Our Strategy

Customer Focus

Capabilities

People

Productivity

Technology

Strength

Growth Opportunities

“One CommBank”

Continued growth in business and institutional banking

Disciplined capability-led growth outside Australia

TSR Outperformance
<table>
<thead>
<tr>
<th>Our Vision</th>
<th>Our Values</th>
</tr>
</thead>
<tbody>
<tr>
<td>To excel at securing and enhancing the financial wellbeing of people, businesses and communities</td>
<td>Integrity</td>
</tr>
<tr>
<td></td>
<td>Accountability</td>
</tr>
<tr>
<td></td>
<td>Collaboration</td>
</tr>
<tr>
<td></td>
<td>Excellence</td>
</tr>
<tr>
<td></td>
<td>Service</td>
</tr>
<tr>
<td></td>
<td>Jun 16</td>
</tr>
<tr>
<td>--------------------------------</td>
<td>--------</td>
</tr>
<tr>
<td>Statutory Profit ($m)</td>
<td>9,227</td>
</tr>
<tr>
<td>Cash NPAT ($m)</td>
<td>9,450</td>
</tr>
<tr>
<td>ROE – Cash (%)</td>
<td>16.5%</td>
</tr>
<tr>
<td>Cash Earnings per Share ($)</td>
<td>5.55</td>
</tr>
<tr>
<td>Dividend per Share ($)</td>
<td>4.20</td>
</tr>
</tbody>
</table>
Australia’s economy exposed to global uncertainty

<table>
<thead>
<tr>
<th>GDP¹</th>
<th>Unemployment Rate²</th>
<th>Global Interest Rates¹</th>
</tr>
</thead>
<tbody>
<tr>
<td>(annual % change)</td>
<td>(%)</td>
<td>(%)</td>
</tr>
</tbody>
</table>

1. Source: Bloomberg  
2. Source: CEIC

GDP: Australia, Eurozone, UK, Japan, US

Unemployment Rate: Australia, Eurozone, UK, Japan, US

Global Interest Rates: Australia, Eurozone, UK, Japan, US
The domestic growth transition continues

Growth drivers from mining peak

(cumulative contribution to GDP since end 2012)

Nominal GDP/Terms of Trade

(annual % change)

1. Source: ABS
Continued focus on the customer

Customer Satisfaction

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

Retail Customer Satisfaction
% Satisfied ('Very Satisfied' or 'Fairly Satisfied')

- Jun 06: 62%
- Jun 16: 82.8%

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

Cash NPAT FY16

- Income: +8%
- C:I: ↓150 bpts to 32.6%
- Business loans: +6%
- Loan impairment: +18%
- Markets: +14%
- Loan impairment: +51%
- Home loans: +9%
- C:I: ↓110 bpts to 37.3%
- Loan impairment: +46%
- Funds Income: +2%
- Commlnsure: ↓13%
- Reduced impairment credit

$m

RBS: 4,436
BPB: 1,567
IB&M: 1,164
WM: 617
BWA: 763
ASB: 908

1. All movements on prior comparative period except where noted
2. Growth in Markets income excluding derivative valuation adjustments
3. ASB result and performance metrics in NZD

Commonwealth Bank
Ongoing volume growth

Balance Growth¹

Driven by continued strong growth in Transaction Accounts

Above system growth in 2H16

ASB – strong growth across the board: housing, business, rural

BPB > system in 2H16
IB&M < system in 2H16

8.8% 9.5%
6.7% 7.0%
6.6% 6.1%
8.8% 9.1%
6.6%

Household Deposits  Home Lending  Business Lending² ex Bankwest  ASB (Home Lending)  ASB (Business & Rural)

### Transaction Banking

#### Group Transaction Balances

<table>
<thead>
<tr>
<th>Year</th>
<th>Group Balances ($m)</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY14</td>
<td>88,351</td>
</tr>
<tr>
<td>FY15</td>
<td>103,528</td>
</tr>
<tr>
<td>FY16</td>
<td>126,780</td>
</tr>
</tbody>
</table>

+22% increase from FY15 to FY16.

#### Strong growth across divisions

<table>
<thead>
<tr>
<th>Division</th>
<th>FY16 v FY15</th>
<th>Group Growth</th>
</tr>
</thead>
<tbody>
<tr>
<td>RBS</td>
<td>34%</td>
<td>+22%</td>
</tr>
<tr>
<td>BPB</td>
<td>14%</td>
<td></td>
</tr>
<tr>
<td>IB&amp;M</td>
<td>14%</td>
<td></td>
</tr>
<tr>
<td>BWA</td>
<td>20%</td>
<td></td>
</tr>
<tr>
<td>NZ</td>
<td>40%</td>
<td></td>
</tr>
</tbody>
</table>

#### RBS New Transaction Accounts

<table>
<thead>
<tr>
<th>Year</th>
<th>Accounts</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY14</td>
<td>831k</td>
</tr>
<tr>
<td>FY15</td>
<td>959k</td>
</tr>
<tr>
<td>FY16</td>
<td>1,070k</td>
</tr>
</tbody>
</table>

+29% increase from FY15 to FY16.

