

Media Presentation

For the full year ended
30 June 2017

Ian Narev, Chief Executive Officer

CommonwealthBank



Commonwealth Bank of Australia | ACN 123 123 124 | 9 August 2017



This result



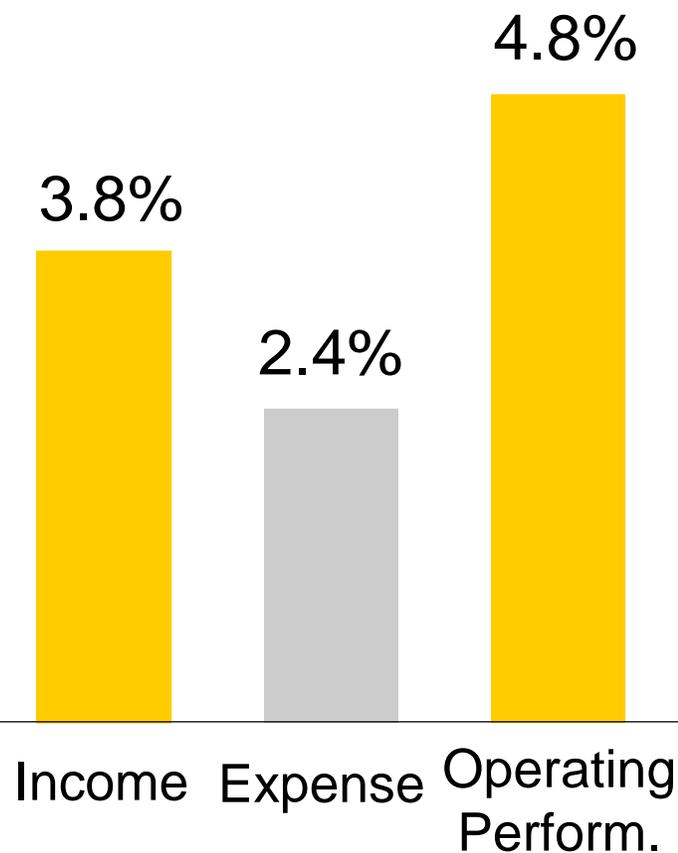
		Jun 17 vs Jun 16	
▶ Statutory Profit (\$m)	9,928	7.6%	⬆️
▶ Cash NPAT (\$m)	9,881	4.6%	⬆️
▶ Cash Earnings per Share (\$)	5.74	3.5%	⬆️
▶ Dividend per Share (\$)	4.29	2.1%	⬆️
▶ ROE – Cash		16.0%	(from 16.5%)

Managing for today's environment

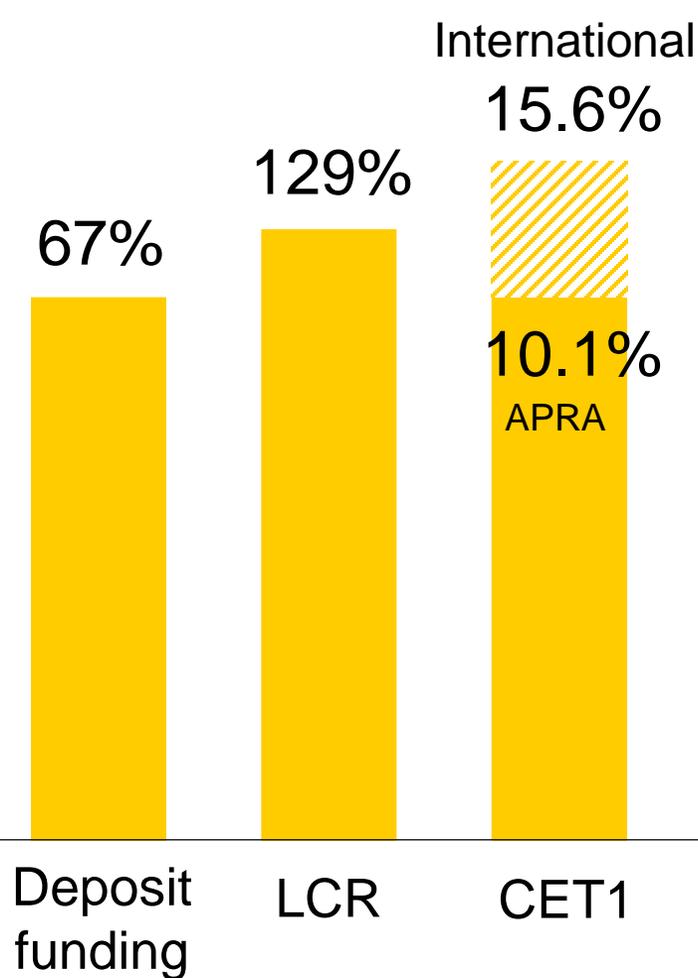


Positive Jaws

FY17 vs FY16
Underlying¹



Strength



Returns



1. In order to present an underlying view of the result, FY17 growth rates have been adjusted to exclude a \$397m gain on sale of the Group's remaining investment in Visa Inc in Other banking income, and a \$393m one-off expense for acceleration of amortisation on certain software assets.

