.2	78.1	61.5	124.1	381.9

Top 20 Commercial Exposures²

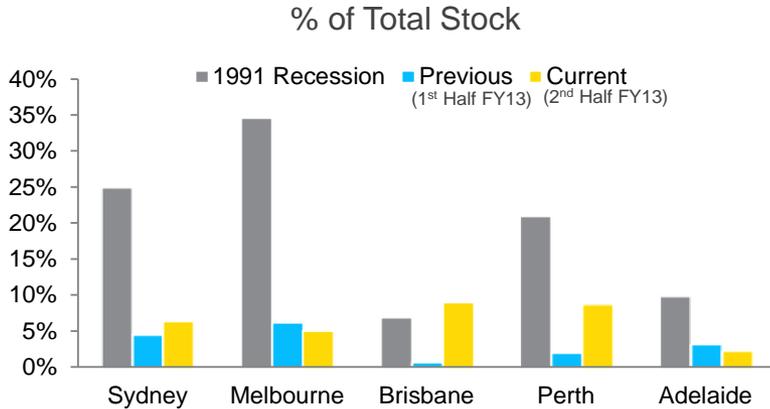


¹ Gross credit exposure before collateralisation = balance for uncommitted facilities and greater of limit or balance for committed facilities. Includes ASB and Bankwest, and excludes settlement exposures and leasing exposures.

² CBA grades in S&P Equivalents. Includes ASB and Bankwest. Total approved exposure.

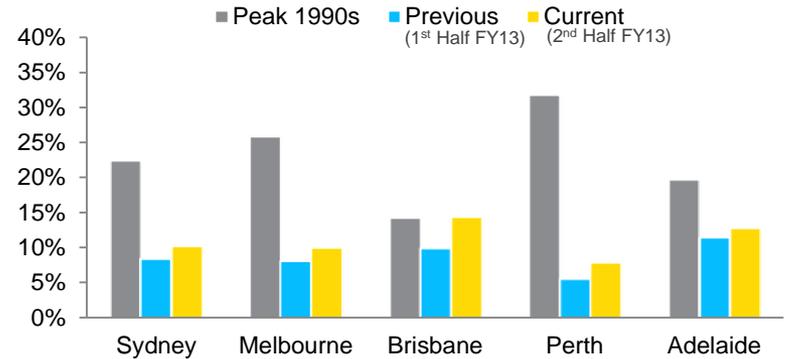
Commercial Property Market

CBD Office Supply Pipeline¹



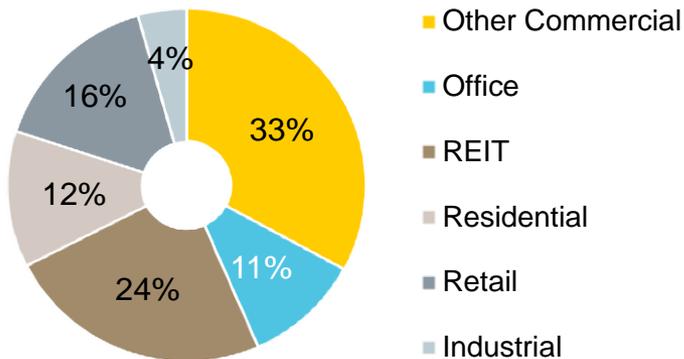
Source : Jones Lang LaSalle Research

CBD Vacancy Rates

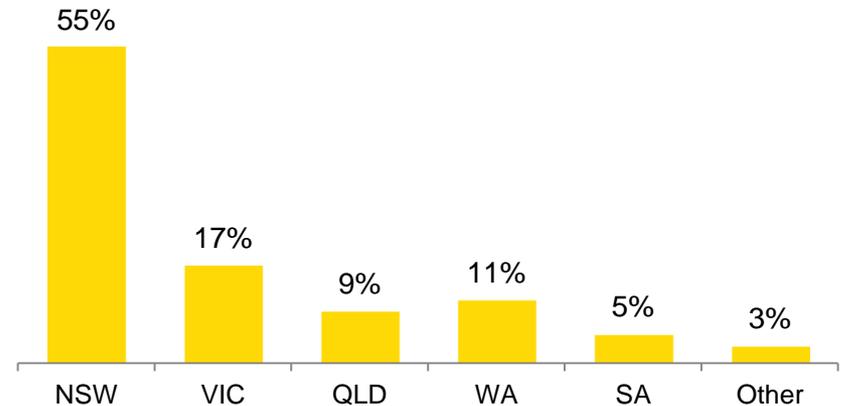


Source : Jones Lang LaSalle Research

Group Commercial Property Profile²

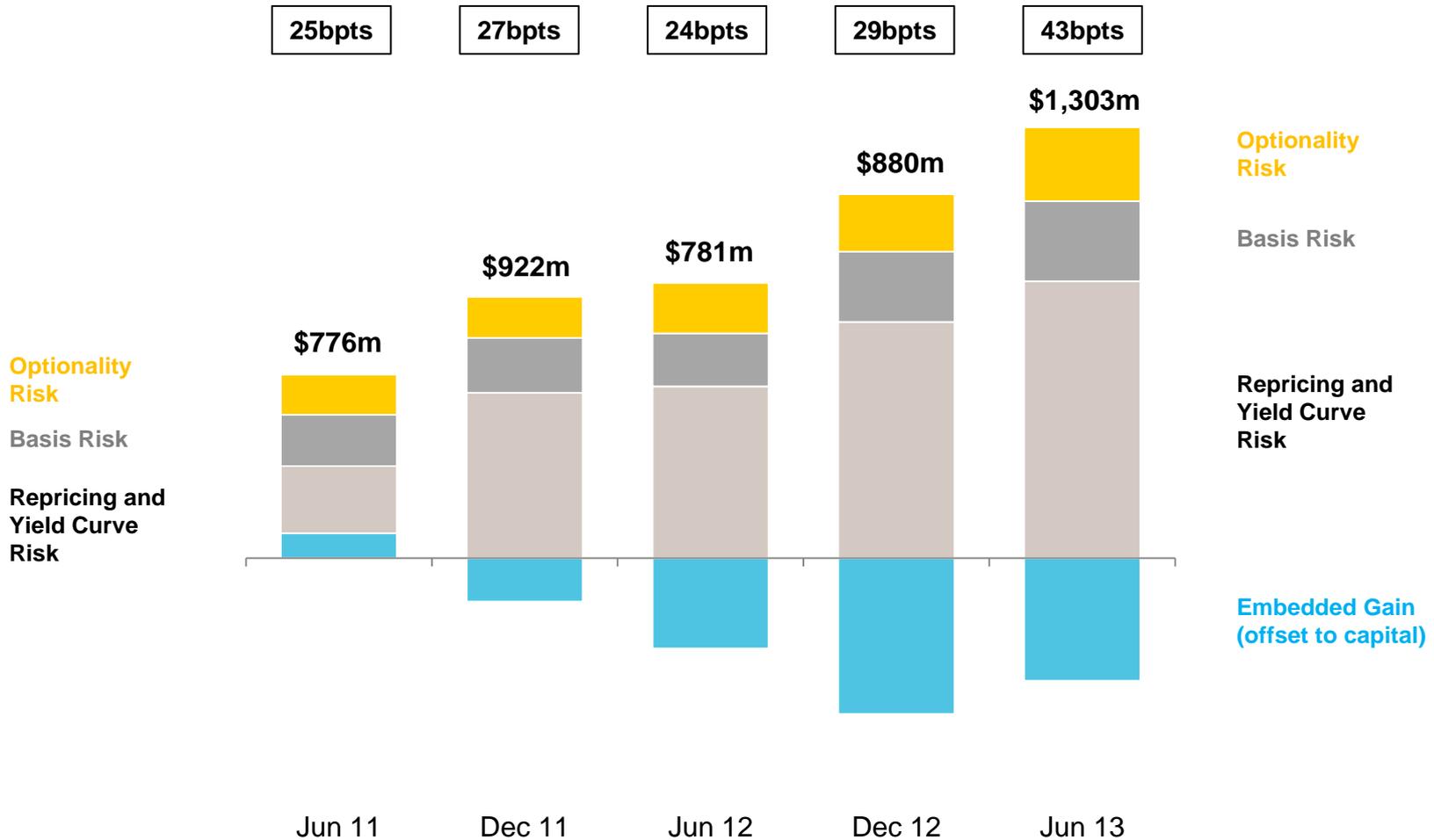


Commercial Property by State²

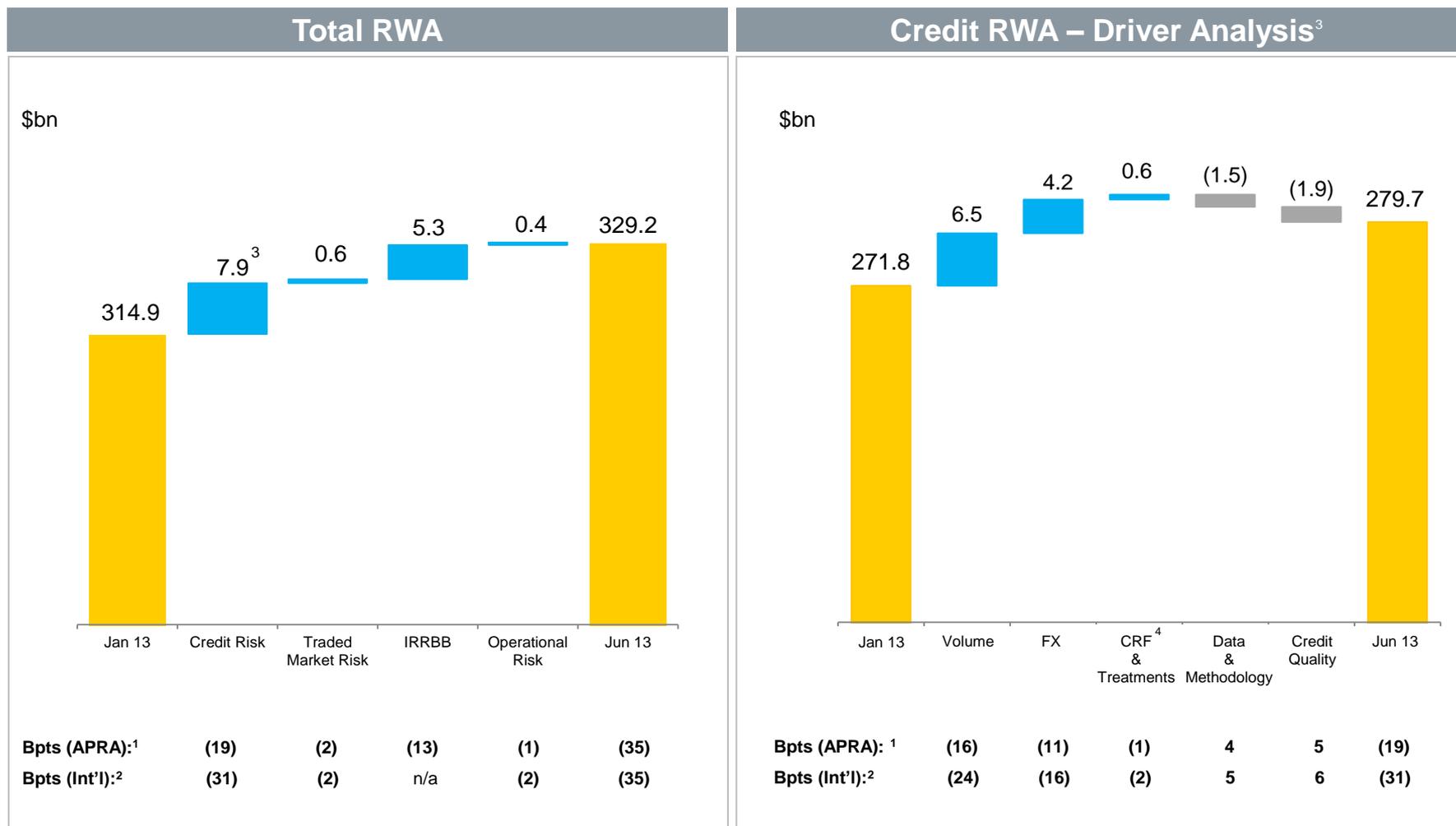


1 The development pipeline includes all projects currently under construction.
 2 Includes ASB and Bankwest. Excludes service sectors.

Interest Rate Risk in the Banking Book



Risk Weighted Assets



1 Basis points contribution to change in APRA CET1 ratio.
 2 Basis points contribution to change in internationally harmonised CET1 ratio.
 3 Excludes impact of transition to Basel III as at 1 January 2013.
 4 Credit Risk Factors (CRF) refers to the Group's estimates of PD, LGD and EAD.

Regulatory Change

Area	2013	2014	2015	2016	2017	2018
Capital	Bank capital (Basel III) – implemented (CET1 min 4.5%) Life and general insurance capital – implemented	Level 3 reforms – to be implemented	Leverage ratio – observation period (publicly disclosed)	Capital conservation buffer – to be implemented (CET1 2.5%) D-SIB surcharge – to be implemented		Leverage ratio – to be implemented
Liquidity	LCR - BCBS observation period	LCR – begin APRA reporting	LCR – to be implemented (LCR > 100%)			
Funding	NSFR – observation period					NSFR – to be implemented

Capital

- ◆ Strong capital levels in lead up to implementation of capital conservation buffer and potential D-SIB surcharge in 2016
- ◆ Draft Level 3 (conglomerate) standards released by APRA in May 2013 – expect current capital levels to be sufficient

