

HOUSE OF REPRESENTATIVES STANDING COMMITTEE ON ECONOMICS

REVIEW OF THE FOUR MAJOR BANKS (THIRD REPORT)

Commonwealth Bank of Australia

CBA36QW:

Why was blame laid at the feet of two junior staff members when many senior staff had been involved?

Answer:

We do not accept that characterisation, however we acknowledge that two junior staff members were provided further training in order to ensure they could appropriately handle similar situations in the future.