Delivering for all our stakeholders



16.6 million
customers

Our Customers



~800,000
shareholders

Our Shareholders



\$3.9bn
in taxes
Australia's largest taxpayer

Our Community



51,800
people in 11 countries

Our People

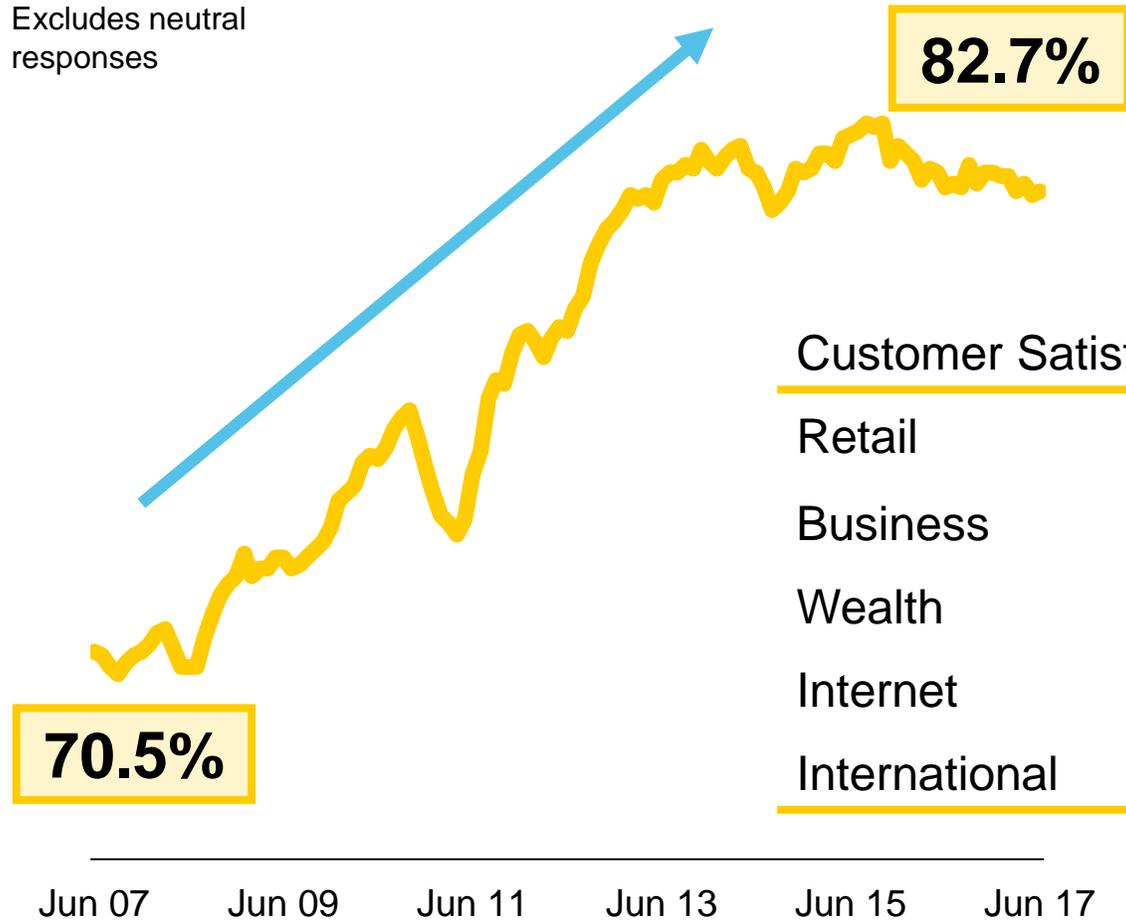
Delivering for our customers