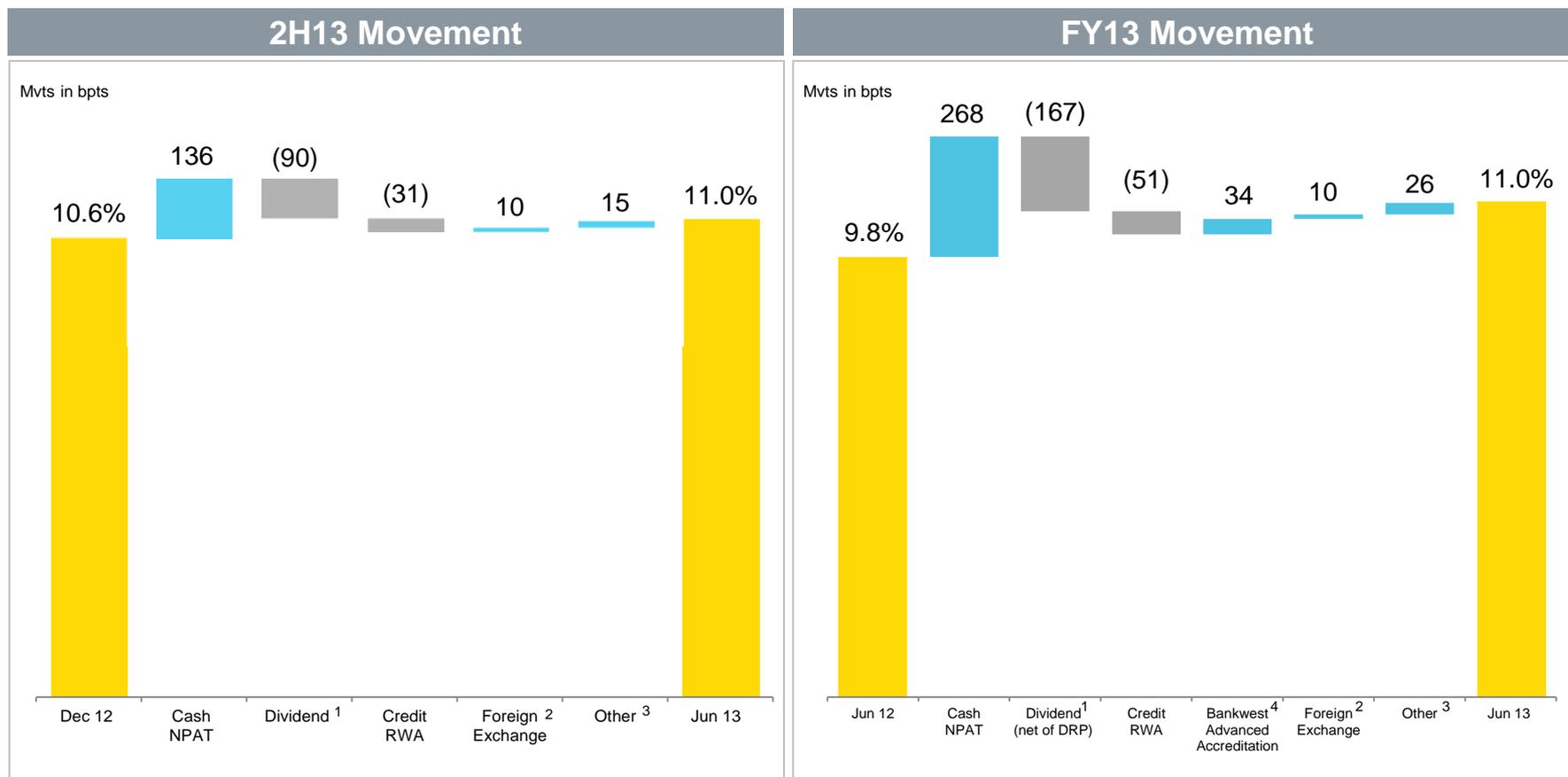
Liquidity coverage ratio (LCR, 2015)

- ◆ Australian banks allowed to use alternative liquidity arrangement (Committed Liquidity Facility or CLF)
- ◆ Final mix of High Quality Liquid Assets (HQLA) and CLF still to be determined by APRA
- ◆ Aggregate level of HQLAs currently held by scenario analysis banks seen as appropriate by RBA

Net stable funding ratio (NSFR, 2018)

- ◆ More and longer term funding undertaken since GFC

CET1 (International)

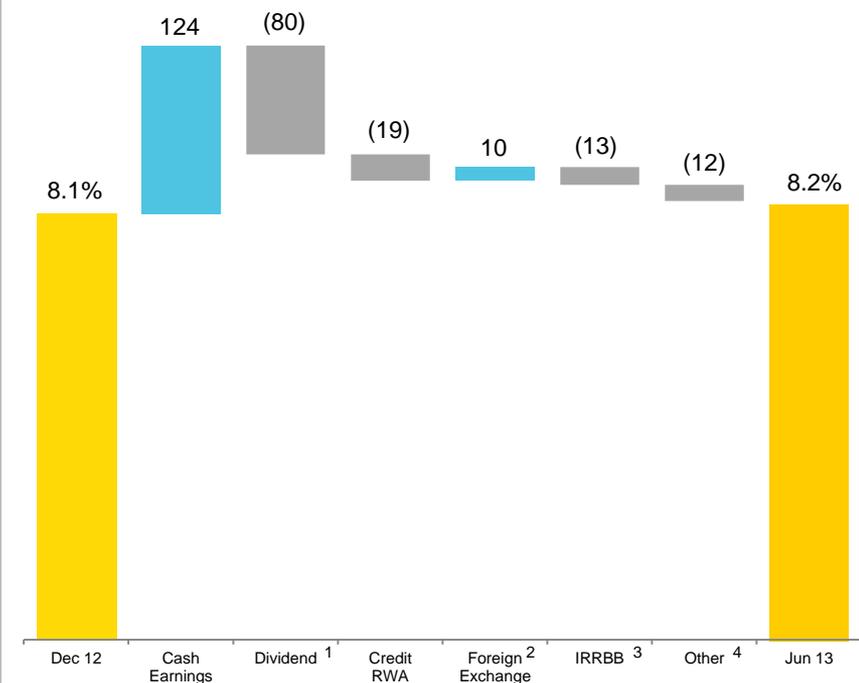


1. 2H13 movement reflects December 2012 interim dividend (declared February 2013), in which the dilutive impact of the DRP was neutralised. FY13 additionally impacted by Jun 12 final dividend (declared August 2012), net of the issue of shares under the DRP.
2. Reflects impact of the depreciation of the A\$ on the foreign currency translation reserve (FCTR).
3. Includes favourable movements in AFS reserves and actuarial gains for the defined benefits super fund, and shares issued in May 2013 as part of the settlement of the Aussie Home Loans purchase.
4. Represents benefit from reduction in Credit RWA. APRA extended the Group's Advanced Internal Ratings based accreditation to include Bankwest non retail loans and residential mortgages from 31 December 2012.

CET1 (APRA)

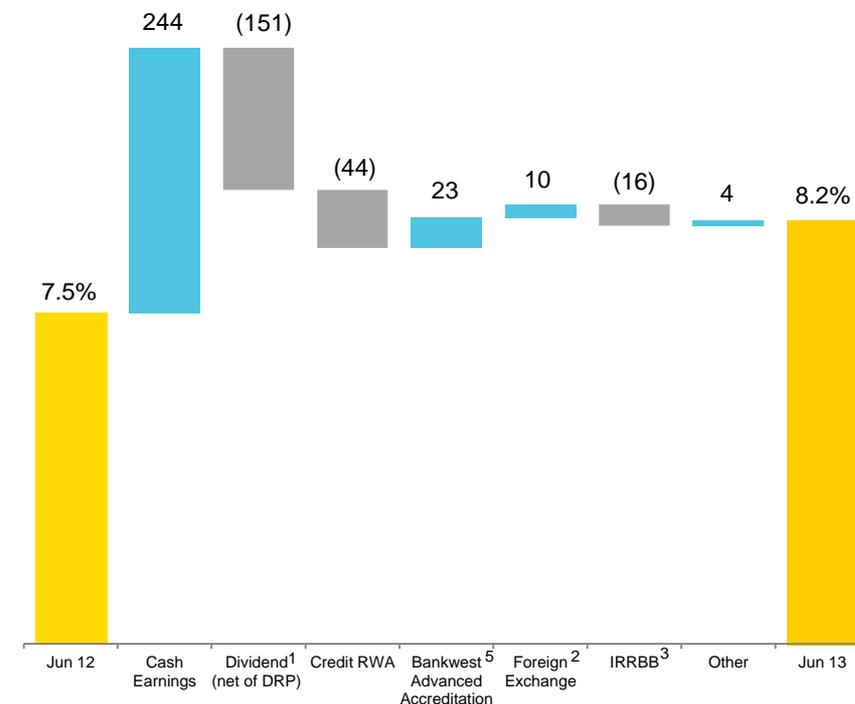
2H13 Movement

Mvts in bpts



FY13 Movement

Mvts in bpts



- 2H13 movements reflects December 2012 interim dividend (declared February 2013), in which the dilutive impact of the DRP was neutralised. FY13 additionally impacted by June 12 final dividend (declared August 2012), net of the issue of shares under the DRP.
- Reflects impact of depreciation of A\$ on the foreign currency translation reserve (FCTR).
- IRRBB RWA only applicable under APRA.
- Other includes impact of higher DTA balance and equity investments (100% CET1 deduction under APRA only), partially offset by favourable movement in AFS Reserve and actuarial gain for the defined benefits super fund.
- Represents benefit from reduction in Credit RWA. APRA extended the Group's Advanced Internal Ratings based accreditation to include Bankwest non retail loans and residential mortgages from 31 December 2012.

APRA & International Comparison

The following table provides details of the impact on CBA Group capital, as at June 2013, of the differences between the APRA Basel III prudential requirements¹ and the requirements of the Basel Committee on Banking Supervision (BCBS)².

	30 June 2013		
	CET1	Tier One Capital	Total Capital
	%	%	%
Basel III (APRA)	8.2%	10.2%	11.2%
Equity investments	0.9%	0.9%	0.9%
Deferred tax assets	0.3%	0.3%	0.3%
IRRBB risk weighted assets	0.5%	0.6%	0.6%
RWA treatment - mortgages	1.1%	1.3%	1.4%
Total adjustments	2.8%	3.1%	3.2%
Basel III (International)	11.0%	13.3%	14.4%

1 APRA Basel III final standards released September 2012.

2 BCBS December 2010 Discussion Paper.

APRA & International Comparison

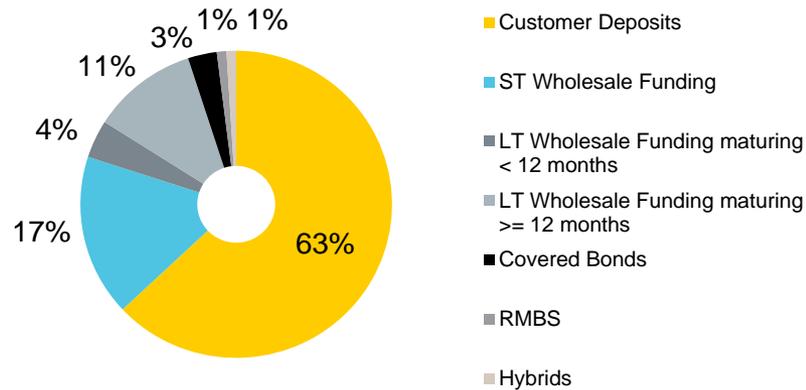
- ◆ The APRA prudential requirements are more conservative than those of the BCBS, leading to lower capital ratios under APRA:

Equity investments	100% deduction is required from CET1 for equity investments in financial institutions and entities that are not consolidated for regulatory purposes (e.g. insurance and funds managements businesses). APRA requires these equity investments to be 100% deducted from CET1. The BCBS allows a concessional threshold before the deduction is required.
Deferred tax assets	100% deduction is required from CET1 for deferred tax assets relating to temporary differences. APRA requires all deferred tax assets, including those relating to temporary differences, to be 100% deducted from CET1. The BCBS allows a concessional threshold before the deduction is required.
IRRBB RWA	APRA requires the inclusion of IRRBB within RWA. The BCBS requirements make no reference to IRRBB RWA.
RWA treatment - mortgages	APRA imposes a floor of 20% on the downturn Loss Given Default (LGD) used in advanced credit models for determining credit RWAs for residential mortgages. The BCBS imposes a downturn LGD floor of 10% for these exposures.

