Results Presentation and Investor Discussion Pack

For the full year ended
30 June 2021

Commonwealth Bank

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Contents

Results Presentation

Matt Comyn, Chief Executive Officer

Overview

Delivering now, building for the future

Delivering now

- Support for our customers and communities
- #1 or #2 Net Promoter Scores in all core markets
- Disciplined operational execution
- Above system volume growth in all core markets
- Embedding and sustaining Remedial Action Plan
- Cash NPAT up 19.8%
- Strong balance sheet and surplus capital
- Final dividend $2.00 - full year dividend $3.50
- $6bn off-market share buy-back

Building tomorrow's bank today

- Contributing to Australia's recovery by supporting customers
- Reimagining banking through new products and partnerships
- Investing to drive global best digital and technology capability
- Simpler, better – disciplined execution, further divestments

Supporting

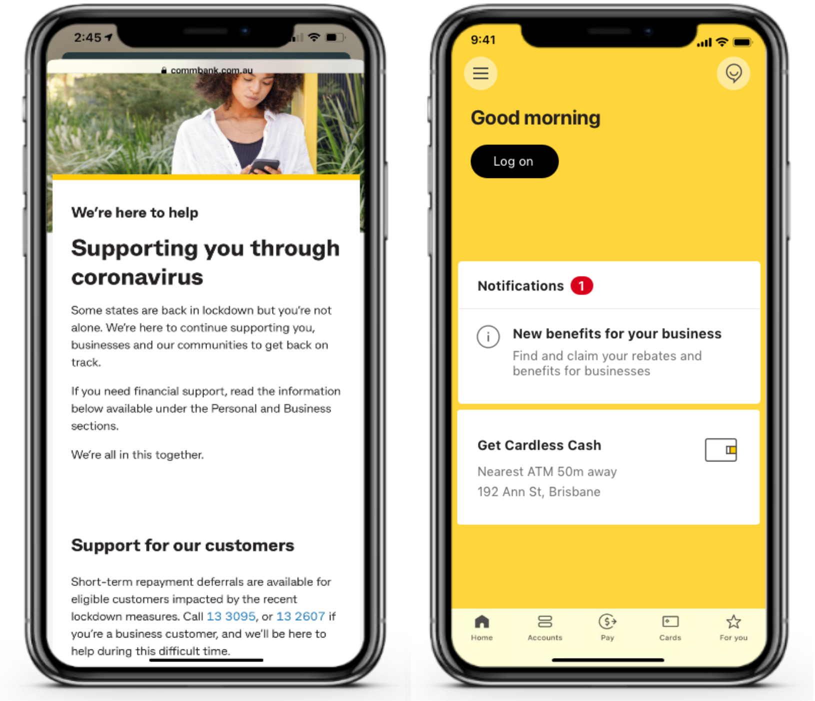
Our customers and communities – simply, efficiently, effectively

>6m	Visits to COVID-19 support page[1]
1.7m	Personalised reminders on COVID-19 support available
+1,000	Staff added to financial assistance teams during pandemic
>250k	Loan repayment deferrals concluded
$157bn	of new home lending[2]
$50bn	of new business lending[2]
~$500m	in benefits using Benefits finder[3]
>800k	Customers contacted using natural disaster weather modelling[4]

New deferral arrangements for home loan and small business customers from June 2021

Benefits finder for Business from June 2021

Simple, Efficient, Effective

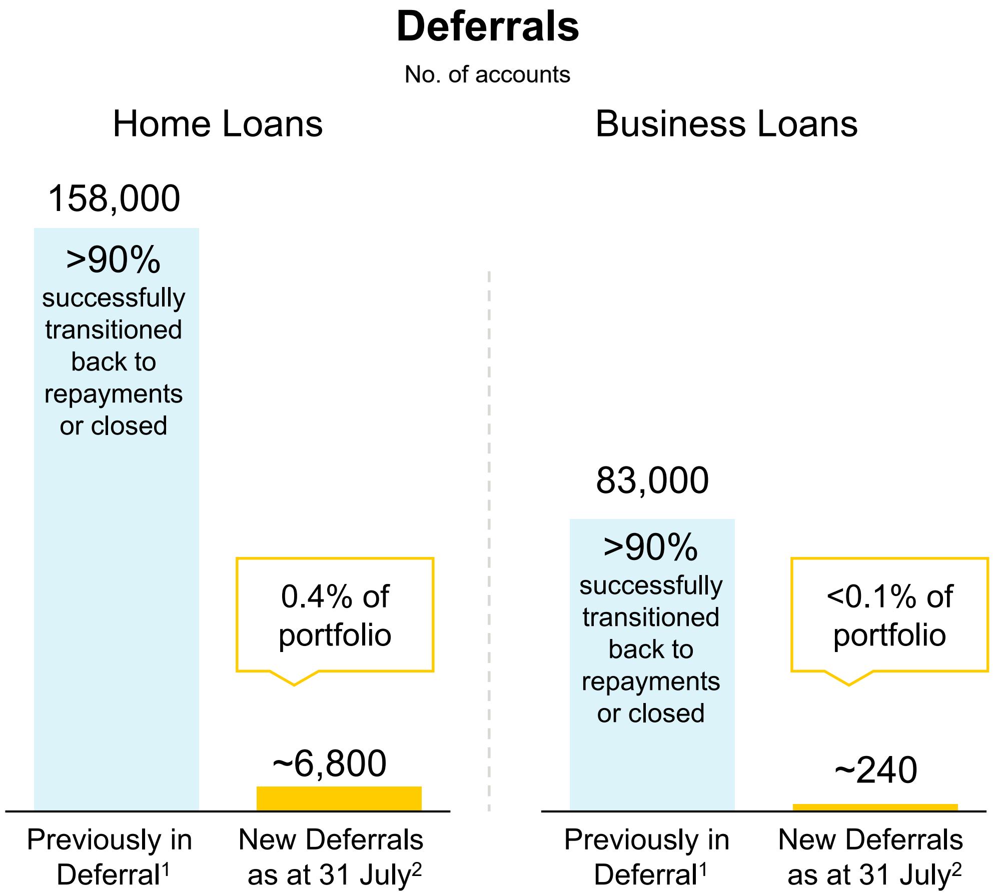


1. Since Mar 2020. 2. New lending for 12 months to 30 Jun 2021, includes Bankwest and ASB. 3. CBA customers connected with approximately $500m in benefits such as utility bill savings and additional government payments. 4. The total number of customers who were sent a digital Next Best Conversation to provide support during a natural disaster in their area between July 2020 and June 2021.

Supporting

New and ongoing support for those most impacted by COVID-19

- New short term repayment deferrals for home loan and small business loan customers made available from June 2021
- Proactively contacting eligible customers – online applications, automatic assessment
- Particular focus on LGAs and industry sectors most impacted by lockdowns
- Bridging support available for small business customers in advance of government payments
- SME recovery loans available
- Tailored support and assistance packages for customers experiencing ongoing hardship - including loan restructuring options, fee waivers etc



1. Loan repayment deferrals program ending March 2021. Product view. Australian totals. 2. Includes all new deferrals granted from 25 June 2021.

This result [1]

Cash earnings higher on improved economic outlook, strong operational performance – final dividend of $2.00

	FY21	vs FY20
Statutory NPAT ($m)	**8,843**	↑ 19.7%
Cash NPAT ($m)	**8,653**	↑ 19.8%
CET1 (%, Level 2)	**13.1%**	↑ 150bpts
EPS (cash, $)	**4.89**	↑ 80c
Dividend per share ($)	**3.50**	↑ 52c

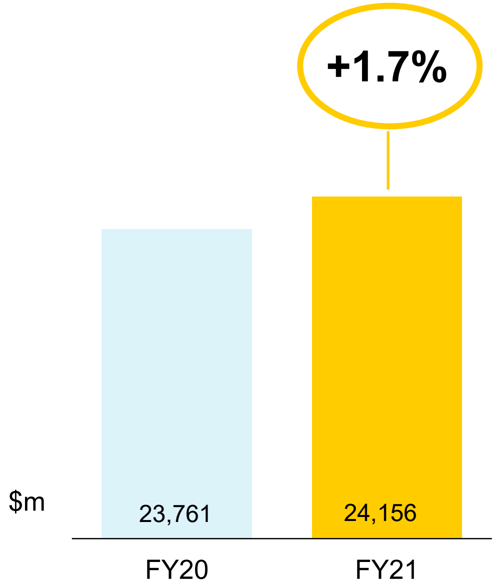
1. Statutory NPAT, Cash NPAT and EPS are on a continuing operations basis. CET1 and Dividend per share include discontinued operations.

Cash NPAT [1]

Higher operating income and earnings – investing in the franchise – lower impairment on improved outlook

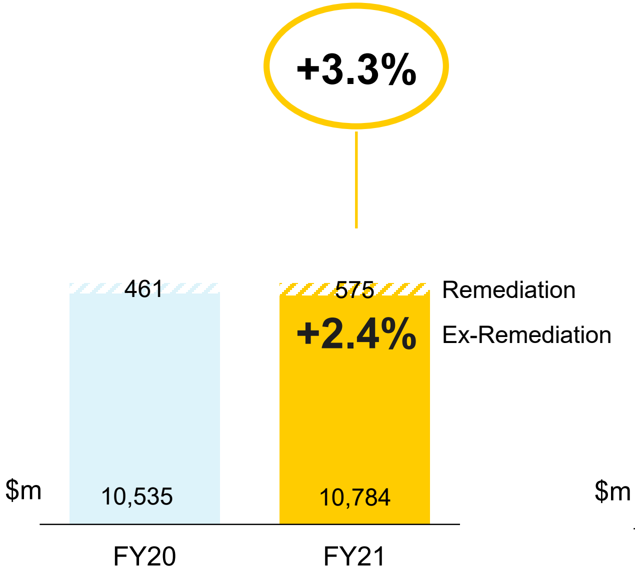
Operating Income

- Continued core volume growth
- Low rates impacting NIM



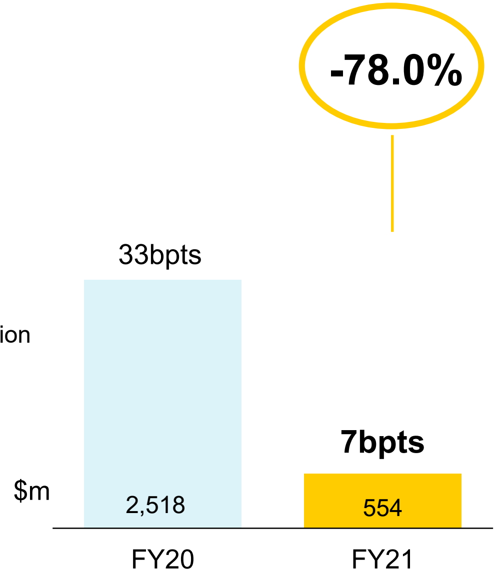
Operating Expenses

- Investment in franchise + volume
- Additional customer remediation

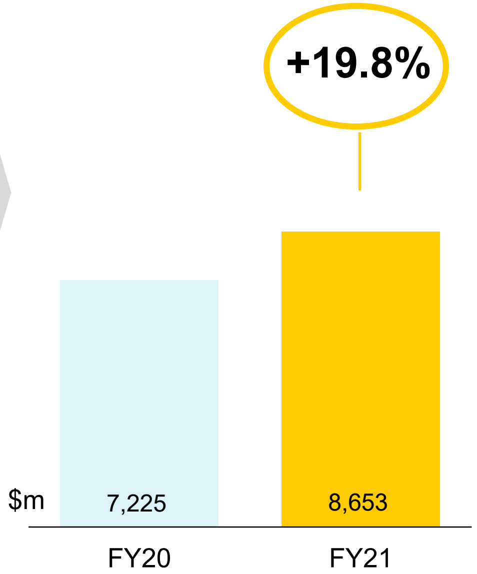


Loan Impairment Expense

- Improved economic outlook
- Provisioned for uncertainty



Cash NPAT



1. Presented on a continuing operations basis.

Delivering[1]

Continued above system volume growth in all core markets

Home lending[2]

- Fundings up 33% (vs FY20)
- 42% fixed rate (FY20: 17%)
- 61% proprietary 2H21 (2H20: 58%)

Household deposits[3]

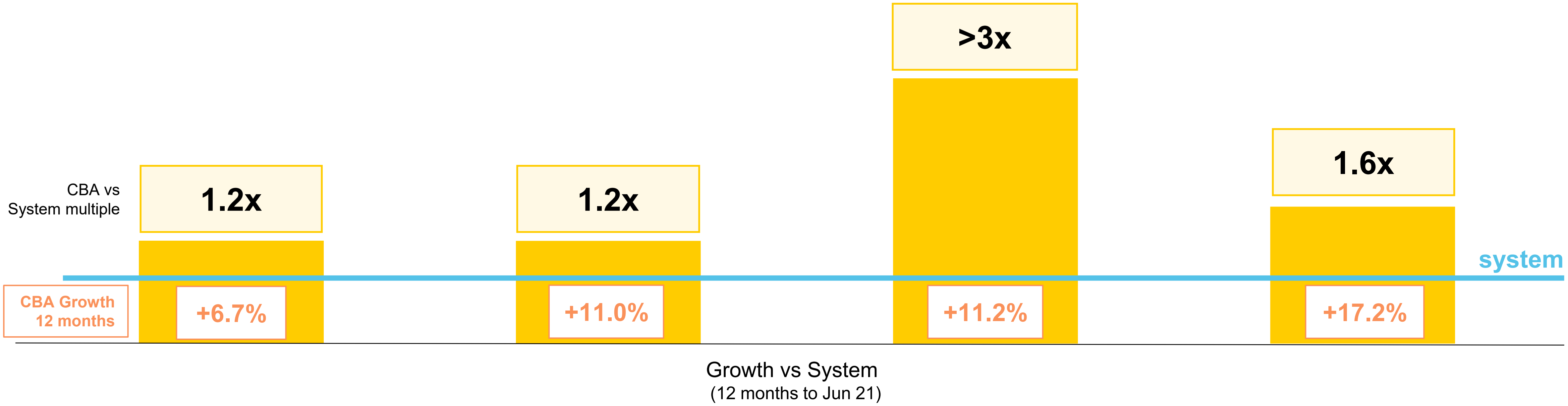
- RBS transaction balances +25%
- >900k new transaction accounts
- 73% deposit funded

Business lending

- Double digit growth in 5 key industries
- Asset finance fundings +24%
- Sustained credit quality

Business deposits[4]

- New transaction accounts +37%
- ~3,500 new accounts p/w
- 27% via digital (+7% on last year)

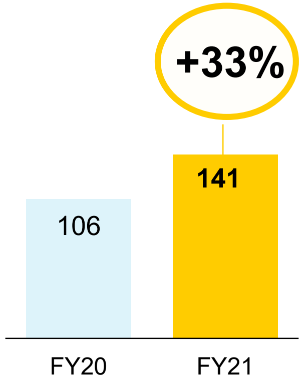


1, 2, 3, 4. Refer to notes slide at the back of this presentation for source information.

Delivering

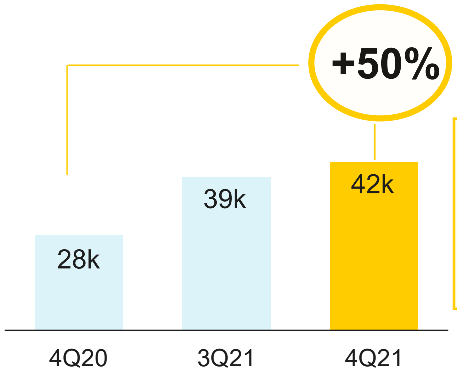
Strong volume growth across the business

Home lending
New fundings[1] $bn



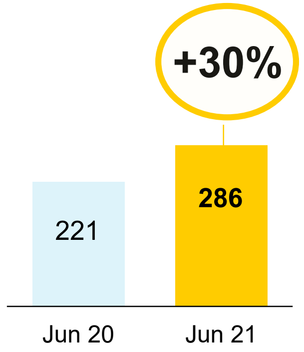
61%
via proprietary channel in 2H21 (58% in 2H20)[2]

Credit cards[2]
Approvals #



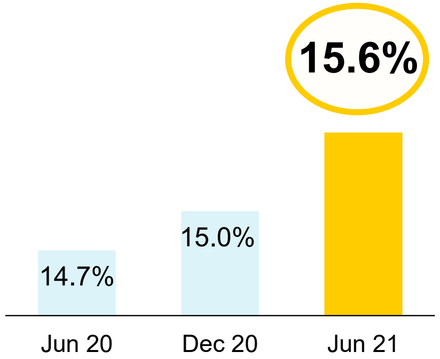
Neo ~28%
of new approvals (digital 85%)[3]

Transaction balances[4]
Group Balances $bn



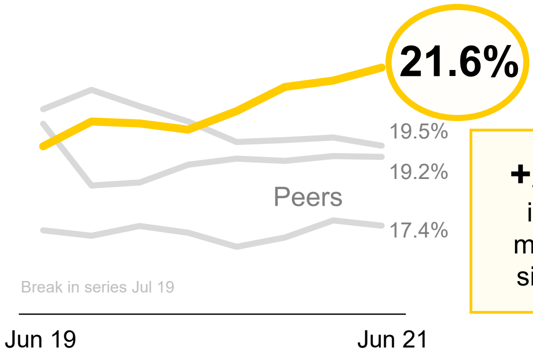
>900,000
new accounts opened in FY21

Business lending
Market Share (RBA)



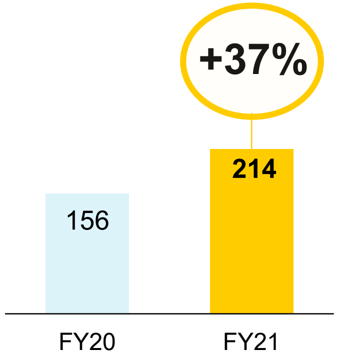
+90bpts
increase in market share in FY21

Business deposits
Market Share (APRA)



+210bpts
increase in market share since Jun 19

CommSec
Trade value ($bn)



>550,000
new accounts opened in FY21

1. Includes RBS internal refinancing, excludes Viridian Line of Credit (VLOC) and excludes Bankwest internal refinancing. 2. RBS only, excludes Bankwest. 3. Share of approvals since launch of Neo (Dec 20 to Jun 21), excludes commercial cards. 4. Includes non-interest bearing deposits.

Delivering

Through customer focus, digital engagement, operational execution

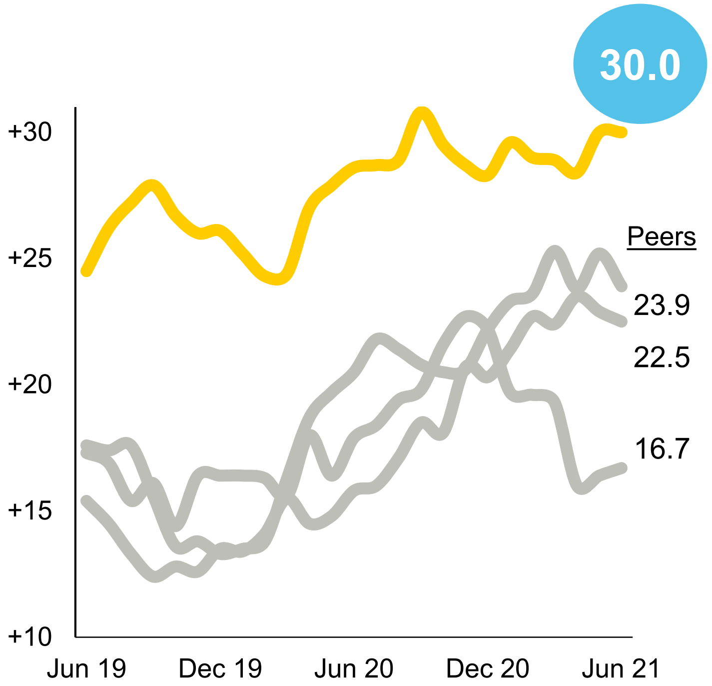
Customer focus

Net Promoter Scores

	Rank
Consumer[1]	#2
Business[2]	#1
Institutional[3]	#1
Mobile App[4]	#1

Digital engagement

Mobile App Net Promoter Score[4]



Operational execution

Focus on turnaround times

Home lending[5]

- ~65% of all applications auto-decisioned same day (proprietary)
- ~85% of referred applications decisioned within 1 day (proprietary)
- ~85% of referred applications decisioned within 2 days (broker)
- Up to 60% coverage for automated valuations – saving up to 5 days

Business Lending

- Average funding times 35% faster in FY21
- BizExpress – apply direct online, fastest time to funding (<12 min.)
- Stream Working Capital – fully digital, application to funding in 72hrs

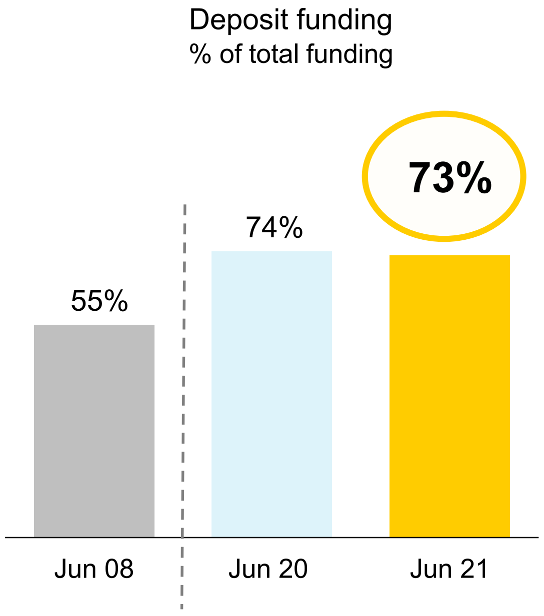
1, 2, 3, 4, 5 Refer to notes slide at the back of this presentation for source information.

Strength

Strong balance sheet – provisioned for economic uncertainty - excess capital returned to shareholders

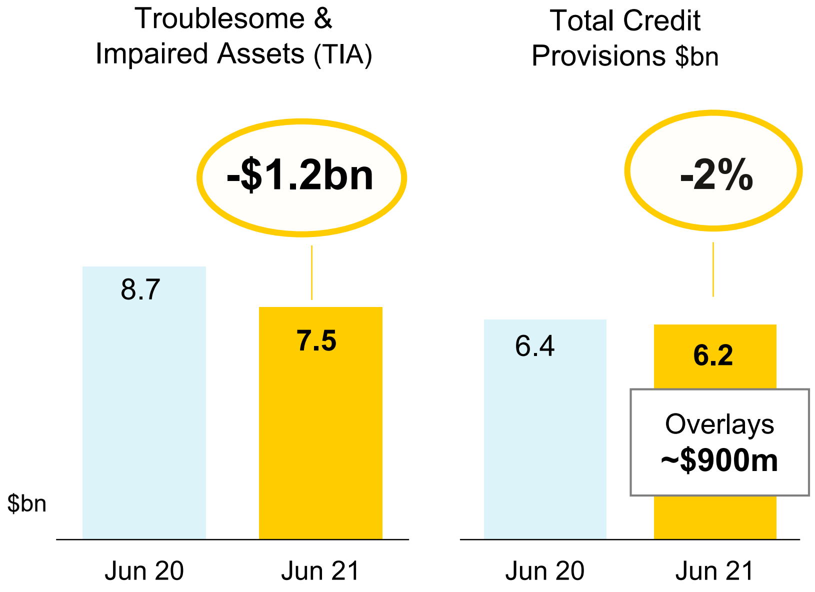
Funding

- 73% deposit funded
- Group transaction balances +30%



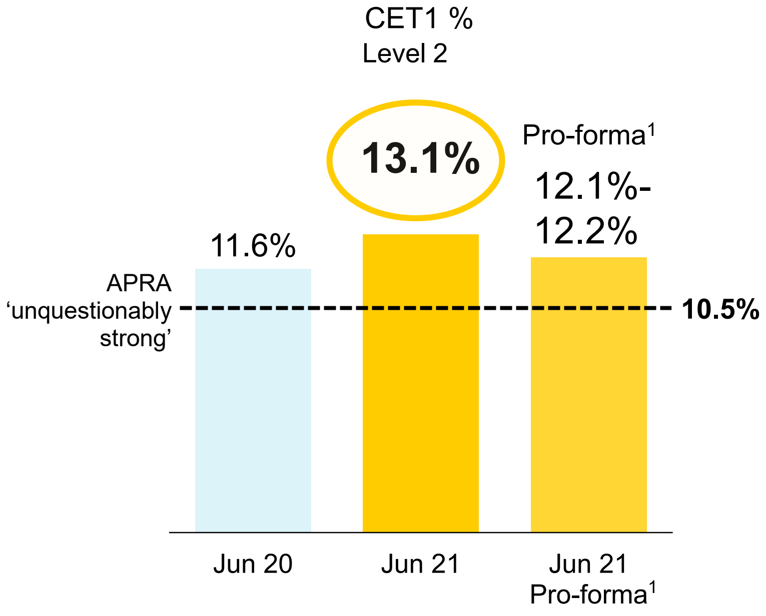
Provisioning

- Improved portfolio credit quality (TIA -$1.2bn)
- Overlays of ~$900m



Capital

- $6bn off-market share buy-back
- Large capital surplus



1. Pro-forma CET1 ratio calculated as Jun 21 CET1 ratio of 13.1% incorporating the impact of the off-market share buy-back (-133bpts) and the expected uplift from previously announced divestments of Colonial First State (30-40bpts) and CommInsure General Insurance (9bpts). Completion of divestments subject to regulatory approvals.

Our strategy

Building tomorrow's bank today for our customers

Our purpose	**To improve the financial wellbeing of our customers and communities**

Our priorities

Leadership in Australia's recovery and transition	Reimagined products and services	Global best digital experiences and technology	Simpler, better foundations
Build Australia's leading business bank	Anticipate changing customer needs	Deliver the best integrated digital experiences	Deliver consistent operational excellence
Help build Australia's future economy	Differentiate our customer proposition	Build world-class engineering capability	Sustain transparent and leading risk management
Lead in the support we provide to customers and communities	Connect to external services and build new ventures	Modernise systems and digitise end-to-end	Reduce operating costs and manage capital with discipline

Our culture

Living our values of care, courage and commitment

Care	Courage	Commitment
We care about our customers and each other – we serve with humility and transparency	We have the courage to step in, speak up and lead by example	We are unwavering in our commitment – we do what's right and we work together to get things done

Leadership in Australia's recovery and transition

Help build Australia's future economy

- Helped clients access over $175bn[1] of funding in FY21
- 1st in Australian debt markets[2]
- Over $70bn[3] raised to assist state and federal governments
- Committed $100m to Australian Business Growth Fund
- Involved in $6.9bn[4] of ESG bond arrangement
- $4.8bn renewable energy exposure
- Green loans for eligible clean energy products
- First sustainability loan (Celsus, Royal Adelaide Hospital, $2.2bn)
- First sustainability linked bond (Wesfarmers, $1bn)

Helping to fund critical infrastructure and job creation projects

Green Bond
NSW Treasury Corp. – A$1.3bn

Corporate Green Bonds
Lendlease Group – total A$800m

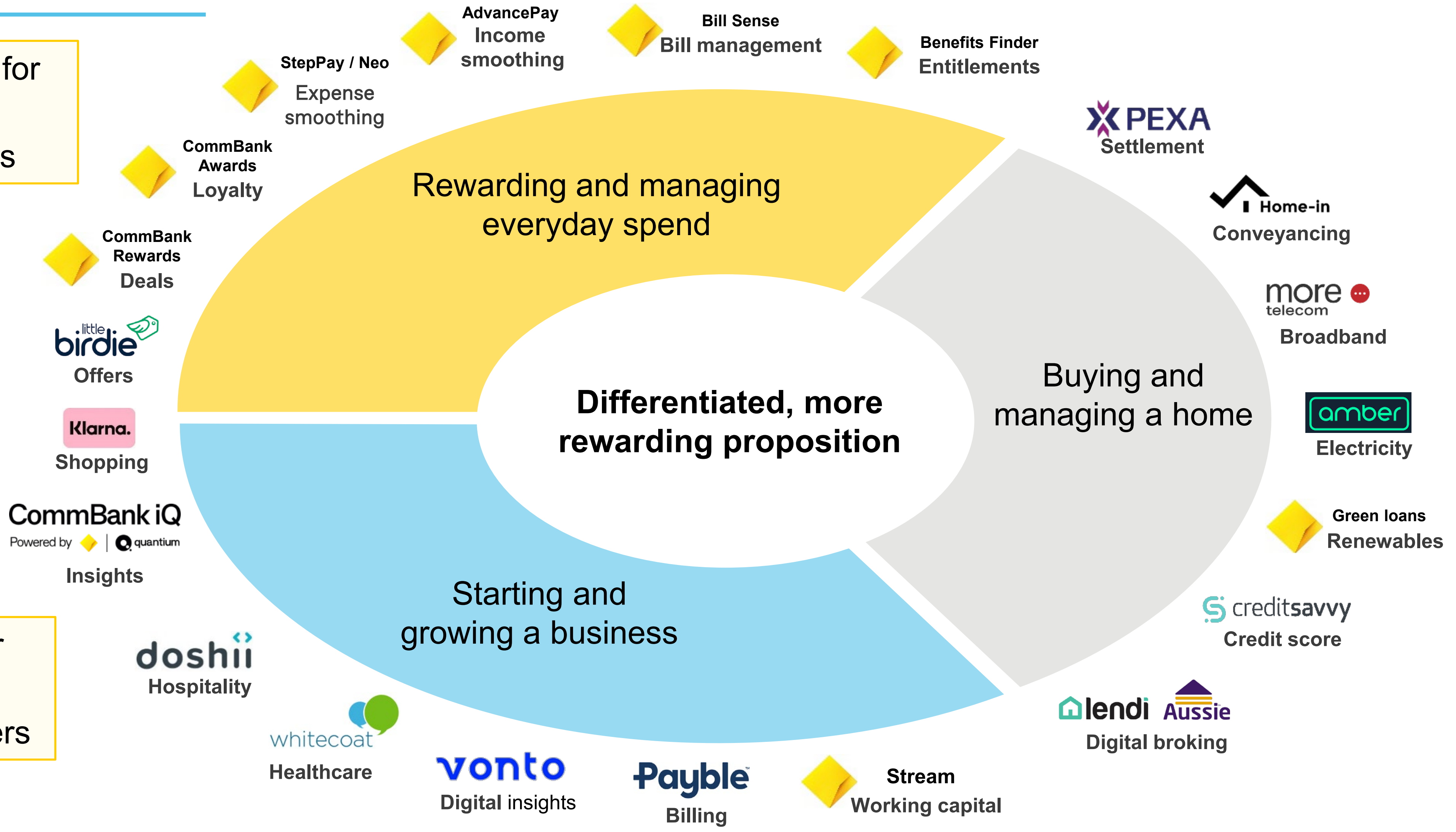
1. Source: Bloomberg. Represents total deal volume where CBA acted as manager/bookrunner on syndicated loans, debt capital markets (excluding self-led transactions) and securitisation issuance. 2. Source: Bloomberg. Based on combined league table credit for Australian Bonds excluding self-led transactions, Australian Syndicated Loans and Australian Securitisation excluding private placements. 3. Source: Bloomberg. 4. Source: Bloomberg, CBI Portal, Private Placement Monitor and transaction documentation. The full value of all Green, Social, Sustainable, Sustainability-linked and Transition bonds arranged during the 12 months ended 30 June, in which CBA acted as Global Coordinator, Manager/Bookrunner or Lead Arranger. Refer to the Annual Report for the full definition.