Satisfied Customers

Retail MFI¹

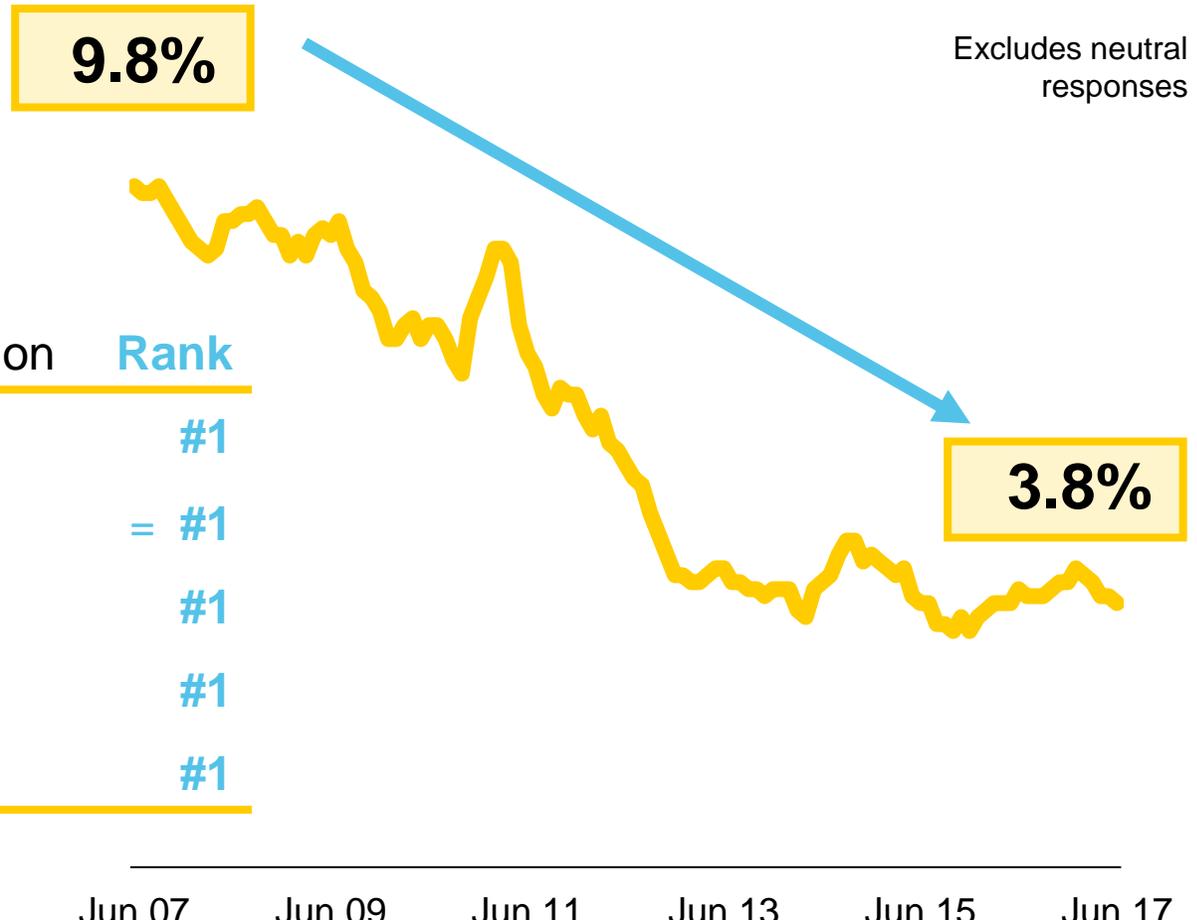
Excludes neutral responses



Dissatisfied Customers

Retail MFI¹

Excludes neutral responses



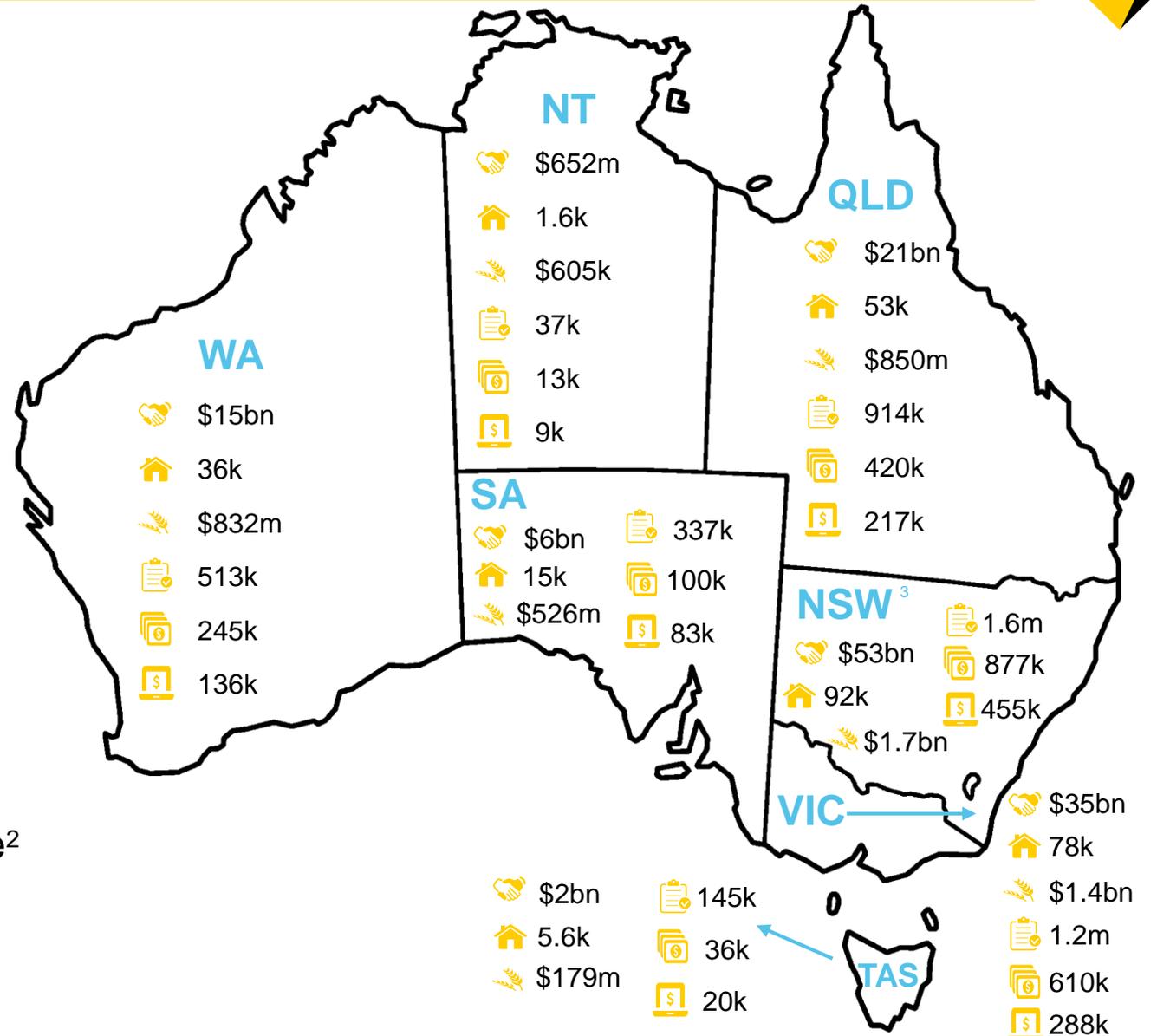
Customer Satisfaction	Rank
Retail	#1
Business	= #1
Wealth	#1
Internet	#1
International	#1