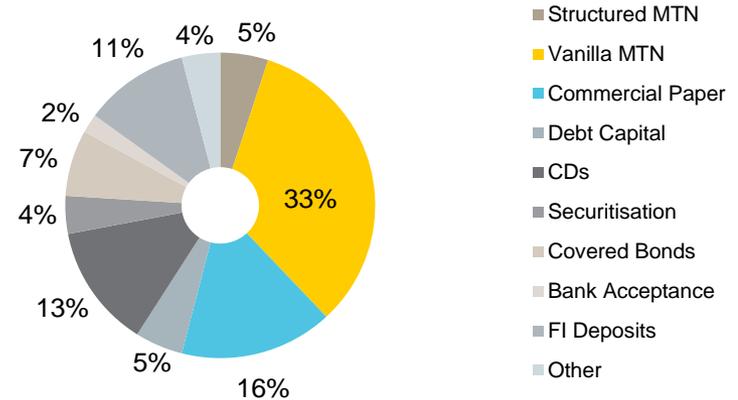


Funding – Portfolio

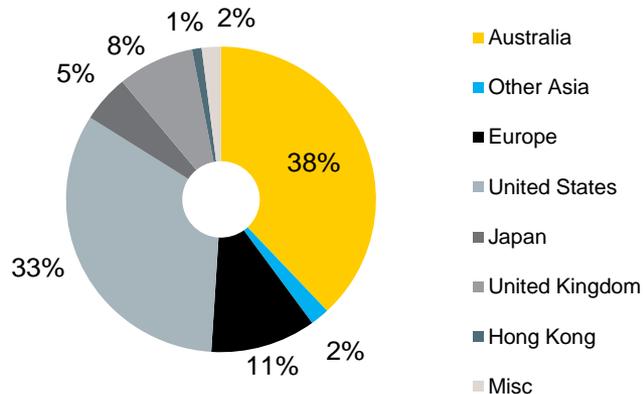
Funding Composition



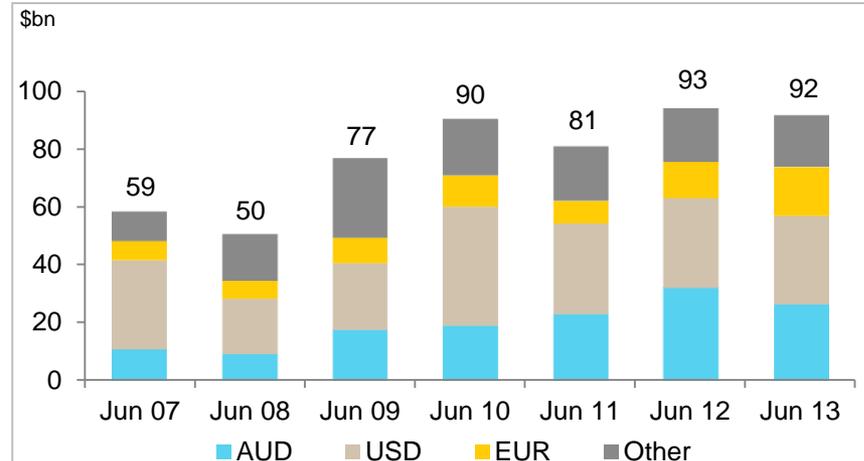
Wholesale Funding by Product



Wholesale Funding by Currency



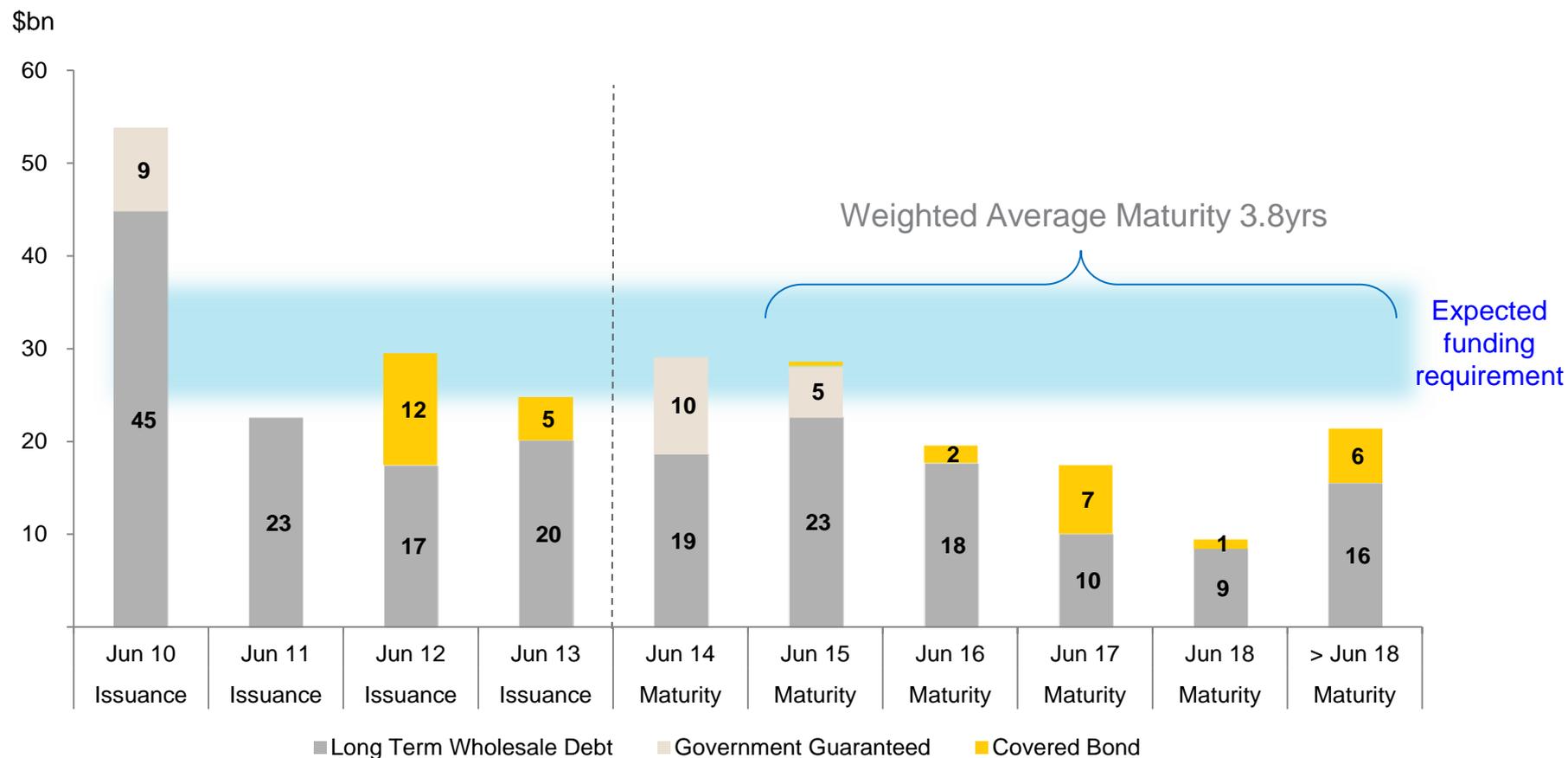
Term Debt Issues Outstanding (>12mths)¹



1 Total of debt issues (at current FX) plus A\$ Transferable Certificates of deposit. Excludes IFRS.

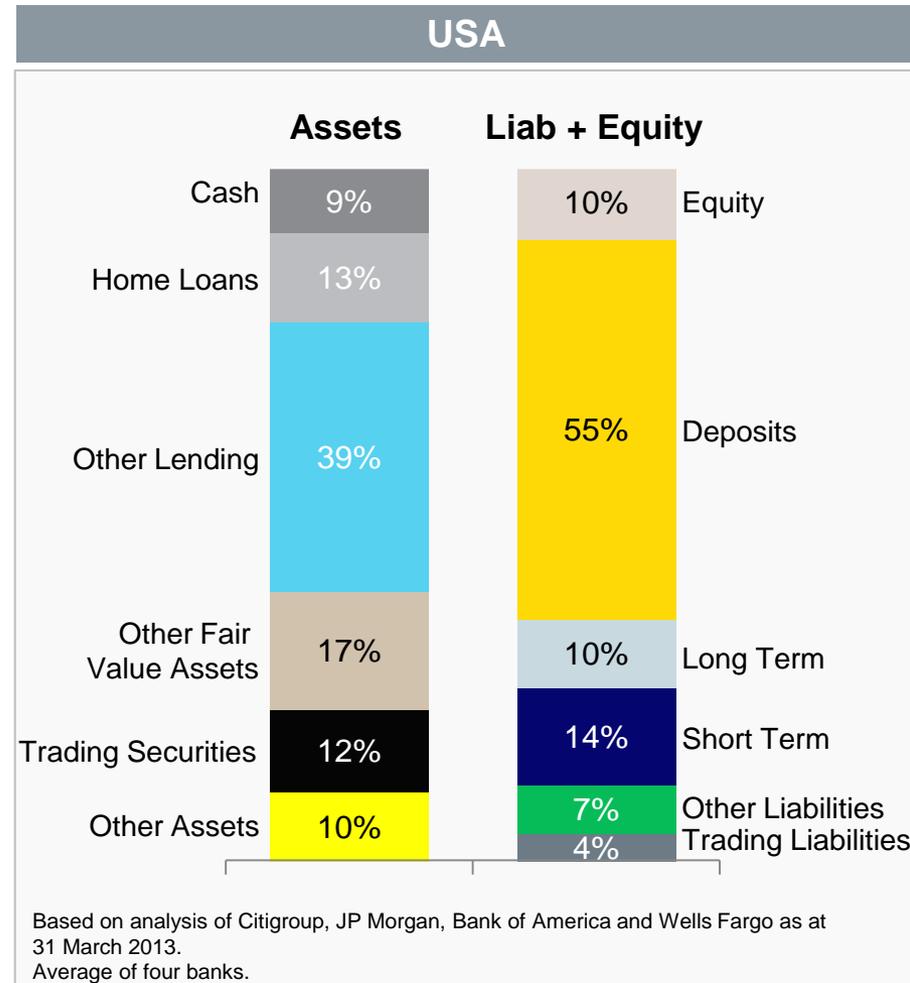
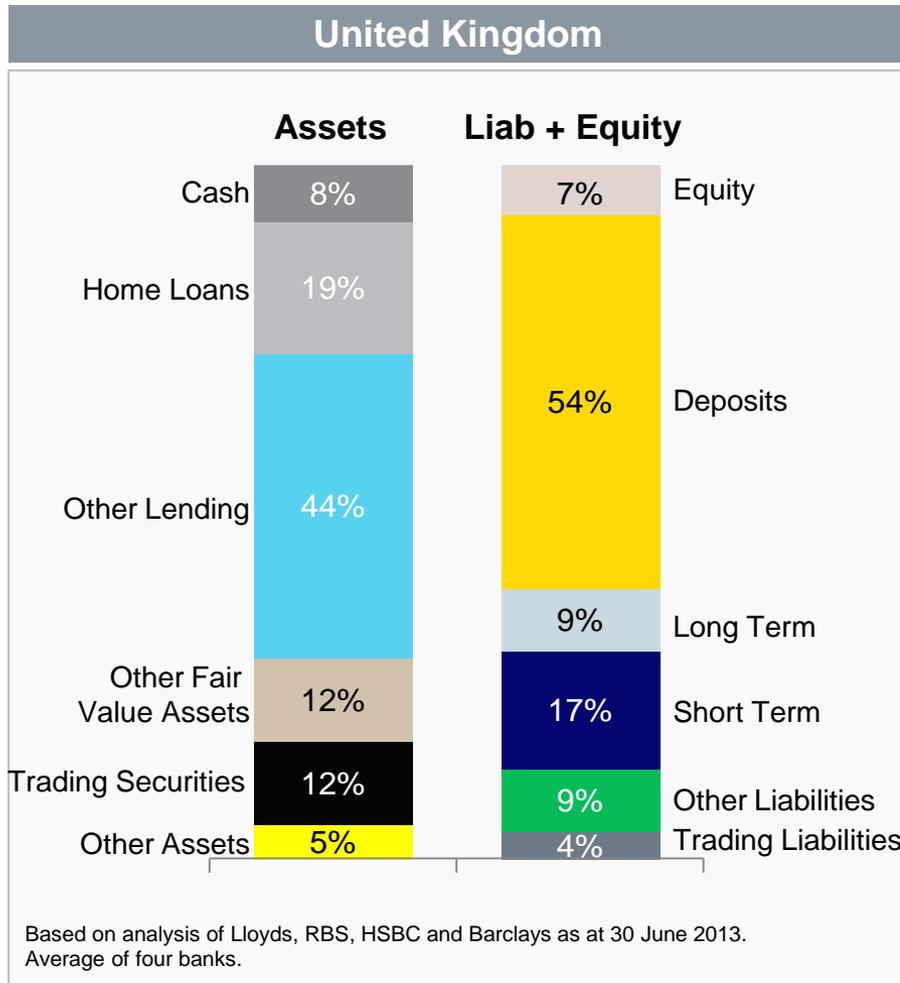
Funding – Issuance and Maturity¹

- ◆ Funding strategy driven by market and investor diversity, appropriate maturity profile and overall cost
- ◆ Term wholesale funding requirement has eased materially since FY 2010



¹ Maturity profile includes all long term wholesale debt. Weighted Average Maturity of 3.8 years includes all deals with first call or maturity of 12 months or greater.

UK and US Balance Sheet Comparison

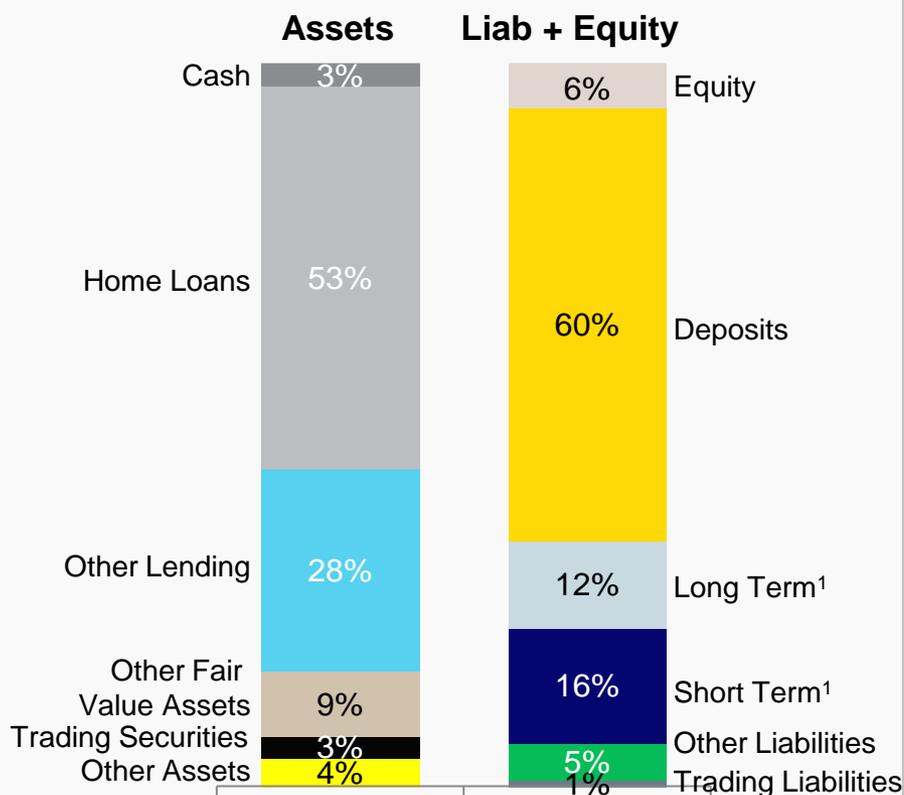


Based on statutory balance sheets.

Balance sheets do not include derivative assets and liabilities.

Australian Banks – Safe Assets, Secure Funding

Commonwealth Bank



CBA balance sheet as at 30 June 2013.
Balance sheet does not include derivative assets and liabilities.
Based on statutory balance sheet.

Balance Sheet Comparisons

Assets – CBA's assets are safer because:

- 53% of balance sheet is home loans, which are stable/long term
- Trading securities and other fair value assets comprise just 12% of CBA balance sheet compared to 24% and 29% for UK and US banks respectively
- CBA's balance sheet is less volatile due to a lower proportion of fair value assets

	Assets*	
	Amortised cost	Fair Value
CBA	81%	19%
UK	46%	54%
US	52%	48%

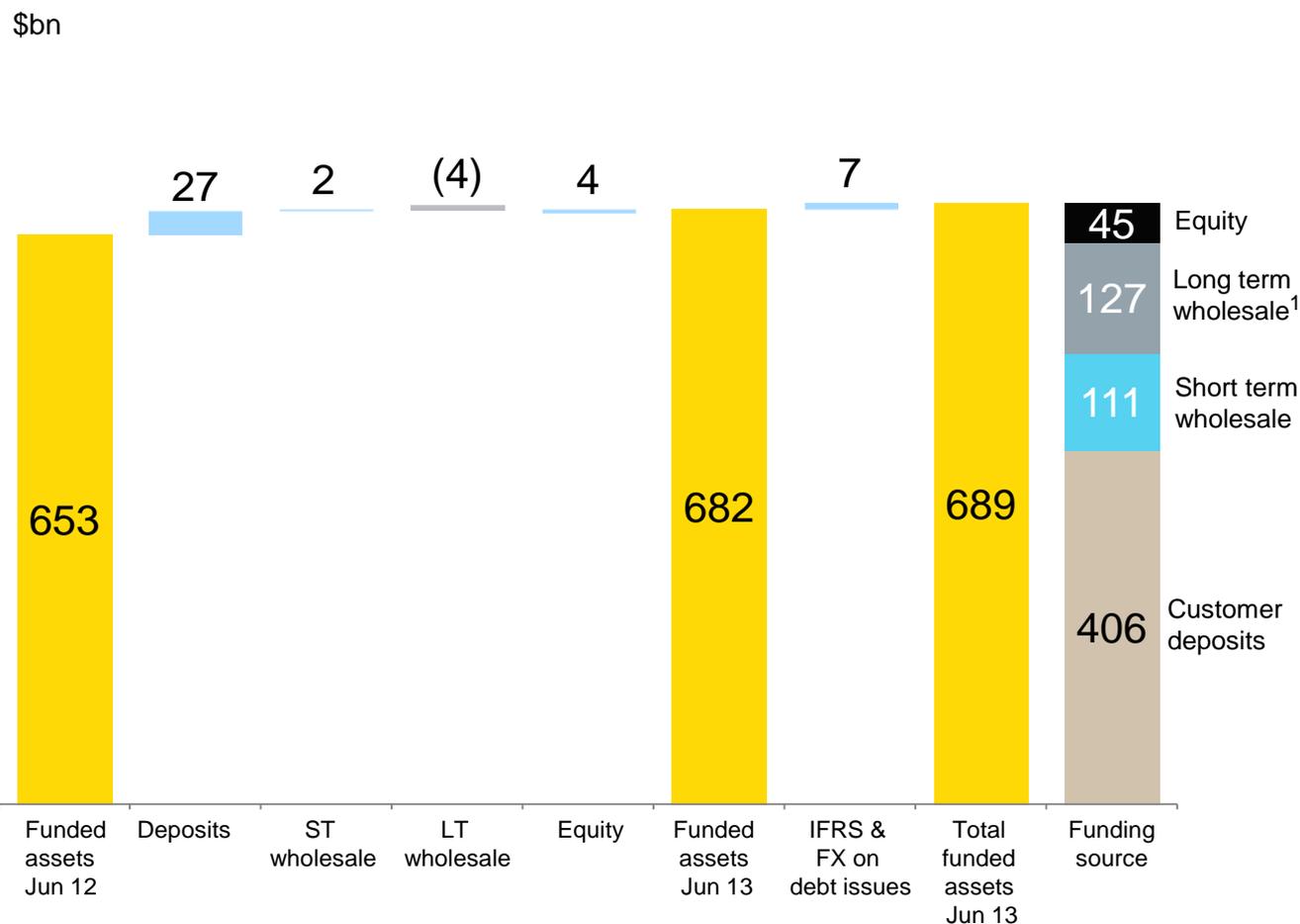
Funding – a more secure profile because:

- Highest deposit base (60% including 29% of stable household deposits)
- Reliance on wholesale funding similar to UK and US banks, although a longer profile than UK banks, which gives CBA a buffer against constrained liquidity in the wholesale markets

* Includes grossed up derivatives.

