

HOUSE OF REPRESENTATIVES STANDING COMMITTEE ON ECONOMICS

REVIEW OF THE FOUR MAJOR BANKS (FIFTH HEARINGS)

Commonwealth Bank of Australia

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Mr CRAIG KELLY: Of the 990 cases at the moment, do you have different categories that they're in? Do you have, say, small business cases or—

Mr Cohen: No, I don't have that breakdown. I'm happy to take it on notice and then give you that breakdown.

Answer: As at 1 March 2019 there were 949 complaints open at the Australian Financial Complaints Authority relating to Commonwealth Bank. A further 33 external dispute resolution complaints relating to Commonwealth Bank were open with the Superannuation Complaints Tribunal and Office of the Australian Information Commissioner.

Of the AFCA complaints, these can be broken into the following categories:

- Consumer – 777 complaints
- Small Business – 155 complaints
- Business & Corporate Banking – 7 complaints
- Regional and Agribusiness – 6 complaints
- Private Bank – 4 complaints