Reimagined products and services

Reinforcing our core proposition

Delivering value for
11m+
retail customers

Driving sales for
800k+
business customers



Reimagined products and services

Reimagining business banking

Efficiency

Proprietary

Stream
Working Capital

- Digital working capital solution
- Application to funding in 72 hours
- Flexible credit based on unpaid invoices

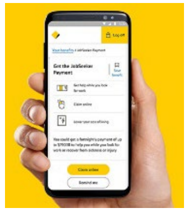
Partnership

BIGCOMMERCE

- Helps retailers build online stores
- Simplified payments
- Reinforces CBA's acquiring proposition

Value-add

Proprietary



Benefits finder (Business)

- Help to find grants, rebates, subsidies
- >50 benefits for growth, support etc
- Accessible via NetBank and CommBiz

Joint Venture

CommBank iQ
Powered by | quantium

- Joint Venture with Quantium
- Providing insights, analytics to business
- Uses de-identified CBA transaction data

Industry Verticals

100% Acquisition — Heathcare

whitecoat

- Online platform with +300k providers
- Directory, bookings, claims
- Ecosystem for loans, working capital

100% Acquisition — Hospitality

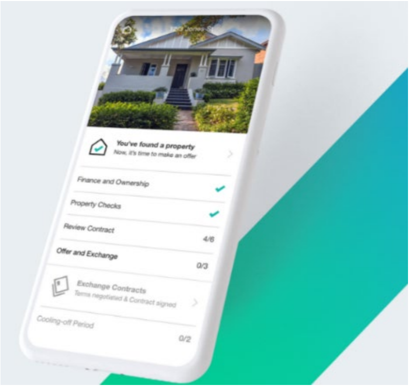
doshii

- Bringing POS, venues, apps together
- ~1,100 subscribed venues
- x15 venture; referring merchants to CBA

Reimagined products and services

Reimagining home buying and ownership

Conveyancing	Renewables	Electricity	Broadband
Home-in	**Green loans**	amber	more telecom; TANGERINE

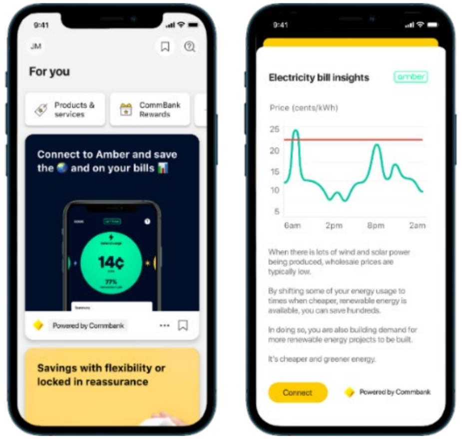


Proprietary

- Digital home-buying assistant
- Linked to CommBank app
- Customer NPS of +60

Proprietary

- 0.99% p.a. fixed term (10 yr)
- Reduce or offset carbon footprint
- ~$4m in loans funded[1]



CBA Stake 25%

- Access to wholesale energy prices
- Real-time price analytics
- Discounts for CBA customers

CBA Stake 25%

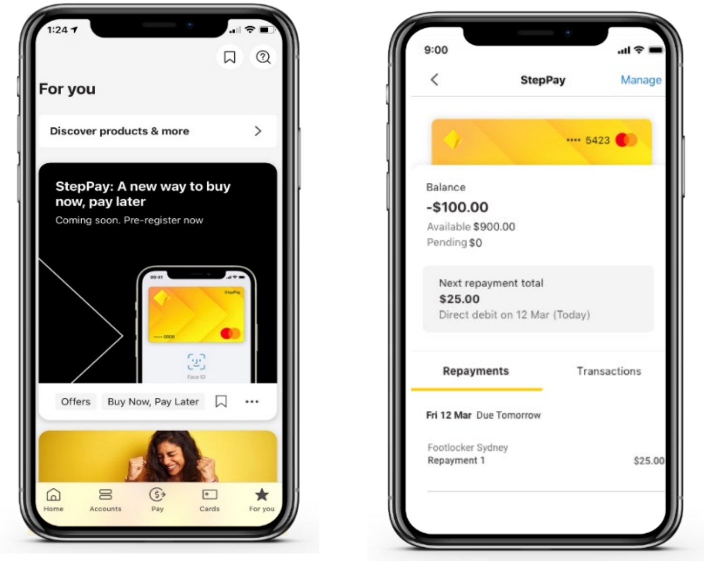
- Access to premium NBN services
- View, manage bills in one place
- Discounts for CBA customers

1. Since pilot launch in February 2021. Loans funded or in the process of funding.

Reimagined products and services

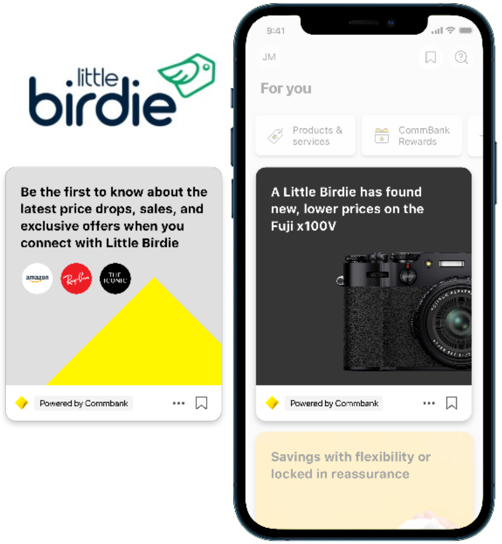
Reimagining everyday purchases

StepPay



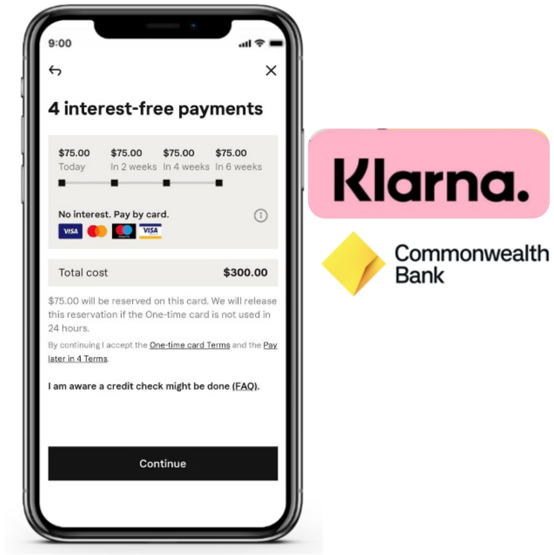
- Repayable in 4 fortnightly instalments
- ~4m CBA customers credit eligible
- 80k customers pre-registered

Little Birdie



- Shopping content integrated into CBA app
- Personalised offers for CBA customers
- Over 1,000 merchants signed up

Klarna



- Integrated into CBA app, now live in NZ
- Flybuys partnership + Vibe loyalty launched
- ~800 merchants, ~1m downloads (Aust.)

Reimagined products and services

Coming soon

SMART
more than just a payment device

October 2021

- Touch screen, fully mobile
- SIM and wi-fi enabled
- Native features support retail, hospitality verticals
- New suite of customer apps by end 2021

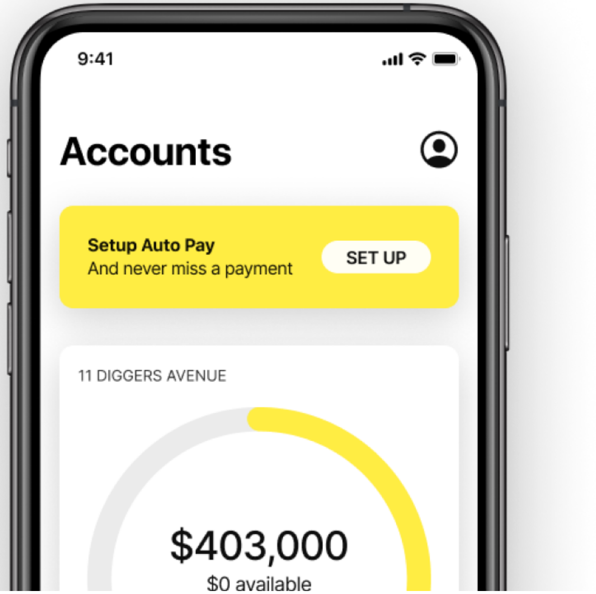
Mobile
Tap and Pay Reader

Late 2021

- Compact, fully mobile
- Linked to payment app on phone or tablet
- Available in branch
- Start taking payments immediately

unloan

Late 2021



- Next generation home lending
- Digital decisioning and servicing
- Cloud-native, leveraging open banking
- Direct to consumer

Global best digital experiences and technology

Investing in technology and capability

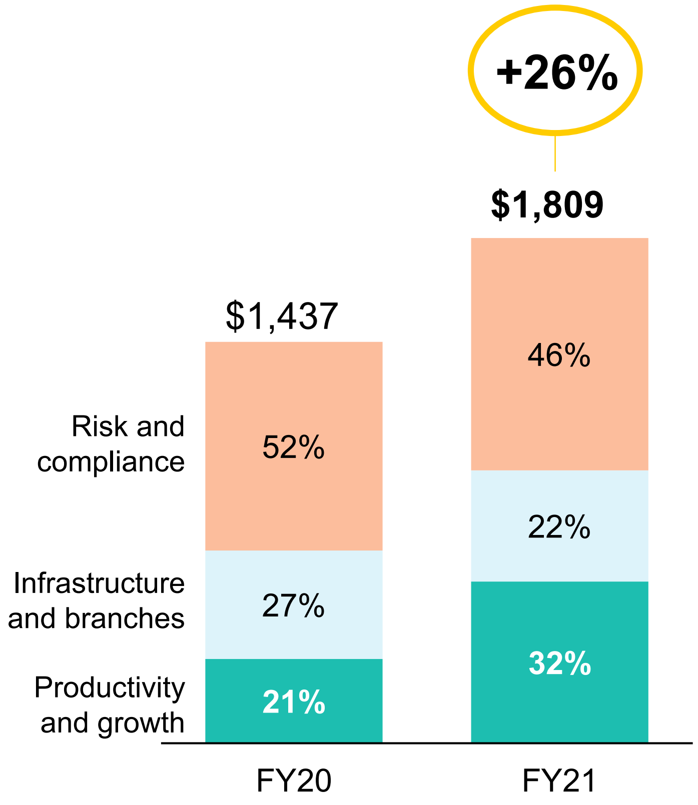
Modernised systems, digitise end-to-end, world class engineering

- Migrating to cloud (now 43% of total compute[1]) - focus on core workloads
- Digitising and automating key processes (eg digitised ID, KYC, lending documentation)
- Established CBA India office to leverage global talent pool
- Recruiting >600 new engineers
- Scaled remote working capabilities

Delivering best integrated digital experiences

- Total Group investment spend up 26%
- Shift to productivity/growth – now 32%
- Enhanced Customer Engagement Engine
- Further developing Australia's #1 Mobile App

Investment spend ($m)[2]



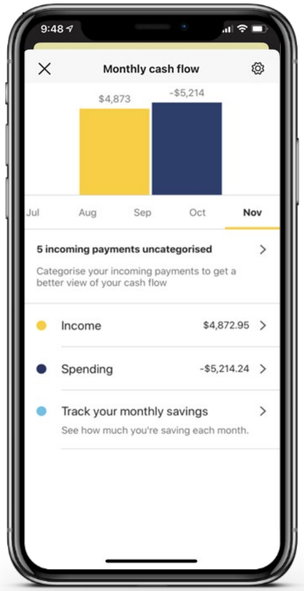
1. Total compute excluding midrange and mainframe. 2. Presented on continuing operations basis.

Global best digital experiences and technology

Personalised, differentiated, value-added

Cash Flow View

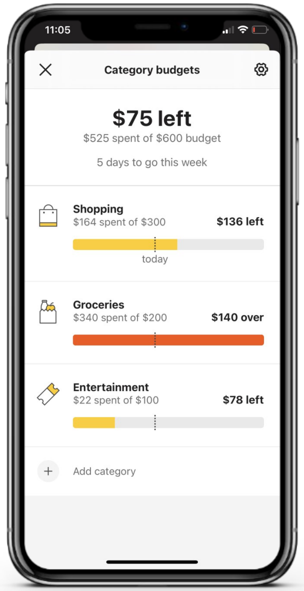
View income, spending & savings



>830,000
customers engaging

Category Budgets

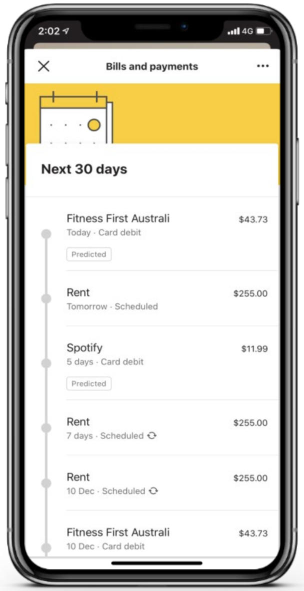
Create personalised budgets



>125,000
customers engaging

Bill Sense

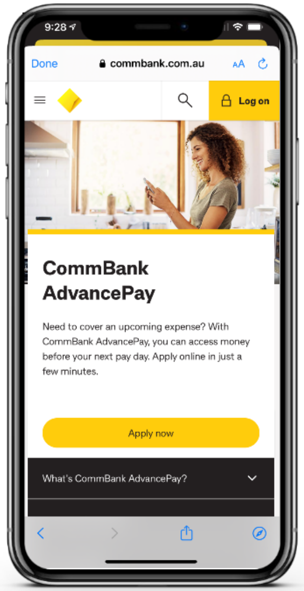
Identify, visualise & control bills



>450,000
customers engaging

Commbank AdvancePay

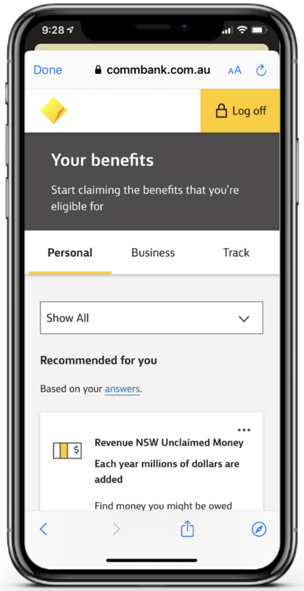
Access money before pay day



Launched
in June

Benefits finder

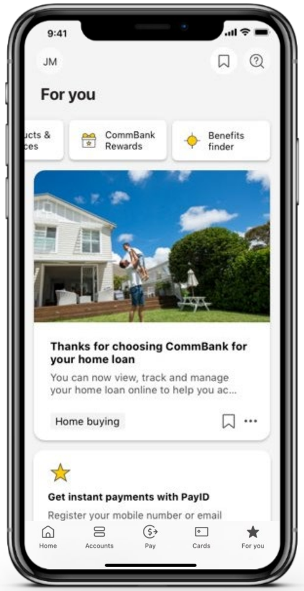
Simplified access to a range of benefits



>1.4m
claims started[1]

For You

Hyper-personalised products & offers feed



4x
higher engagement[2]

1. Number of claims started from Benefits finder since launch Sep 19. 2. On average, 4x higher engagement with Next Best Conversations than other digital messaging locations such as Activity Feed.

Simpler, better foundations

Disciplined execution - embedding the right behaviours – divestment program nearing completion

Transparent and leading risk management

- Remedial Action Plan – all milestones submitted
- Focus on sustained outcomes – embedding the “Should we” test
- Customer remediation >$3bn to-date[1]
- Royal Commission - recommendations well progressed
- Financial Crime program of action, cybersecurity, privacy & data

Disciplined execution

- Operations – efficiencies enabling higher volume processing
- Costs – cumulative savings creating capacity for investment
- Capital – ongoing organic capital generation (+46bpts 2H21)

Engaging our people

- New hybrid working model
- Streamlined EBA, including new leave types
- Engagement at 78% - “Pride in CBA” at 88%

Divestments

	Completed
General Insurance	Mid CY22
Colonial First State	2H CY21
Aussie Home Loans	May 21
AUSIEX	May 21
CommInsure Life	Apr 21
BoCommLife	Dec 20
PT Commonwealth Life	Jun 20
Financial Wisdom	Jun 20
CFP Pathways	Mar 20
Count Financial	Oct 19
CFSGAM	Aug 19
TymeDigital	Nov 18
Sovereign	Jul 18

General Insurance
- Sale to Hollard Group
- 15yr strategic alliance
- Pro-forma uplift ~9bpts

Combined CET1 uplift
+175bpts, ~$7.9bn

1. Including associated program cost provisions.

Results Presentation

Alan Docherty, Chief Financial Officer

Result overview

Result reflects a long-term, disciplined approach

Responding to challenges

- Ongoing COVID-19 impacts
- Supporting economic recovery
- Earnings pressure from low rates

Through disciplined execution

- Consistent operational execution
- Investment in franchise
- Returns, risk and capital discipline

Delivering strong outcomes

- Share gains in all core products
- Improved revenue momentum
- Excess capital and share buy-back

Competitive Advantages

Business mix → **Digital leadership** → **Scale** → **Capital generation**

Statutory vs Cash NPAT

Statutory NPAT up 19.7%, in line with Cash NPAT

$m	FY20	FY21
Statutory NPAT – continuing operations	7,388	**8,843**
Non-cash items:		
– Gain on disposals net of transaction costs [1]	70	**183**
– Hedging & IFRS volatility[2]	93	**7**
Cash NPAT – continuing operations	7,225	**8,653**

- Includes sale of Aussie Home Loans, AUSIEX and other previously announced divestments

- Primarily related to unrealised gains on NZ hedges due to AUD appreciating against NZD
- FY20 gains were larger than FY21 mainly due to a stronger appreciation of AUD/NZD in FY20 vs FY19 relative to FY21 vs FY20

1. Includes gains net of transaction costs associated with the disposal of previously announced divestments. 2. Includes unrealised accounting gains and losses arising from the application of "AASB 139 *Financial Instruments: Recognition and Measurement*".

FY21 result [1]

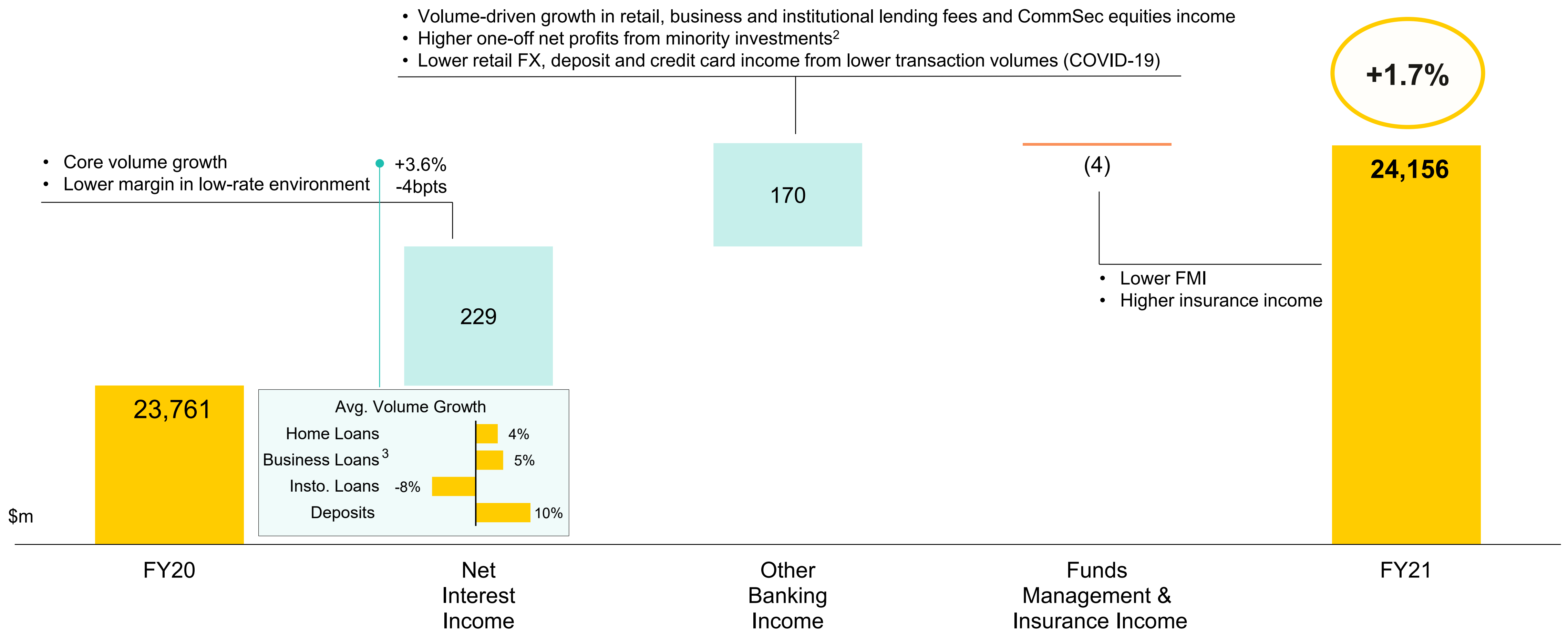
Cash NPAT up 19.8% on lower loan provisions, higher revenue growth + investment in franchise

	FY21 $m	FY21 vs FY20	2H21 vs 1H21
Operating Income	**24,156**	↑ 1.7%	↑ 2.0%
Operating Expenses	**11,359**	↑ 3.3%	↑ 3.2%
Operating Performance	**12,797**	↑ 0.3%	↑ 0.9%
Loan Impairment Expense	**554**	↓ (78.0%)	↓ (Large)
Cash NPAT	**8,653**	↑ 19.8%	↑ 23.7%

1. Presented on a continuing operations basis.

Operating income[1]

Strong core volume growth & higher CommSec income, partly offset by lower margin & COVID-19 impacts

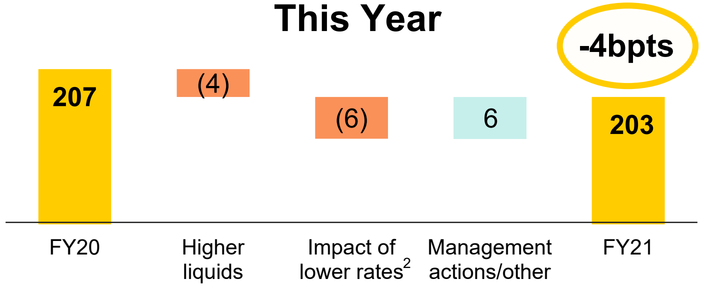


1. Presented on a continuing operations basis. 2. Primarily relating to minority investment in Bank of Hangzhou. 3. Includes NZ and other Business Loans.

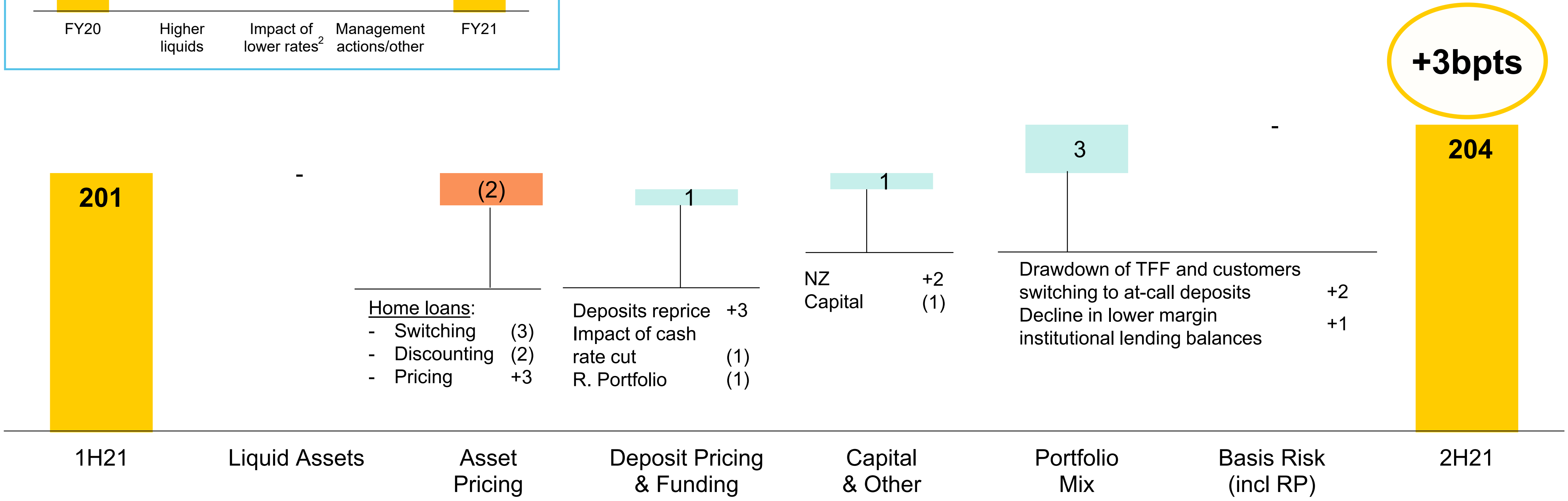
Group margin[1]

Up 3bpts this half (mix, NZ) but lower over 12 months – ongoing pressures from low interest rates, competition

This Year



This Half



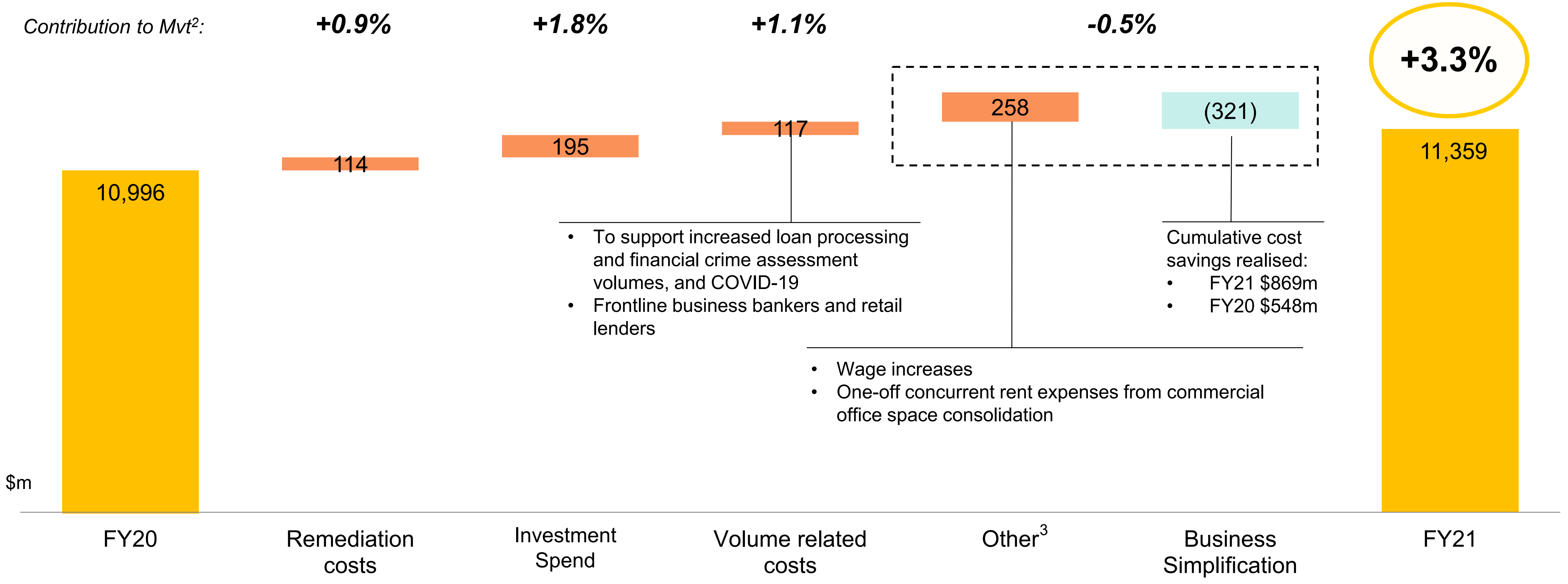
FY22 Considerations[3]

- × Low-rate environment
- × Price competition
- × Home loan and deposits mix
- × Higher liquids
- ✓ TFF funding benefit

1. Presented on a continuing operations basis. 2. Impact of the RBA's cash rate cuts in July and October 2019 and March and November 2020 on Group NIM, including the deposits where the lower cash rate was not passed onto customers, prior to additional deposits repricing, lower replicating portfolio and equity hedge benefits, and flow through of announced asset repricing. 3. Refer to slide 64 for further information on key sensitivities.