¹ Based on residual maturity.

Funded Assets



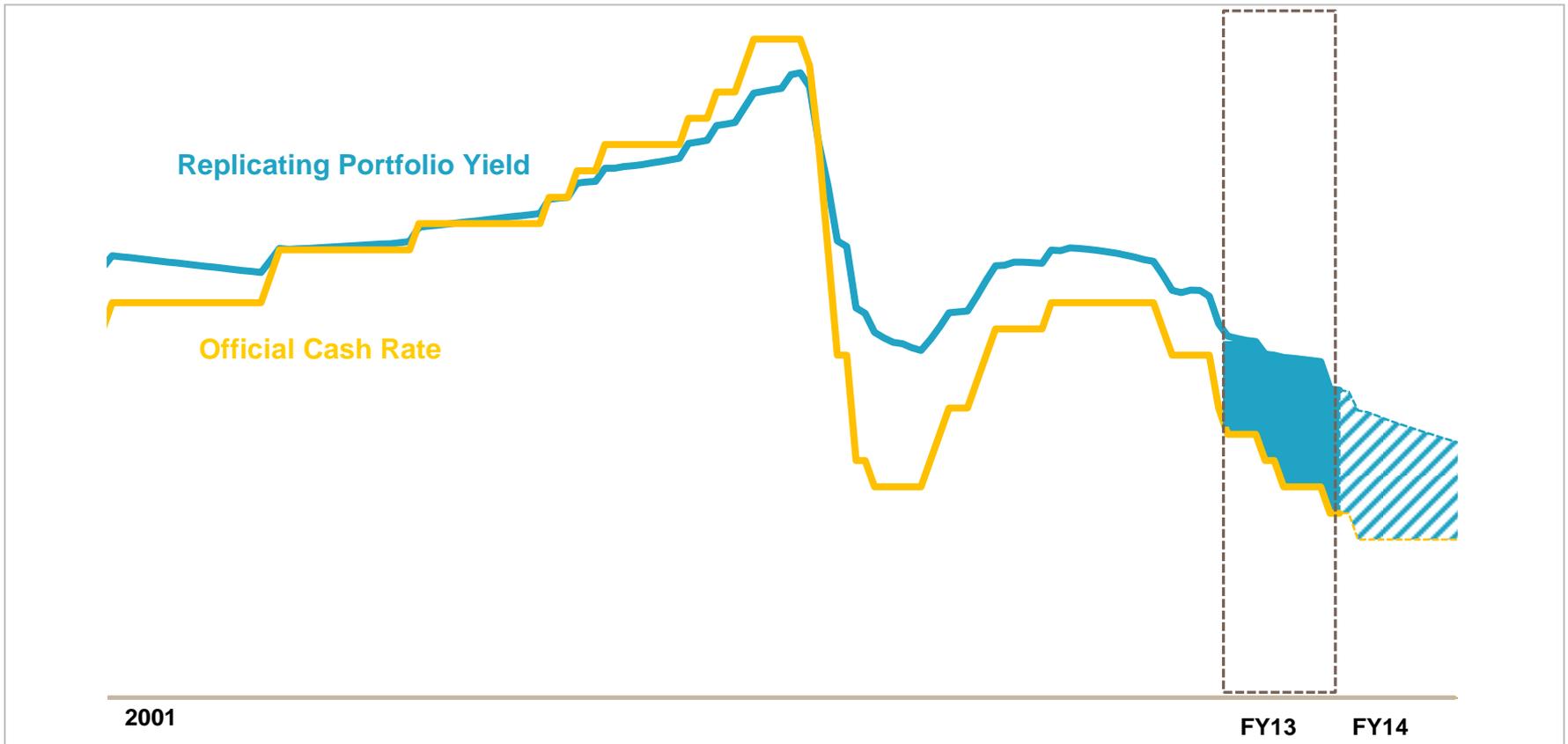
\$bn	Jun 13	Jun 12
Transactions	88	81
Savings	107	91
Investments	199	197
Other	12	10
Total customer deposits	406	379
Wholesale funding	238	232
Total funding	644	611
Equity	45	42
Total funded assets	689	653
Customer % of total funding	63%	62%

1 Maturity based on original issuance date.

Replicating Portfolio

- ◆ Replicating portfolio provides partial economic hedge for certain liabilities and assets that display imperfect correlation between the cash rate and the product interest rate

Actual and Forecast Scenario¹



¹ Includes 25bpt rate cut in August 2013.

Leverage ratio

- ◆ Supplementary measure to the risk based capital requirements proposed by the Basel Committee
 - Monitors build up of excessive leverage
 - Ratio is Tier 1 Capital as a percentage of total exposures (on and off balance sheet)
 - Observation period against 3% level until 2017
 - To be implemented 1 Jan 2018
- ◆ APRA expected to follow Basel Committee proposals
- ◆ US and UK are changing the leverage ratio calculation for their domestically important banks

APRA's view of industry levels (November 2011)

Leverage ratio		
Minimum (2018)	3%	
Pro forma 2010, global minimum rules	4.3%	
Pro forma 2010, APRA proposals	3.7%	

Leverage ratio should not be the constraint on typical Australian banks

10

Regulatory Expected Loss

\$m	Basel III Jun 13	Basel III Dec 12 ¹	Basel II Dec 12 ¹	Basel II Jun 12
CBA Regulatory Expected Loss (EL) – before tax	5,682	5,497	5,497	3,961
Eligible Provision				
Collective provision ²	2,668	2,701	2,701	2,685
Individually assessed provisions ^{2,3}	2,668	2,622	2,622	2,143
Other provisions	31	18	18	18
Subtotal	5,367	5,341	5,341	4,846
Tax effect ⁴	-	-	(816)	(811)
General Reserve for Credit Losses adjustment ⁴	297	282	197	134
less ineligible provisions ^{4,5}	(253)	(302)	(249)	(1,468)
Total Eligible Provision	5,411	5,321	4,473	2,701
Regulatory EL in excess of Eligible Provision	271	176	1,024	1,260
Common Equity Tier One Adjustment (Basel III 100%, Basel II 50%)	271	176	512	630
Tier Two deduction - (Basel II 50%)	-	-	512	630
Total Capital Deduction	271	176	1,024	1,260

¹ Expected loss and eligible provisions as at 31 December 2012 includes Bankwest non retail portfolio and residential mortgages following APRA's approval to extend the Group's Advanced accreditation to Bankwest from 31 December 2012.

² Includes transfer from Collective provision to Individually assessed provisions in accordance with APS 220 requirements (June 13: \$159m Dec 12 :\$139m June 12 :\$135m).

³ Individually assessed provisions at June 2013 include \$881m in partial write offs (Dec 12 \$638m, Jun 12 nil).

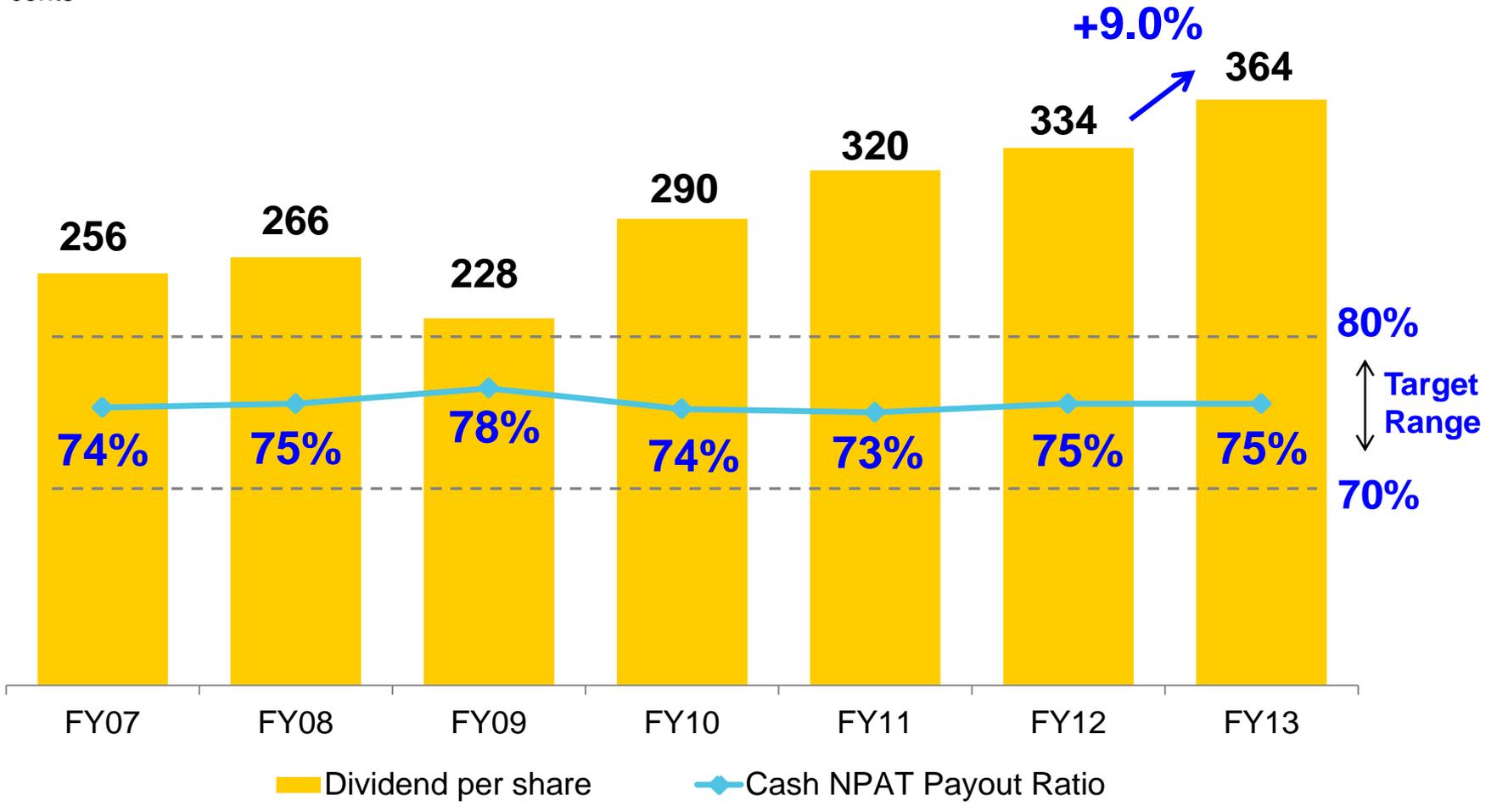
⁴ Change in treatment under Basel III with the pre tax collective provisions used in the determination of the expected loss adjustments.

⁵ Includes provisions for assets under standardised portfolio. Reduction in December 2012 reflects impact of Bankwest Advanced Accreditation.

Full Year Dividend

Dividend per share

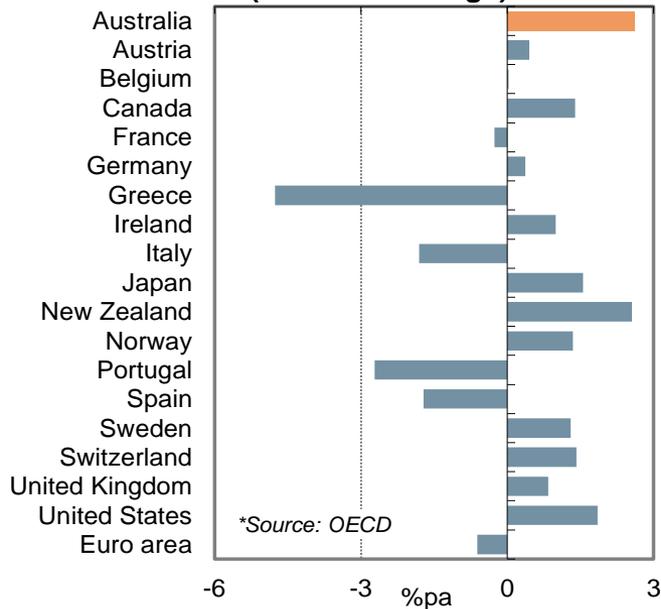
cents



Australian economy remains in reasonable shape

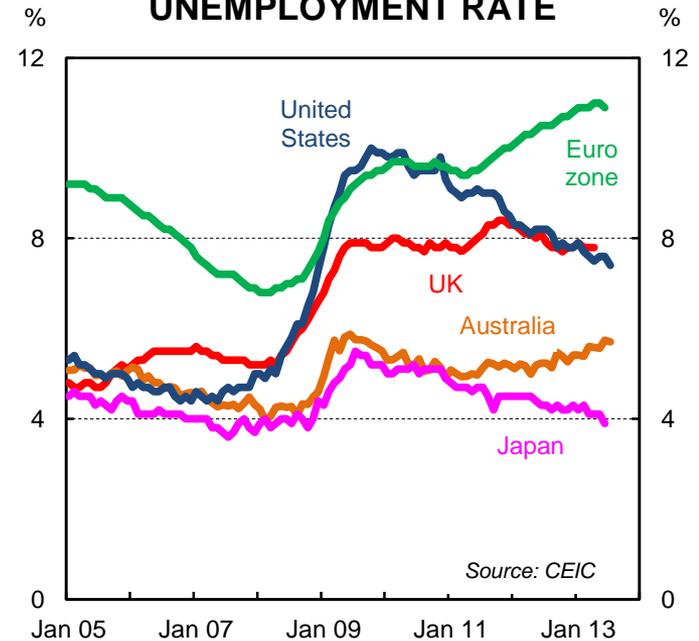
GDP growth outperformance

ECONOMIC GROWTH IN 2013 (annual % change)