1. Source: Roy Morgan. Excludes "Can't say" and "N/A" responses. Refer slide at back of this presentation for source information.

Delivering for our customers

FY17¹

-  **\$197bn** in total new lending
-  **330,000** new home loans
-  **\$6bn** in new loans to rural customers
-  Insured more than **6m** customers
-  **2.7m** new deposit accounts
-  Helped **1.8m** customers invest for the future²



1. Group totals (Australia and Offshore) 2. Superannuation and managed funds 3. NSW includes ACT

Delivering for our customers – One CommBank



Smarter analytics

62,000 customer insights each week

More leads

43,000 video-conferencing referrals in FY17

More lenders

93 new branch lenders in FY17

Insurance

8% growth in home & contents insurance¹

Branch investment

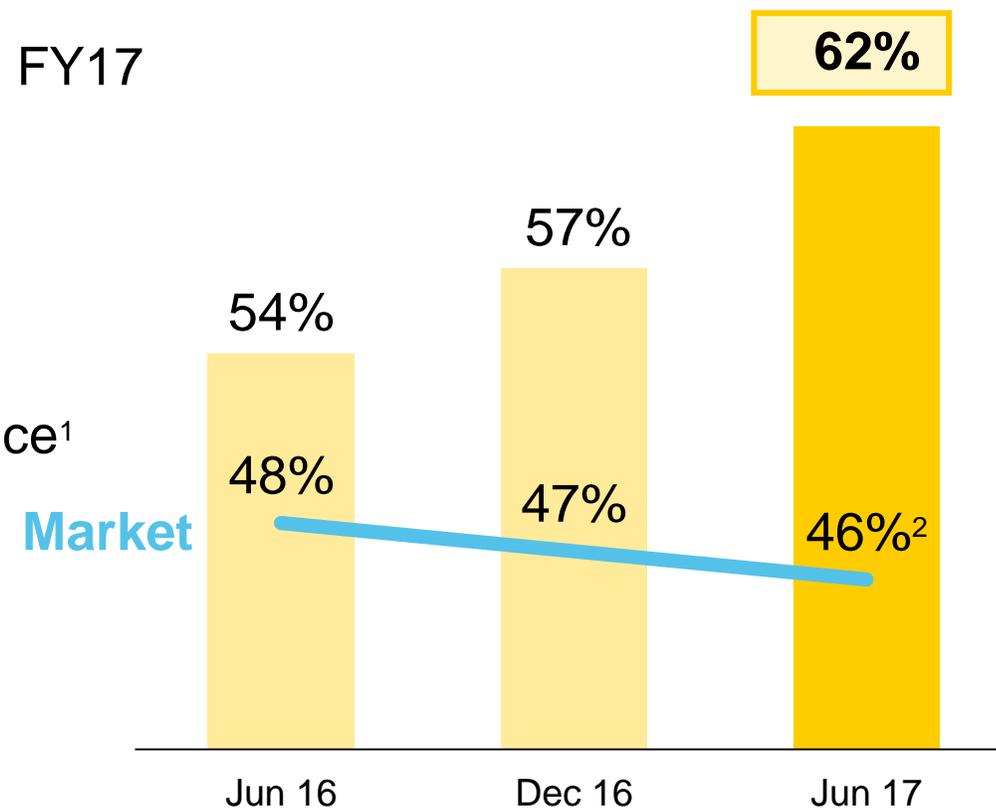
226 new format locations

Smaller footprint

50% reduction in branch space

Proprietary % of Total Flows

Home lending (RBS)

