

## **HOUSE OF REPRESENTATIVES STANDING COMMITTEE ON ECONOMICS**

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

#### **Commonwealth Bank of Australia**

#### **CBA30QW:**

What plans does CBA have in retraining and upskilling its workforce to cope with such a technological change?

#### **Answer:**

As described in our response to CBA29QW, it is too early to determine the nature of any changes to business requirements as a result of this new technology. However, we work with all our employees in an on-going manner through dedicated development plans to help them increase their capabilities and build on their skills.