Jobs growth and relatively low unemployment

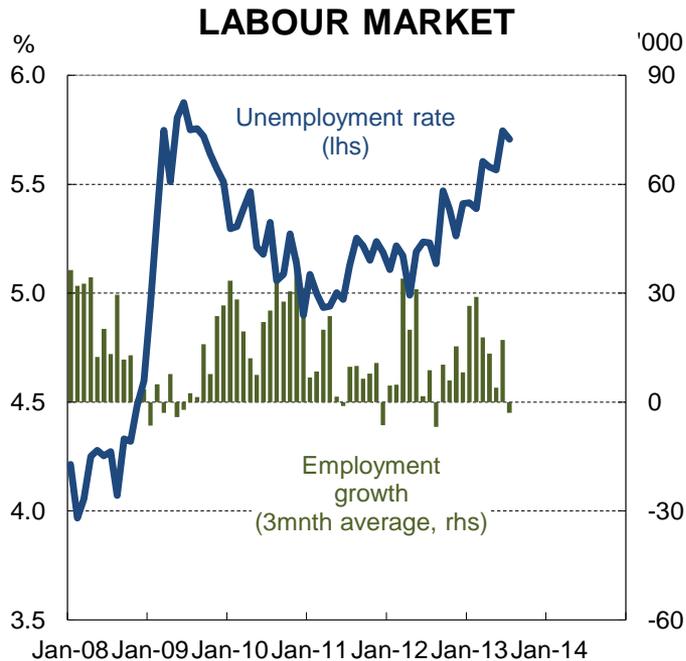
UNEMPLOYMENT RATE



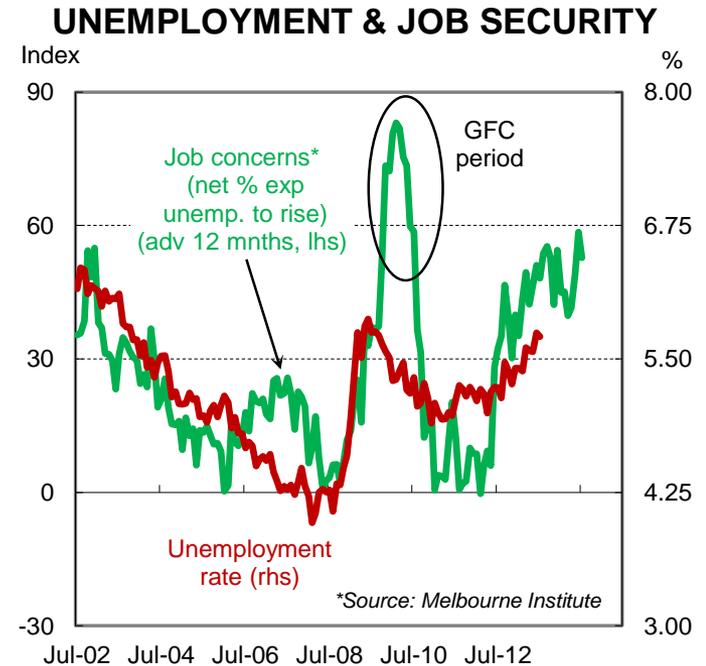
- ◆ Australian economic performance remains respectable in the global context.
- ◆ Unemployment, a key determinant of mortgage and financial loss, remains at low levels.

Some headwinds – a softer labour market

The labour market has weakened

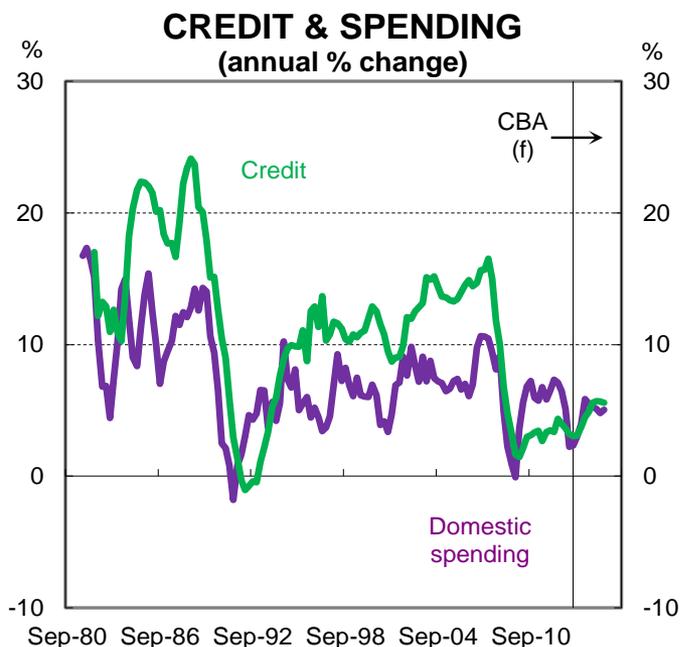


And job fears remain high



Credit

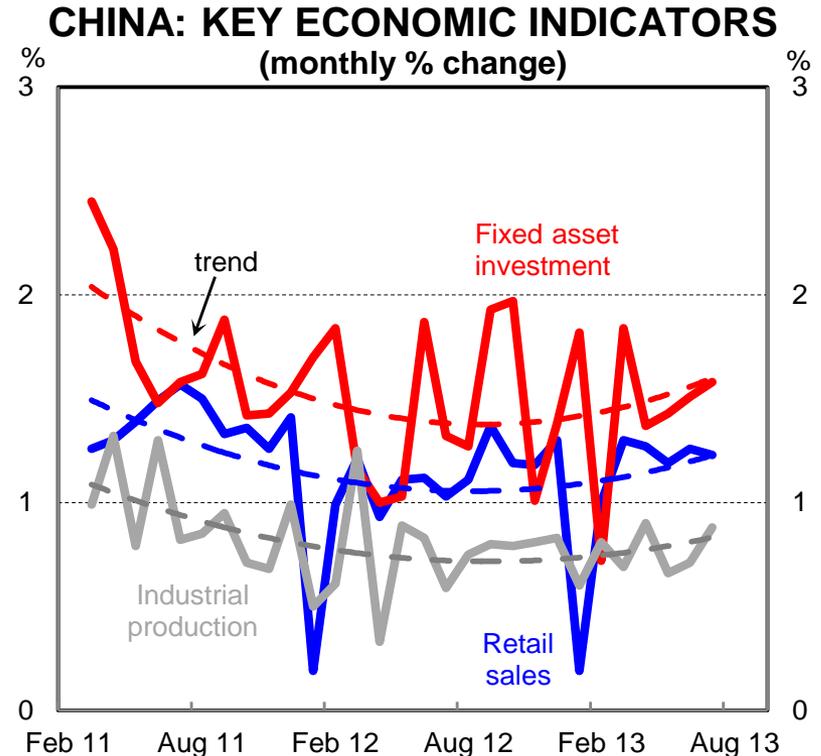
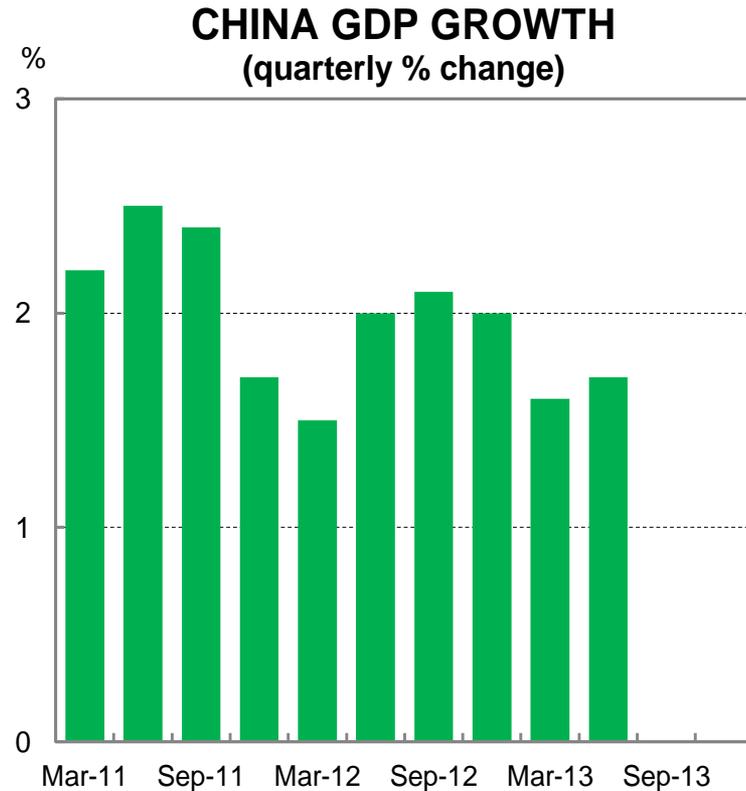
Modest credit growth set to continue



- ◆ Economic growth prospects are reasonably favourable.
- ◆ Reduction in global tail risks has improved financial market sentiment.
- ◆ But downside risks persist.
- ◆ Households and businesses remain cautious as a result.
- ◆ Bottom line: credit growth to remain relatively subdued and to lag usual economic drivers.

Some headwinds – slower Chinese activity

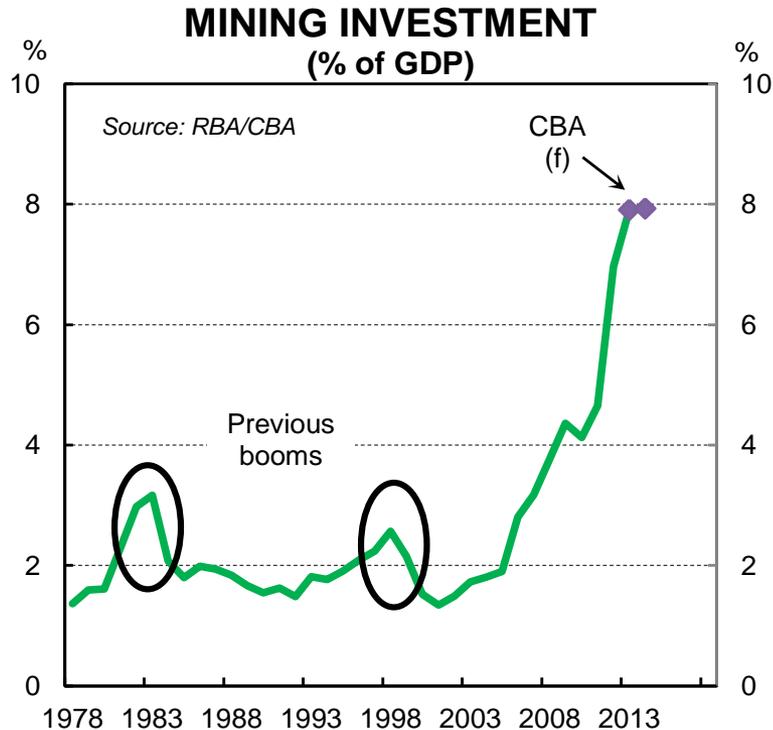
Slowdown fears overdone?



- ◆ The Chinese economy disappointed in Q1. Unusually cold winter may have depressed construction and retail. But sequential growth picked up in QII and a trend improvement underway in key growth drivers.

Some headwinds - the mining capex peak

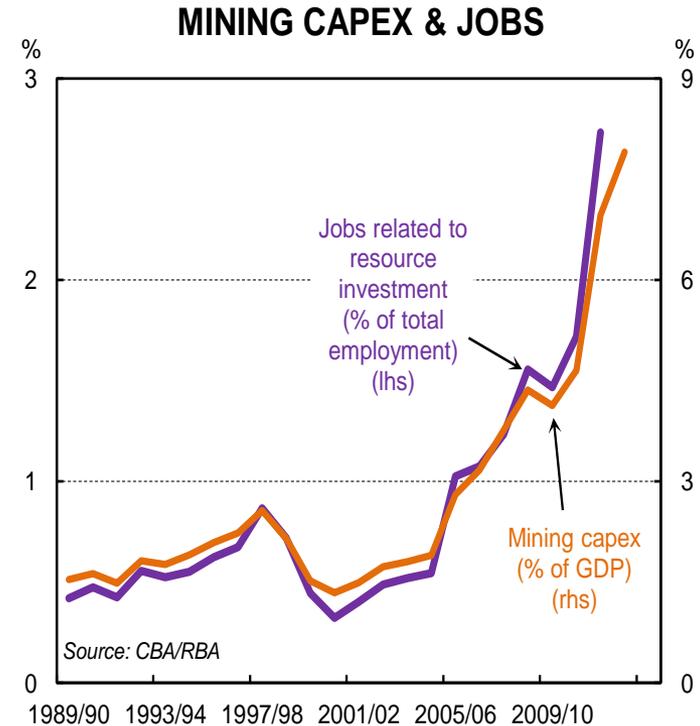
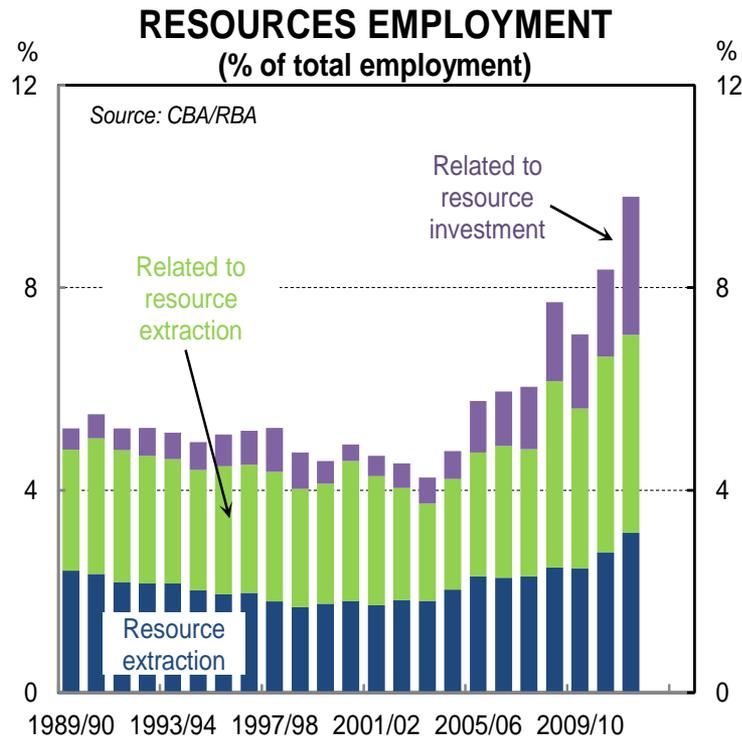
The capex “pothole”



- ◆ The mining pipeline is dominated by large multi-year projects.
- ◆ Of the A\$268bn of committed resource projects, some A\$195bn is in LNG etc.
- ◆ The real value of oil & LNG projects is equivalent to the Apollo Moon Program.
- ◆ Because these projects are of long duration, the peak in mining capex should be more of a “plateau” rather than the usual “inverted V”.

Some headwinds – labour market risks

The real “pothole” – in the labour market?