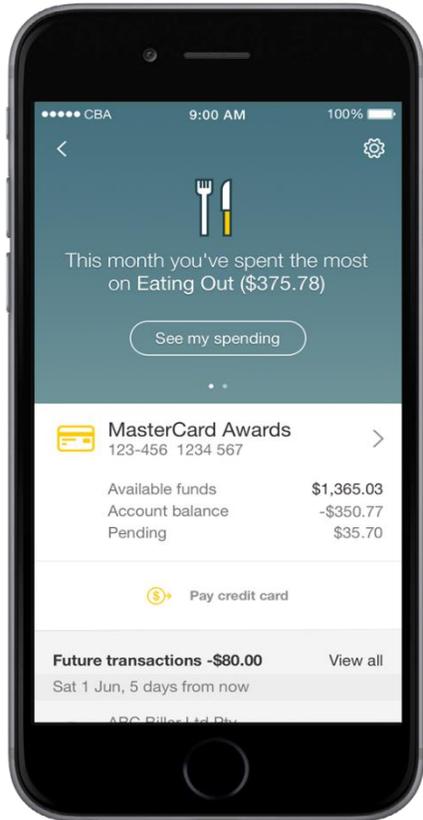


1. Policies with new home loans

2. Market as at Mar 17

Delivering for our customers - Financial Wellbeing

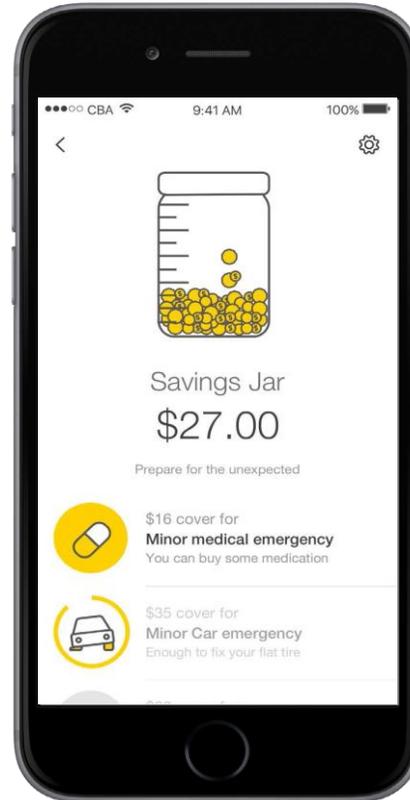
Spend Tracker



Developed in the CommBank lab – with the help of our customers

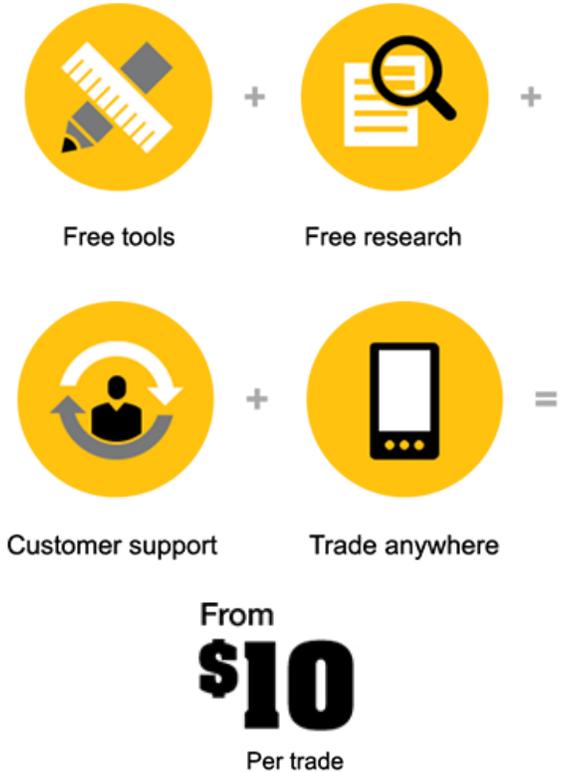
Tracking everyday expenses to make budgeting easier