Operating expenses[1]

Up 2.4% (ex remediation), driven by investment in the franchise and higher volumes



1. Presented on a continuing operations basis. 2. Growth rate percentages represent growth on FY20 cost base. 3. Excludes remediation, investment spend and volume related costs.

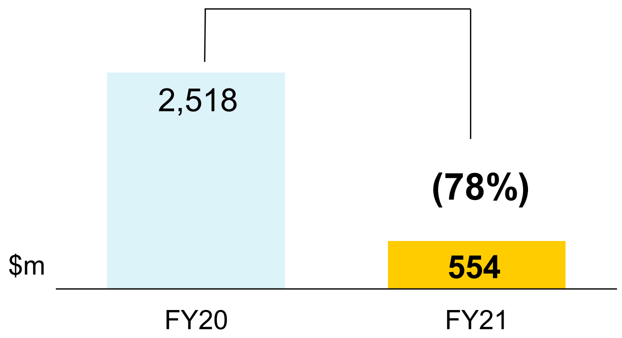
Credit risk

Leading indicators reflect improved economic conditions, though uncertainty remains

Loan Impairment Expense

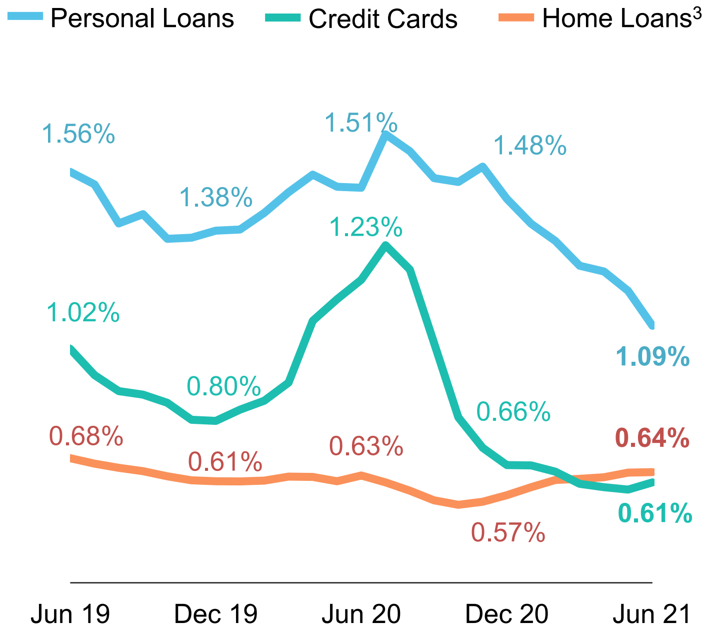
Loan loss rate (bpts)[1]

bpts	FY20	FY21
Consumer	26	**4**
Corporate	50	**16**
Total	**33**	**7**

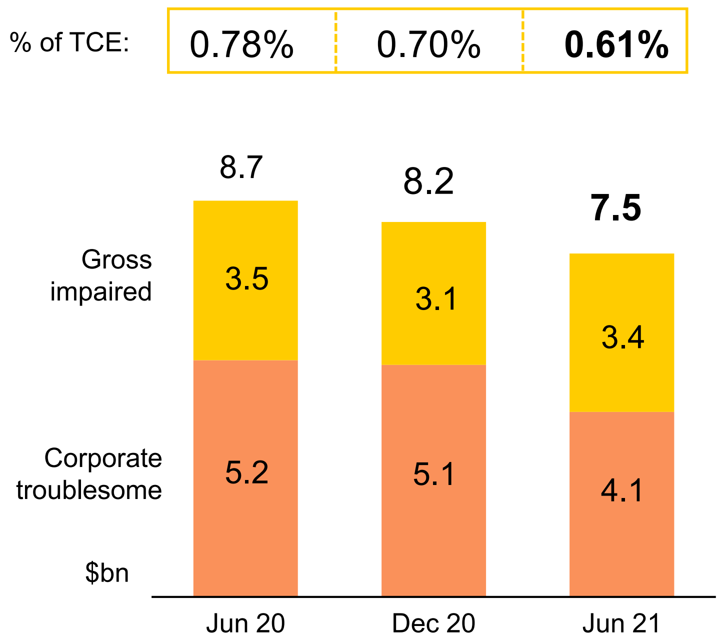


Arrears [2]

90+ days



TIA



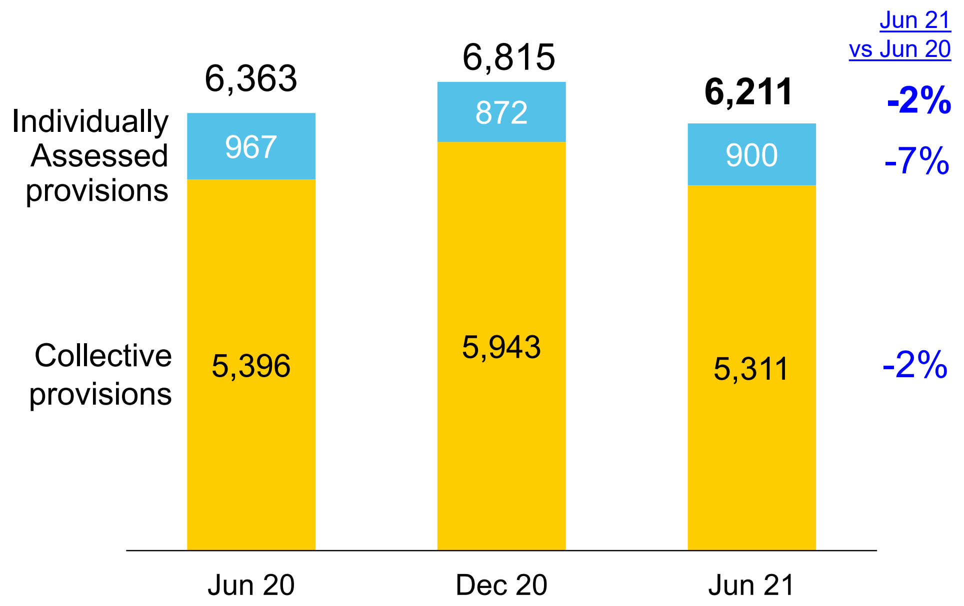
1. Loan Impairment Expense as a percentage of average Gross Loans and Acceptances (GLAA) (bpts). 2. Group consumer arrears including New Zealand. APRA's prudential relief for customers on eligible COVID-19 loan repayment deferral arrangements has effectively "stopped the clock" on home loan and personal loan arrears. 3. Excludes Reverse Mortgage, Commonwealth Portfolio Loan and Residential Mortgage Group loans.

Provisioning

Strong coverage – reduction in modelled provisions partly offset by additional overlays for ongoing uncertainties

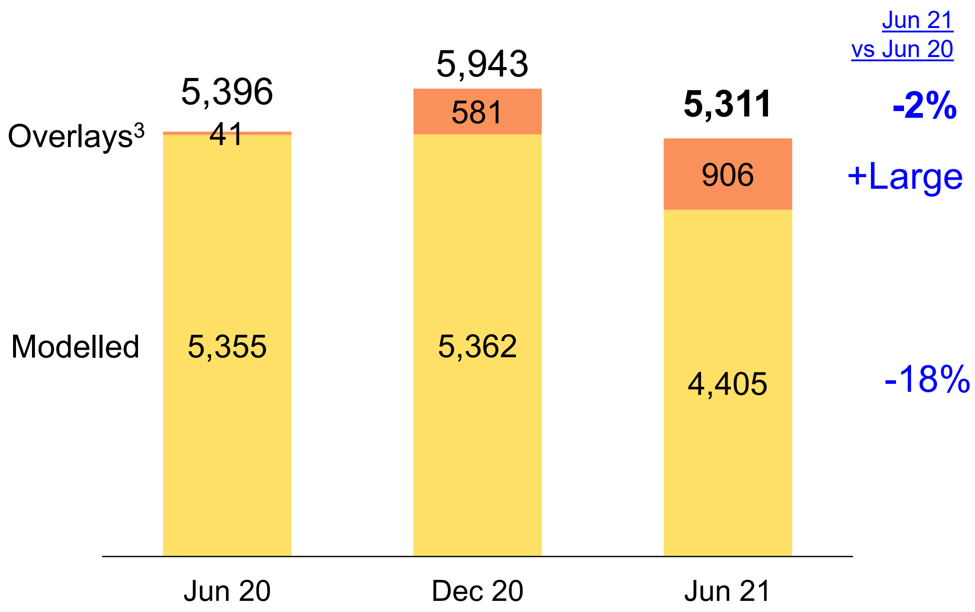
Total Provisions ($m)

Provision Coverage[1]	1.70%	1.81%	**1.63%**



Collective Provisions ($m)

Provision Coverage[2]	1.44%	1.58%	**1.39%**



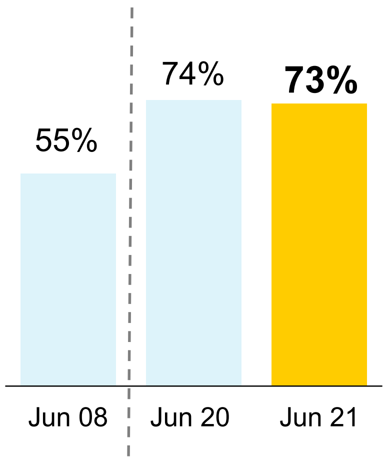
1. Total provisions divided by credit risk weighted assets. 2. Total collective provisions divided by credit risk weighted assets. 3. Includes overlays related to uncertainties associated with the ongoing impacts of COVID-19 and other adverse economic conditions. Excludes overlays for model risks and other external factors that cannot be adequately accounted for through the models.

Funding

Conservative funding position maintained – TFF fully drawn to support SME lending

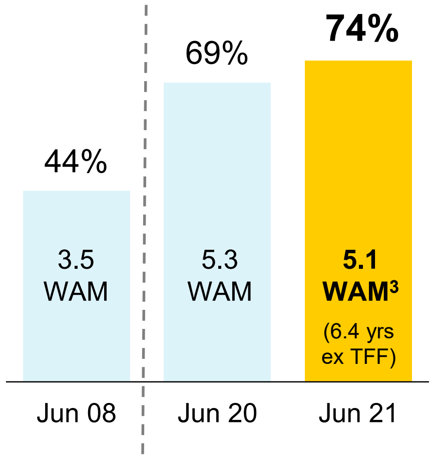
Deposit funding

% of total funding



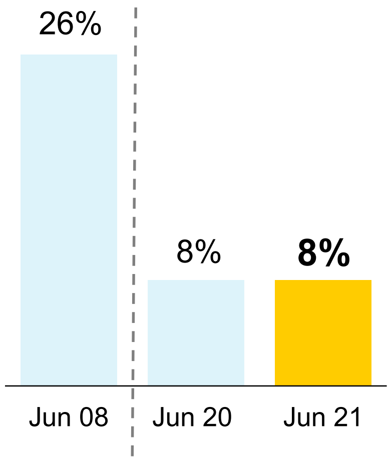
Long term funding[1]

% of total wholesale funding[2]



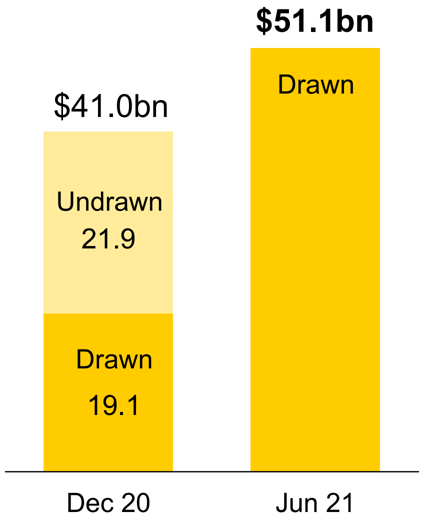
Short term funding[4]

% of total funding



Term Funding Facility (TFF)

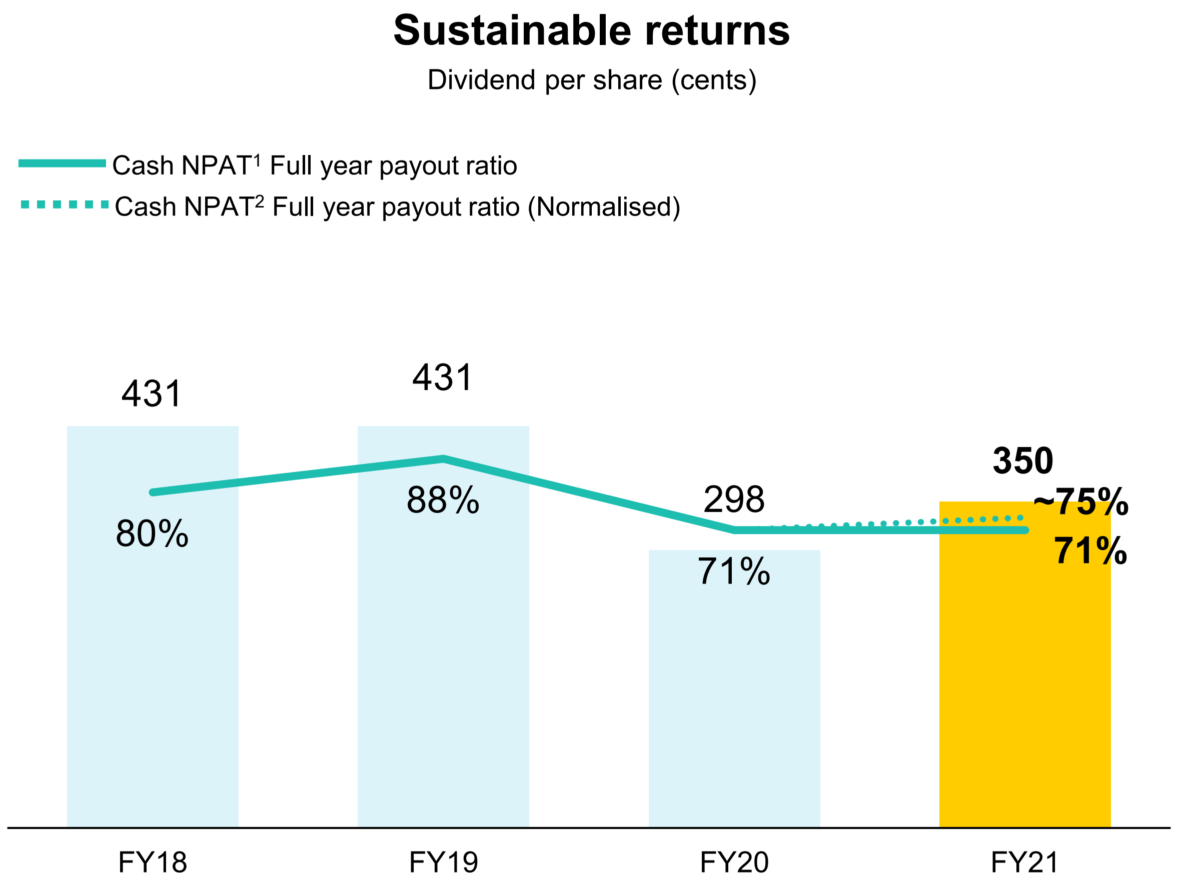
$bn



1. Long term wholesale funding (>12 months). 2. As at 30 June 2021, long term % of total wholesale funding and Weighted Average Maturity (WAM) includes Term Funding Facility drawdowns. 3. Represents the Weighted Average Maturity of outstanding long term wholesale debt with a residual maturity greater than 12 months as at reporting date. 4. Figures include 'other short term liabilities'.

Dividend

Long term sustainable returns

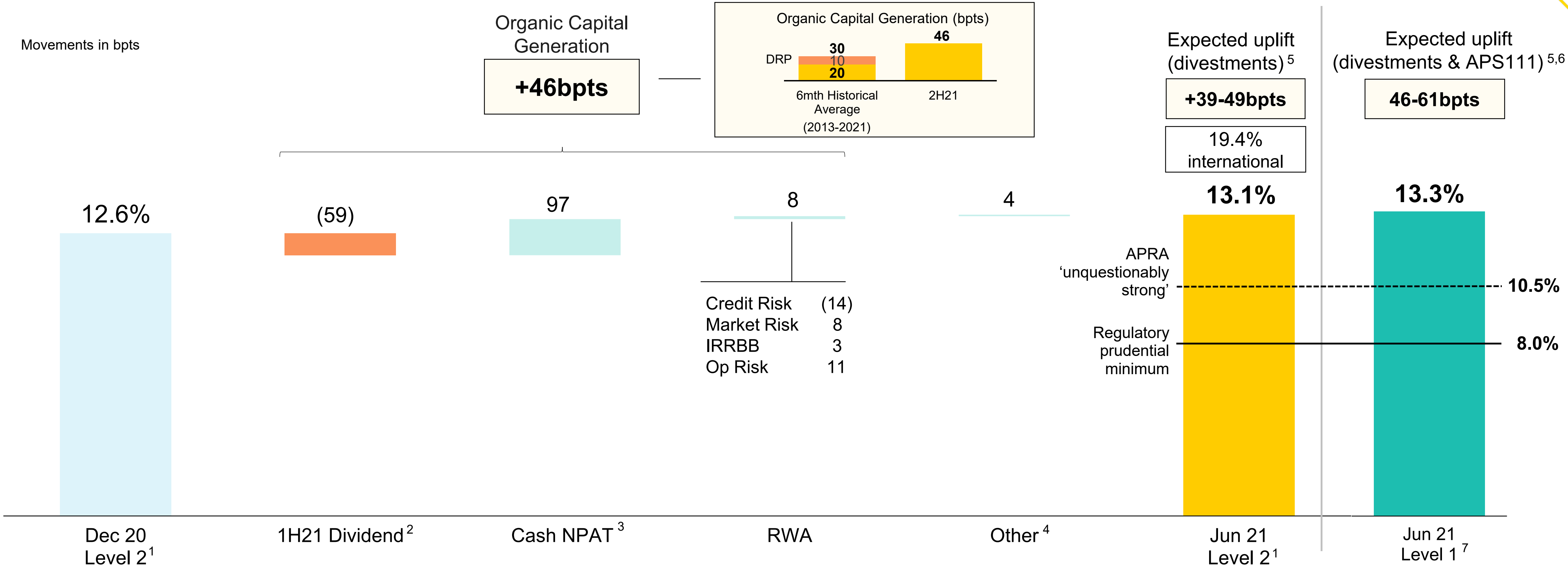


- Final dividend of $2.00: FY $3.50
- DRP no discount and neutralised
- Payout ratio of 71%, or ~75% normalising for long run loan loss rates to ensure sustainability of dividends
- The Bank will continue to target a full year payout ratio of 70-80% of cash NPAT and an interim payout ratio of ~70% of cash NPAT
- In considering the sustainability of dividends, the Board will continue to take into account a number of factors, including long term average loss rates

1. Cash NPAT inclusive of discontinued operations. 2. Cash NPAT and dividend payout ratio normalised to reflect a long run loan loss rate.

Capital

CET1 of 13.1% - continued strong organic capital generation



1. Level 2 is the consolidated banking group including banking subsidiaries such as ASB Bank and PT Bank Commonwealth (Indonesia) and excluding the insurance and funds management businesses. 2. 2021 interim dividend included the on-market purchase of shares in respect of the DRP. 3. Excludes equity accounting profits from minority investments as it is capital neutral with offsetting increases in capital deductions. 4. Includes the receipt of the final proceeds from the sale of CommInsure Life (+2bpts). 5. Expected CET1 uplift from the previously announced divestments of Colonial First State (Level 2: 30-40bpts, Level 1: 25-35bpts) and CommInsure General Insurance (Level 2: 9bpts, Level 1: 6bpts). Completion of divestments subject to regulatory approvals. 6. Implementation of the revised final APS 111 from 1 January 2022, in which investments in regulated banking and insurance subsidiaries will be risk weighted at 250% (currently 400%), capped at 10% of CET1 capital, above which investments are treated as a 100% CET1 deduction. Expected 15 to 20 bpts uplift in the Level 1 CET1 ratio as a result of this change. 7. Level 1 is the CBA parent bank, offshore branches and extended license entities approved by APRA.

Capital Management

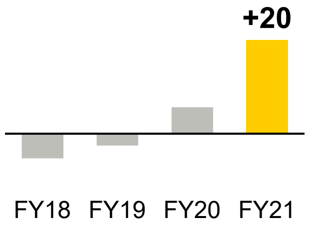
A disciplined and balanced approach that optimises growth, reinvestment, shareholder returns and flexibility

Organically Generated	Capital Released[1]	Capital Flexibility[2]

Reinvested in the Group		Distributed to shareholders		Retained
Franchise Growth	**Investment[3]**	**Dividend Paid**	**Capital Return**	**Unquestionably Strong**

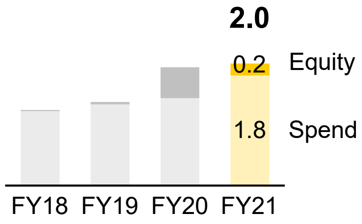
Franchise Growth

Credit RWA volume growth ($bn)



Investment[3]

Investment ($bn)

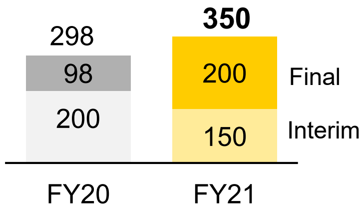


Dividend Paid

Total Dividends

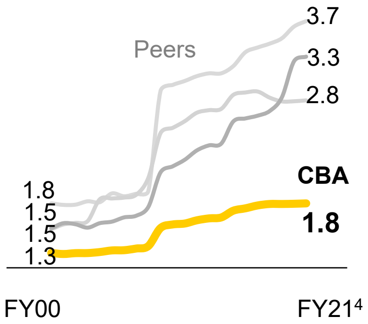
$5.3bn $6.2bn

DPS (cents)



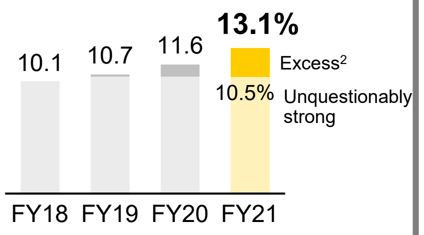
Capital Return

Number of shares (bn)



Unquestionably Strong

CET1 Level 2 (%)



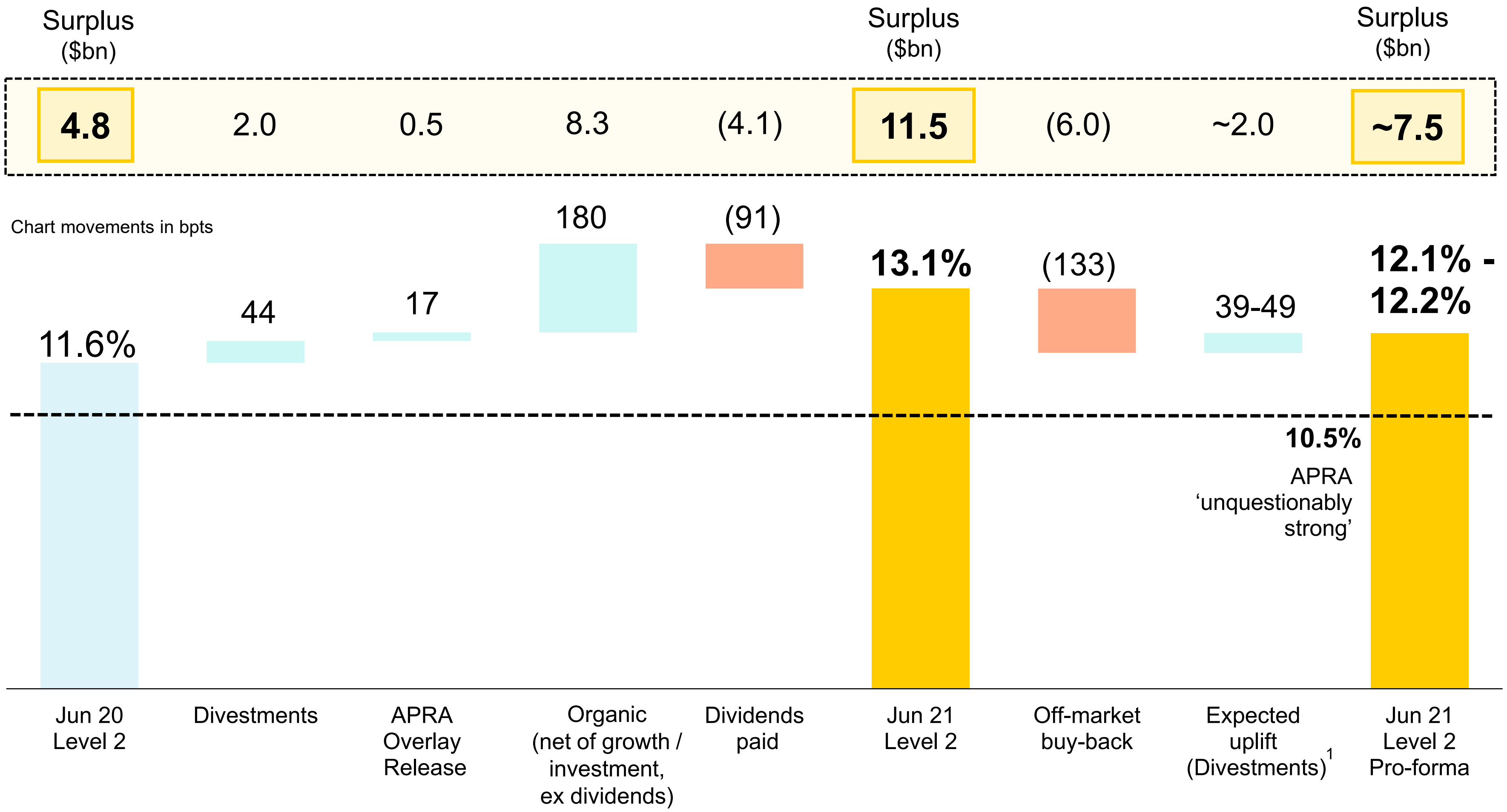
CBA Target

- Reinvest up to 20-30% NPAT in accretive growth
- Invest in selected new services & digital experience
- Strong and sustainable dividends
- Lower share count to support ROE and DPS
- Commencing capital returns while retaining flexibility

1. Capital released from divestments and lower financial and non-financial risk (including the removal of APRA overlay in Operational Risk). 2. Capital surplus in excess of APRA Unquestionably Strong benchmark. 3. Investment spend in the franchise and capital injected in equity investments. 4. CBA shares on issue as at 30 June 2021. Peer banks' share numbers as at 31 March 2021.

Capital

Post buy-back, CBA will continue to have a significant capital surplus



- CBA's strong capital position and our progress on executing our strategy mean that we are well placed to continue to support our customers and manage ongoing uncertainties, while returning a portion of surplus capital to shareholders.
- The strong residual capital surplus creates flexibility for the Board in its ongoing consideration of capital management initiatives.

1. Expected CET1 uplift from the previously announced divestments of Colonial First State (30-40bpts) and CommInsure General Insurance (9bpts). Completion of divestments subject to regulatory approvals.

Off-market share buy-back

Optimal structure for shareholders – returning $6bn of excess capital generated from recent divestments

Rationale

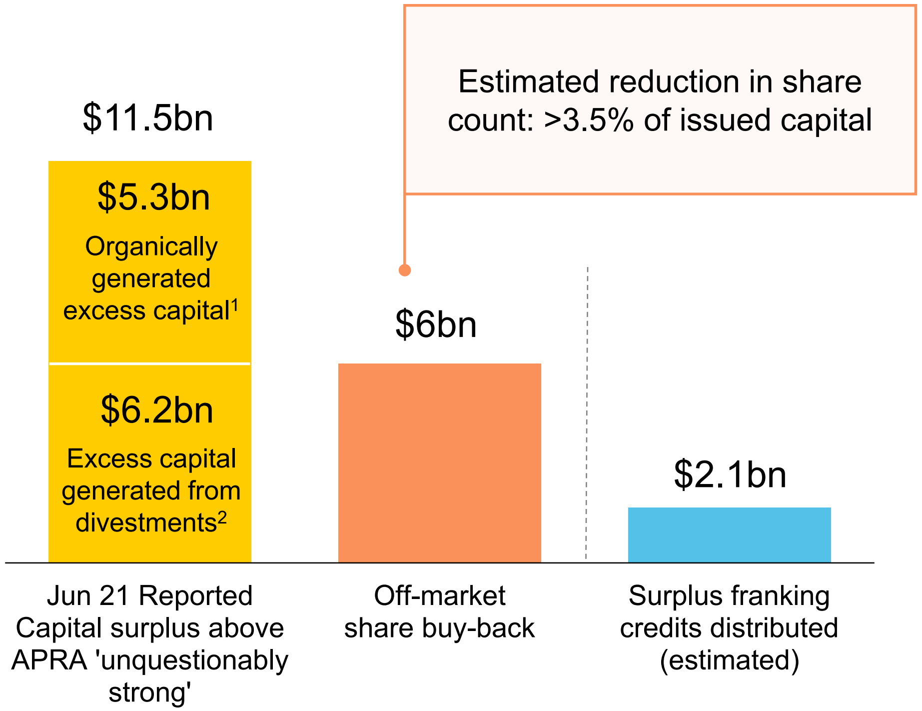
In deciding to commence capital management, the Board considered:

- The resilience of the domestic economy, notwithstanding recent public health measures to contain COVID-19
- The Group's capacity to adequately absorb potential stress events immediately following completion of the buy-back
- The Group's strong capital and balance sheet position, ensuring we remain well placed to continue to support customers and manage ongoing uncertainties
- The optimal structure to be an off-market share buy-back, given shareholders will benefit from a lower share count, which supports ROE, earnings per share and dividend per share

In calibrating the size of the buy-back, the Board considered:

- The capital generated from strategic divestments
- The level of future organic capital generation and expected divestment proceeds
- The size of the franking credit surplus and future ability to fully frank dividends and hybrid distributions

Financial overview



1. Net of dividends. 2. Excess CET1 capital generated from divestments since 1H19 (total divestment capital uplift of $7.9bn, of which $6.2bn was in excess of the unquestionably strong benchmark of 10.5%).

