

DETERMINED TO BE BETTER THAN WE'VE EVER BEEN.

# Media Presentation

FOR THE HALF YEAR ENDED 31 DECEMBER 2010

Ralph Norris  
Chief Executive Officer



**Commonwealth**Bank

ATM



# Disclaimer

The material that follows is a presentation of general background information about the Group's activities current at the date of the presentation, 9 February 2011. 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.



# Overview

- Another solid financial result
- Challenging operating environment
- Disciplined strategy execution continuing to deliver
- Investing for the future
- Cautiously optimistic for calendar 2011

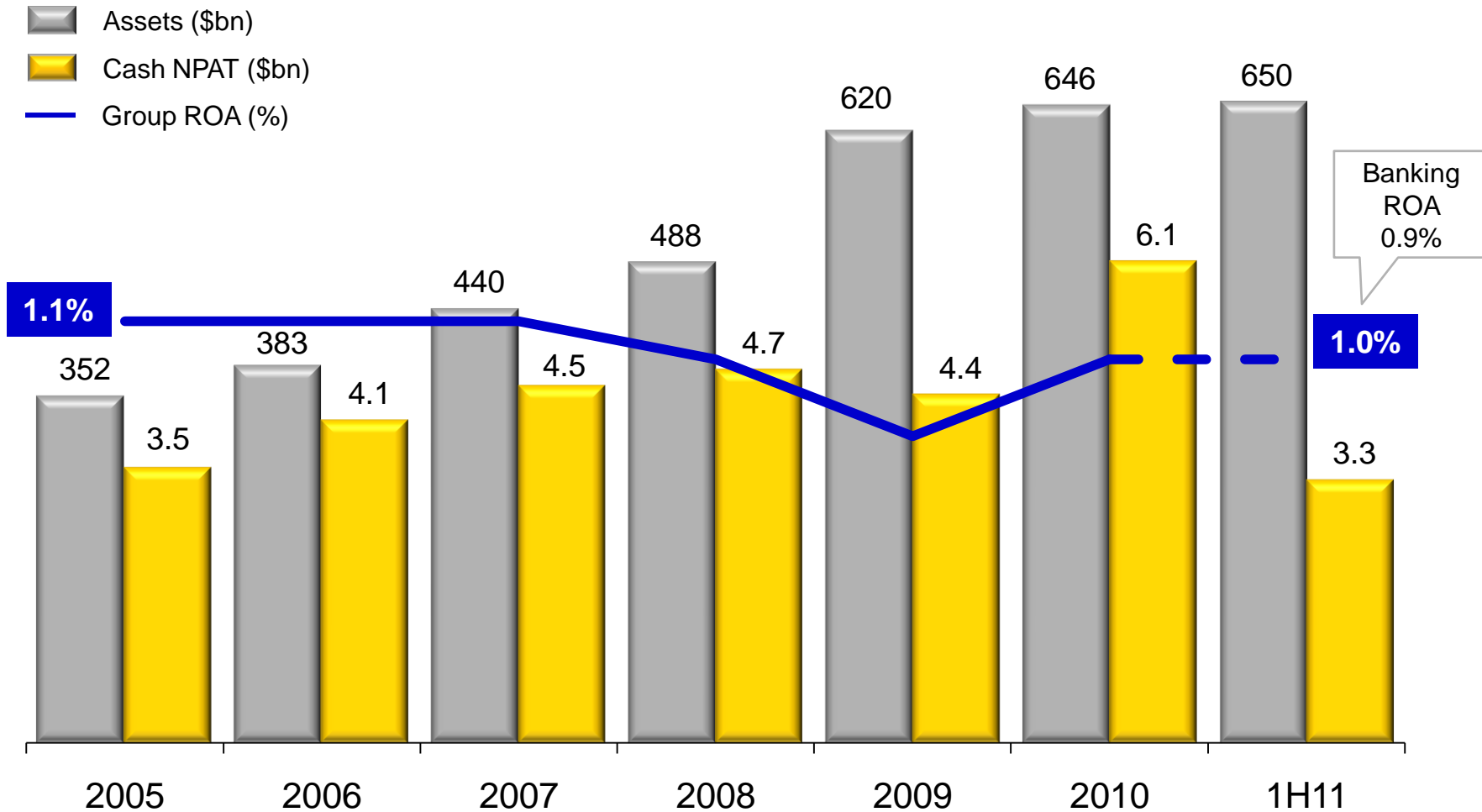


# Another solid financial result

	<b>Dec 10</b>	vs Dec 09
Cash NPAT (\$m)	<b>3,335</b>	13%
Statutory NPAT (\$m)	<b>3,052</b>	5%
ROE	<b>19.2%</b>	70bpts
Cash EPS (\$)	<b>2.14</b>	12%
Dividend per Share (\$)	<b>1.32</b>	10%



