

42QW Question in writing: In relation to CommInsure and the allegations that include delays in making payments to terminally ill policy holders and pressuring doctors to change medical opinions in order to deny claims, the Committee is seeking documents from the bank on the steps that the Commonwealth Bank has taken to address this matter. The Committee is seeking documents related to internal and external investigations of the issue, relevant board papers and actions taken by the bank.

Response:

Note: In responding to this question the Commonwealth Bank provided copies of various documents including media releases and advice emails. (See attached)