Economic outlook

Australia faces near term challenges before a rebound

- Recovery in global growth in 2021 underway – unevenly distributed
- Australia faces near term challenges due to lockdowns but expected to rebound late 2021
  - Significant accumulated household savings
  - Low supply of labour expected to help employment recover swiftly
  - Very expansionary fiscal and monetary policy support
  - Strong housing market
- New Zealand economy in a strong position – RBNZ expected to raise interest rates
- Optimistic base case similar to Reserve Bank of Australia over the medium term
- Upside and downside risks
  - COVID-19 outbreaks and new variants
  - Vaccine rollout – domestic and international
  - Economic growth drivers broadening prior to lockdown
  - Global trade and geopolitical tensions

Summary

Delivering now – positioning for the future

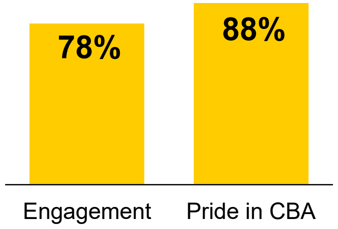
- **Delivering now**
  - Supporting our customers and communities
  - Customer focus, engaged people, disciplined execution
  - Provisioned for uncertainty
  - Large capital surplus post buy-back
- **Building tomorrow's bank today**
  - Contributing to Australia's recovery by supporting customers
  - Re-imagined products - driving growth today
  - Investing for future growth
  - Strong foundations built on simplicity, transparency, execution

Customers

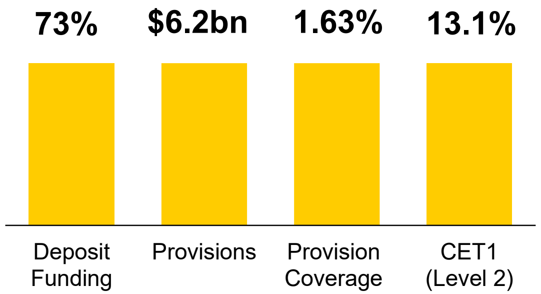
Net Promoter Scores	Rank
Consumer[1]	**#2**
Business[2]	**#1**
Institutional[3]	**#1**
Mobile App[4]	**#1**

FY21 Volume Growth[5]	CBA vs System
Business Lending	**>3x**
Business Deposits	**1.6x**
Home Lending	**1.2x**
Household deposits	**1.2x**

Employees[6]



Balance Sheet



Shareholders

Period	**TSR[7]**
1yr	**48%**
3yr	**58%**
5yr	**72%**
10yr	**226%**

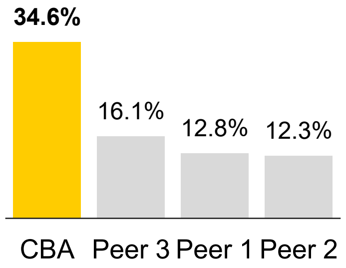
1, 2, 3, 4, 5, 6, 7. Refer to notes slide at the back of this presentation for source information.

Overview & Strategy

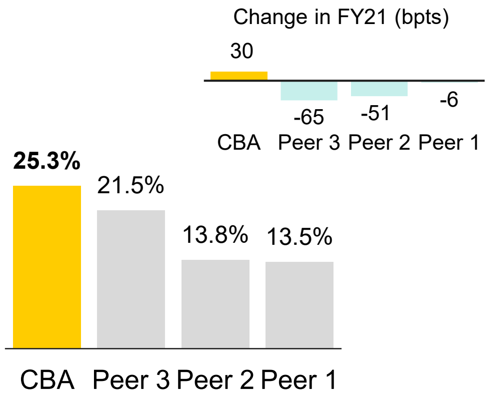
Why CBA?

Leading franchise – leading returns

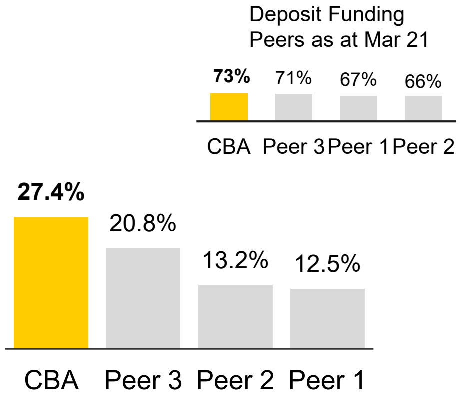
MFI share[1] (%)



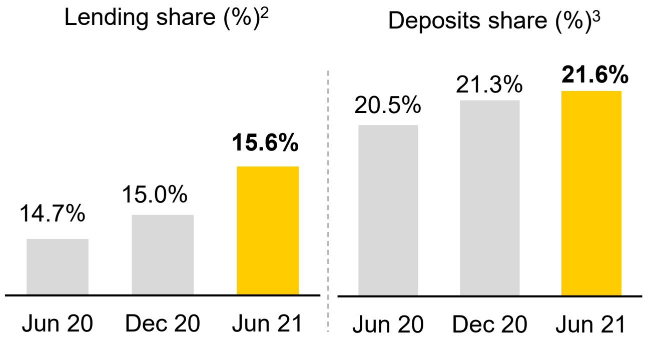
Home Lending share[2] (%)



Household Deposits share[3] (%)

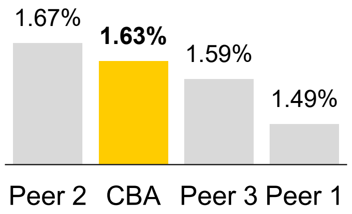


Business Banking share



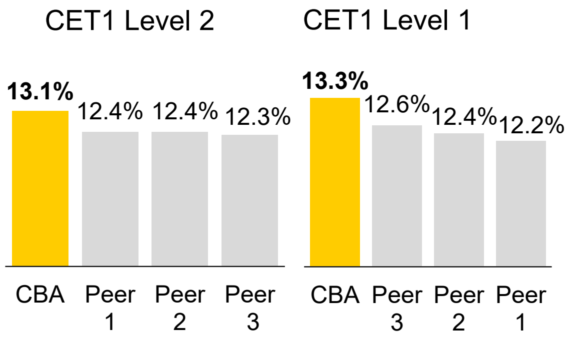
Provisioning (%)

Total provision coverage to Credit RWA[4]



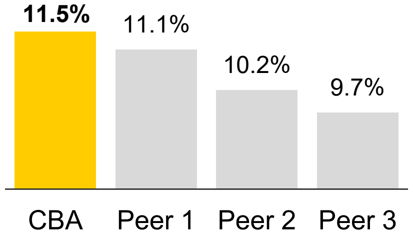
Capital (%)

Peers as at March 2021



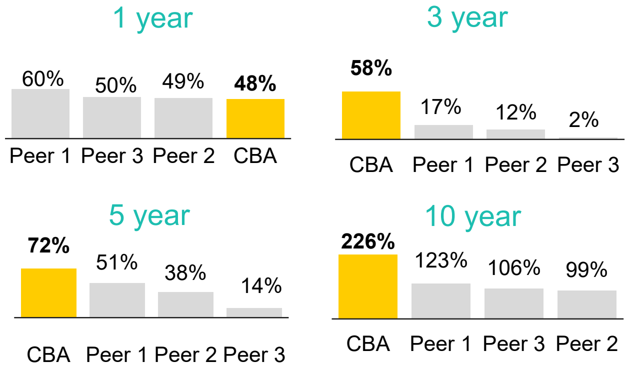
ROE (cash)[5] (%)

Peers as at March 2021



Shareholder Returns (%)

Total Shareholder Return[6]



1, 2, 3, 4, 5, 6. Refer to notes slide at the back of this presentation for source information.

Delivering

Balanced outcomes – delivering for all stakeholders

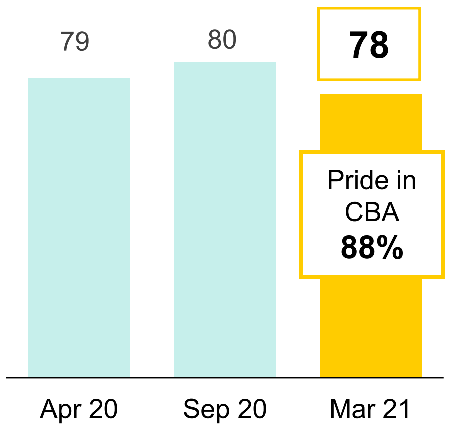
Customer

Net Promoter Scores

	Rank
Consumer[1]	**#2**
Business[2]	**#1**
Institutional[3]	**#1**
Mobile App[4]	**#1**

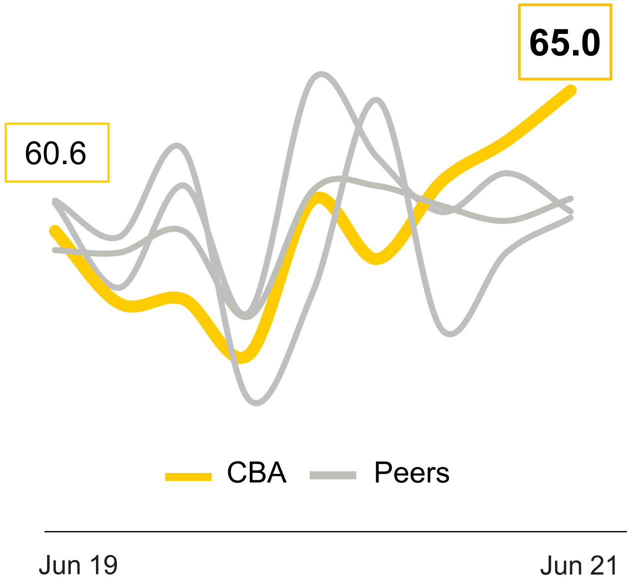
People

Employee engagement[5]



Community

Reputation score[6]



Shareholders

Total Shareholder Return[7]

Period	%	Rank
1yr	48%	**#4**
3yr	58%	**#1**
5yr	72%	**#1**
10yr	226%	**#1**

1, 2, 3, 4, 5, 6, 7. Refer to notes slide at the back of this presentation for source information.

Delivering long-term sustainable returns

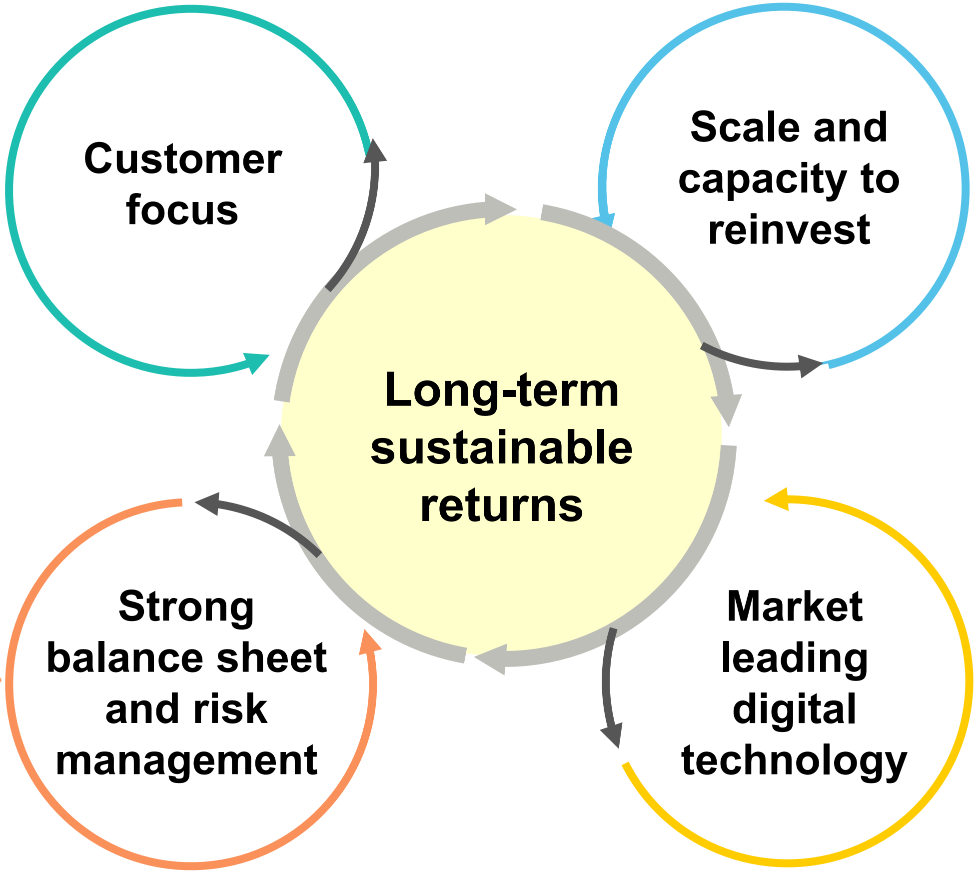
A consistent, long-term strategy - focused on the customer

Strong engagement with the customer underpins leading market shares and satisfaction rankings

- Largest customer base
- Broadest distribution network
- Leading market share in home lending
- NPS #1/#2 in core segments among majors

Strong operational execution delivers scale efficiencies and capacity for long-term reinvestment

- Simplification and efficiency focus
- Sector leading ROE
- Long term cost reduction creates capacity for reinvestment



Franchise performance and investment underpins consistent balance sheet strength

- Conservative funding profile (deposits)
- Provisioned for economic uncertainty
- Efficient management of surplus capital
- Long-term payout ratio 70-80%

Investment centred on innovation, reflected in leading digital and technology assets

- Technology leader
- History of innovation
- Leading digital NPS
- New ventures, new opportunities

Global best digital experiences

Building on a history of innovation

Foundations | **Leadership** | **Extending leadership**

1997
Netbank
Full functionality 24-hour online banking service

2004
CommSee
Proprietary customer relationship system

2009
24/7
Core banking
Real-time banking and settlement

2013
CommBank app
#1 mobile banking app (Net Promoter Score)

2014
Customer Engagement Engine
Learns from customer interactions to drive personalised and relevant banking services

2018
CEBA
AI-powered chatbot to assist with 380 banking tasks

2019
CommBank app 4.0
Personalised, customisable and accessible

CommSec Pocket app
Make investing simple, affordable and within reach for more Australians

2020
x15
Launch of x15ventures
Building a pipeline of new digital businesses

Klarna.
New integrated shopping and payment service

2021
little birdie
amber
Broadening ecosystem
Little Birdie, Amber, Whitecoat, Doshii, BigCommerce

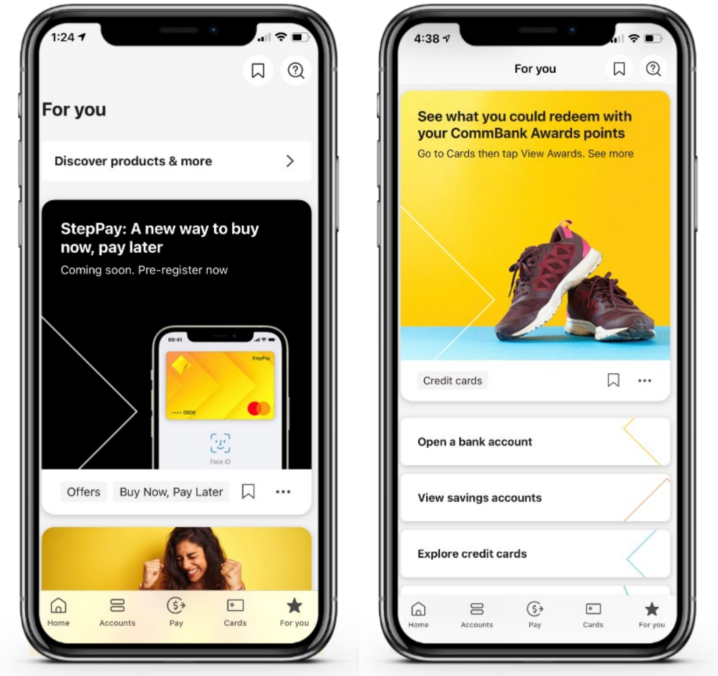
Open Banking
First major bank accredited to ingest customer data

2022+
Further expanding CBA's digital ecosystem and delivering more powerful connected capabilities

Global best digital experiences

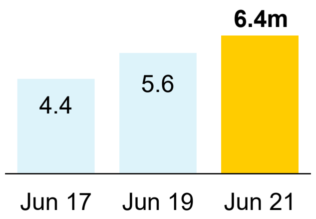
Market leading digital assets – delivering brilliant customer experiences

Leading customer experience

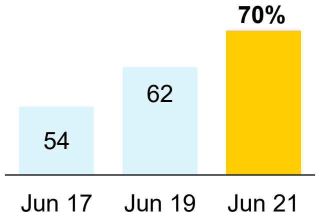


Strong customer engagement

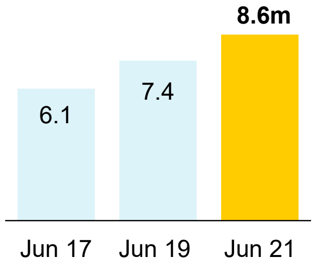
CommBank app users[1]



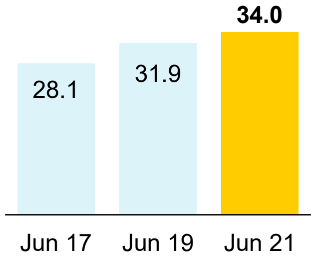
Digital transactions
% of total - by value[2]



Average daily customer logins[3]



Average monthly logins per active customer[4]



Mobile banking leader

- **#1** Mobile app Net Promoter Score[5]
- **#1** Online banking (Canstar - 12 years in a row)[6]
- **#1** Mobile banking (Canstar – 6 years in a row)[7]
- **#1** Overall Digital Experience Leader (Forrester – 5 years in a row)[8]
- **#1** Most Innovative Major Bank (DBM Australian Financial Awards)[9]
- **#1** Best Major Digital Bank (DBM Australian Financial Awards)[10]
- **#1** Most Innovative Banking App (RFi Group Australian Banking Innovation Awards)[11]

1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11. Refer to notes slide at the back of this presentation for source information.

Reimagined products and services

A ventures portfolio including new acquisitions and investments

x15ventures

A dedicated venture scaler to build, buy or invest in new digital solutions for our customers

With our strategic partners

KPMG, Microsoft, Square Peg, Startmate, Zetta Venture Partners

FINANCIAL REVIEW BOSS MOST INNOVATIVE COMPANIES

Banking, Superannuation and Financial Services category

#1 Overall
CommBank

#1 Product
Vonto by x15

Businesses launched, invested in or acquired by x15ventures

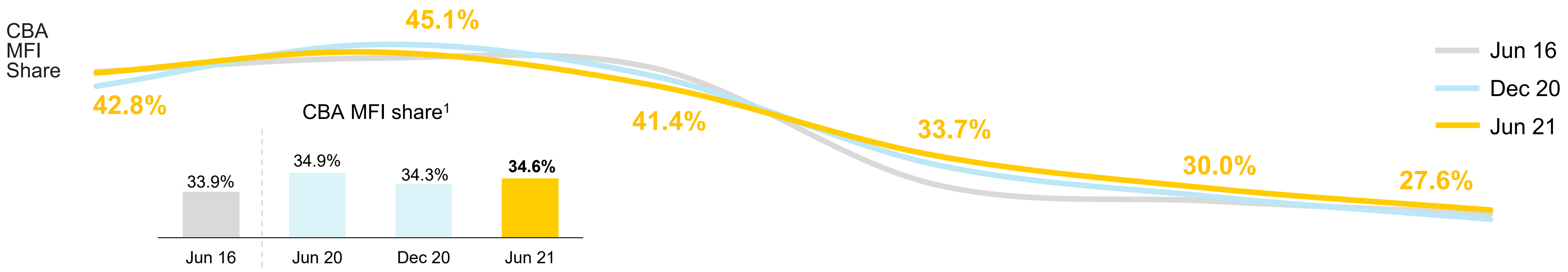
unloan (*Coming soon*)	*Proprietary*	Next generation digital mortgages
Home-in	*Proprietary*	Personalised, digital guidance to buying a home
creditsavvy	*Proprietary*	Free, instant access to credit scores
backr	*Proprietary*	Digital platform to set up your own business
vonto	*Proprietary*	Curated, daily insights about your business
doshii	*100% stake*	Connecting the apps you need to run a hospitality venue
Payble	*26.7% stake*	Fix failed and late payments before they happen

Our Xccelerate winners

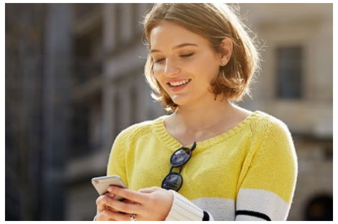
givvable
OwnHome

Reimagined products and services

Franchise strength supporting our customers across the lifecycle



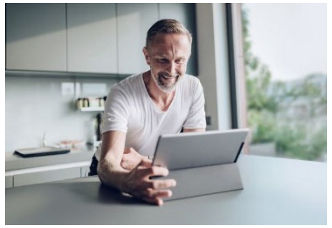
Aged 14-17



Aged 18-24

Aged 25-34

Aged 35-49



Aged 50-64

Aged 65+

Customer Lifecycle: Youth | Starting out | Spending or saving | Paying off debt | Wealth accumulators | Pre-retirees | Retirees

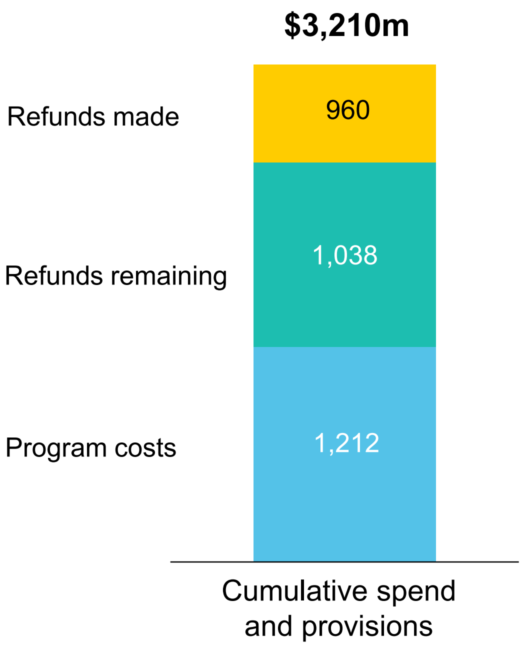
1. MFI Share measures the proportion of Banking and Finance MFI Customers that nominated each bank as their Main Financial Institution. Main Financial Institution (MFI) definition: In the Roy Morgan Single Source Survey MFI is a customer determined response where one institution is nominated as the primary financial institution they deal with (when considering all financial products they hold). CBA Group includes Bankwest. Source: Roy Morgan's Single Source survey conducted by Roy Morgan, Australian population 14+ (12 month average to June 16, 12 month average to June 20, 12 month average to December 20 & 12 month average to June 21), excl. unable to identify MFI. Roy Morgan has re-calibrated the results from April 2020 to March 2021 to take account of methodology changes since COVID-19. This has resulted in small differences to some of the previous published MFI Share figures.

Simpler, better foundations

Good progress on becoming a better bank for our customers

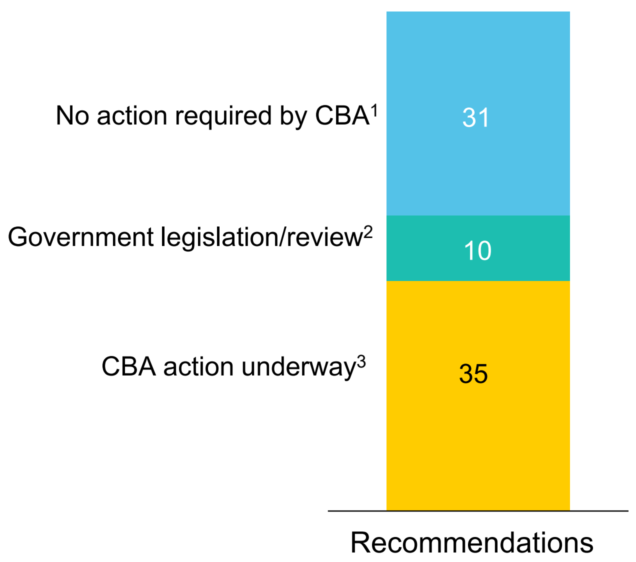
Customer Remediation

Committed to remediating customers quickly



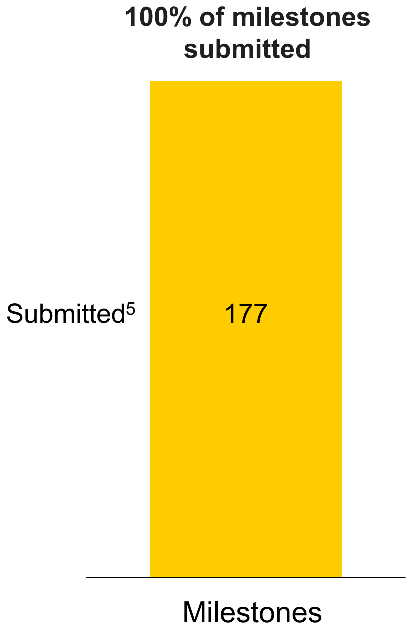
Royal Commission

Well progressed on implementing the recommendations of the Royal Commission



Remedial Action Plan[4]

All milestones submitted



1. No action required as action is with Government/regulator/other or CBA does not operate in that business. 2. CBA will implement once regulation / legislation is in place. 3. Recommendations that are underway or implemented - some requiring regulatory or legislative action to complete. 4. The Remedial Action Plan is CBA's response to the recommendations contained in the Final Report of the Australian Prudential Regulation Authority (APRA) Prudential Inquiry into CBA released in May 18. Reflects revised milestones as outlined in the Independent Reviewer's most recently published report. 5. To Independent Reviewer.

Our commitment to sustainability

Making a positive contribution to our customers, community and our people

Supporting our customers

- Committed to a freeze on forced sales for COVID-19 home loan deferral customers until February 2022
- Offered same day personalised support to over 800,000 customers impacted by extreme weather events
- Committed $100 million to the Australian Business Growth Fund
- Helped customers achieve almost $500m in savings through our Benefits finder
- Launched new CommBank app features to help customers manage bills and stay in control of every day spending
- Safeguarding customers by moving fraud and scam alerts from SMS to CommBank app messages
- In support of customers through the pandemic, we made 240,000 calls to help assess their individual situations and offer appropriate solutions.

Supporting our community

- We increased our support for people impacted by financial abuse with the launch of our Next Chapter program
- 22,500 customers in vulnerable circumstances were assisted by the Community Wellbeing team
- Spent $6.1 million with Australian Indigenous suppliers in FY21 – tracking ahead of our FY24 target of 3% total annual domestic contestable spend
- To help schools and communities impacted by floods in New South Wales and Queensland we made a $1 million donation plus dollar-matched funds donated by customers to communities
- Provided near real-time analytics and insights to the Federal Government as it considered how best to target support for those affected by the pandemic

Engaging our people

- Refreshed our values to Care, Courage, Commitment to align our people's decisions and actions to the expectations set in our Code of Conduct
- Streamlined our new CBA Enterprise Agreement. Also introduced new leave types including Sorry Business, gender affirmation, pandemic, fostering surrogacy and life leave
- Appointed a Group Chief Mental Health Officer to continue promoting mental wellbeing and enhance the support and resources already offered across the Bank
- Recent Your Voice survey showed employee engagement was 78% and 88% are proud to work for the Bank
- Signed the #IStandForRespect pledge reflecting the Bank's commitment to stand against gendered harassment and violence as well taking steps to make the workplace safe for everyone

Good business practices

- Embedded sustainability further into our business strategy, strengthening our approach to risks and directing capital towards a more resilient and sustainable economy
- Refreshed the Group's Environmental & Social Policy to align with changing regulatory and community expectations
- Published our first Modern Slavery Statement[1] in compliance with the *Modern Slavery Act 2018*
- Continued to enhance risk identification in our lending; completed 945 assessments through our ESG risk tool
- Supported suppliers through the pandemic by putting in place immediate payment terms
- APRA Remedial Action Plan on track with 100% of our milestones submitted to the Independent Reviewer

1. Statement available at commbank.com.au/CRreporting

Sustainable outcomes

Driving action to manage our climate change risks and opportunities

Our climate commitment

We are committed to playing our part in limiting climate change in line with the goals of the Paris Agreement and supporting the transition to net zero emissions by 2050.

As Australia's largest financial institution, we recognise our important role helping our customers transition to a low carbon future.

Strengthening governance

- Enhanced Board's focus on climate risks and opportunities.
- Established a new Executive Leadership Team Environmental & Social (E&S) Committee. It is the approval body for decisions relating to the Group's climate work program.
- Formalised environmental and social risk as a new strategic sub-risk type.