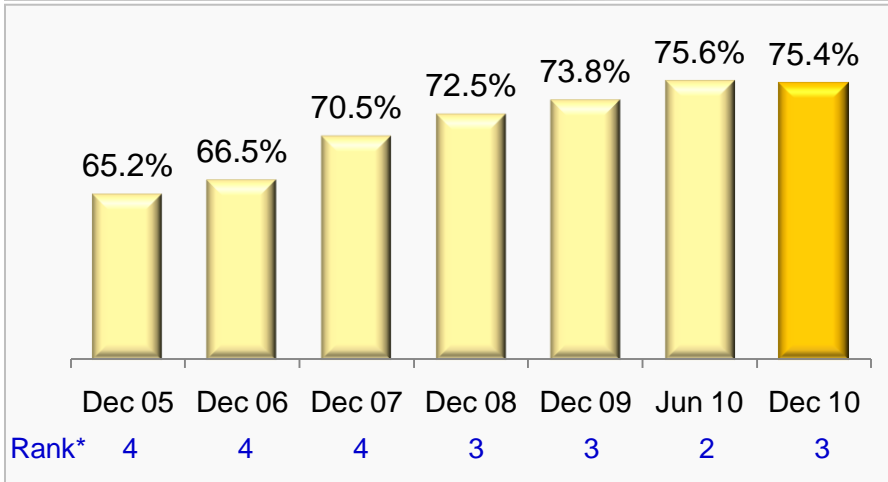
# Return on Assets



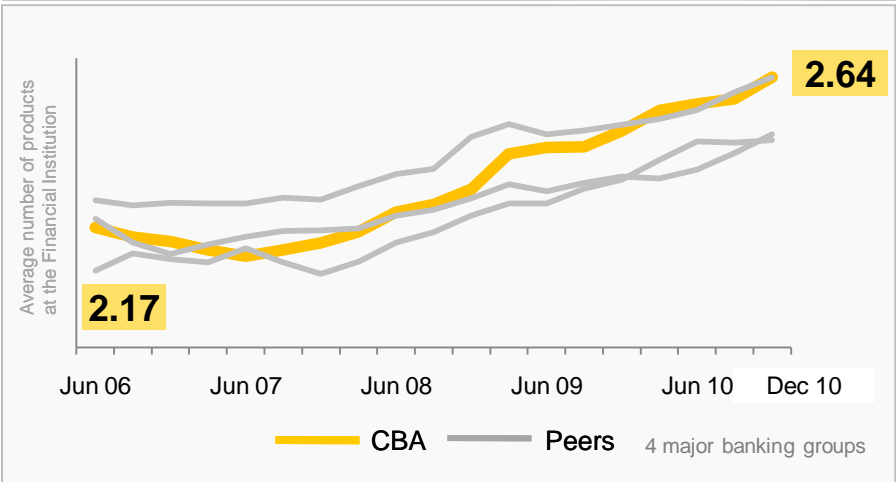
— Half Year

# Strategy continues to deliver

## Retail MFI Customer Satisfaction <sup>1</sup>



## Products per customer <sup>2</sup>



## Business Customer Satisfaction <sup>3</sup>

	CBA Ranking*
Total Market	Equal 1 <sup>st</sup>
Large (>\$50m)	1 <sup>st</sup>
Medium (\$5m to \$50m)	Equal 1 <sup>st</sup>
Small (\$1m to \$5m)	Equal 2 <sup>nd</sup>
Micro (<\$1m)	Equal 3 <sup>rd</sup>

## FirstChoice Satisfaction <sup>4</sup>

Year	Ranking
2010	1 <sup>st</sup>
2009	1 <sup>st</sup>
2008	1 <sup>st</sup>
2007	2 <sup>nd</sup>
2006	2 <sup>nd</sup>