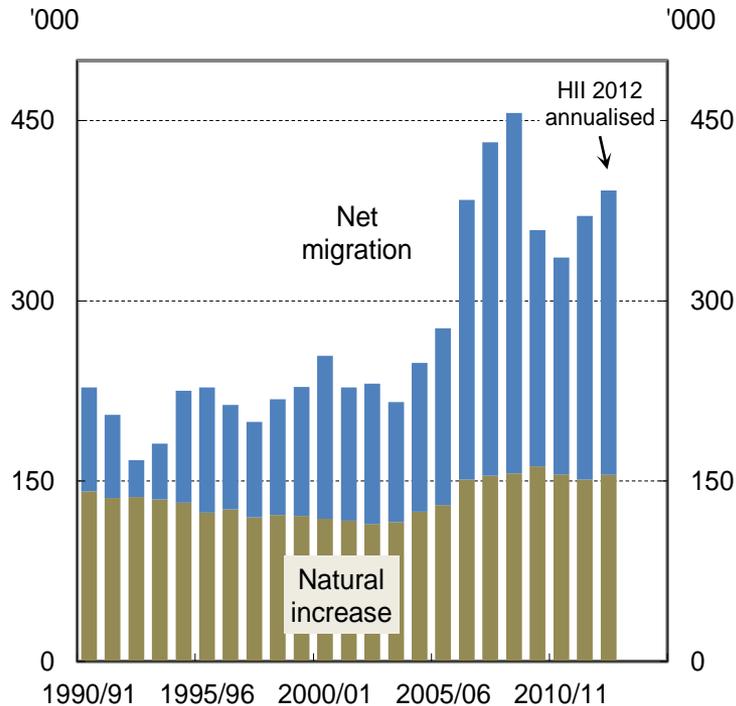


- ◆ “Resources” accounts for nearly 10% of total employment.
- ◆ Significant potential job losses in areas “related to resource investment”.

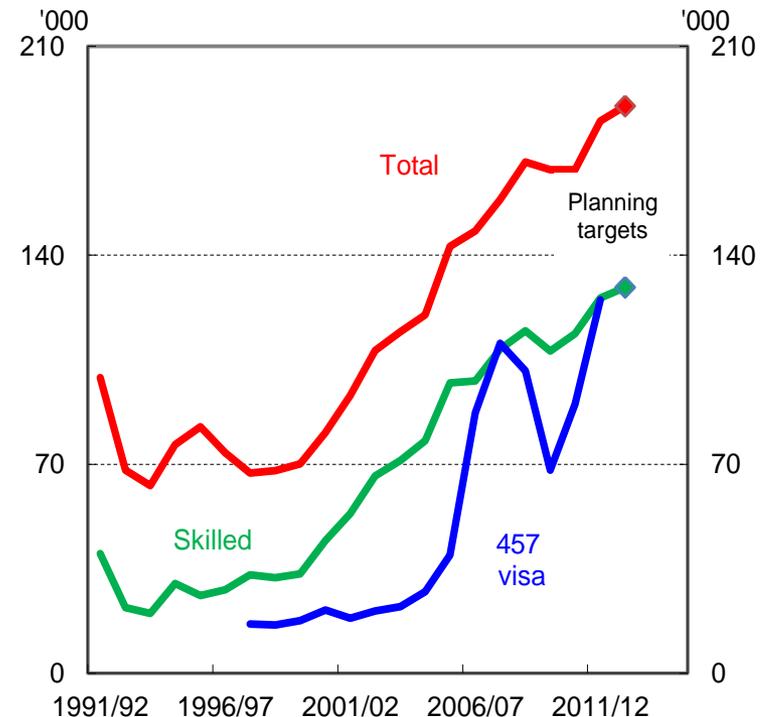
The growth transition needs to succeed

Housing – supportive demographics

POPULATION DRIVERS



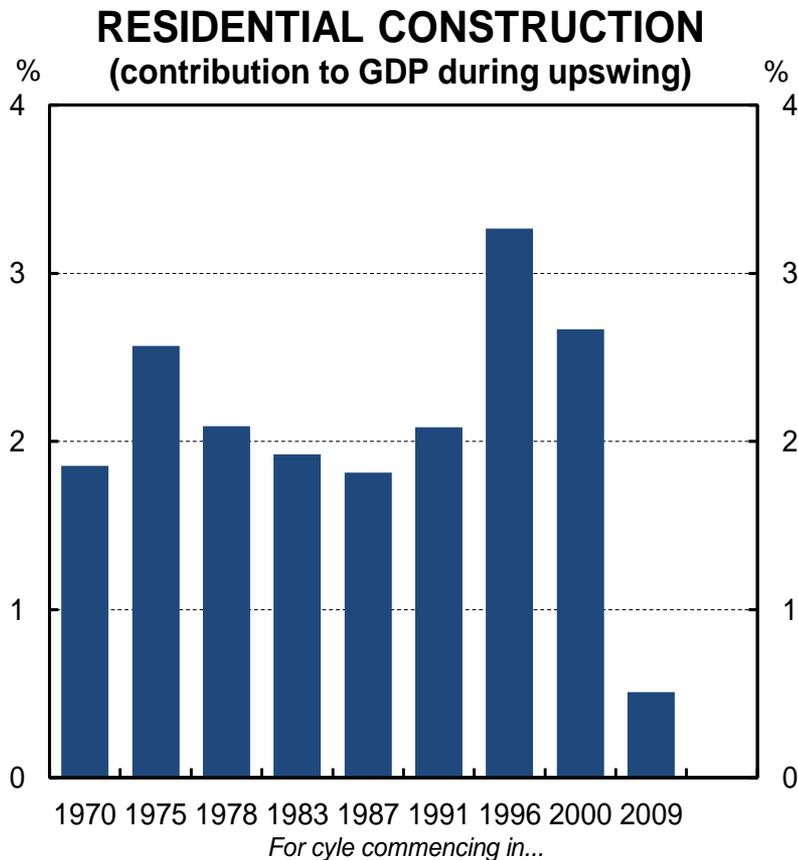
MIGRATION PROGRAM



- ◆ Population growth lifting again.
- ◆ Migrant intake still skewed towards (cashed up) skilled workers – typically bring 5x the funds of other migrants.

The growth transition needs to succeed

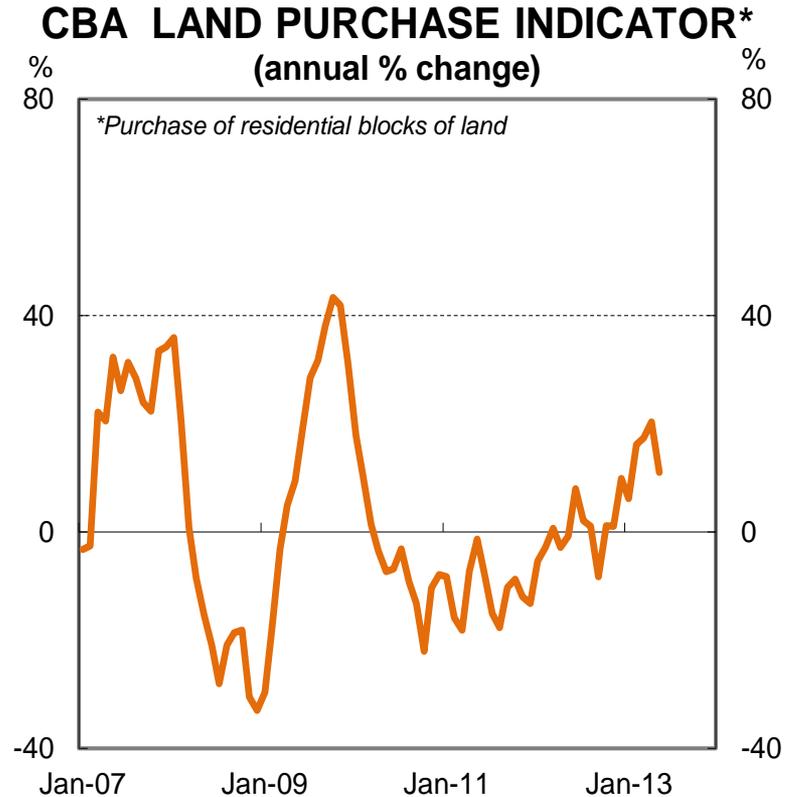
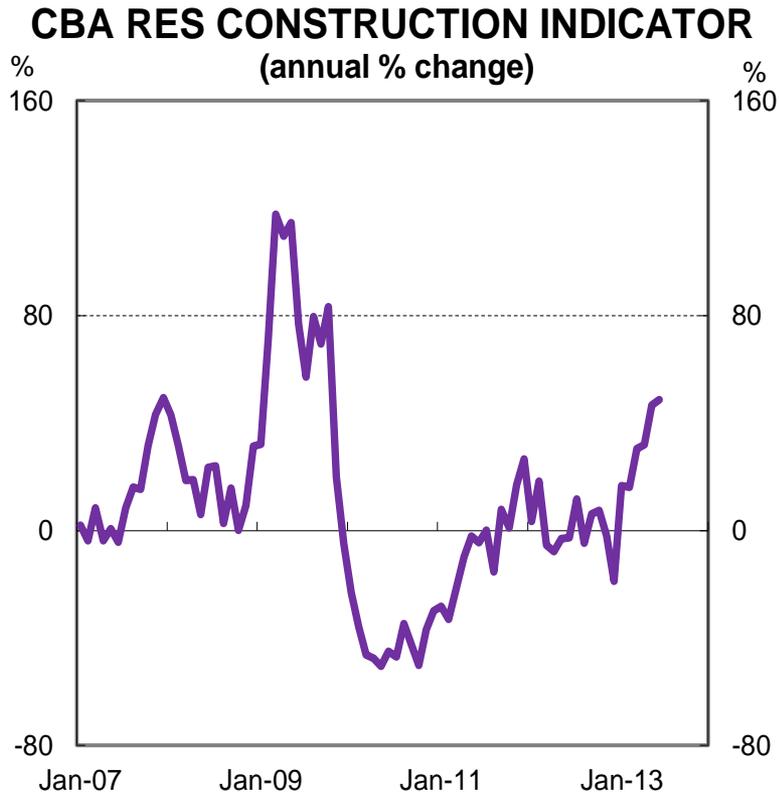
Getting the mix right



- ◆ The typical residential construction upturn adds 2-3ppts to GDP growth over the usual 2-3 year cycle.
- ◆ There are big second-round effects as well. The ABS estimates that:
 - every \$1 spent on residential construction generates \$1.31 worth of spending elsewhere in the economy; and;
 - every \$1m spent on residential construction generates 17 jobs on a full-time equivalent basis.

The growth transition needs to succeed

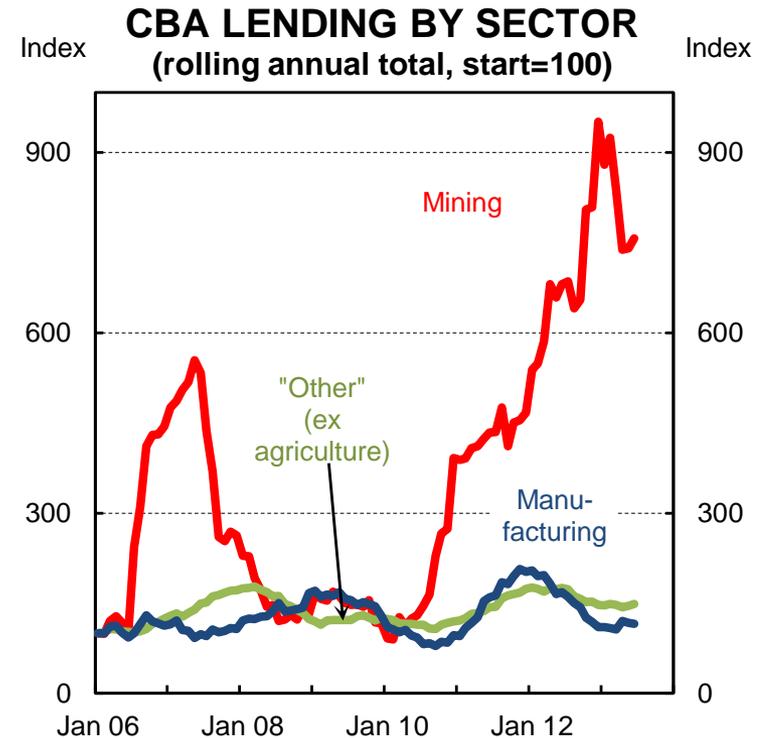
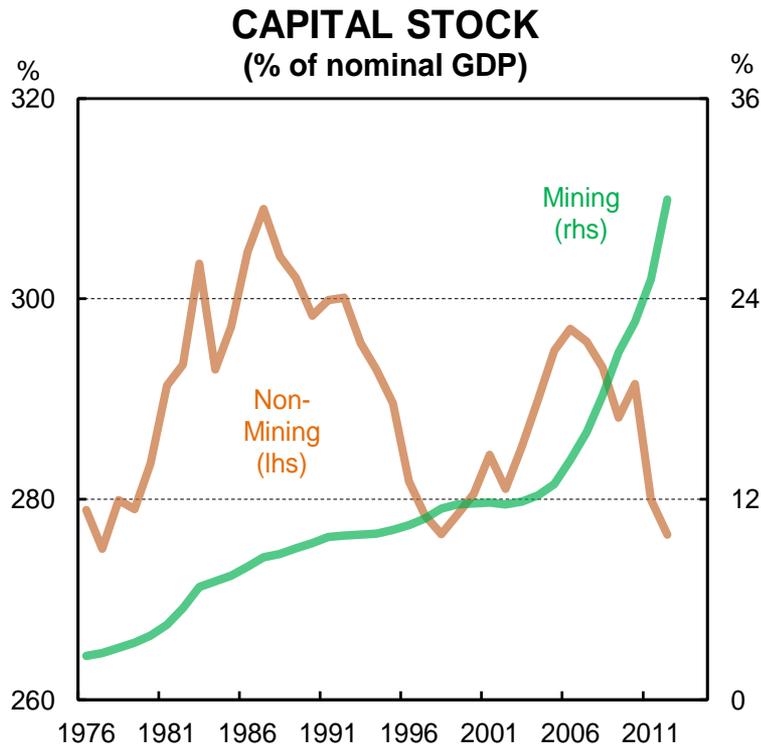
Residential construction-related lending trending higher



- ◆ Residential construction-related lending is trending higher.