Embedding processes

- Established a group-wide work program to uplift our approach to E&S requirements, including a Board-endorsed climate work program.
- Outlining our climate commitments within our refreshed Group E&S Policy.
- Evolving our ESG risk assessment tool and expanding the methodology to apply to a great proportion of our business lending.

Setting targets

- Set new operational emissions reduction targets, informed by science:
    - Absolute Scope 1 and 2 to limit warming to 1.5°C, and
    - Upstream Scope 3 (excluding financed emissions) to well below 2°C.
- Replaced our Low Carbon Funding Target with a broader Sustainability Funding Target of $70bn in cumulative finance by 2030

Sustainable finance

Supporting Australia's transition to a sustainable future, we have partnered with clients to deliver:

- ISPT Pty Ltd A$2.8bn Sustainability – Linked Loan
- NSW Treasury Corp A$1.3bn Green bond
- Lendlease Group A$500m Green Bond

We participated in several social bonds, including the National Housing Finance and Investment Corporation's first A$343m sustainability bond.

Key achievements

40% reduction in Group Scope 1 and 2 emissions (including Australian data centres) since 2014

$6.4bn funding for low carbon transition

Climate Active certified **carbon neutral** for our Australian operational emissions[1].

Maintained **carbon neutral** for our New Zealand operational emissions[2].

1. 2020 Climate Active Public Disclosure Statement. 2.'Toitū carbonzero' certification from Toitū Environcare for our 2020 operational emissions.

Sustainable outcomes

Our journey to carbon neutrality

Committed to a best practice carbon positive roadmap

Energy Efficiency
- 40% reduction in Scope 1&2 emissions (including Australian data centres) since 2014
- Average NABERS rating of 5 stars

Onsite Renewables
- 1,705 kW existing capacity of on-site solar
- Produce 1.8% of our Australian load
- Increasing to 2,000 kW capacity by 2025

Buy Renewables
- From 1 January 2020, achieved 100% renewable electricity for our Australian needs using PPA[1]

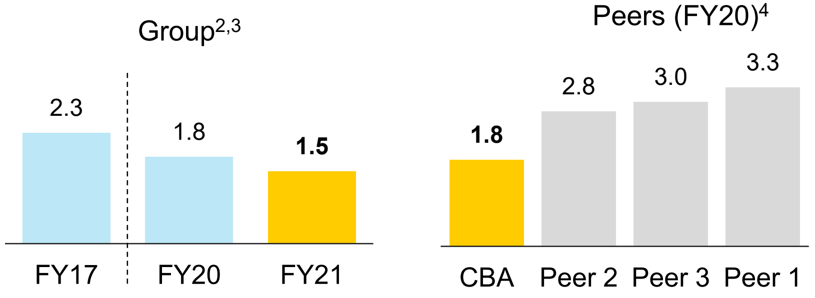
Offset residual emissions
- Climate Active certified for Australian operations in FY20 via Australian Carbon Credit Units

Continued focus on **reducing emissions** by driving efficiency, with carbon offsets reserved for **residual emissions.**

Carbon Neutrality

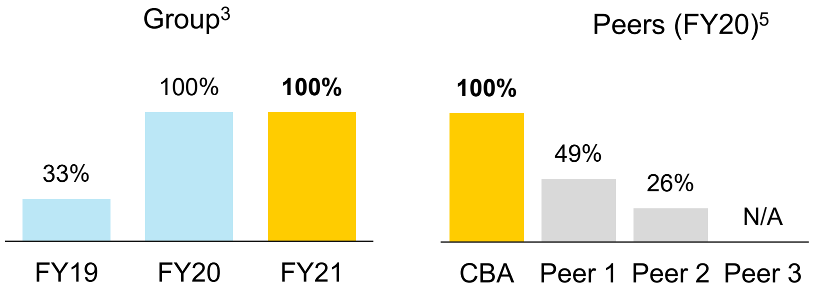
Greenhouse Gas emissions (tCO2-e)

Scope 1 & 2 per FTE



Renewable electricity (tCO2-e)

Australian Operations



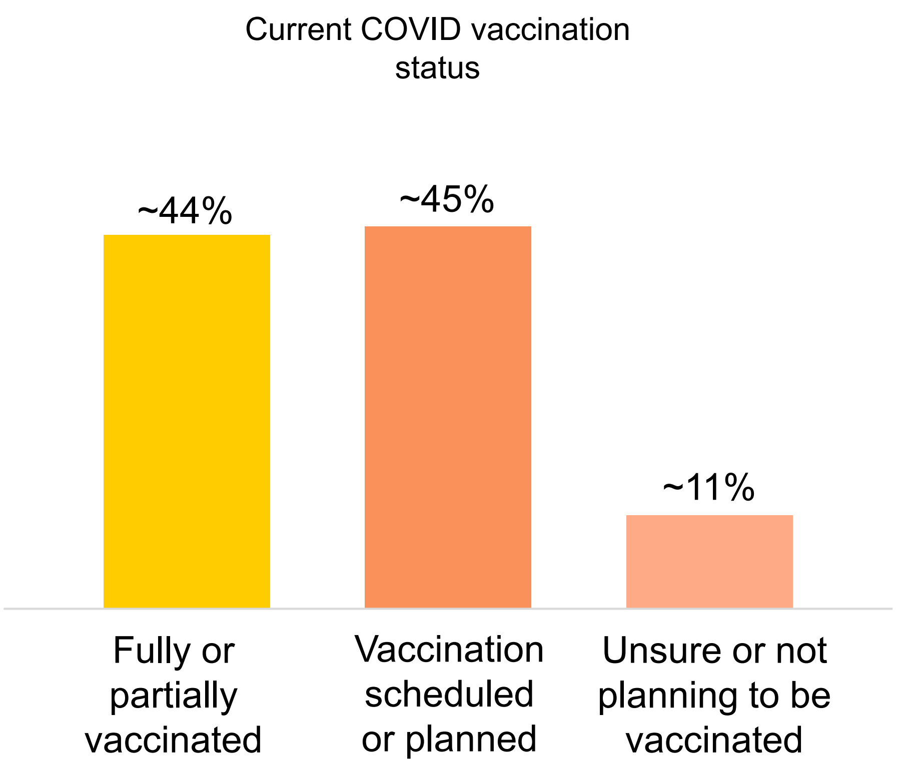
1. Power Purchase Agreements. 2. Emissions intensity calculations for FY20 exclude the reclassified Scope 2 emissions from the two Australian data centres now under operational control. 3. Refer to the Annual Report glossary for definition and sources. 4. Peers reported as at 30 September 2020. 5. Source: 2020 Climate Active Public Disclosure Statement.

Supporting

Our people through COVID-19

- Voluntary Rapid Antigen Testing for branch teams in hotspots
- Voluntary corporate vaccination program for employees and their families in hotspots - informed by feedback from our people[1]
  - ~85%[2] would participate in program if available
  - ~77% would want the program extended to family members
- Paid vaccination leave
- Paid special leave for those who are required to self-isolate
- Interest free salary advance available for all employees
- Continued enhancement of our award-winning wellness offering

Feedback from our People[1]



1. COVID-19 vaccination pulse survey, 6-11 August 2021. Responses represent approximately 30% of Australian workforce as at 10 August 2021. 2. Of those not fully vaccinated.

Financial Overview

Our profits

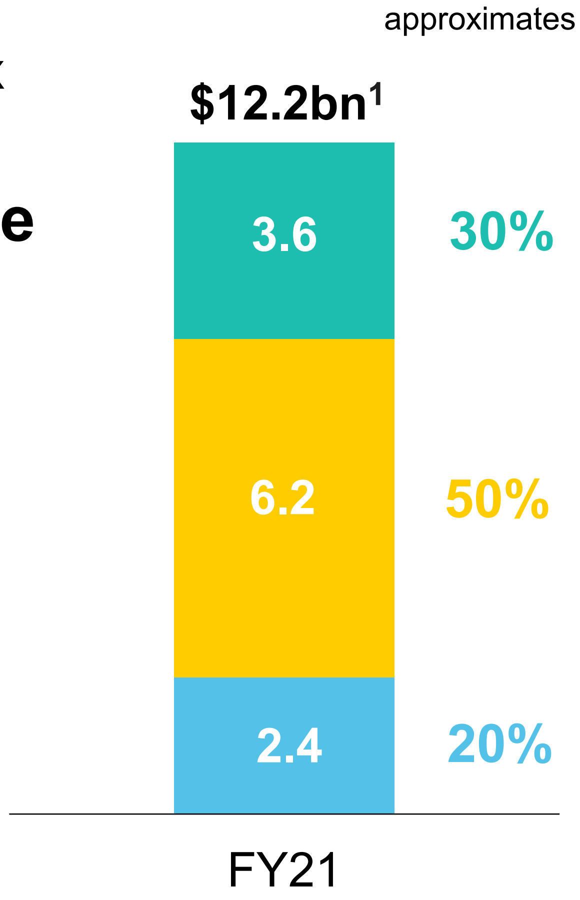
80% of profits paid in tax and returned to shareholders

Profit before tax

Tax Expense

Dividends

Reinvested



- One of Australia's largest taxpayers
- PAYG of $1.4bn[2]

- Returned to ~870,000 shareholders + millions more via Super
- Fully franked
- Dividend payout ratio (cash basis) 71%

- Lending to Australian businesses, homeowners and consumers
- Investment in the business

1. Presented on a continuing operations "cash basis". 2. PAYG represents tax collected for the ATO in respect of payments made to employees of the Group.

Overview – FY21 result[1]

Key outcomes summary

Financial

Statutory NPAT[2] ($m)	8,843	+19.7%
Cash NPAT[2] ($m)	8,653	+19.8%
ROE[2] % (cash)	11.5	+130bpts
EPS[2] cents (cash)	488.5	+80c
DPS[3] $	3.50	+52c
Cost-to-income[2] (%)	47.0	+70bpts
NIM[2] (%)	2.03	(4bpts)
Op income[2] ($m)	24,156	+1.7%
Op expenses[2] ($m)	11,359	+3.3%
Profit after capital charge[2,4] ($m)	3,823	+1.3%
LIE to GLAA (bpts)[5]	7	(26bpts)

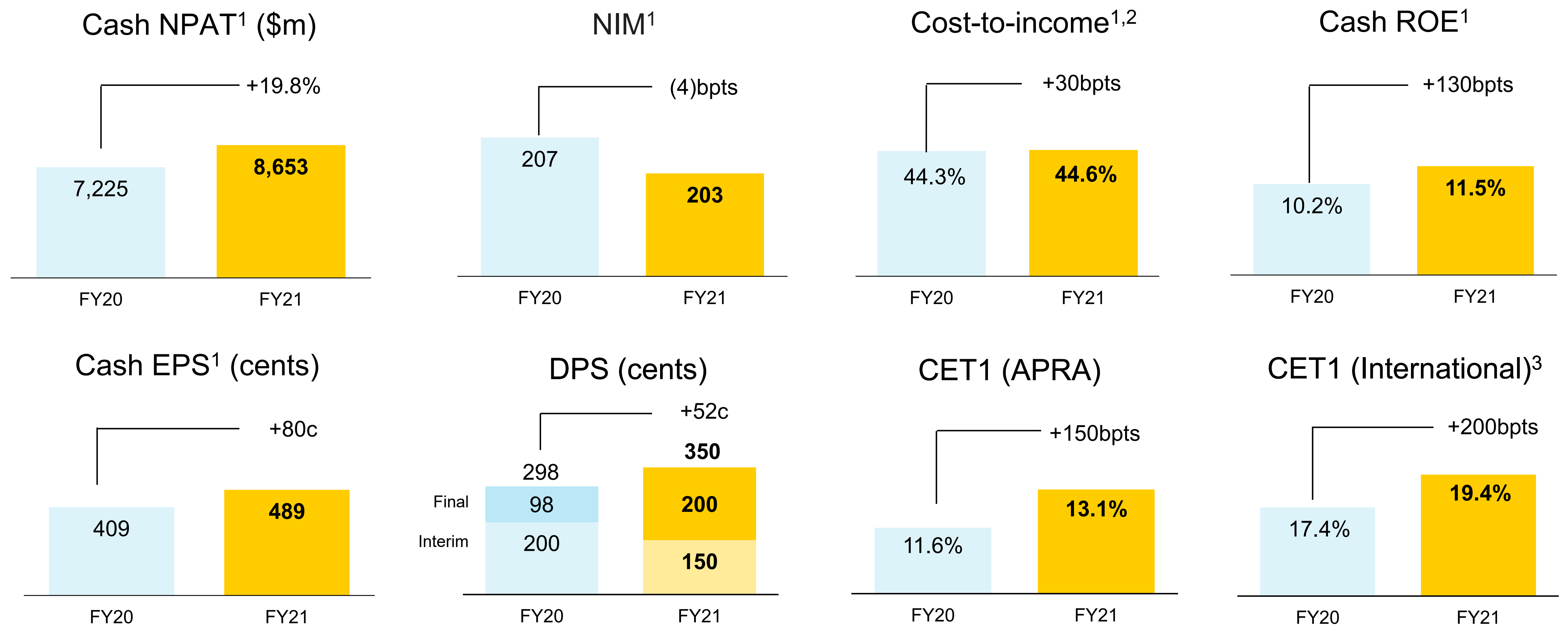
Balance sheet, capital & funding

Capital – CET1[3,6] (Int'l)	19.4%	+200 bpts
Capital – CET1[3] (APRA)	13.1%	+150 bpts
Total assets ($bn)	1,092	+7.5%
Total liabilities ($bn)	1,013	+7.4%
Deposit funding	73%	(1%)
LT wholesale funding WAM[7]	5.1 yrs	(0.2yrs)
Liquidity coverage ratio[8]	129%	(26%)
Leverage ratio (APRA)[3]	6.0%	+10 bpts
Net stable funding ratio	129%	+9%
Credit ratings[9]	AA-/Aa3/A+	Refer footnote 9

1. All movements on prior year unless otherwise stated. 2. Presented on a continuing operations basis. 3. Includes discontinued operations. 4. The Group uses PACC as a key measure of risk adjusted profitability. It takes into account the profit achieved, the risk to capital that was taken to achieve it, and other adjustments. 5. Loan Impairment Expense as a percentage of average Gross Loans and Acceptances (GLAA) (bpts). 6. Internationally comparable capital - refer glossary for definition. 7. As at 30 June 2021, Weighted Average Maturity includes Term Funding Facility drawdowns. WAM as at 30 June 2021 excluding Term Funding Facility drawdowns is 6.4 years (+1.1yrs from 30 June 2020). 8. Quarterly average. 9. S&P, Moody's and Fitch. S&P revised Australian Major Banks outlook to "Stable" from "Negative" on 7th June 2021. Moody's affirmed CBA's ratings and stable outlook on 25th March 2021 and revised the "Negative Outlook" on the banking sector to Stable. Fitch revised CBA's outlook from "Negative" to "Stable" on 12th April 2021.

Overview – FY21 result

Key financial outcomes

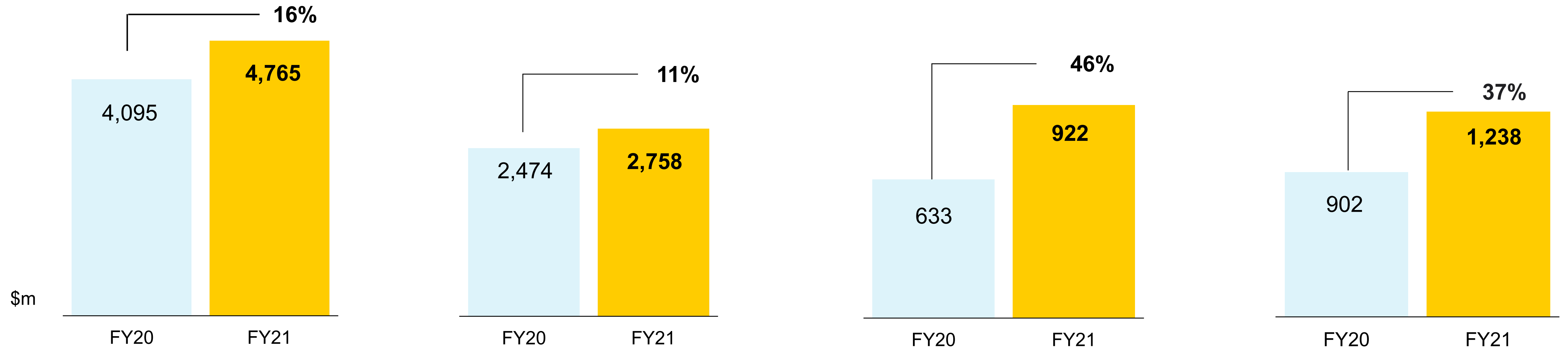


1. Presented on a continuing operations basis. 2. Excludes remediation costs. 3. Internationally comparable capital - refer to glossary for definition.

Cash NPAT by division[1]

Cash NPAT growth across all core businesses

	RBS[2] vs PCP	BB vs PCP	IB&M vs PCP	NZ (NZD) vs PCP
Income	Flat	+1%	+1%	+8%
Costs	Flat	+8%[3]	(4%)	+5%
Impairment	(87%)	(70%)	($257m)	($311m)

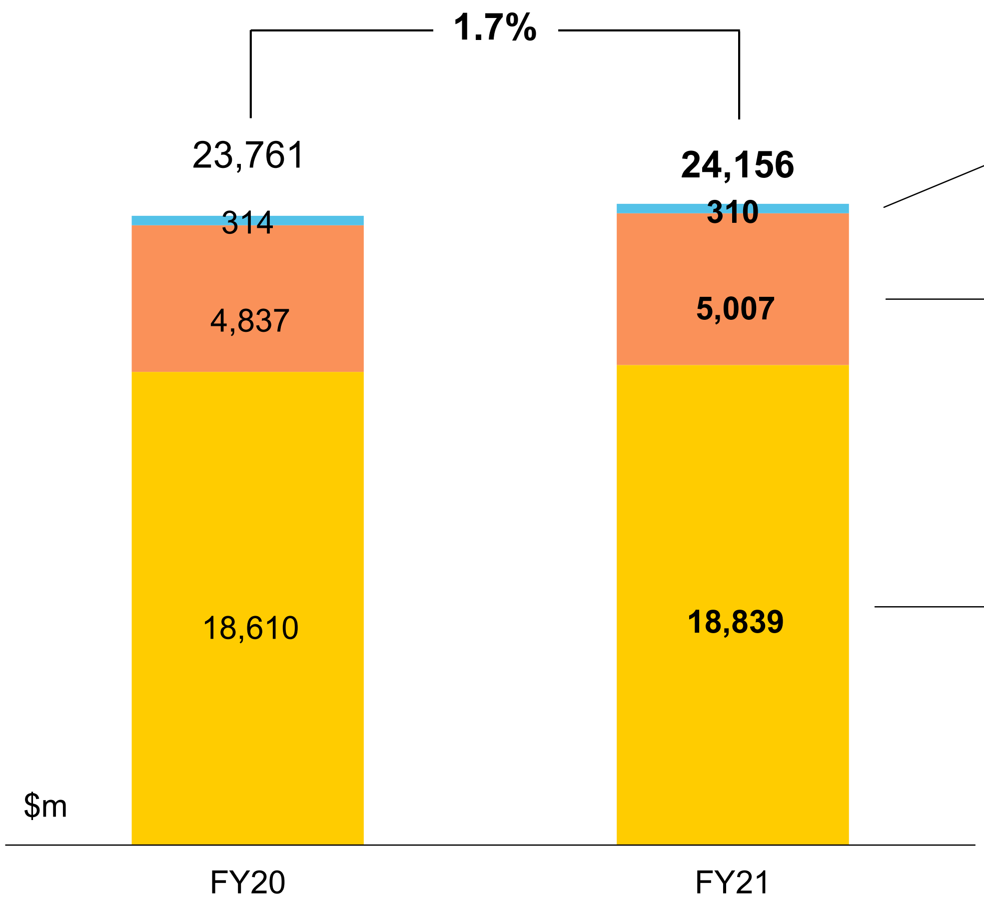


	RBS FY20	RBS FY21	BB FY20	BB FY21	IB&M FY20	IB&M FY21	NZ FY20	NZ FY21
Cost-to-Income	38.7%	**38.4%**	36.3%	**38.7%**	44.9%	**42.7%**	41.1%	**40.0%**

1. Presented on a continuing operations basis. 2. Includes Bankwest Retail and Commonwealth Financial Planning, excludes General Insurance and Mortgage Broking consolidation.
3. Growth of 4.5% excluding remediation costs.

Total operating income drivers[1]

Volume growth, higher CommSec and lending fee income, partly offset by lower margin and Market Sales income



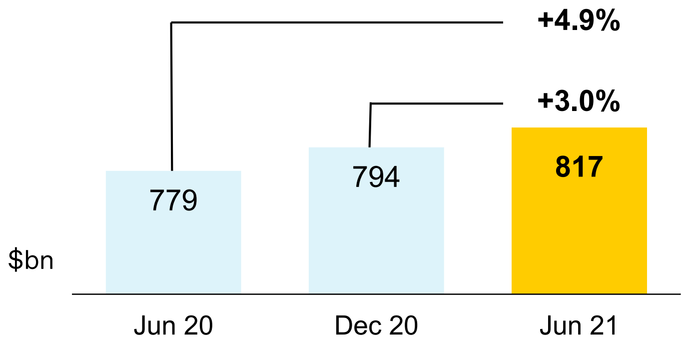
Funds & Insurance	**(1.3%)**
• Lower FMI reflecting a simplified portfolio of businesses	($8m)
• Lower weather event related claims experience	+$4m
Other Banking Income	**3.5%**
• CommSec equities income	+$128m
• Lending fees	+14.4%
• Trading income (excl. XVA) [2] mainly due to reduced Global Markets Sales income[3]	(13.9%)
Net Interest Income	**+1.2%**
• Volume	+3.6%
• Margin	(4)bpts

1. Presented on a continuing operations basis. 2. Derivative valuation adjustment (XVA) +$47m FY21 versus FY20. 3. Lower Global Markets sales performance recognised in other banking income driven by reduced client demand for hedging activities in the low-rate environment (offset by higher sales income recognised in NII).

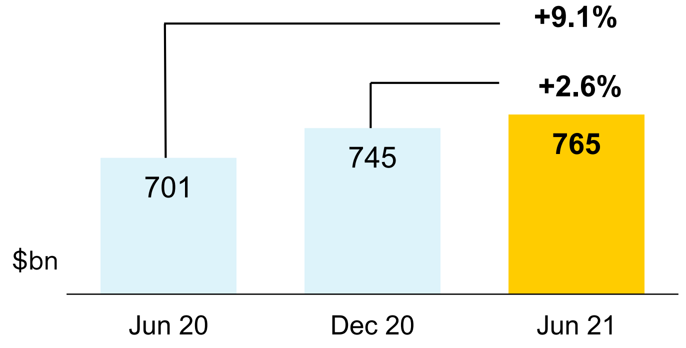
Balance sheet

Continued strong growth in core markets

Group Lending



Group Deposits



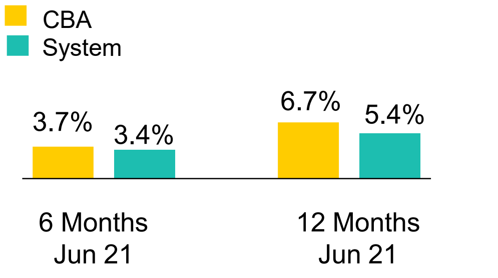
$bn	Jun 20	Dec 20	**Jun 21**	**Jun 21 vs Dec 20**	**Jun 21 vs Jun 20**
Home loans	542.9	559.3	579.8	3.7%	6.8%
Consumer finance	18.2	17.4	17.0	(2.3%)	(6.6%)
Business loans	122.3	127.6	135.2	6.0%	10.5%[1]
Institutional loans	95.8	89.3	85.5	(4.3%)	(10.8%)
Total Group Lending	**779.2**	**793.6**	**817.5**	**3.0%**	**4.9%**
Non-lending interest earning assets	178.8	201.8	219.5	8.8%	22.8%
Other assets (including held for sale)	57.5	63.8	55.0	(13.8%)	(4.3%)
Total Assets	**1,015.5**	**1,059.2**	**1,092.0**	**3.1%**	**7.5%**
Total interest bearing deposits	626.5	654.1	652.0	(0.3%)	4.1%
Non-interest bearing trans. deposits	74.3	91.0	112.5	23.6%	51.4%
Total Group Deposits	**700.8**	**745.1**	**764.5**	**2.6%**	**9.1%**
Debt issues	142.5	122.5	103.0	(15.9%)	(27.7%)
Term funding from Central Banks	1.5	19.1	51.9	Large	Large
Other interest bearing liabilities	49.8	49.9	59.9	20.0%	20.3%
Other liabilities (including held for sale)	48.9	47.7	33.9	(28.9%)	(30.7%)
Total Liabilities	**943.5**	**984.3**	**1,013.2**	**2.9%**	**7.4%**

1. Business loan growth of +10.5% (vs Jun 20) driven by growth in Business Banking of 12.1% and NZ Business and Rural lending growth of 6.1% (excl. FX, NZ Business and Rural lending growth was 6.6%).

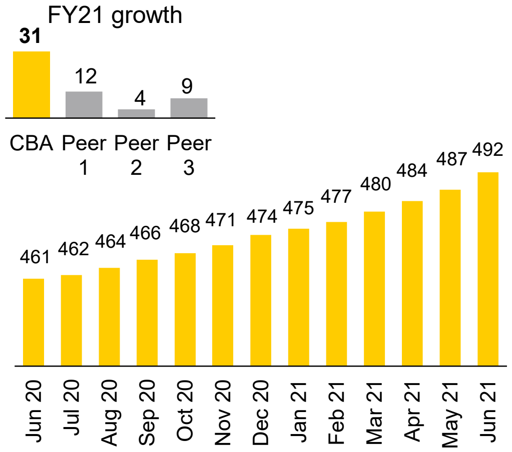
Volume growth

Above system growth in all core products

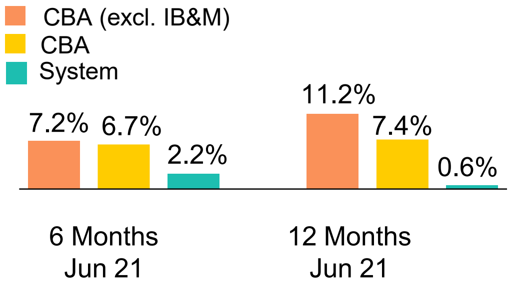
Home Lending[1,2]



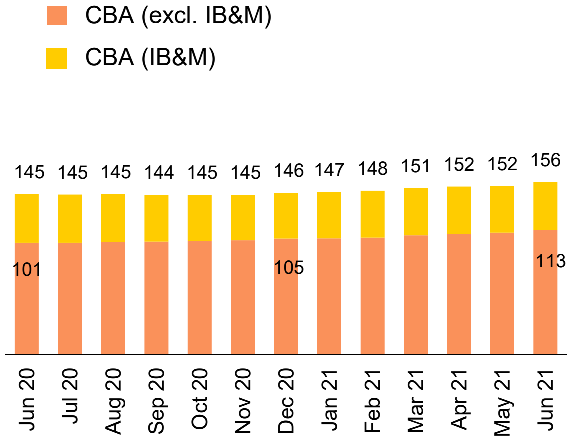
$bn Balances by month



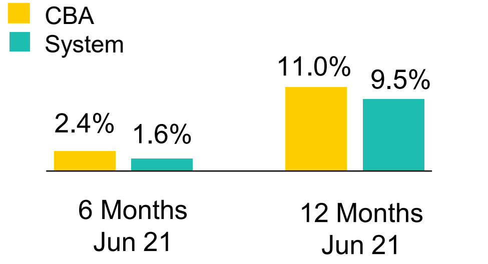
Business Lending[1,2,3]



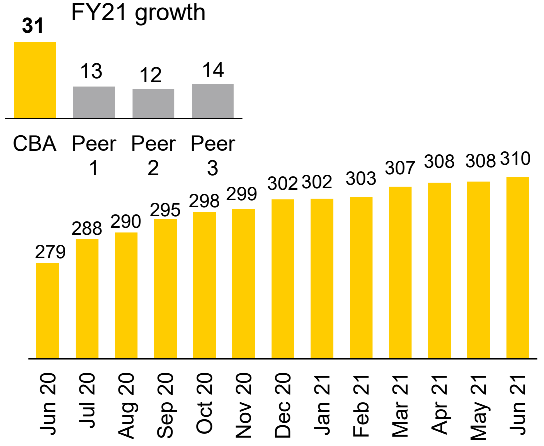
$bn Balances by month



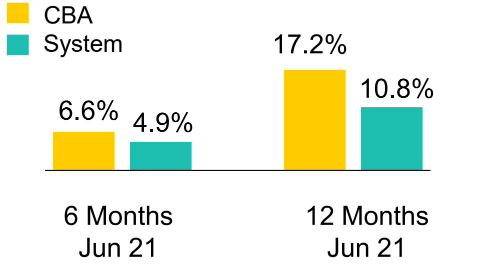
Household Deposits[1,4]



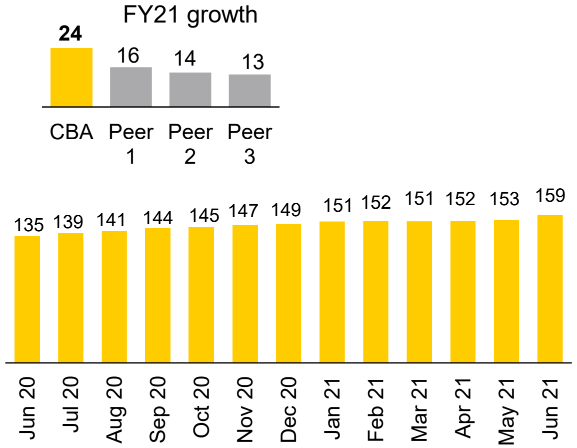
$bn Balances by month



Business Deposits[1,5]



$bn Balances by month



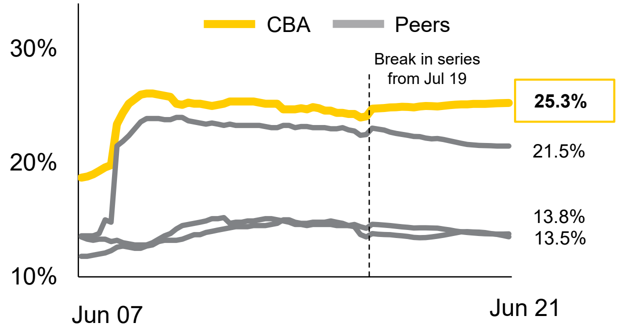
1. Percentage growth calculations are based on actual numbers prior to rounding to the nearest billion. 2. Source: RBA Lending and Credit Aggregates. 3. CBA excludes Cash Management Pooling Facilities. 4. Source: APRA Monthly Authorised Deposit-taking Institution Statistics (MADIS). 5. APRA NFB Deposits, including Institutional Banking and Markets.