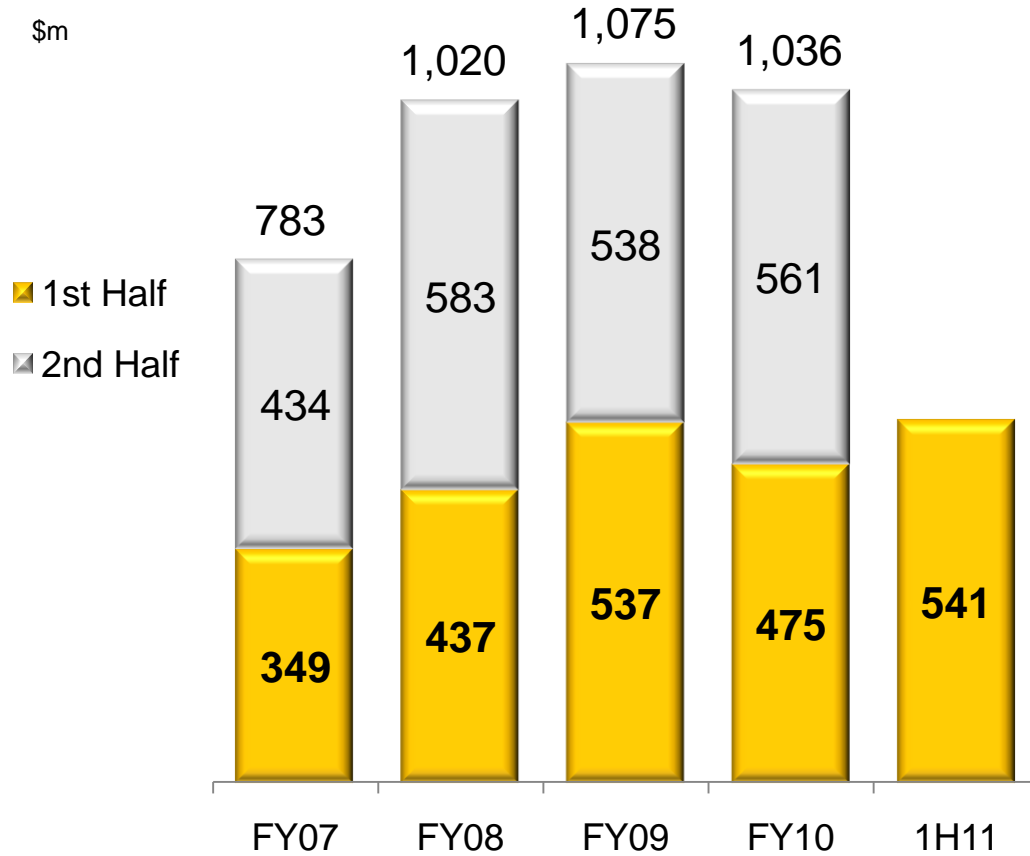


1, 2, 3, 4 - Refer note slide at back of presentation for source information

\* Amongst four major banks.

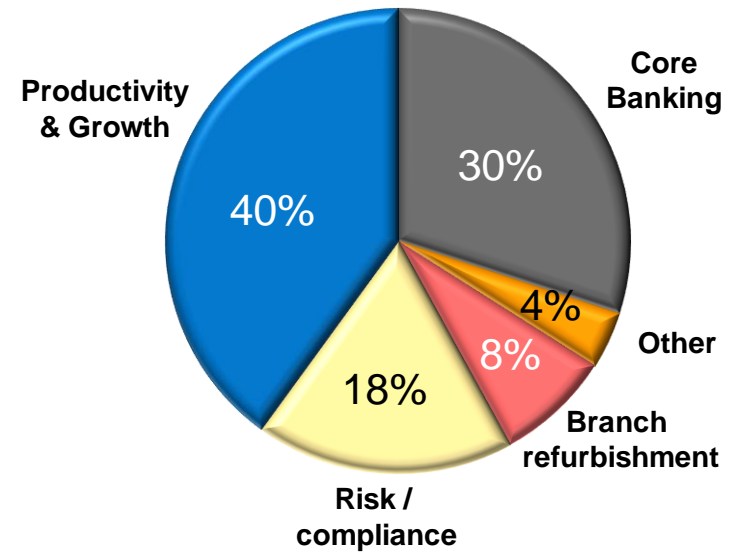
# Continuing to invest

## Investment Spend



## Investment Spend Profile

% of Total Investment Spend  
(12 months to Dec 10)



# Targeted expansion in Asia



## Key developments – 12 months to Dec 10

Launch of BoCommLife Joint Venture in China

Opening of CBA branch in Shanghai

Opening of the first CBA branch in India

Acquisition of a 15% shareholding in Vietnam International Bank

A further 10 branches opened in Indonesia  
(largest foreign network)

43 new ATM's installed across Indonesia and Vietnam

Capital injected for China County Banking (first branch to open Feb 2011)





# Core Banking Modernisation

- 10 million retail deposit and transaction accounts migrated successfully:
  - Largest in Australian history
  - Minimal customer disruption
- All new retail deposit accounts now being opened on new platform
- Revised programme scope and costings:
  - Total cost now ~\$1.1b – additional functionality + complexity
  - No change to business case – additional costs offset by enhanced benefits profile

## Timetable

	<b>Status</b>
▪ Customer Records	Completed
▪ Retail Deposits	Completed
▪ Retail Transactions	Completed
▪ Business Deposits and Transactions	2011
▪ Lending	2012
▪ Phase II (ASB, BWA etc)	2013+

## Benefits

- ✓ Real time banking
- ✓ Instant account opening
- ✓ Customised product offers
- ✓ Immediate product switching
- ✓ Standardised processing
- ✓ Faster speed-to-market
- ✓ Broader growth opportunities
- ✓ Greater reliability



# Supporting our Community - Floods

- Flood Assistance initiatives totalling \$65m:
  - Compassionate Assistance Fund of up to \$50m
  - Commlnsure ex gratia payments of \$8m
  - Community Group Flood Assistance Fund of \$5m
  - Cash donations of ~\$2m to flood relief appeals
- \$1bn set aside for loans to business and agri customers:
  - No interest for first 3 months for new or increased overdraft facilities
- Hardship assistance through Emergency Assistance packages



# Outlook

- Operating conditions remain challenging:
  - Subdued credit growth
  - Competitive pressures
  - Elevated funding costs
  
- Nevertheless, cautiously optimistic about calendar 2011:
  - Global outlook improving, albeit gradually
  - Outlook for domestic economy positive
  - Well placed to benefit from upturn



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