Savings Jar



Watch your small change add up to bigger savings

CommSec \$10 Trade

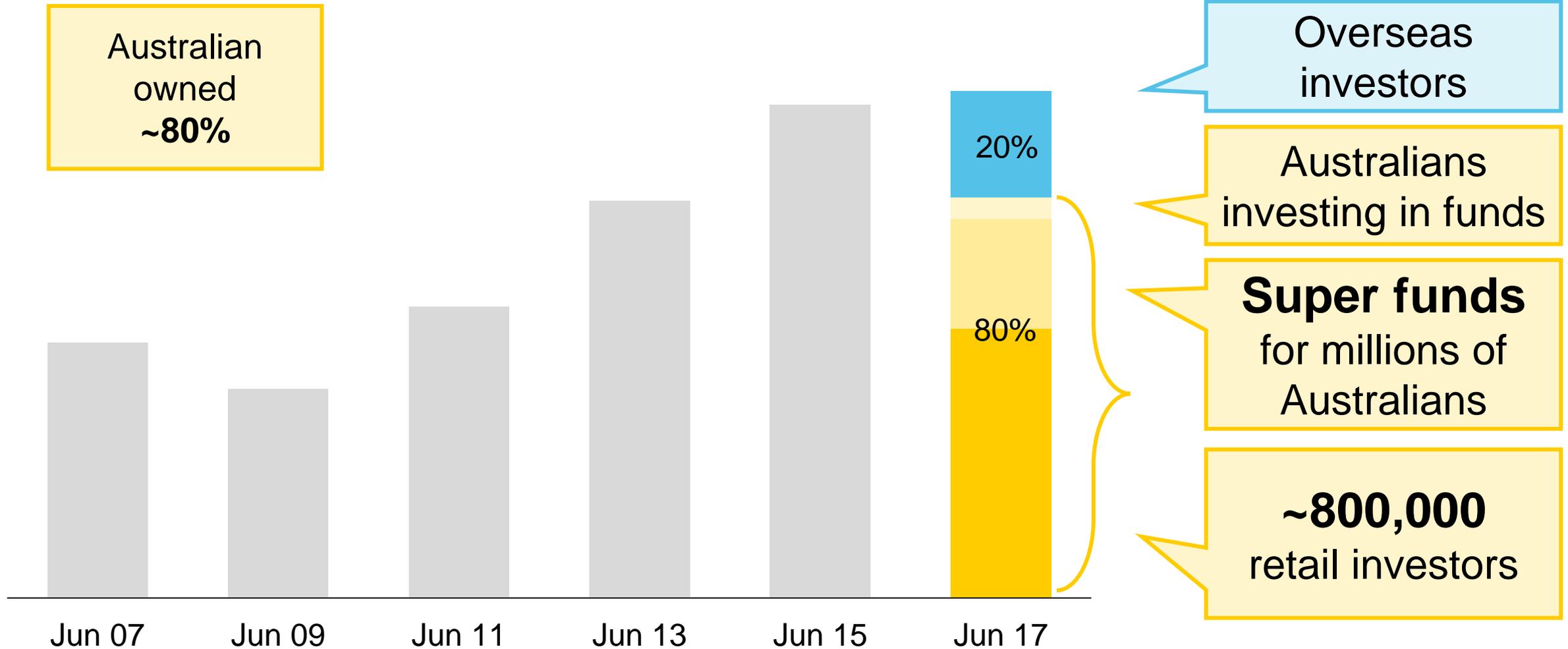


Making share investing accessible and affordable

Delivering for our **shareholders**



CBA Market Capitalisation