The growth transition needs to succeed

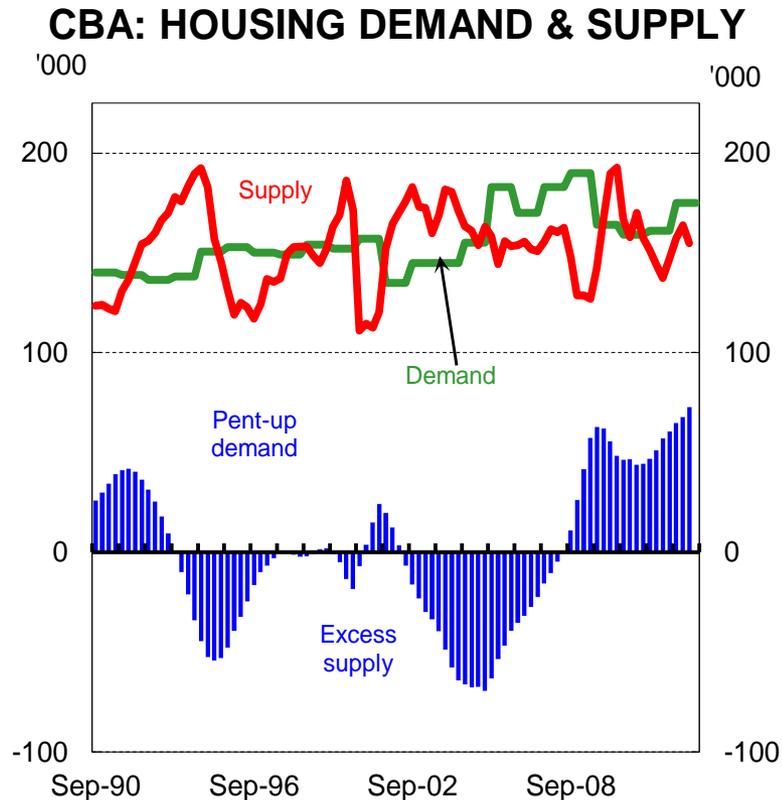
Non-mining capex – mixed signals



◆ Non-mining capital spending needs to lift.

The growth transition needs to succeed

Getting the mix right - excess demand for housing



- ◆ The fundamentals favour a lift in residential construction.
- ◆ Demographic trends mean underlying demand for housing is running ahead of new supply.
- ◆ So there is an excess demand and a pent-up demand for housing.

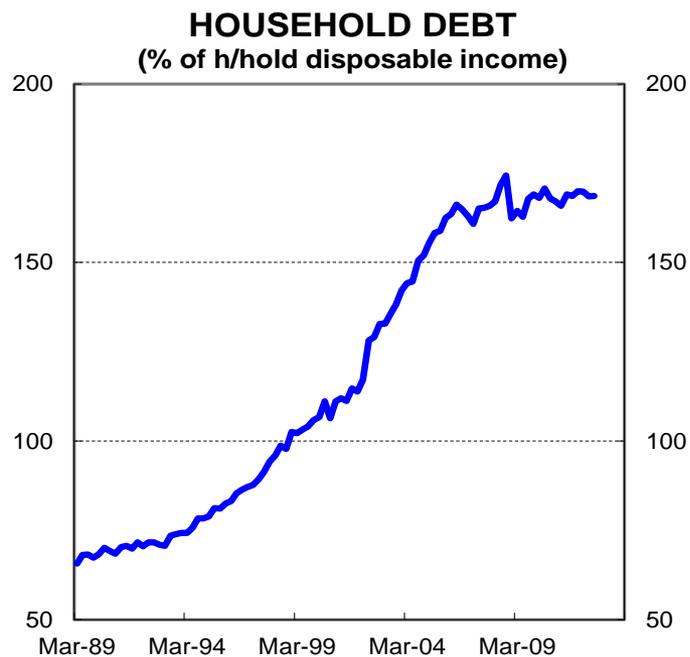
Housing market - summary

- ◆ An orderly adjustment occurred in the Australian housing market after the Global Financial Crisis.
- ◆ The adjustment was characterised by slower credit growth, increased savings and lower servicing ratios.
- ◆ Australian house prices underwent a modest correction as part of the adjustment and are rising again.
- ◆ Demand-supply balance in the housing market and improving affordability significantly reduce the risk of a material decline in house prices.
- ◆ Low vacancy rates, growth in rents, affordability and positive housing sentiment are all supportive.
- ◆ Respectable GDP growth, low unemployment and firm population growth underpin Australian house prices.
- ◆ The upswing in the Australian housing market is occurring against a background of slow credit growth and relatively high household savings.
- ◆ Australia is highly urbanised – the house price/income is “not that different from most other countries”¹.
- ◆ Factors that typically characterise a house price bubble, such as oversupply, are not evident in Australia.
- ◆ Legal and employment differences to the US suggest minimal risk of a US-style house price collapse.
- ◆ Stress testing indicates that modest and manageable housing portfolio losses are the most likely outcome.

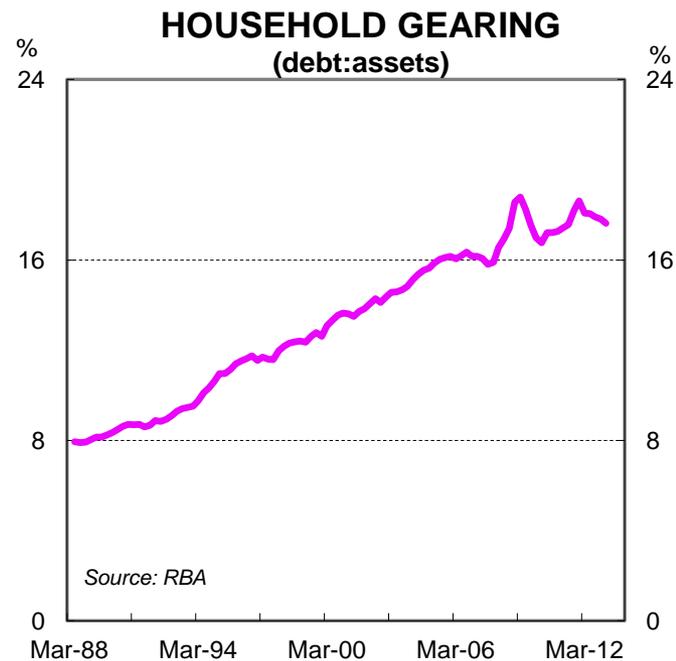


An orderly adjustment has occurred in the Australian housing market, as households repair their balance sheets

Debt:income ratios have plateaued

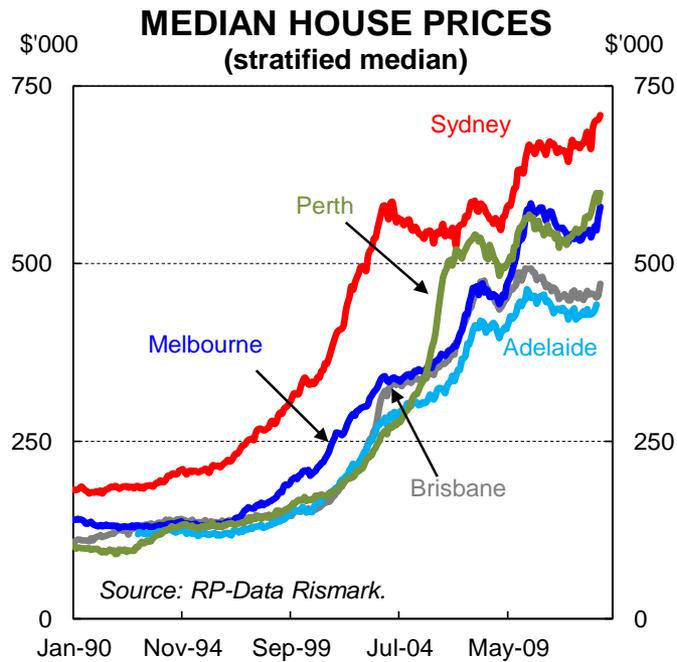


Household gearing has levelled out



Australian house prices are starting to rise again, after a period of stabilisation

House prices



House price growth

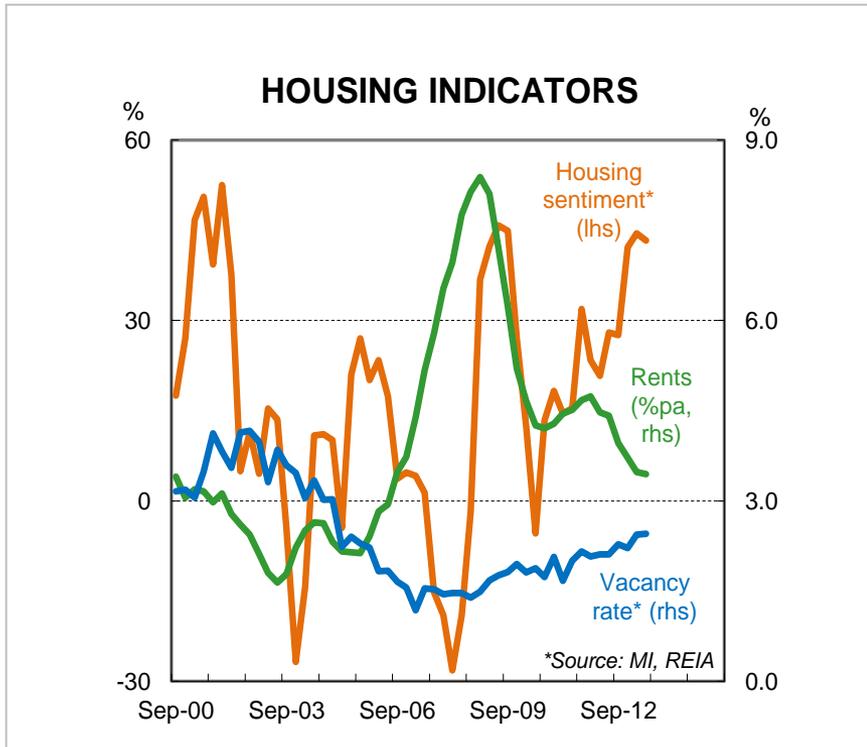
change (%)	3 Years to June 13	12 mths to June 13	6 mths to June 13
Sydney	6.9	6.2	5.1
Melbourne	0.8	6.7	5.9
Brisbane	(3.3)	4.5	3.3
Adelaide	(3.6)	1.2	3.4
Perth	6.1	10.3	6.3
Australia	2.7	6.3	4.9

Source: RP-Data Rismark, stratified median price.

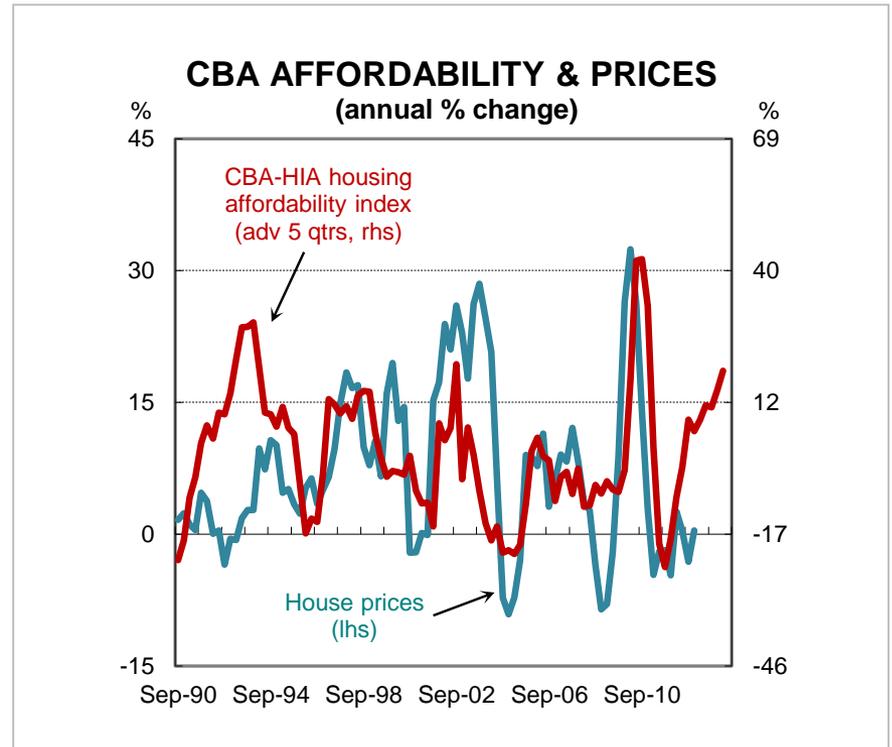
- ◆ Average Australian house prices have started to pick-up, especially in the Sydney and Perth markets.
- ◆ Nominal price falls are typically modest – most of the market adjustment is through real house prices and price to income ratios.

Low vacancy rates, growth in rents, affordability trends and positive sentiment are all supportive of house prices

Housing indicators



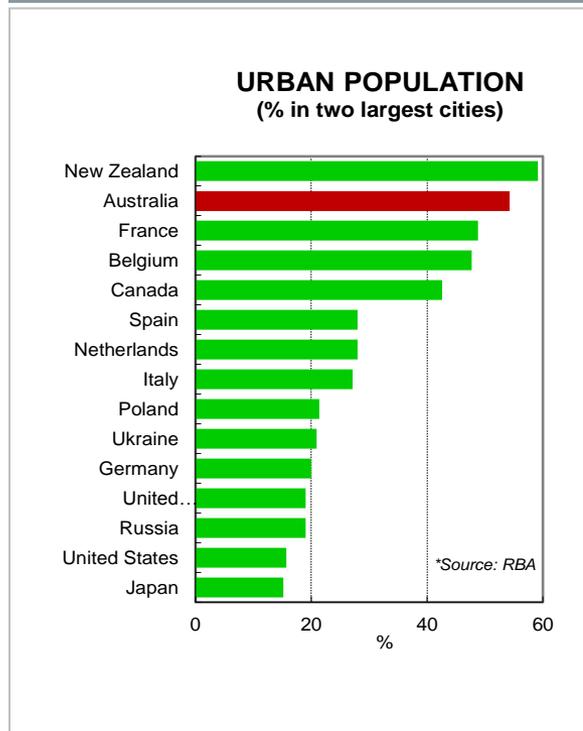
Affordability & prices



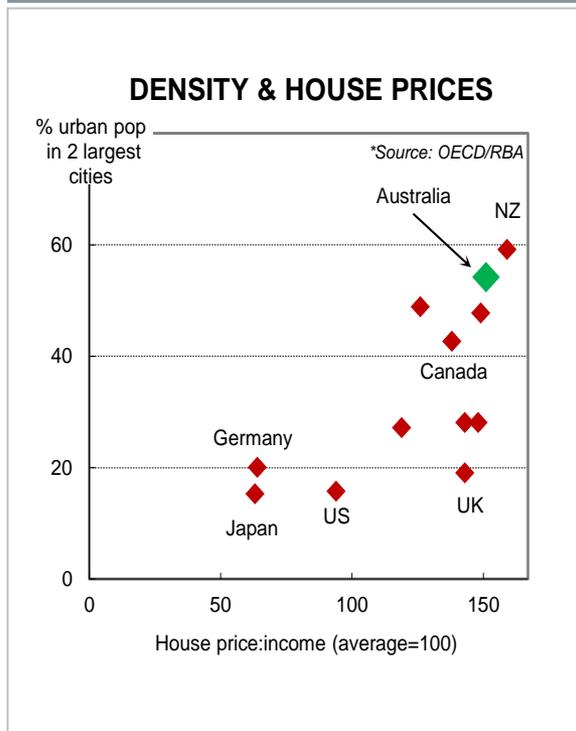
- ◆ Visible signs of firm demand versus supply – low vacancy rates, rental growth and positive sentiment.
- ◆ Affordability a helpful guide to turning points in house prices.
- ◆ Combination of firm income growth and lower mortgage rates further supports house prices.

