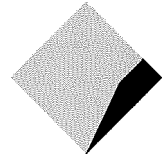


Commonwealth Bank

Commonwealth Bank of Australia
ABN 48 123 123 124

Euan Robertson
General Manager
Government and Industry Affairs
Group Corporate Affairs
Darling Park Tower 1
201 Sussex Street, Sydney, NSW 2000

4 April 2019



Stephen Boyd
Committee Secretary
House of Representatives Standing Committee on Economics
Parliament House
CANBERRA ACT 2600

Dear Committee Secretary,

Re: Review of the Four Major Banks (Fifth Report)

Thank you for your correspondence of 19 March 2019 regarding questions on notice and in writing following our appearance before the Committee on 8 March 2019.

Please find a copy of our responses attached.

In his testimony to the committee Deputy CEO David Cohen said *"97 per cent of all complaints that we receive are resolved on the spot, and that's usually at the front-line"*. For complete transparency, 96 per cent of complaints are resolved on the front line, with on average 86 per cent resolved within one day.

If you have any questions about our responses to these questions do not hesitate to contact me.

Yours sincerely,

Euan Robertson
General Manager
Government and Industry Affairs