

## HOUSE OF REPRESENTATIVES STANDING COMMITTEE ON ECONOMICS

### REVIEW OF THE FOUR MAJOR BANKS (THIRD REPORT)

#### Commonwealth Bank of Australia

**CBA09QON:** [69]

**Mr EVANS:** And how many CBA customers are covered by these changes?

**Mr Narev:** The exact number—I'll need to check. But it is for loan sizes of \$3 million and below. That's over 90 per cent of our small and medium enterprise customers. The exact number—I'd need to come back to you on.

**Mr EVANS:** Do you have a slightly better estimate in terms of 'over 90 per cent'? Other banks have been able to come in here and pretty definitively say 98 per cent or 96 per cent, or something similar.

**Mr Narev:** No. The number that I had was 'over 90 per cent', but we can come back to you with a more exact answer.

**Answer:** The changes were applied to approximately 96 per cent of the customers in Commonwealth Bank's Business and Private Banking division.