Urbanisation rates important in assessing house prices

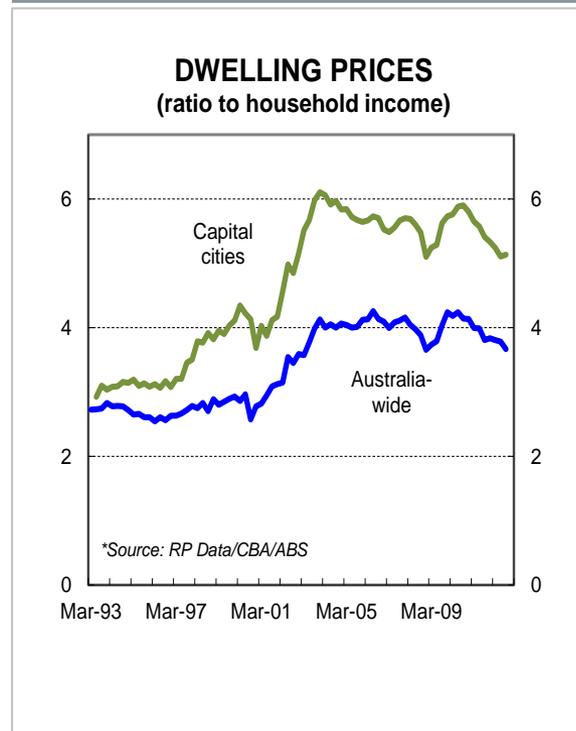
Urban population



Density & house prices



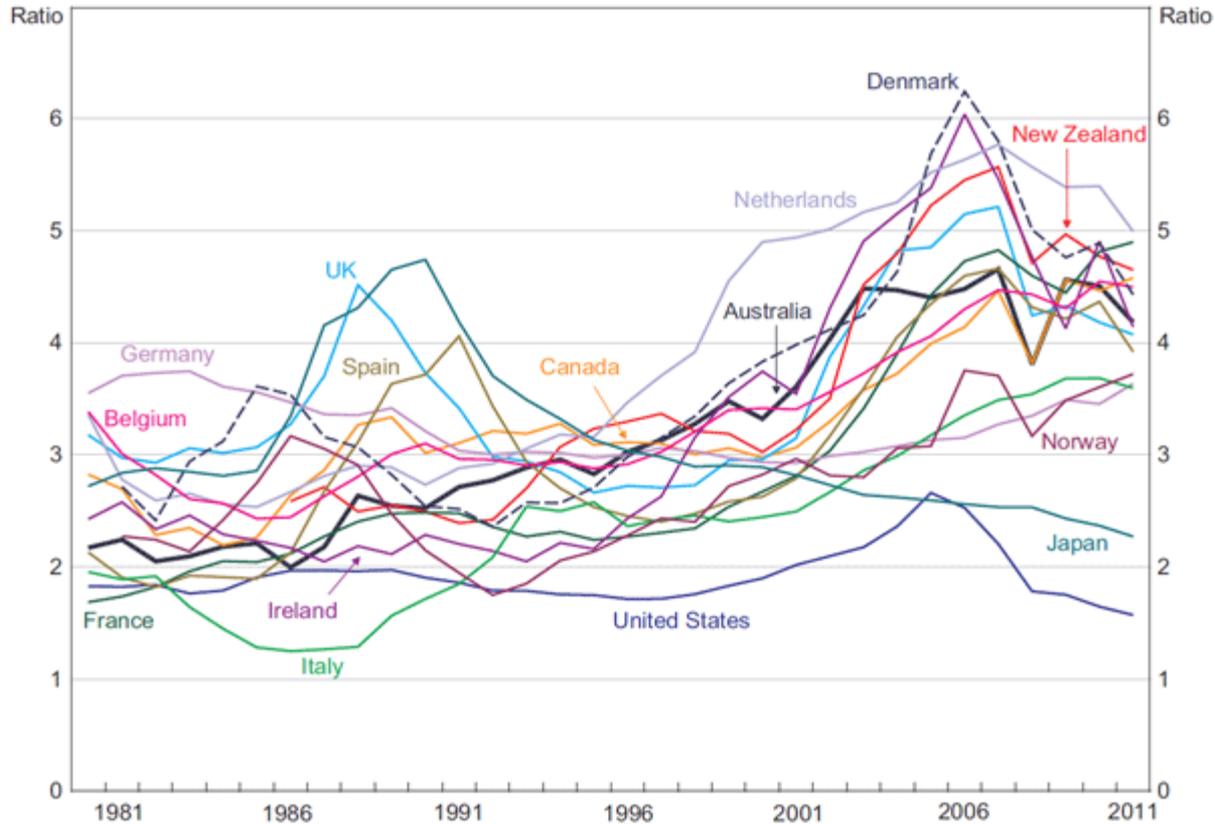
Dwelling prices



- ◆ Australia is one of the most urbanised countries in the world; ~54% of urban population in 2 major cities.
- ◆ Housing demand and higher incomes are concentrated in the capital cities.
- ◆ Price (capital city)-to-Australia-wide income \approx 5 times.
- ◆ Price-to-income (Australia wide) \approx 4 times.

Australia's house price to income aligns with global norms

Dwelling price to income ratios*



* Average dwelling prices to average household disposable income
Sources: BIS; Bloomberg; Canadian Real Estate Association; Halifax; Japan Real Estate Institute; OECD; Quotable Value; Realkredittraadet; RP Data-Rismark; Thomson Reuters; United Nations; national sources (statistical agencies, central banks and government departments)

Factors that typically characterise a house price bubble are not evident in Australia

Housing “Bubble” – typical characteristics	Current position in Australia
Unsustainable asset prices	<ul style="list-style-type: none"> ◆ Prices supported by the excess of demand over supply ◆ Australia’s population continues to grow at above average rates ◆ Controlled supply-side response – gradual lift in construction ◆ Low residential vacancy rates and rising rents
Speculative investment artificially inflates asset prices	<ul style="list-style-type: none"> ◆ Investment lending rising steadily and in line with rental growth
Strong volume growth driven by relaxed lending standards	<ul style="list-style-type: none"> ◆ Already stringent standards tightened through GFC ◆ Minimal “low doc” lending ◆ Mortgage insurance for higher LVR loans ◆ Full recourse lending
Interaction of high debt levels and interest rates	<ul style="list-style-type: none"> ◆ A high proportion of borrowers ahead of required repayment levels ◆ Interest rate buffers built into loan serviceability tests at application
Domestic economic shock – trigger for price correction	<ul style="list-style-type: none"> ◆ Respectable Australian economic growth outcomes ◆ Low unemployment, high quality lending, low arrears

Significant differences between Australian and US housing markets minimise risk of a US style house price collapse

	CBA / Aust	US	Australian mortgage product
Unemployment	5.7% ¹	7.6% ²	◆ Principal and interest amortising 25/30 year loan
No-Recourse Lending	No	Yes	◆ Variable interest rate set at bank's discretion
Variable vs Fixed	~85%/15%	~15%/85%	◆ Limited pre-payment penalty
Sub-Prime (% of mkt)	Minimal ³	~14% ⁴	◆ Full recourse to borrower
Securitisation %	8% ⁵	22% ⁶	◆ No tax deduction for owner occupied housing
Account ownership	Retained by bank	Extensively on-sold	◆ Higher risk loans are subject to Lenders Mortgage Insurance (LMI)
Arrears	1.42% ⁷	6.08% ⁸	◆ Minimal "low documentation" (ie self certified) market with tighter lending criteria
			◆ Tight consumer credit regulations
			◆ Major banks account for majority of new originations and "originate-to-hold"

1. ABS, Jul'13.

4. Federal Reserve Bank of San Francisco Dec'09.

7. S&P, Mar'13.

2. Bureau of Labor Statistics, Jun'13.

5. RBA, Apr'13.

8. S&P, May'13.

3. RBA FSR, Mar'13, graph 3.21.

6. US Federal Reserve, Mar'13.



New Zealand

Economic Summary – New Zealand

	2010	2011	2012	2013	2014 (f)	2015 (f)
Credit growth (annual – June vs June)	0.7	1.5	2.5	4.1	4½-6½	4½-6½
Household credit	2.5	1.1	1.8	5.1	4½-6½	4-6
Business credit	-7.9	1.1	4.0	1.6	3-5	5-7
Agriculture credit	2.3	-0.9	3.1	4.4	4-6	5-7
GDP growth (annual average)	1.1	1.0	2.4	2.5	2.3	3.4
CPI (annual average)	1.8	3.8	2.2	0.8	1.8	2.4
Unemployment (year average)	6.6	6.5	6.6	6.7	6.1	5.5
OCR (June qtr)	2.75	2.5	2.5	2.5	3.0	3.5

ASB Economists Forecasts

Credit Growth

= 12 months to June Qtr

GDP, Unemployment & CPI

= Year average

Cash Rate

= June qtr



Customer Satisfaction - Sources

- 1 Roy Morgan Research Main Financial Institution (MFI) Retail Customer Satisfaction (June 2013). Australian population 14+, % “Very Satisfied” or “Fairly Satisfied” with relationship with that MFI. 6-month rolling average. The ranking refers to CBA’s position relative to the other three main Australian banks (Westpac, NAB and ANZ). CBA excludes Bankwest.
- 2 DBM Business Financial Services Monitor (June 2013), average satisfaction rating of each financial institution’s MFI business customers across all Australian businesses, 6 month rolling average.
- 3 Products per Customer – Roy Morgan Research. Australian Population 18+ , Banking and Finance products per Banking and Finance customer at financial institution. 6 month rolling average. CBA excludes Bankwest.
- 4 Roy Morgan Research, Australians 14+, Proportion of Banking and Finance MFI Customers that nominated each bank as their Main Financial Institution, 12 month rolling data to reporting month. CBA includes Bankwest.
- 5 Roy Morgan Research, Australians 14+, Proportion of Banking and Finance MFI Customers that nominated each bank as their Main Financial Institution, 12 month rolling data to reporting month. CBA includes Bankwest. Westpac includes Bank of Melbourne, St George Bank and BankSA.
- 6 DBM Business Financial Services Monitor, defines micro business with turnover up to \$1 million, small business with turnover of \$1 million to less than \$5 million, medium business with turnover of \$5 million to less than \$50 million and large business with turnover of \$50 million or more, and uses a 6 month rolling average.
- 7 PT Bank Commonwealth in Indonesia rated number one among foreign banks for customer service as measured by MRI (the Industry Standard for Customer Service Excellence).
- 8 Wealth Insights overall satisfaction score - Ranking of Colonial First State (the platform provider) is calculated based on the weighted average (using Plan for Life FUA) of the overall satisfaction scores of FirstChoice and FirstWrap compared with the weighted average of other platform providers in the relevant peer set. The relevant peer set includes platforms belonging to Westpac, NAB, ANZ, AMP and Macquarie in the Wealth Insights survey.
- 9 TNS (BFM) Business Finance Monitor. Decision makers in business – Business, Commercial, Institutional & Rural. Approx 4,100 annual surveys, 4 quarter rolling data. Overall Performance measure of ‘Main Bank’ relationship -‘top 2 box’ score on a 1-6 scale (‘Excellent’ or ‘Very Good’). June 2013.
- 10 Camorra (RMM) Retail Market Monitor. New Zealand population 15+. Approx 13,000 annual surveys, 12 month rolling data. Overall Performance measure of ‘Main Bank’ relationship -‘top 2 box’ score on a 1-5 scale (‘Excellent’ or ‘Very Good’). June 2013.
- 11 Roy Morgan Research, Banking and Finance Customers aged 14-17, 12 month rolling data to June 2013. CBA excludes Bankwest.

Notes

Productivity Metrics - Definitions

Customer service transactions per FTE - Average number of transactions completed per week in branch by Retail Customer Service Representatives.

Sales and Converted Referrals per FTE - Average number of sales & converted referrals completed per week in branch by Retail Customer Service & Savings Specialists.

Direct bank call handling time – Average call handling time in Retail Direct Bank call centres.

% Personal loans funded same day – Percentage of personal loans funded on day of application based on applications eligible for same day funding service.

% Deposit customers receiving e-statements – Percentage of deposit account holders who have elected to receive electronic statements using NetBank.

Notes

Sustainability scorecard

Complete definitions for scorecard metrics are available at www.commbank.com.au/sustainability2013

- 1 Proportion of each financial institution's MFI retail customers surveyed by Roy Morgan Research that are either 'Very Satisfied' or 'Fairly Satisfied' with their overall relationship with that financial institution. Metric reported as a 6 month rolling average to June, based on the Australian population aged 14+. Ranking relative to the other three main Australian banks (Westpac, NAB and ANZ).
- 2 Average satisfaction of each financial institution's MFI business customers surveyed by DBM Business Financial Services Monitor. 0 is 'Extremely Dissatisfied', 10 is 'Extremely Satisfied'. Metric reported as a 6 month rolling average as at 30 June. Ranking relative to the other three main Australian banks (Westpac, NAB and ANZ).
- 3 Score calculated based on the weighted average of the overall satisfaction scores of FirstChoice and FirstWrap. 1 is 'Poor', 10 is 'excellent'. Ranking calculated by comparing the score with the weighted average of other platform providers in the relevant peer set to include platforms belonging to Westpac, NAB, ANZ, AMP and Macquarie in the Wealth Insights survey.
- 4 Index showing the proportion of employees replying 4 or 5 to questions relating to satisfaction, retention, advocacy and pride on a scale of 1-5 (5 is 'strongly agree', 1 is 'strongly disagree'). The survey is conducted annually. In 2012, the Group moved the people and culture survey administration to a new provider, no prior year data is available.
- 5 Percentage of roles at the level of Executive Manager and above filled by women, in relation to the total domestic headcount at the level of Executive Manager and above as at 30 June.
- 6 LTIFR is the reported number of occurrences of lost time arising from injury or disease that have resulted in an accepted workers compensation claim, for each million hours worked by the average number of domestic employees over the year. Data is complete as at 30 June for each financial year. Prior year data is updated due to late reporting of incidents that occurred during the year, or the subsequent acceptance or rejection of claims made in the year. As a result, 2012 year has changed from 2.1 to 2.7.
- 7 Absenteeism is the annualised figure as at 31 May each year. Absenteeism refers to the average number of sick leave days (and, for CommSec employees, carers leave days) per domestic full-time equivalent (FTE).
- 8 Scope 1 and 2 data is collected in line with NGER legislation. Scope 3 relate to the upstream emissions related to Scope 1 and 2 emission sources.
- 9 The number of active school banking students banked at least once during a 12 month period through a school banking school and the number of students booked to attend Commonwealth Bank Foundation's StartSmart programs.

Results Presentation

For the full year ended 30 June 2013



Ian Narev

CHIEF EXECUTIVE OFFICER

David Craig

CHIEF FINANCIAL OFFICER