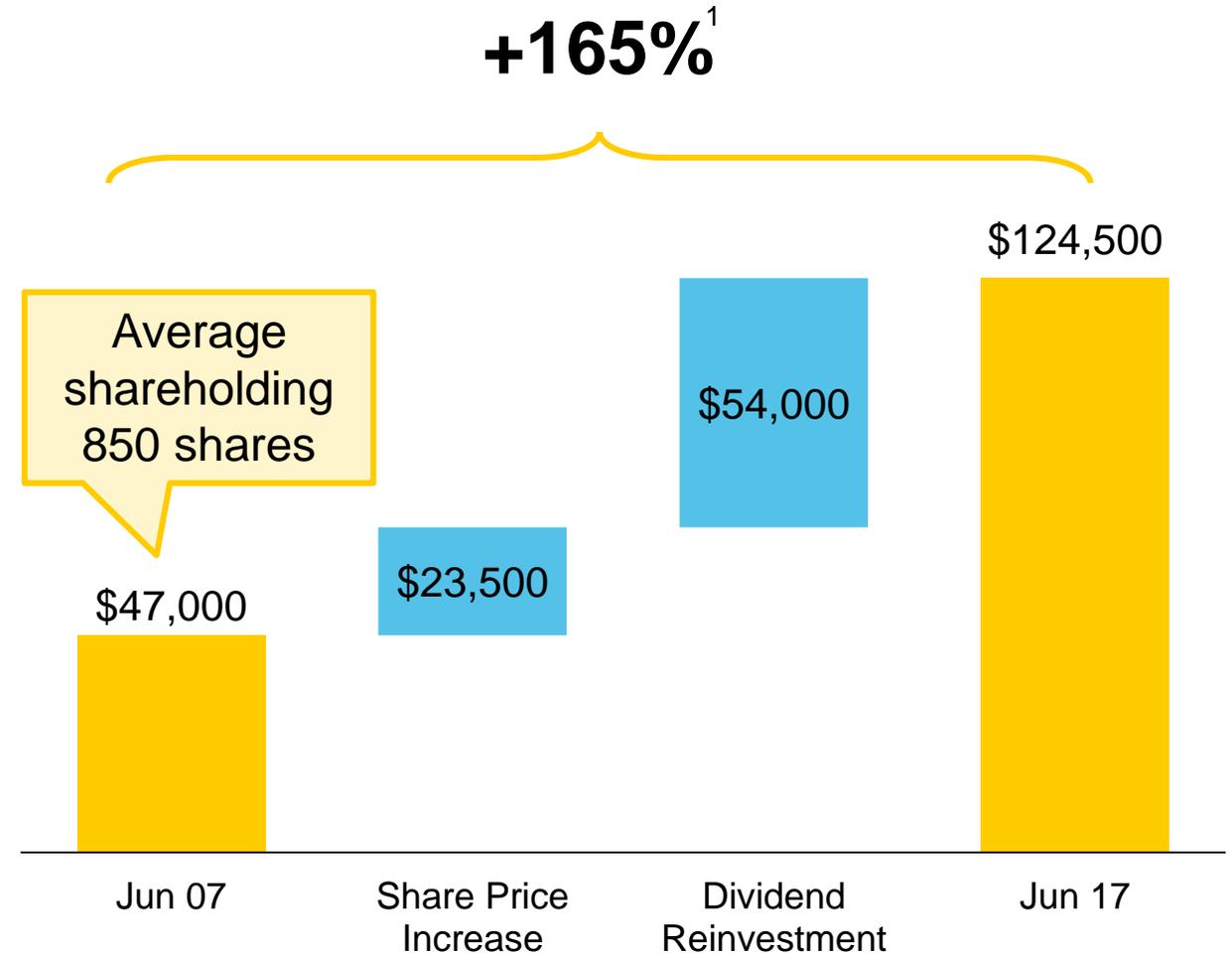
Delivering for our shareholders

Our Owners



- ▶ 75% of profit returned to shareholders
- ▶ ~800,000 retail investors
- ▶ Millions more via super funds

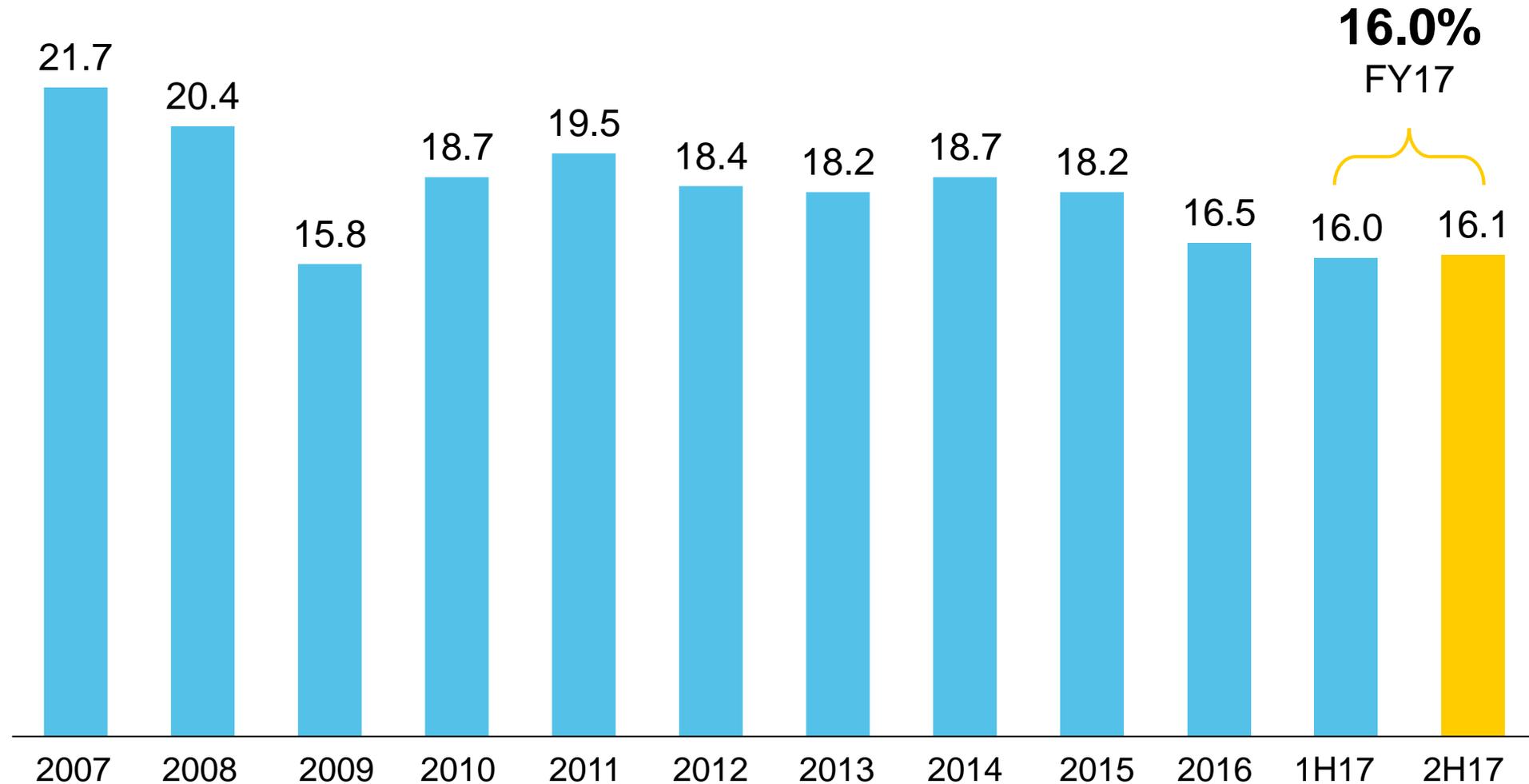
Total Return (10yrs)