#### Innovation & Simplicity

- Real time
- Instant Banking
- Fast, simple processes

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1. Includes non-interest bearing deposits.
3. Number of new RBS personal transaction accounts, including offset accounts.
Innovation and Simplicity

**Simplified Personal Loans**

Easy application and approval with focus on financial wellbeing

**Simplified Home Loans**

Easy conversion of conditional to full approval

**Enhanced Property Search**

Now across key platforms – property listings, prices etc

**Instant Banking**

Open, fund and access transaction accounts in under 5 minutes
Innovation and Simplicity

Paperless Statements
Move to paperless statements with a single click - over 800,000 additional accounts now paperless¹

Instant Banking
New transaction accounts opened < 5 minutes + instant access via Cardless Cash, Tap & Pay

Photo a bill
BPAY details automatically populated from photo – simple click for payment

1. Since launch in October 2015
Productivity + Efficiency + Investment

**Productivity**
- Asset Finance Approval (Turnaround time) ↓ 73%
- SME Loan Approval - IFS (Turnaround time) ↓ 72%
- Colonial Customer Requests (Turnaround time) ↓ 85%
- Bankwest Small Business Credit Card (Turnaround time) ↓ 97%

**Cost-to-Income**
- FY12: 44.6%
- FY15: 42.8%
- FY16: 42.4%

**Reinvestment**
- FY15: 1,246
- FY16: 1,373
- +10%

- **Branches & Other**: 12%
- **Risk & Compliance**: 37%
- **Productivity & Growth**: 51%
**Capital**
- Basel III Common Equity Tier 1

**Deposit Funding**
- % of Total Funding

**Wholesale Funding**
- Portfolio Tenor (years)

**Liquidity**
- $bn
  - LCR 120% 120%

1. Refer glossary for definitions
2. Weighted Average Maturity of long term wholesale debt. Includes all deals with first call or residual maturity of 12 months or greater.
3. Liquids are reported net of applicable regulatory haircuts.
Depositors and shareholders fund our lending to borrowers

**Depositors**
- 11.3 million deposit customers

**Shareholders**
- Over 800,000 Australian households are direct shareholders and millions more individuals through their superannuation funds

**Borrowers**
- 1.9 million home loan customers

A customer who invests in a 3 year term deposit offer will earn $575 more per year*

76% of profits are paid to shareholders as dividends. The average retail shareholder will receive $3,738 this year

$403 per year saved on the average variable home loan**

* based on the average customer term deposit balance and CBA 3 year TD offer announced on 2 August, 2016
** based on rate reduction announced on 2 August, 2016
Broad contributor to Australian wellbeing

Operating Income
FY16
$24.6bn

Expenses
Including ~5,000 SME partners and suppliers (>90% Australian)

Salaries
Employing ~41,400 people in Australia, ~51,700 globally

Dividends
Returned to over 800,000 shareholders & super funds

Loan impairment
Cost of lending across the economy

Tax expense
Australia’s largest tax payer¹ and signatory of the Voluntary Tax Transparency Code

Retained for capital and growth
Over $192 billion in new lending in FY16

All figures are annual figures as at 30 June 2016
1. Bloomberg data as at July 2016
Solid underlying GDP growth and stable employment, but nominal growth remains weak

Globally, monetary stimulus unable to offset low confidence from weak incomes and instability

“More of the same” the most likely scenario, but with some downside risk

For CBA – conservatism, focus on the long-term, wary of structural responses to cyclical trends
| 1 | Roy Morgan Research Retail Main Financial Institution (MFI) Customer Satisfaction. Australian population 14+, % “Very Satisfied” or “Fairly Satisfied” with relationship with that MFI. 6 month rolling average to June 2016. Peers includes ANZ, NAB and Westpac. CBA excludes Bankwest. (Slides 7) |
| 2 | DBM Business Financial Services Monitor (June 2016), average satisfaction rating of business customers’ Main Financial Institution (MFI), across all Australian businesses, using an 11 pt scale where 0 is Extremely Dissatisfied and 10 is Extremely Satisfied, 6 month rolling average. (Slides 7) |
| 3 | Wealth Insights platform service and 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 adviser 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. This measure is updated annually in April. (Slide 7) |
| 4 | PT Bank Commonwealth in Indonesia rated number one among foreign banks for customer service as measured by MRI (one of the leading industry Standards for Customer Service Excellence). (Slide 7) |
| 5 | Roy Morgan Research. Australian population 14+. Proportion of customers who conducted internet banking via website or app with their Main Financial Institution in the last 4 weeks, who are either “Very Satisfied” or “Fairly Satisfied” with the service provided by that institution. 6 month average to June 2016. Rank based on comparison to ANZ, NAB and Westpac. (Slides 7) |