Market share[1]

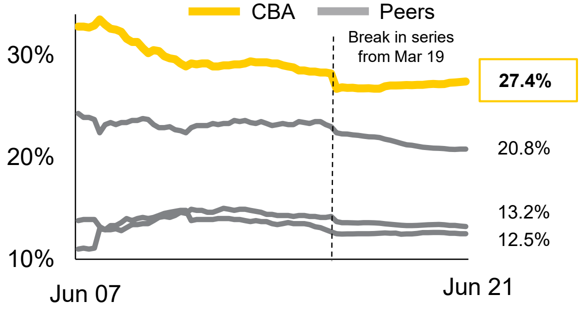
Market share gains in core markets

%	Jun 21	Dec 20	Jun 20
Home loans – RBA[2]	**25.3**	25.2	25.0
Home loans - APRA[3]	**26.0**	25.9	25.7
Credit cards - APRA[3]	**27.4**	27.5	26.5
Other household lending – APRA[3,4]	**18.6**	18.6	19.1
Household deposits - APRA [3]	**27.4**	27.2	27.1
Business lending – RBA[2]	**15.6**	15.0	14.7
Business lending – APRA[3]	**17.8**	17.3	16.8
Business deposits – APRA[3]	**21.6**	21.3	20.5
Equities trading[5]	**5.4**	4.8	3.7
NZ home loans	**21.6**	21.8	21.5
NZ customer deposits	**18.2**	18.0	18.2
NZ business lending[6]	**17.3**	16.6	15.6
NZ retail AUM[7]	**13.5**	14.2	14.7

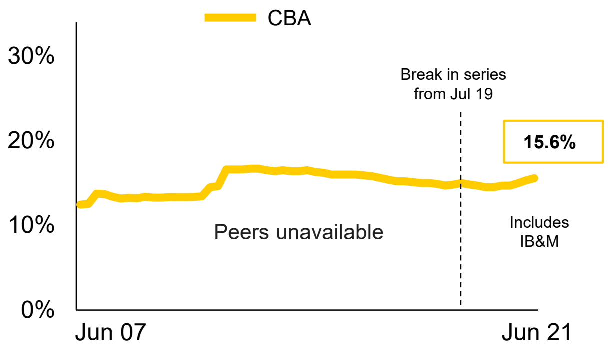
Home Lending[2]



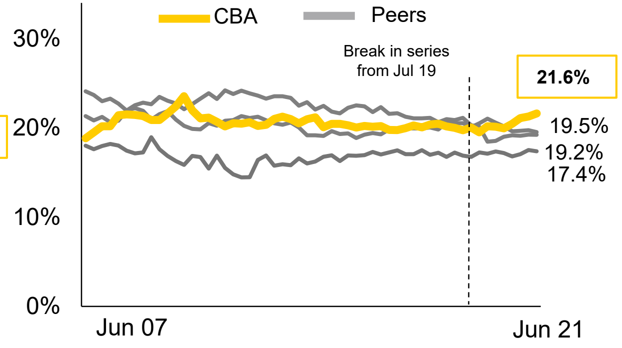
Household Deposits[3]



Business Lending[2]



Business Deposits[3]



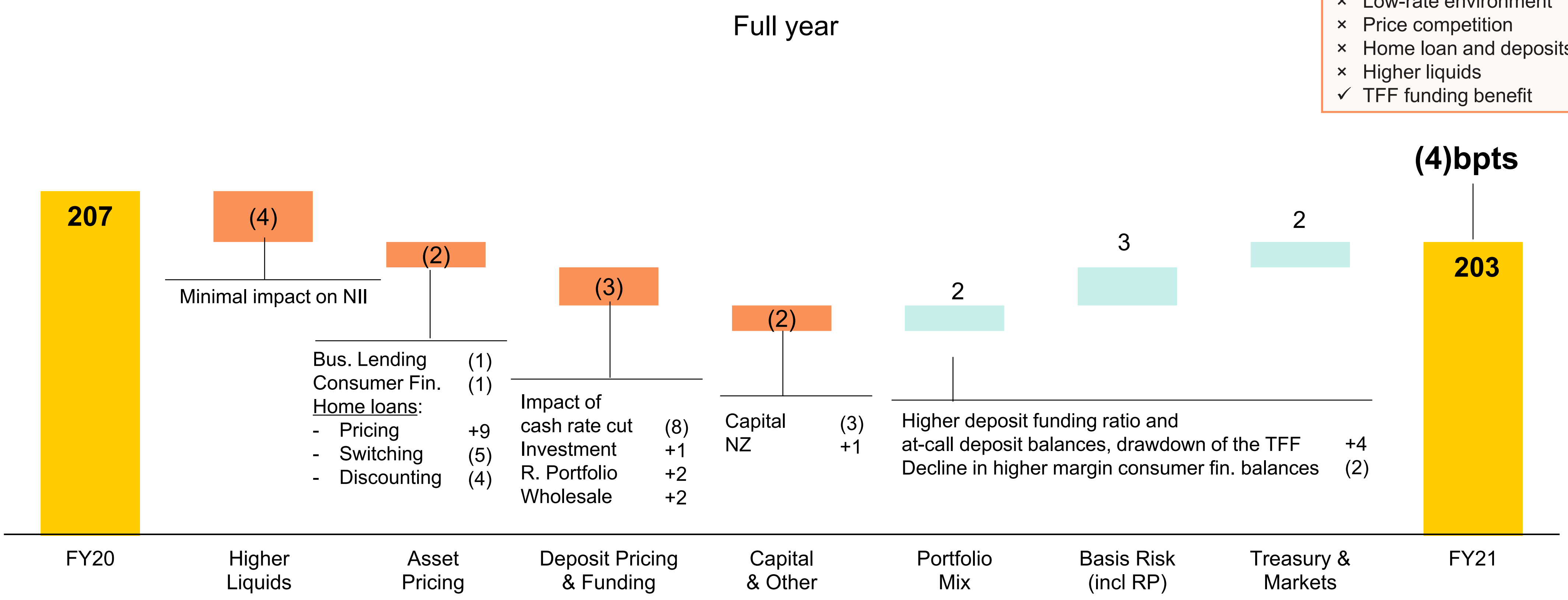
1. Comparatives have been updated to reflect market restatements. 2. System source: RBA Lending and Credit Aggregates. 3. System source: APRA's Monthly Authorised Deposit-taking Institution Statistics (MADIS) publication. 4. Other Household Lending market share includes personal loans, margin loans and other forms of lending to individuals. 5. Represents CommSec traded value (excluding AUSIEX) as a percentage of total Australian Equities markets, on a 12 month rolling average basis. 6. Comparatives have been normalised to exclude the impact of ANZ's sale of UDC Finance Limited in September 2020. 7. System source: Zenith Investment Partners, normalised to exclude the impact of uncontributed member data.

Group margin[1]

Flat ex liquids – pressure from lower interest rates, offset by favourable portfolio mix, lower wholesale funding costs

FY22 Considerations

- × Low-rate environment
- × Price competition
- × Home loan and deposits mix
- × Higher liquids
- ✓ TFF funding benefit



1. Presented on a continuing operations basis.

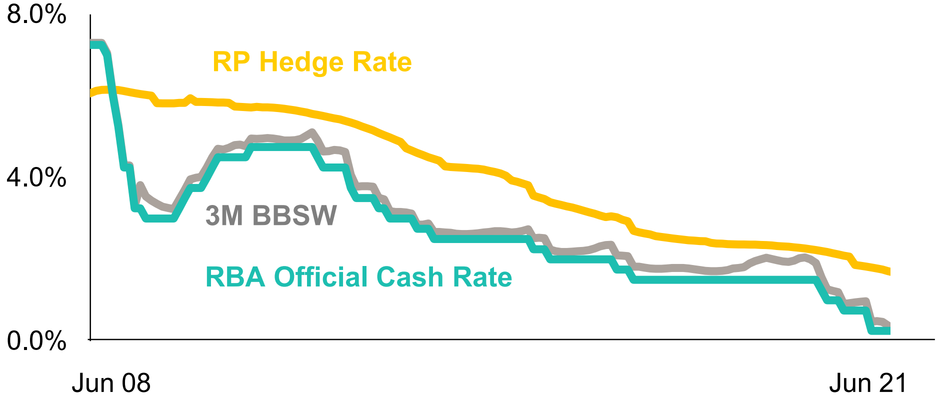
Group margin

Hedge earnings continue to decline due to low interest rates

Replicating Portfolio (RP) & Equity Hedge

In FY22 the hedge earnings decline is expected to be neutralised by the benefit of lower funding costs due to the Term Funding Facility

	Jun 21 Balance $bn	2H21 Avg. Tractor[1]	Exit Tractor[1] Rate	Average investment term
Domestic Equity Hedge	57	0.80%	0.76%	3 yrs
Deposit Hedge	96	1.22%	1.18%	5 yrs



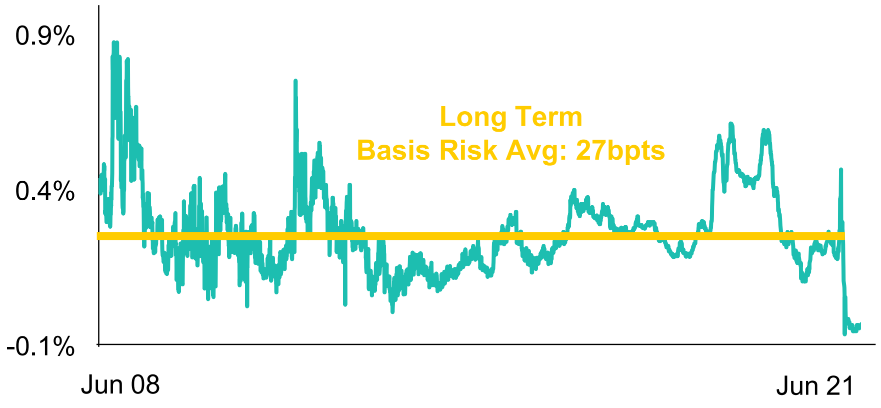
Liquidity & Basis Risk

Liquidity

- Every additional $10bn of liquid assets[2] is expected to reduce Group NIM by ~2bpts

Basis Risk

- Significantly reduced sensitivity to basis risk due to the strong growth in at-call deposits and mix shift towards fixed rate home loans
- As at Jun 21[3], every 14 bpts = ~1bpt of Group NIM[4]



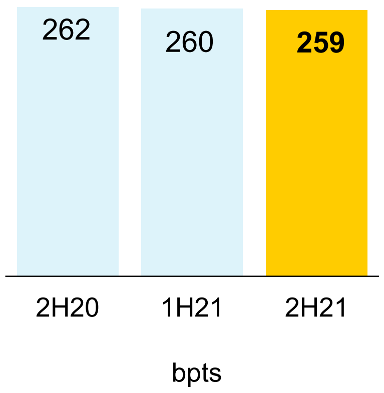
1. Tractor is the moving average hedge rate on equity and rate insensitive deposits. Exit Tractor rate represents average rate for June 2021. 2. Estimates based on June 2021 interest rates and assumes the additional liquids are funded with at-call deposits. 3. Based on average exposure to Basis Risk in June 2021. 4. Includes the impact of basis risk on replicating portfolio.

Margins by division

Well managed in a low interest rate environment

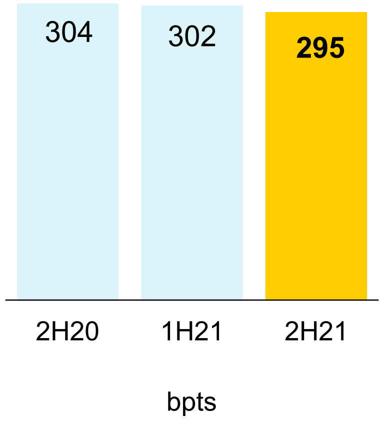
RBS[1]

Lower deposits and capital earnings from impact of low rate environment, continued home loan competition and switching, partly offset by lower funding costs and home loan repricing



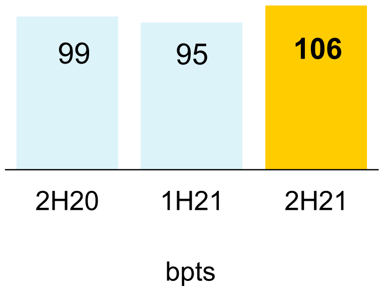
BB

Lower deposits and business lending margins partly offset by favourable portfolio mix from strong at-call deposit growth and lower wholesale funding costs



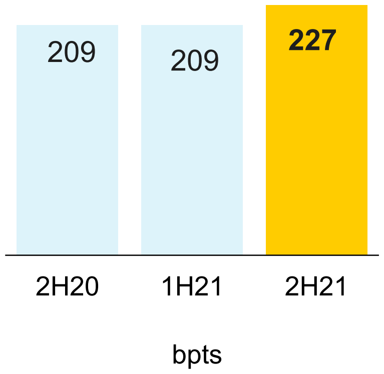
IB&M

Higher Global Markets income due to lower funding costs and increased commodities margins, partly offset by lower earnings on deposits and capital due to low interest rates



NZ (ASB)[2]

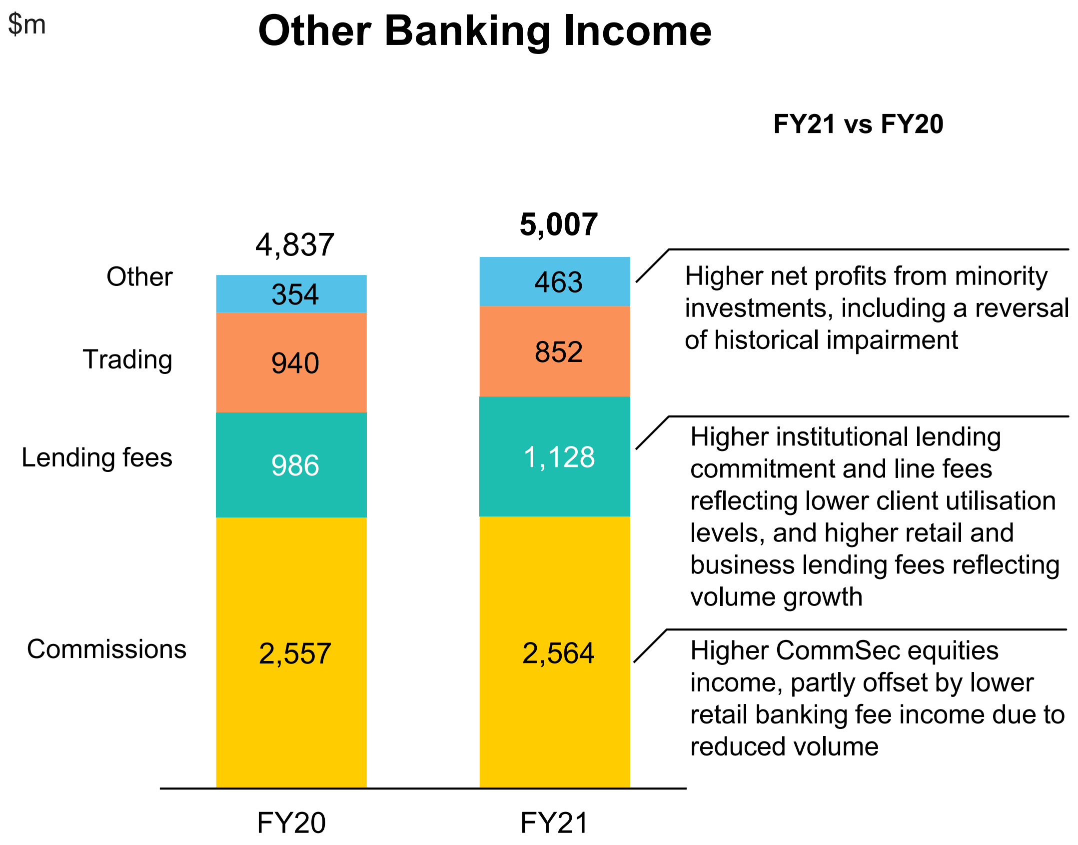
Lower wholesale funding costs and the impact of favourable portfolio mix, partly offset by lower deposit margins

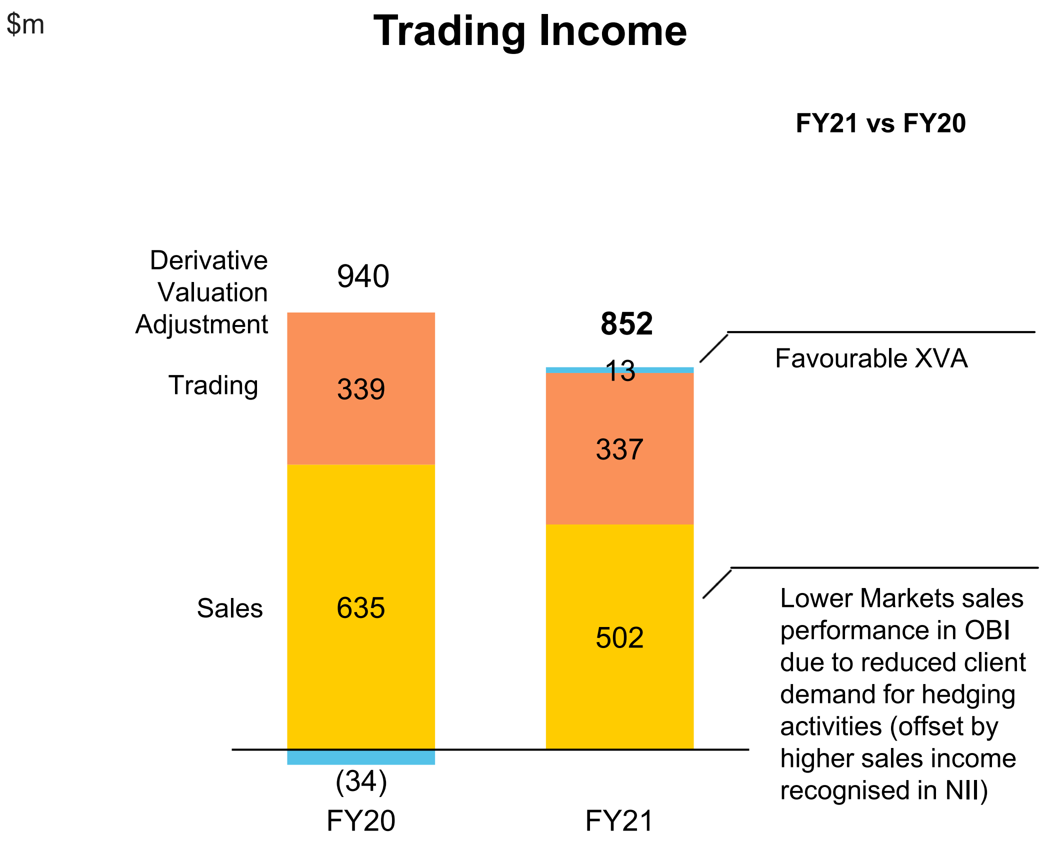


1. RBS excluding Mortgage Broking and General Insurance. 2. NIM is ASB Bank only and calculated in NZD.

Other banking income (OBI)[1]

Higher CommSec equities income and lending fees, partly offset by lower retail banking fees and Market sales activity

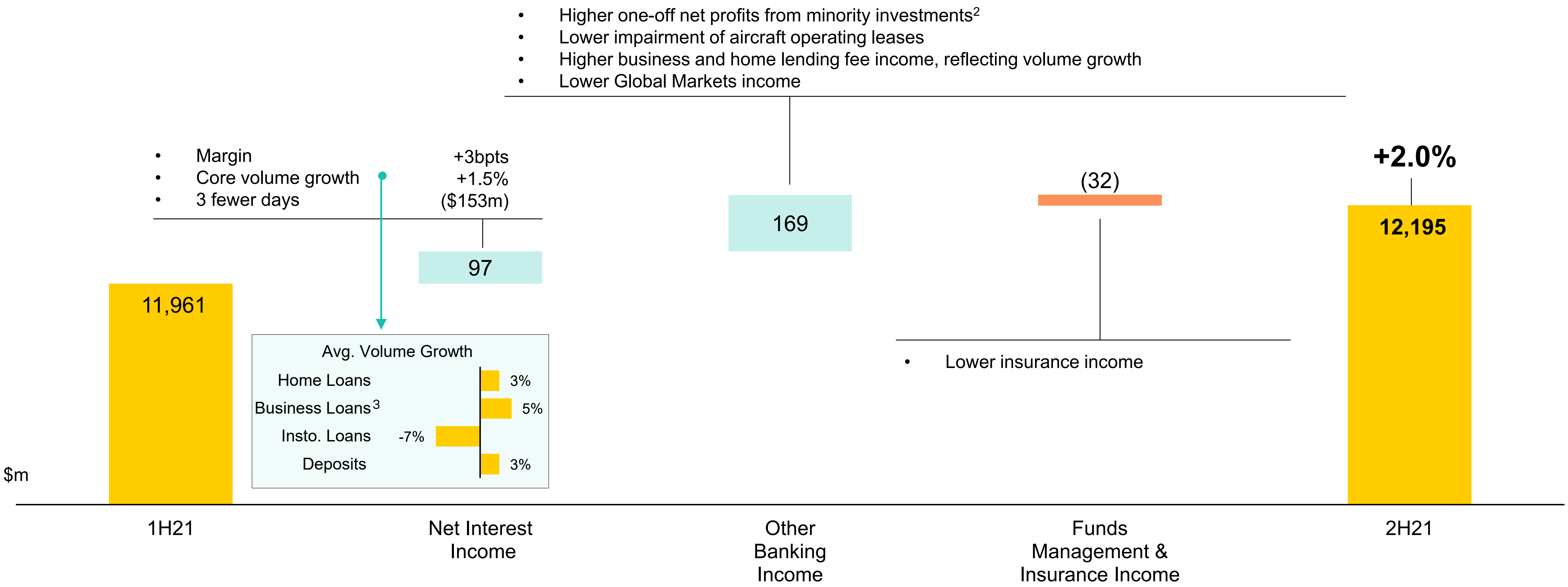




1. Presented on a continuing operations basis.

Sequential operating income[1]

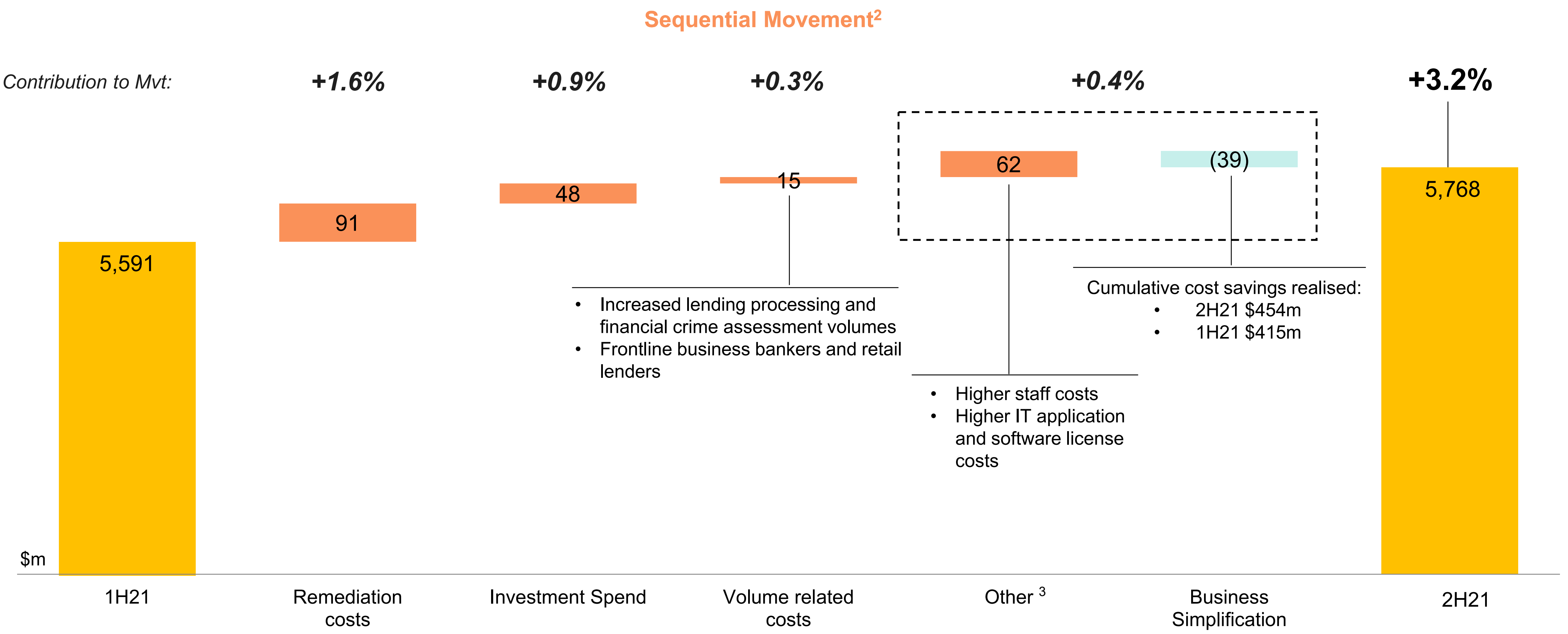
Core volume growth, improved margin and higher OBI, partly offset by 3 fewer days, lower insurance income



1. Presented on a continuing operations basis. 2. Primarily relating to minority investment in Bank of Hangzhou. 3. Includes NZ and other Business Loans.

Sequential operating expenses[1]

Higher remediation provisions and investment spend



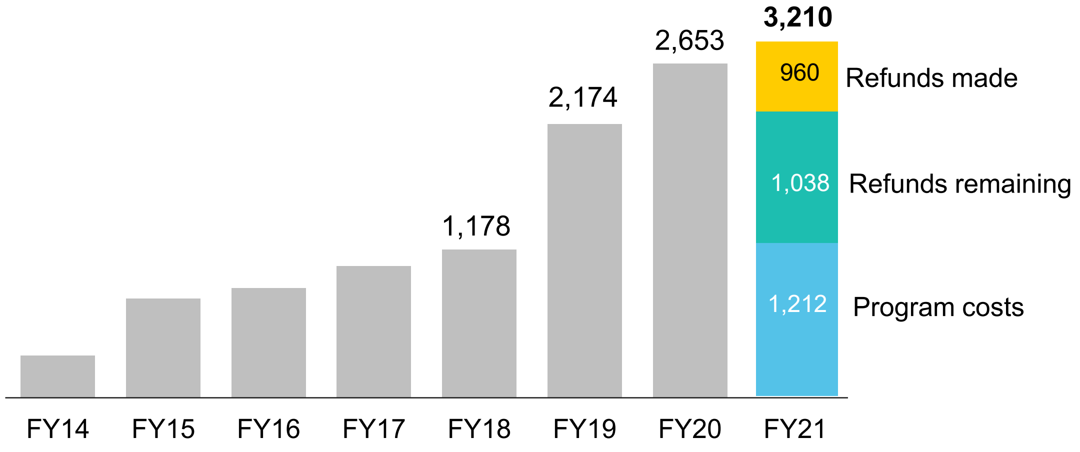
1. Presented on a continuing operations basis. 2. Growth rate percentages represent growth on 1H21 cost base. 3. Excludes remediation, investment spend and volume related costs.

Customer remediation

Additional remediation provision – committed to making things right for customers

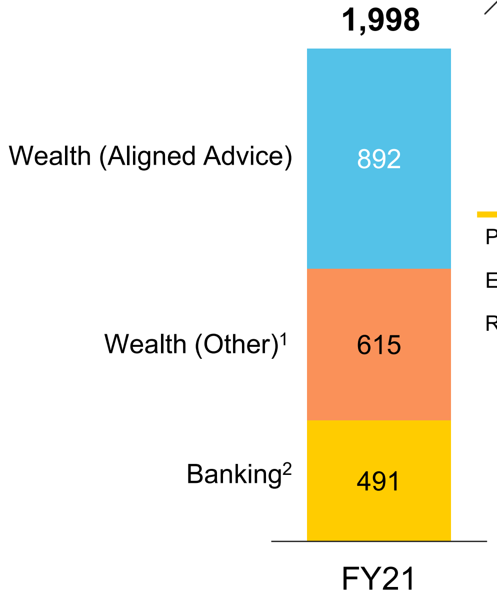
Remediation and program costs

Cumulative spend and provisions ($m)



Customer refunds

Cumulative customer refunds($m)



- $960m returned to customers
- $1,038m remaining

	Salaried	Aligned Advice
Period	FY09 - FY18	FY09 – FY19
Estimated fees received by advisors	~$0.5bn	~$1.2bn
Refund rate excluding interest	22%	39%[3]

1. Includes an estimate of refunds and interest to customers relating to advice quality, fees where no service was provided in the Commonwealth Financial Planning Business, Credit Card Plus, CommInsure Life Insurance and Loan Protection Insurance. 2. Includes Business Banking remediation, package fees, interest and fee remediation. 3. An increase/(decrease) in the rate by 1% would result in an increase/(decrease) in the provision of approximately $20 million.