All figures are approximates

1. Return of 190% achieved when franking credits are included

Delivering for our **shareholders** - Return on Equity



Delivering for our **community** – strength for all stakeholders



Australia's largest taxpayer



- ▶ \$3.9bn in taxes¹ in FY17
- ▶ Equivalent to 260 schools; 6 hospitals
- ▶ Banking levy a further impost

A responsible corporate citizen

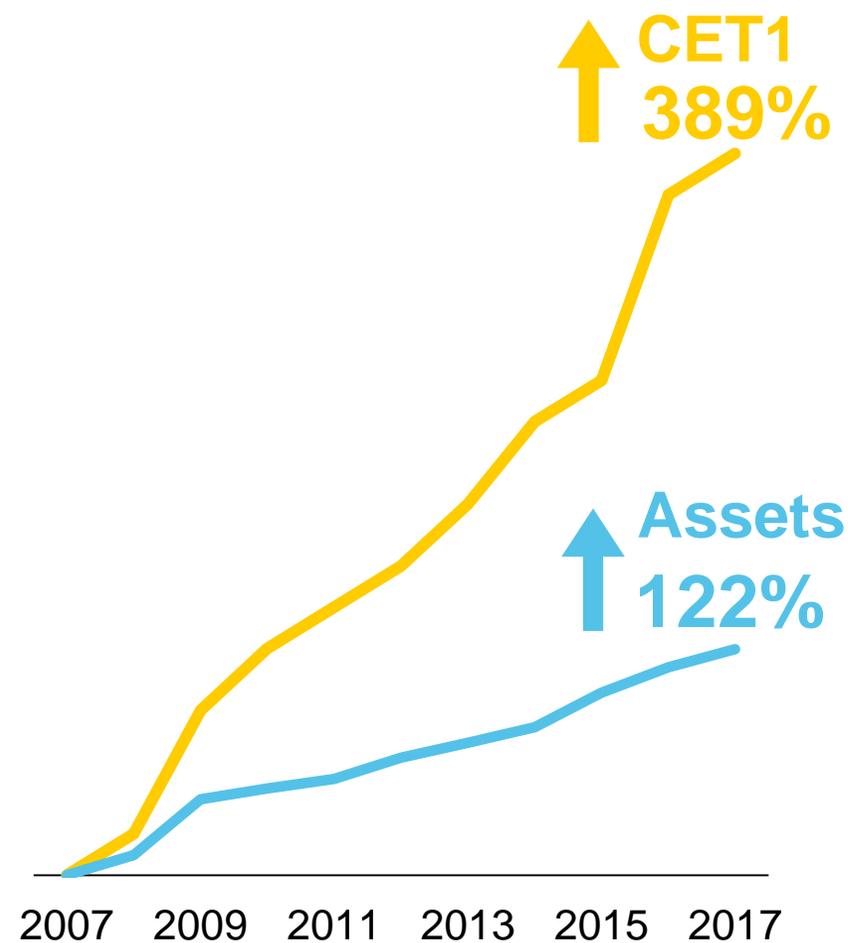


- ▶ \$272m invested in the community FY17
- ▶ Almost 575,000 students in Start Smart
- ▶ Employer of choice for gender equality

Delivering for our **community** - strength



	Jun 07	Jun 17
Deposit funding	54%	67%
Long term funding %	49%	60%
WAM ¹ – new issuance	3.4 yrs	5.2 yrs
Liquid assets	\$15bn ²	\$142bn
CET1 (APRA)	4.5%	10.1%



1. Weighted Average Maturity of wholesale funding - includes debt with an original maturity or call date of greater than 12 months (including loan capital)

2. Assumes current LCR-type treatment of liquid assets

Outlook



- Economic indicators generally positive
- Ongoing concerns about job security, wage growth and cost of living
- Need continuing broad productive business investment – next wave post mining and construction investment
- For CBA, on-going focus on strength, customer engagement and technology, and more emphasis on productivity
- People the key

Customer metrics



- 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 2017. Peers includes ANZ, NAB and Westpac. CBA excludes Bankwest.
- 2 DBM Business Financial Services Monitor (June 2017), 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. Rankings are based on DBM significance testing.
- 3 The Colonial First State (CFS, the platform provider) score is calculated based on the weighted average (using Funds Under Administration (FUA) from the Strategic Insights (formerly known as Plan for Life) FUA subscription database) of the overall satisfaction scores (out of 10, from the annual Wealth Insights Platform Service Level Survey) of FirstChoice and FirstWrap. The ranking is calculated by comparing the overall satisfaction score with the weighted average of other platform providers in the relevant peer set (using the same FUA weighted methodology as the CFS score). The relevant peer set includes platforms belonging to Westpac, NAB, ANZ, AMP and Macquarie Bank in the Wealth Insights survey. This measure is updated annually in April.
- 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).
- 5 Customer satisfaction – internet banking services: 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. Rank based on comparison to ANZ, NAB and Westpac. CBA held the number one position for Overall Satisfaction with Internet Banking the entire financial year 2017.