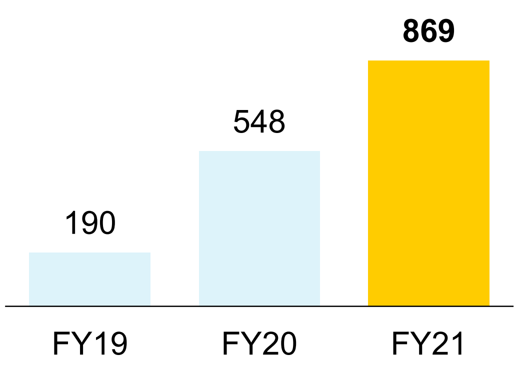
Cost approach supporting investment spend

Long term cost reduction creating capacity for long term investment

Cost Reduction

$m

Cumulative savings



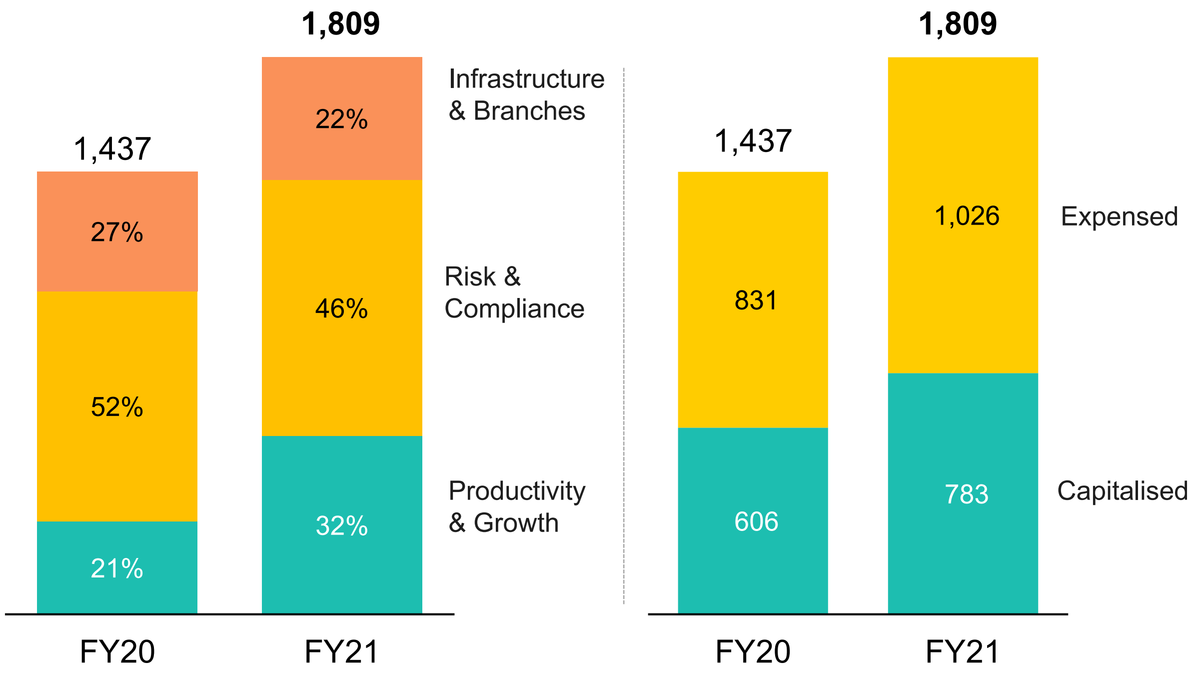
Cost approach

- **Simpler, more efficient** business for our customers and people
- Continue to **invest** in the business
- Strengthen our **digital and technology capability** for future growth
- Achieve **long term cost reduction**
- Deliver long term **sustainable shareholder returns**

Investment Spend[1,2]

$m

Shift to Productivity & Growth

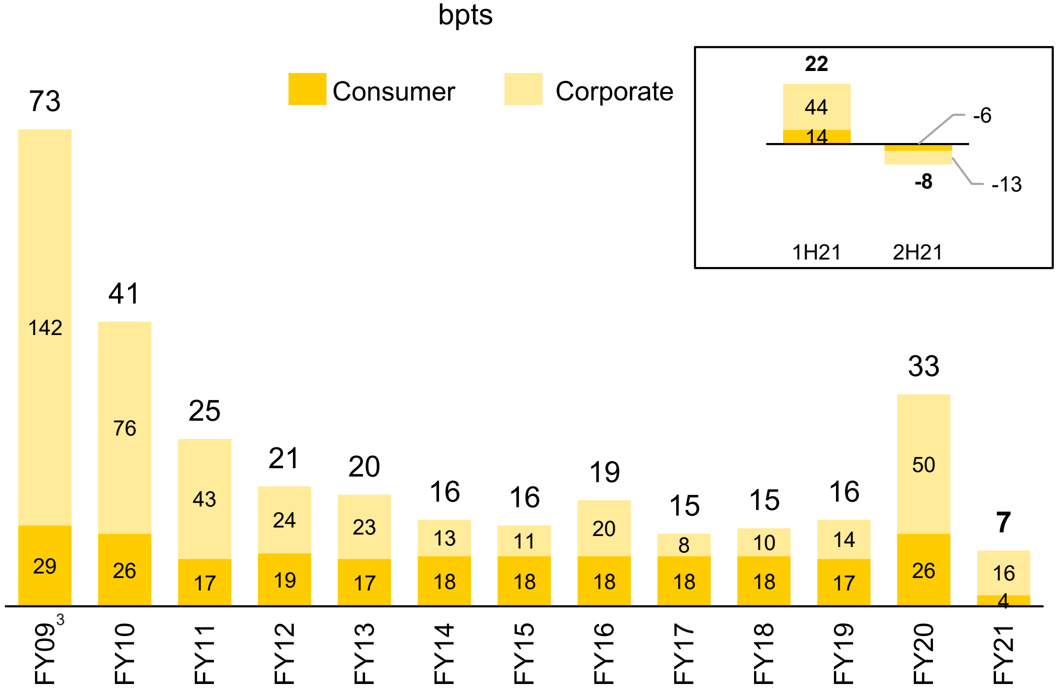


1. Presented on continuing operations basis. 2. Capitalised software balance is $1.43bn as at 30 June 2021 and $1.30bn as at 30 June 2020.

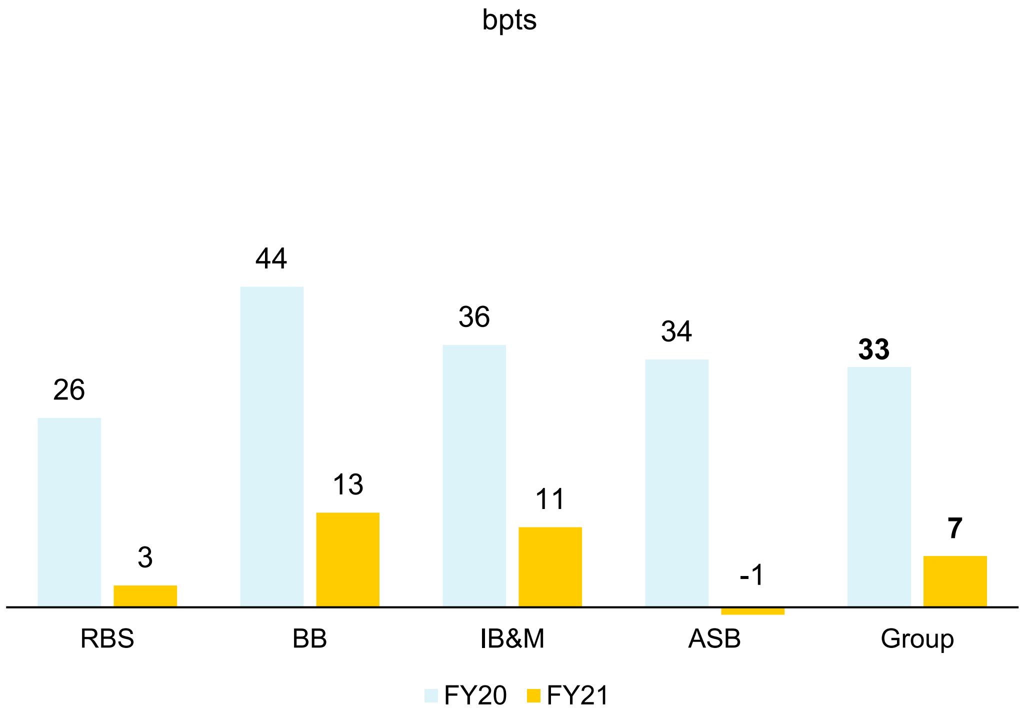
Loan losses

Lower provisions on improved economic outlook

Loan Loss Rate[1,2]



Loan Loss Rate by business unit[1]



1. Loan Impairment Expense as a percentage of average Gross Loans and Acceptances (GLAA) (bpts). 2. Comparative information has been restated to conform to presentation in the current period
3. FY09 includes Bankwest on a pro-forma basis.

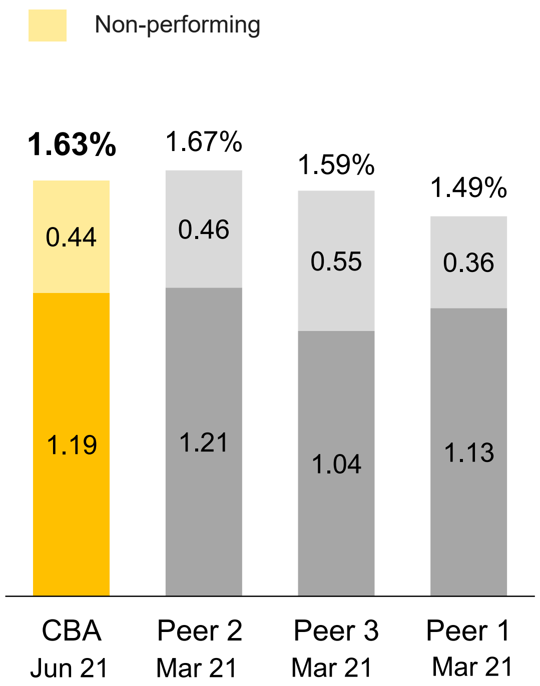
Provisions[1]

Strong provisioning coverage maintained

Provision coverage/CRWA

Total	Jun 20	Jun 21
Retail secured	1.09%	1.16%
Retail unsecured	8.74%	7.34%
Non-Retail	1.47%	1.51%
Total	**1.70%**	**1.63%**

Performing	Jun 20	Jun 21
Retail secured	0.88%	0.82%
Retail unsecured	7.77%	6.59%
Non-Retail	1.08%	1.08%
Total	**1.31%**	**1.19%**

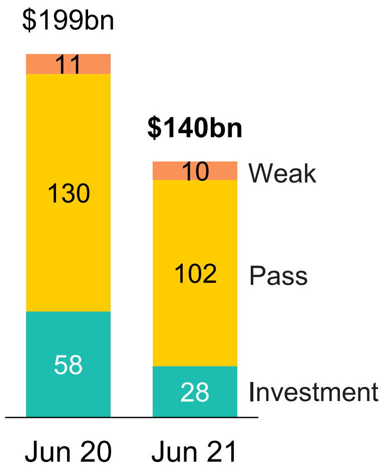


$m

Provisions by stage

		Credit exposures[3] Jun 20	Credit exposures[3] Jun 21	Credit provisions Jun 20	Credit provisions Jun 21
Collectively Assessed	Stage 1	735,947	849,367	1,569	1,614
Collectively Assessed	Stage 2[2]	199,291	139,724	3,346	2,936
Collectively Assessed	Stage 3	4,608	5,742	481	761
Individually Assessed	Stage 3	2,342	1,971	967	900
	Total	942,188	996,804	6,363	6,211

Stage 2 exposures by credit grade[4]

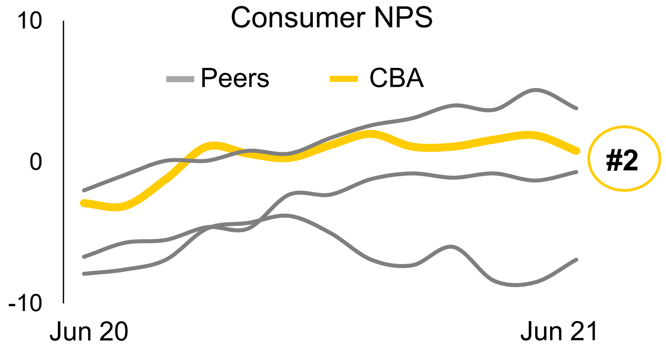


1. AASB 9 classifies loans into stages; Stage 1 – Performing, Stage 2 – Performing but significantly increased credit risk, Stage 3 – Non-performing (impaired). Performing relates to Stage 1 and Stage 2. Non-performing relates to Stage 3. Stage 2 is defined based on a significant deterioration in internal credit risk ratings, as well as other indicators such as arrears. Assessment of Stage 2 includes the impact of forward looking adjustments for emerging risk. 2. The assessment of significant increase in credit risk includes the impact of forward looking multiple economic scenarios in addition to adjustments for emerging risks at an industry, geographic location or particular portfolio segment level, which are calculated by stressing an exposure's internal credit rating grade at the reporting date. This accounts for approximately 62% of Stage 2 exposures as at 30 June 2021 (31 December 2020: 57%, 30 June 2020: 65%). 3. Comparative information has been restated to conform to presentation in the current period. 4. Segmentation of loans in retail and risk rated portfolios is based on the mapping of a counterparty's internally assessed PD to S&P Global ratings, reflecting a counterparty's ability to meet their credit obligations.

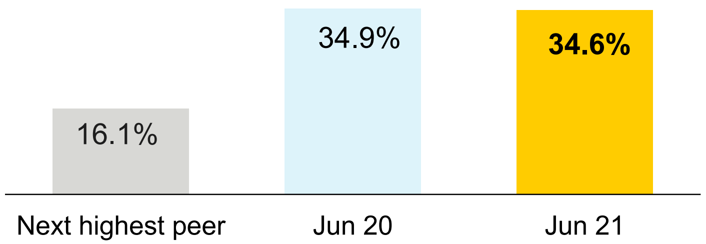
Retail Banking Services (RBS)[1]

Operational execution – volume growth above system – expenses flat, cost-to-income lower

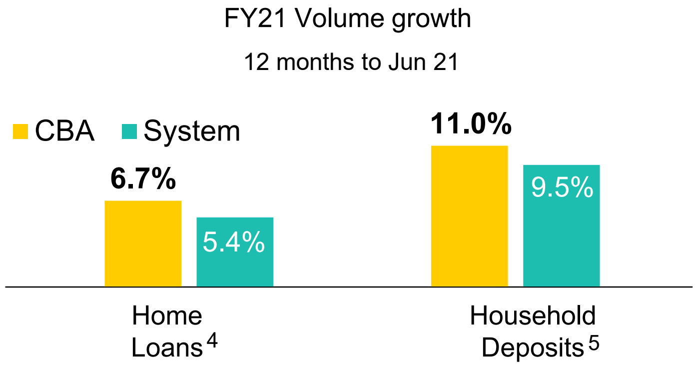
Net Promoter Score[2]



MFI Share[3]

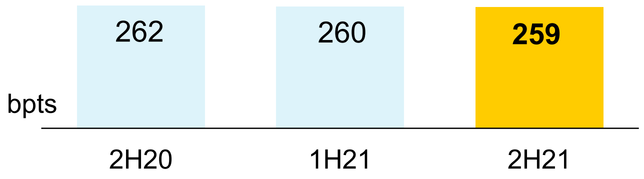


Volume growth



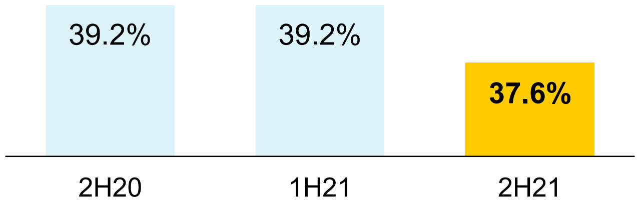
Margin

Lower deposits and capital earnings from impact of low rate environment, continued home loan competition and switching, partly offset by lower funding costs and home loan repricing



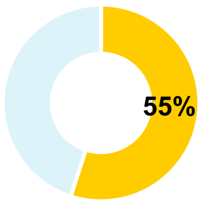
Cost-to-income

Lower cost-to-income ratio reflects continued focus on expense management



Financials

% Group NPAT[6]



$m	Jun 21	%
Income	11,244	**Flat**
Expense	(4,321)	**Flat**
Impairment	(134)	**(87%)**
NPAT	**4,765**	**+16%**

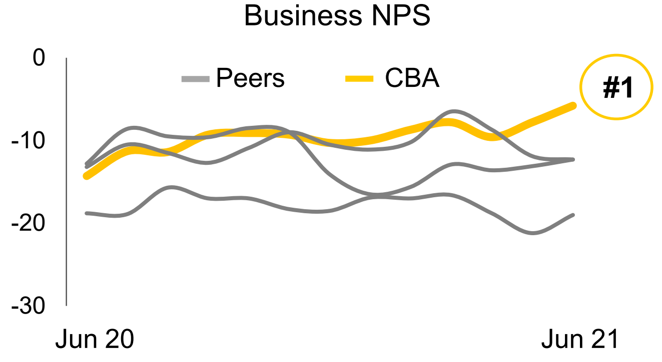
Income – lower margin and retail banking fees, partly offset by volume growth
Expense – inflation, loan processing & investment, offset by productivity
Impairment – improved economic conditions and outlook

1. Includes Bankwest and Commonwealth Financial Planning, excludes General Insurance and Mortgage Broking consolidation. 2. Net Promoter Score shows 6mth moving average. Source: DBM Consultants. 3. Source: Roy Morgan has re-calibrated the results from April 2020 to March 2021 to take into account methodology changes since Covid-19. This has resulted in small differences to some of the previously published figures. 4. Source: RBA Lending and Credit Aggregates. 5. Source: APRA Monthly Authorised Deposit-taking Institution Statistics (MADIS). 6. Group continuing operations Cash NPAT including Corporate Centre and Other.

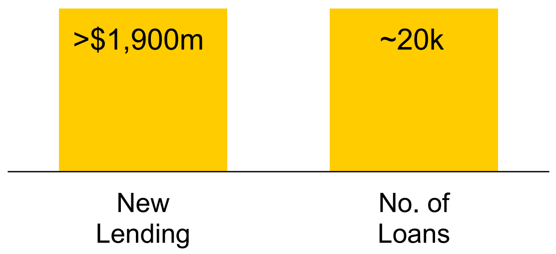
Business Banking (BB)

Investment and renewed focus on service model, leveraging digital assets – strong volume growth

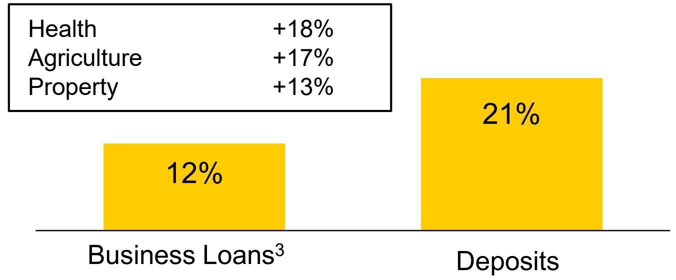
Net Promoter Score[1]



SME Guarantee Loan Scheme[2]

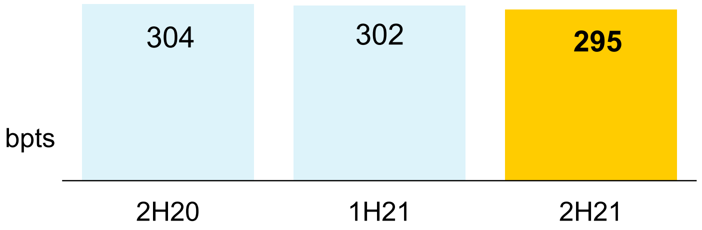


Volume growth



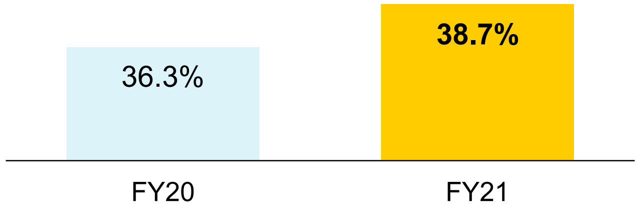
Margin

Lower deposits and business lending margins partly offset by favourable portfolio mix from strong at-call deposit growth and lower wholesale funding costs

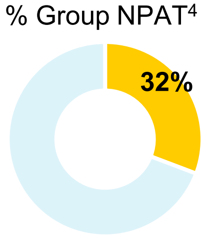


Cost-to-income

Increased investment in business banking product offerings and distribution capabilities, inflation and remediation costs, partly offset by productivity initiatives



Financials



$m	Jun 21	%
Income	6,840	+1%
Expense	(2,649)	+8%
Impairment	(233)	(70%)
NPAT	**2,758**	**+11%**

Income – Reduced margin offset by higher fee income from equities
Expense – Investment in product offerings and distribution capabilities
Impairment – Improved macro-economic impacts

1. Net Promoter Score shows 6mth moving average. Source: DBM Consultants. 2. Total Loans for Government SME Guarantee Scheme, since inception to 30 June 2021. 3. Growth rate based on financial reporting view of balances. Reflects definitional differences to market reporting growth rate (11.2%). 4. Group continuing operations Cash NPAT including Corporate Centre and Other.

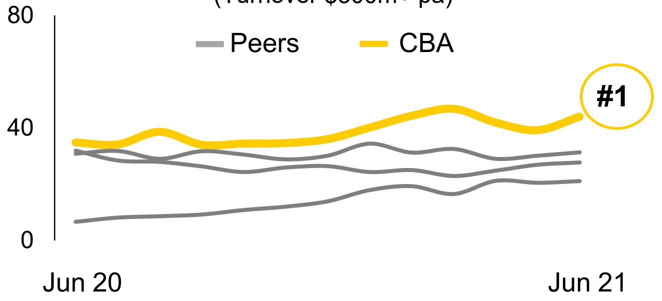
Institutional Banking and Markets (IB&M)

Combining global connectivity and capability – contributing to Australian economic recovery

Net Promoter Score

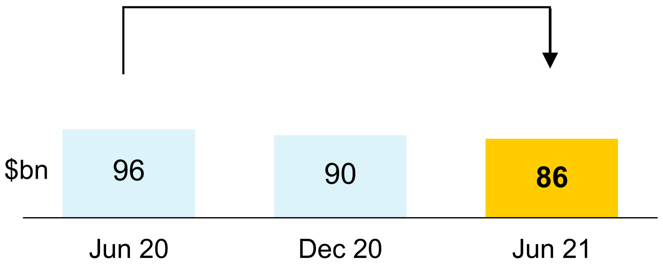
Institutional NPS[1]

(Turnover $300m+ pa)



IB&M Lending

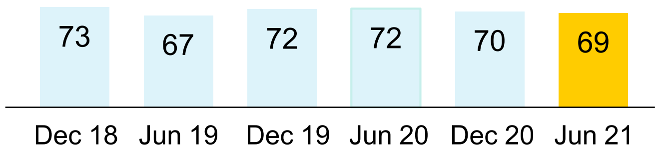
Lending decrease driven by lower institutional lending balances and a reduction in pooled facilities



Credit RWAs

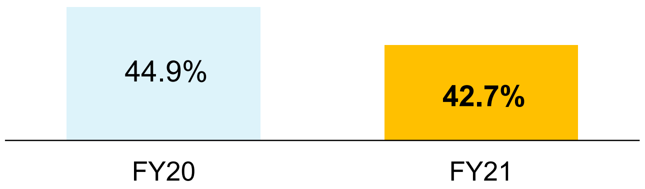
Decline in 2H21 driven primarily by improvement in credit quality and lower volumes, partly offset by unfavourable FX impacts

Spot $bn



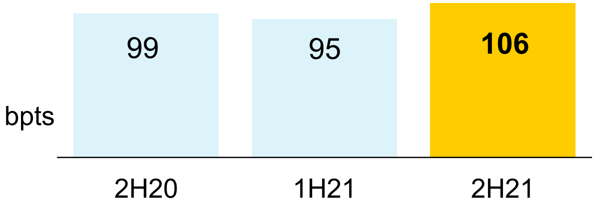
Cost-to-income

Improvement due to lower operating expenses and higher total banking income



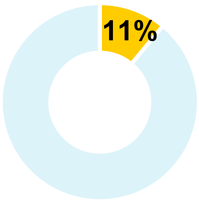
Margin

Higher Global Markets income due to lower funding costs and increased commodities margins, partly offset by lower deposits and capital earnings due to low interest rates



Financials

% Group NPAT[3]



$m	Jun 21	%
Income	2,304	**+1%**
Expense	(983)	**(4%)**
Impairment	(96)	**(73%)**
NPAT	**922**	**+46%**

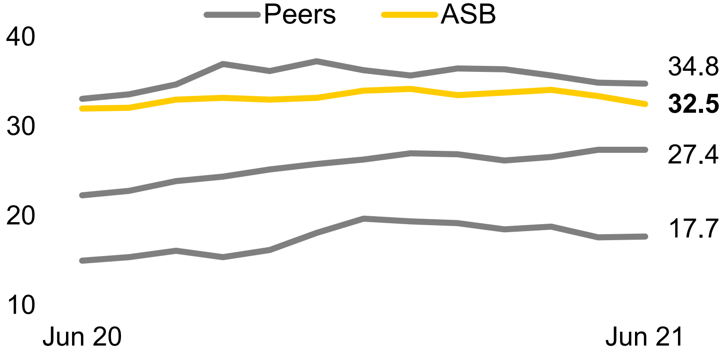
Income – Higher Global Markets, increased deposit volumes
Expense – Productivity initiatives, lower business travel
Impairment – Improvement in the economic outlook

1. Net Promoter Score shows 12mth moving average. Source: DBM Consultants. 2. Total committed exposures rated investment grade (%). 3. Group continuing operations Cash NPAT including Corporate Centre and Other.

ASB

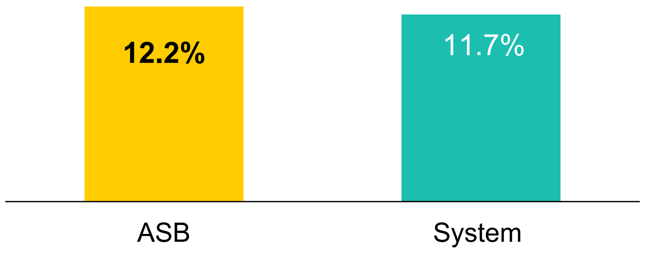
Strong volume growth and lower impairments reflecting New Zealand economic recovery

Retail net promoter score[1]



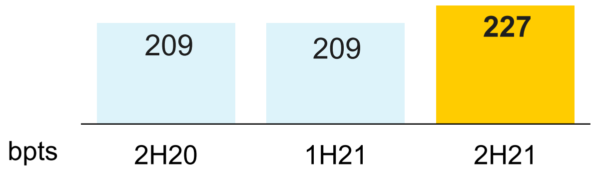
Home lending

12 months to Jun 21

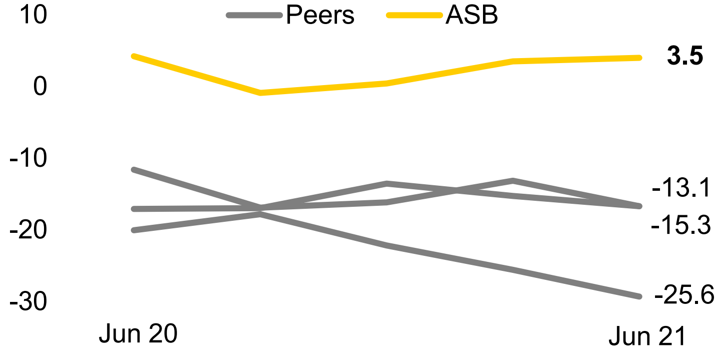


Margin[2]

Lower wholesale funding costs and the impact of favourable portfolio mix, partly offset by lower deposit margins



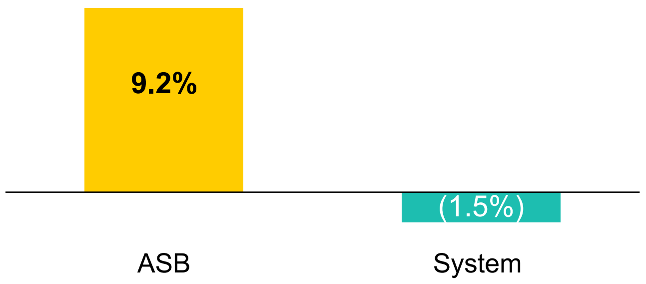
Business net promoter score[3]



Business lending

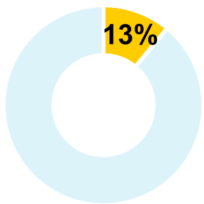
Strong support for NZ businesses

12 months to Jun 21



Financials

% Group NPAT[4]



$NZDm	Jun 21	%
Income	2,943	**+8%**
Expense	(1,148)	**+5%**
Impairment	5	**large**
NPAT	**1,295**	**+34%**

Income – Strong volume and margin growth
Expense – Higher investment spend (focusing on regulatory compliance, customer experience initiatives and enhancing technology platforms), IT costs and staff expenses
Impairment – Higher prior period provisions driven by COVID-19

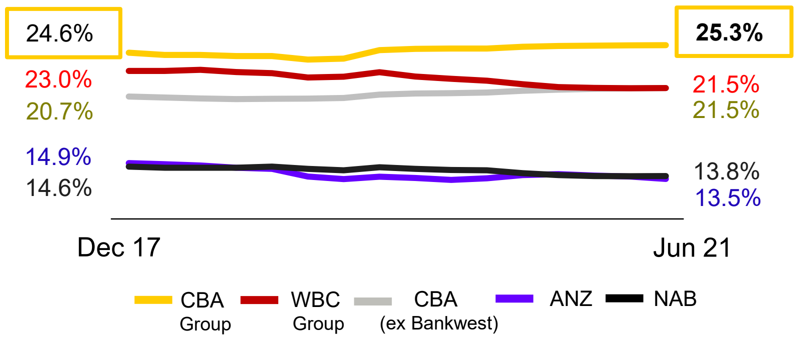
1. Sourced from the Camorra Retail Market Monitor and NPS scores shown on a 12 month roll, peers include ANZ, BNZ and Westpac. 2. NIM is ASB Bank only and calculated in New Zealand dollars. 3. Sourced from the Kantar Business Finance Monitor for All Businesses ($0-$150m) and Agri ($100k+) shown on a 4 quarter roll. 4. NZ divisional Cash NPAT as a proportion of Group continuing operations Cash NPAT including Corporate Centre and Other.

Home and Consumer Lending

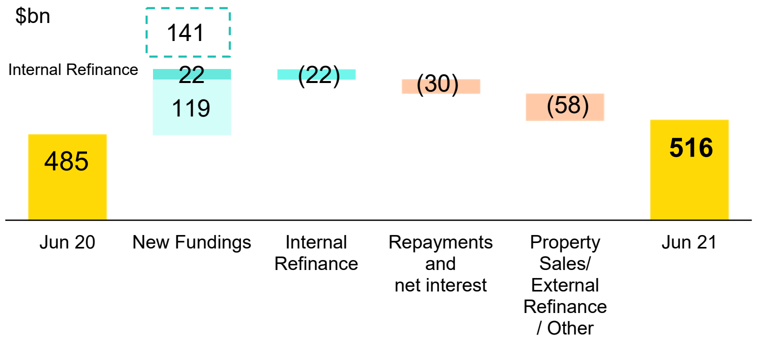
Home lending overview

Process efficiency – above system growth - strong risk profile

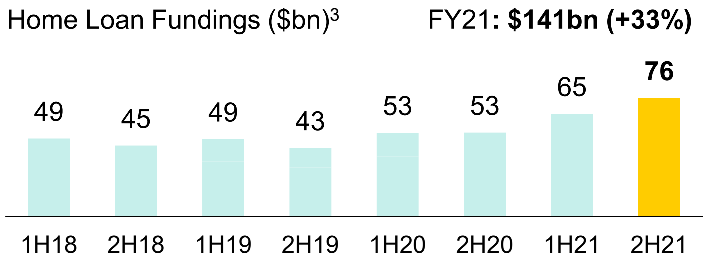
Consistent market share gains[1]



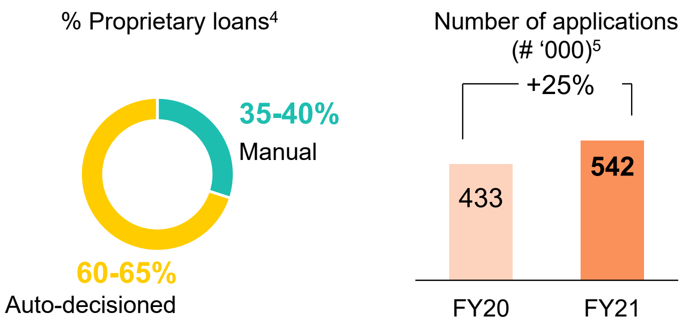
Net growth driven by strong new lending[2]



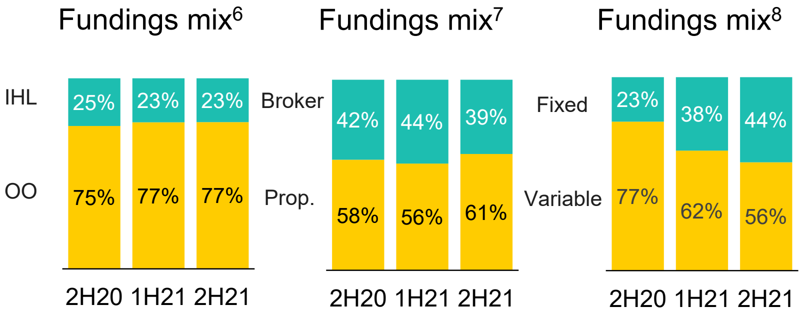
Strong growth in new fundings



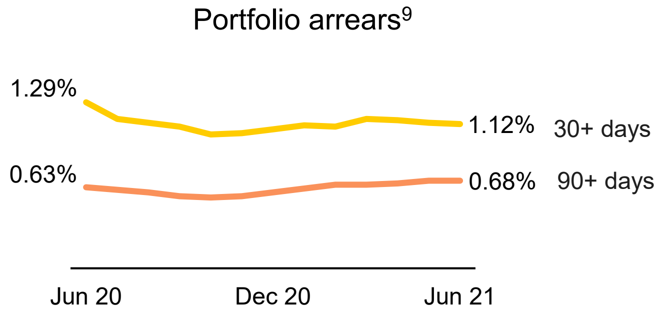
Operational discipline enabling higher volumes to be processed efficiently



Fundings weighted towards owner-occupied loans, increased fixed rate lending



Steady arrears with majority of loan deferral exits returned to pre-deferral terms



1 . System source: RBA Lending and Credit Aggregates, series break due to new regulatory definitions set by APRA from 1 July 2019. As a result of this change, market share is not comparable to previous reporting periods. 2. Presented on a gross basis before value attribution to other business units. New fundings includes RBS internal refinancing ($22bn), Viridian Line of Credit (VLOC) and excludes Bankwest internal refinancing. 3. Includes RBS internal refinancing, excludes Viridian Line of Credit (VLOC) and excludes Bankwest internal refinancing. 4. Auto-decisioning is for proprietary loans only. Excludes Bankwest. Metric is a proxy. 5. CBA including Bankwest. Applications include top-ups. 6. Includes RBS internal refinancing, excludes VLOC and excludes Bankwest internal refinancing. 7. Excludes Bankwest. 8. CBA including Bankwest. 9. CBA including Bankwest. Excludes Line of Credit, Reverse Mortgage, Commonwealth Portfolio Loans and Residential Mortgage Group.

Home loan process efficiency

Ensuring strong volume growth can be processed quickly and efficiently

Focus Areas

- Continued strengthening of data assets to increase coverage of auto validation across income & liabilities, including the use of Open Banking & external providers
- Investing in digital ID & KYC capability to improve the on-boarding experience of customers
- Further strengthening our valuation capability, which currently automates valuations across ~60% of all applications, saving up to 5 business days for customers
- Electronic signatures and full coverage on NSW, VIC & SA eligible geographies through Digital Document capability
- Continued roll out of Digital Servicing tool for partners to quickly and easily qualify servicing capacity for customers
- Increasing team capacity to support Complex Credit Decisioning where coverage of external data validation may be limited
- Investing in the digitisation of post-decisioning functions, including Certifications & Discharges via automation & data
- Investing in the in-life experience including making it easy for customers to manage loans digitally from splitting and switching to managing offsets and repayments

Operational execution[1]

Focus on turnaround times

- ~65% of all applications auto-decisioned same day (proprietary)
- ~85% of referred applications decisioned within 1 day (proprietary)
- ~85% of referred applications decisioned within 2 days (broker)
- Up to 60% coverage for automated valuations – saving up to 5 days

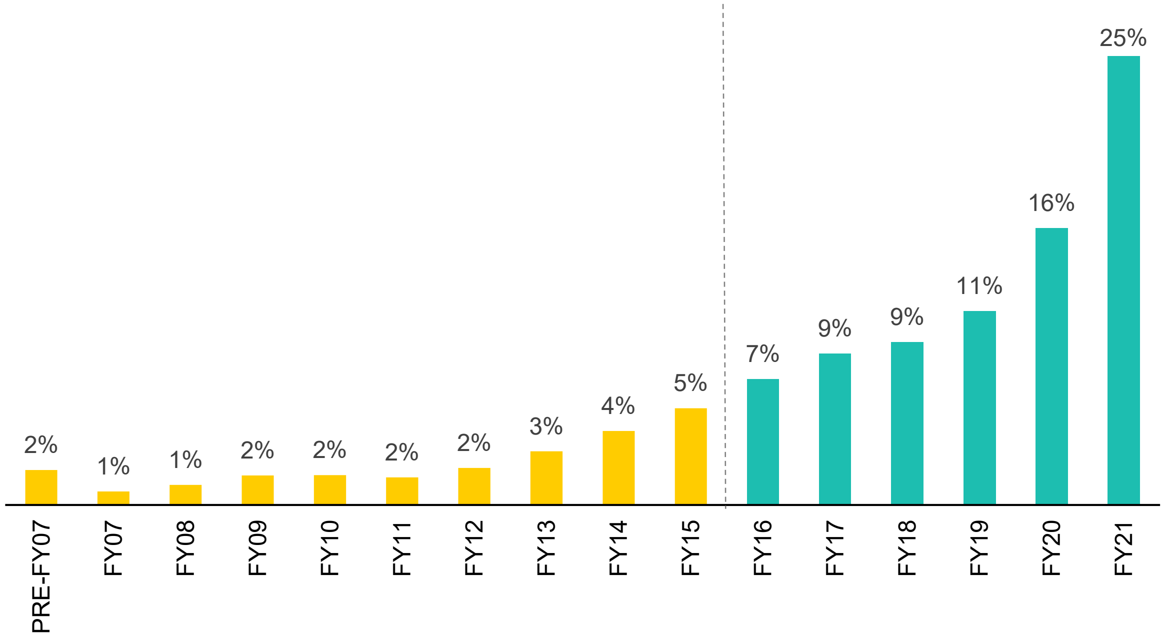
1. Information relates to new home loan applications unless noted otherwise. “Days” relates to Business Days. As at June 2021. Broker loans are referred simple applications.

Serviceability assessment[1]

Majority of loans originated under tightened standards to assist customers with repayment shock

~77% of the book originated under tightened standards since FY16

Mortgage portfolio by year of origination



New Loan Assessment

Income	• All income used in application to assess serviceability is verified • 80% or lower cap on less stable income sources (e.g. rent, bonus, overtime) • Applicants reliant on less stable sources of income manually decisioned • 90% cap on tax free income, including Government benefits • Limits on investor income allowances, e.g. RBS restrict rental yield to 4.8% and use of negative gearing where LVR>90% • Rental income net of rental expenses used for servicing
Living Expenses	• Living expenses captured for all customers • Servicing calculations use the higher of declared expenses or HEM adjusted by income and household size • Expenses excluded from HEM are added to the higher of the declared expenses or HEM
Interest Rates	• Assess customer ability to pay based on the higher of the customer rate plus serviceability buffer or minimum floor rate • Interest Only (IO) loans assessed on principal and interest basis over the residual term of the loan

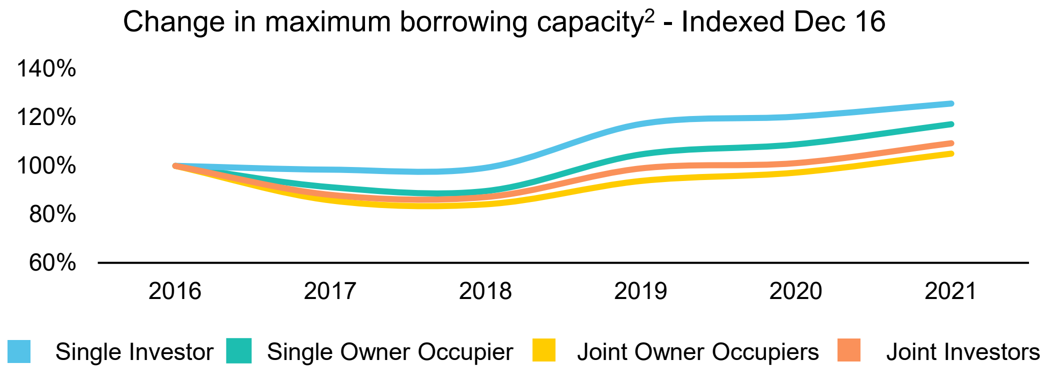
Existing Debt	• All existing customer commitments are verified
	• CBA transaction accounts and Comprehensive Credit Reporting (CCR) data used to identify undisclosed customer obligations
	• Transaction statements reviewed for undisclosed debts for applications with tighter net servicing positions
	• For repayments on existing mortgage debt:
	  • CBA & OFI repayments recalculated using the higher of the actual rate plus a buffer or minimum floor over remaining loan term
	  • Credit card repayments calculated at an assessment rate of 3.82%

1. CBA excluding Bankwest unless stated otherwise. Excludes Line of Credit, Reverse Mortgage, Commonwealth Portfolio Loan and Residential Mortgage Group.

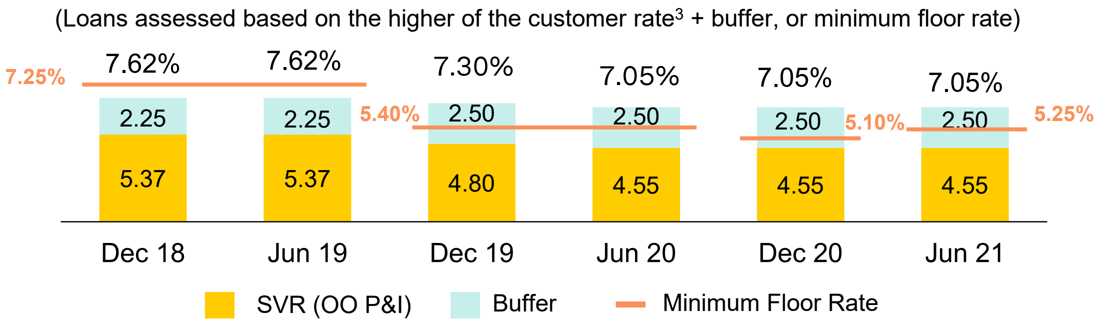
Borrowing capacity[1]

Maintaining credit availability – lending growth within risk appetite

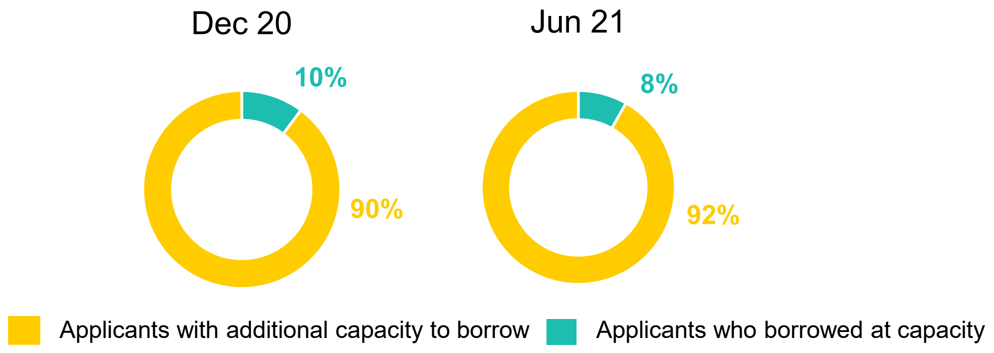
Borrowing capacity remains elevated over the period



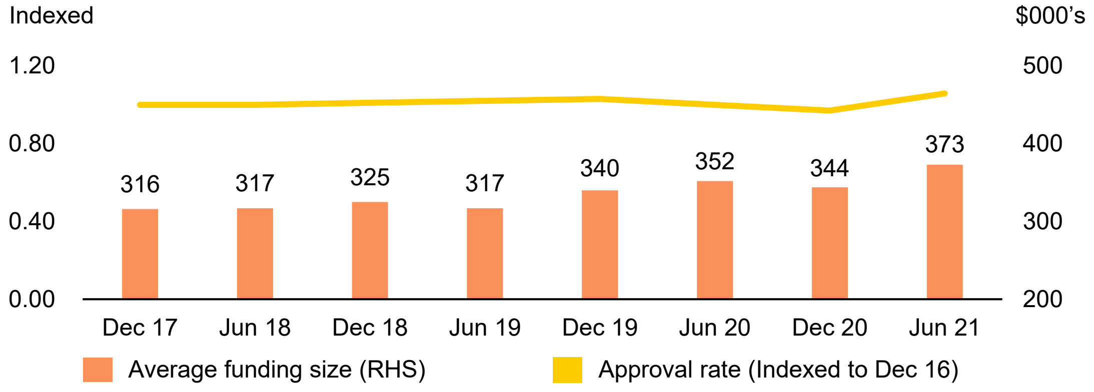
Driven by low interest rate environment and lower serviceability assessment floor rate



Fewer applicants borrowing at capacity[4]



Approval rate and average loan size[5] increasing

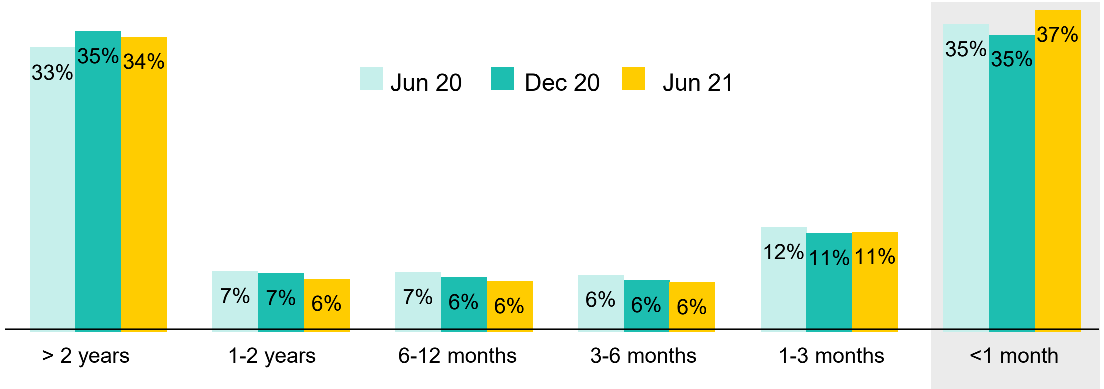


1. CBA excluding Bankwest. 2. Scenarios based on differing assumptions with respect to family types, number of dependents, loan size, income sources and existing liabilities/commitments. 3. Customer rate includes any customer discounts that may apply. 4. Applications that have passed system serviceability test; borrowed at capacity reflects applicants with minimal net income surplus. 5. Based on fundings 6 months ending.

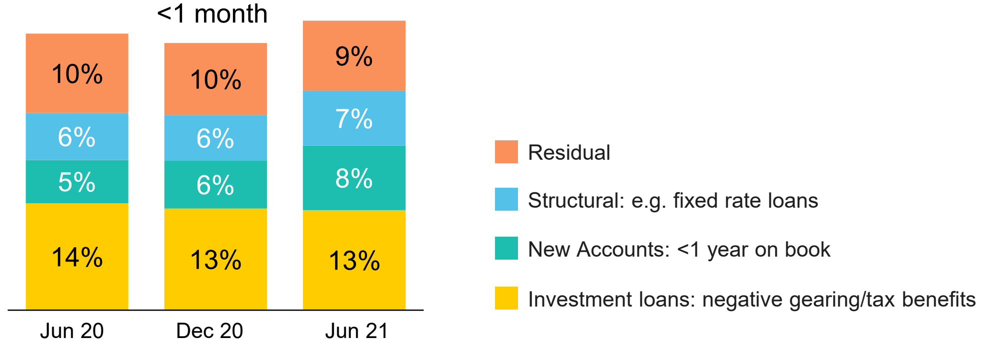
Portfolio quality remains sound [1]

Strong repayment buffers in place

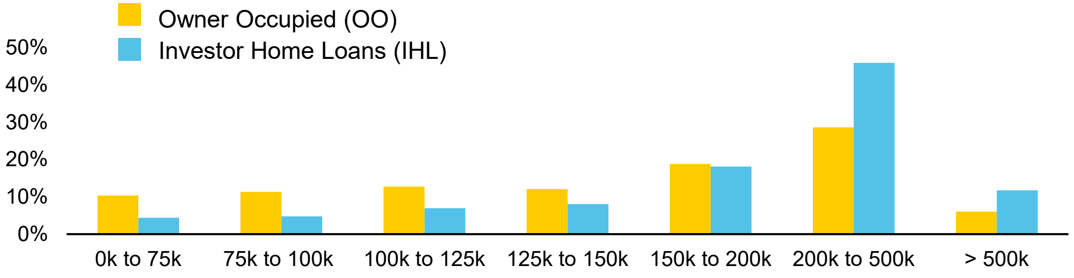
Repayment buffers
(Payments in advance [2], % of accounts)



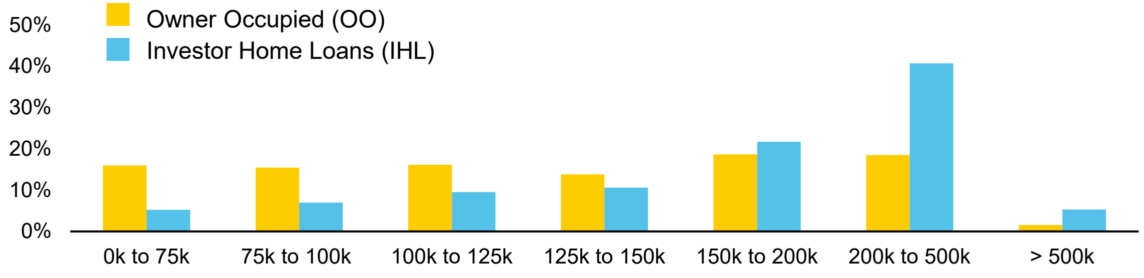
Those with less than 1 month buffer include investors and new borrowers



Applicant gross income band
6 months to Jun 21 – Fundings $



Applicant gross income band
6 months to Jun 21 – Fundings #



1. CBA including Bankwest. Excludes Line of Credit, Reverse Mortgage, Commonwealth Portfolio Loans and Residential Mortgage Group. 2. Includes offset facilities, excludes loans in arrears.

Home loan portfolio – CBA

A balanced approach to portfolio quality, growth and returns

Portfolio[1]	Jun 20	Dec 20	Jun 21
Total Balances - Spot ($bn)	485	498	516
Total Balances - Average ($bn)	482	492	507
Total Accounts (m)	1.8	1.9	2.0
Variable Rate (%)	77	73	67
Owner Occupied (%)	68	69	70
Investment (%)	30	29	28
Line of Credit (%)	2	2	2
Proprietary (%)	54	53	54
Broker (%)	46	47	46
Interest Only (%)[2]	16	15	12
Lenders' Mortgage Insurance (%)[2]	21	21	21
Mortgagee In Possession (bpts)	3	2	2
Negative Equity (%)[3]	3.8	2.5	1.2
Annualised Loss Rate (bpts)	2	2	1
Portfolio Dynamic LVR (%)[4]	53	51	49
Customers in Advance (%)[5]	80	80	78
Payments in Advance incl. offset[6]	36	38	37
Offset Balances – Spot ($bn)	50	57	57

New Business[1]	Jun 20	Dec 20	Jun 21
Total Funding ($bn)	53	65	76
Average Funding Size ($'000)[7]	354	344	374
Serviceability Buffer (%)[8]	2.5	2.5	2.5
Variable Rate (%)	77	62	56
Owner Occupied (%)	75	77	77
Investment (%)	25	23	23
Line of Credit (%)	0	0	0
Proprietary (%)	53	52	56
Broker (%)	47	48	44
Interest Only (%)[9]	19	18	17
Lenders' Mortgage Insurance (%)[2]	18	20	17

1. CBA including Bankwest. All portfolio and new business metrics are based on balances and fundings respectively, unless stated otherwise. All new business metrics are based on 6 months to Jun 20, Dec 20 and Jun 21. Excludes ASB.
2. Excludes Line of Credit (Viridian LOC/Equity Line).
3. Negative equity arises when the outstanding loan balance (less offset balances) exceeds updated house value. Based on outstanding balances, taking into account both cross-collateralisation and offset balances. Excludes Line of Credit, Reverse Mortgage, Commonwealth Portfolio Loans and Residential Mortgage Group.
4. Dynamic LVR defined as current balance/current valuation.
5. Any amount ahead of monthly minimum repayment; includes offset facilities.
6. Average number of monthly payments ahead of scheduled repayments.
7. Average Funding Size defined as funded amount / number of funded accounts.
8. Serviceability test based on the higher of the customer rate plus an interest rate buffer or min floor rate.
9. Based on the APRA definition of Interest Only reporting, inclusive of Construction loans.

Home loan portfolio – CBA ex Bankwest

A balanced approach to portfolio quality, growth and returns

Portfolio[1]	Jun 20	Dec 20	Jun 21
Total Balances - Spot ($bn)	411	423	439
Total Balances - Average ($bn)	407	417	431
Total Accounts (m)	1.6	1.6	1.7
Variable Rate (%)	77	72	66
Owner Occupied (%)	67	68	69
Investment (%)	31	30	29
Line of Credit (%)	2	2	2
Proprietary (%)	59	58	59
Broker (%)	41	42	41
Interest Only (%)[2]	16	15	13
Lenders' Mortgage Insurance (%)[2]	19	20	20
First Home Buyers (%)	9.7	9.9	9.9
Mortgagee In Possession (bpts)	3	1	2
Annualised Loss Rate (bpts)	2	1	1
Portfolio Dynamic LVR (%)[3]	51	50	48
Customers in Advance (%)[4]	78	78	76
Payments in Advance incl. offset[5]	37	39	37
Offset Balances – Spot ($bn)	43	49	49

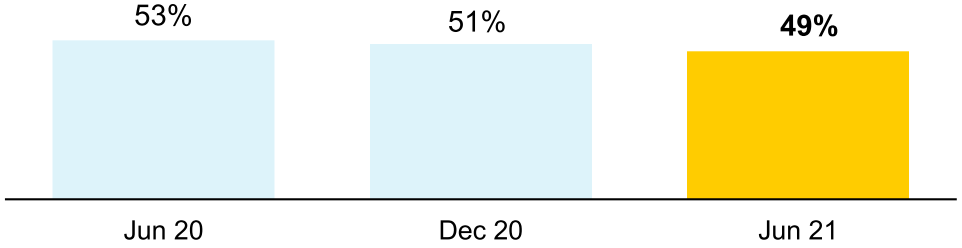
New Business[1]	Jun 20	Dec 20	Jun 21
Total Funding ($bn)	47	57	66
Average Funding Size ($'000)[6]	352	344	373
Serviceability Buffer (%)[7]	2.5	2.5	2.5
Variable Rate (%)	75	60	54
Owner Occupied (%)	74	77	77
Investment (%)	26	23	23
Line of Credit (%)	0	0	0
Proprietary (%)	58	56	61
Broker (%)	42	44	39
Interest Only (%)[8]	18	17	16
Lenders' Mortgage Insurance (%)[2]	17	18	17
First Home Buyers (%)	12.2	13.6	12.1

1. CBA excluding Bankwest. All portfolio and new business metrics are based on balances and fundings respectively, unless stated otherwise. All new business metrics are based on 6 months to Jun 20, Dec 20 and Jun 21. Excludes ASB.
2. Excludes Line of Credit (Viridian LOC).
3. Dynamic LVR defined as current balance/current valuation.
4. Any amount ahead of monthly minimum repayment; includes offset facilities.
5. Average number of monthly payments ahead of scheduled repayments.
6. Average Funding Size defined as funded amount / number of funded accounts.
7. Serviceability test based on the higher of the customer rate plus an interest rate buffer or min floor rate.
8. Based on the APRA definition of Interest Only reporting, inclusive of Construction loans.

Portfolio LVRs[1]

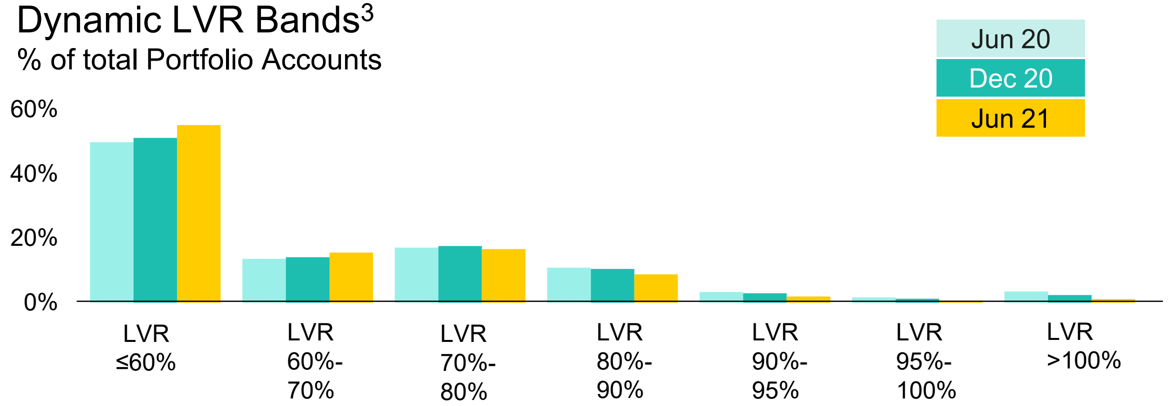
Portfolio LVR trending lower in FY21

Average Portfolio Dynamic LVR[2]



Dynamic LVR Bands[3]

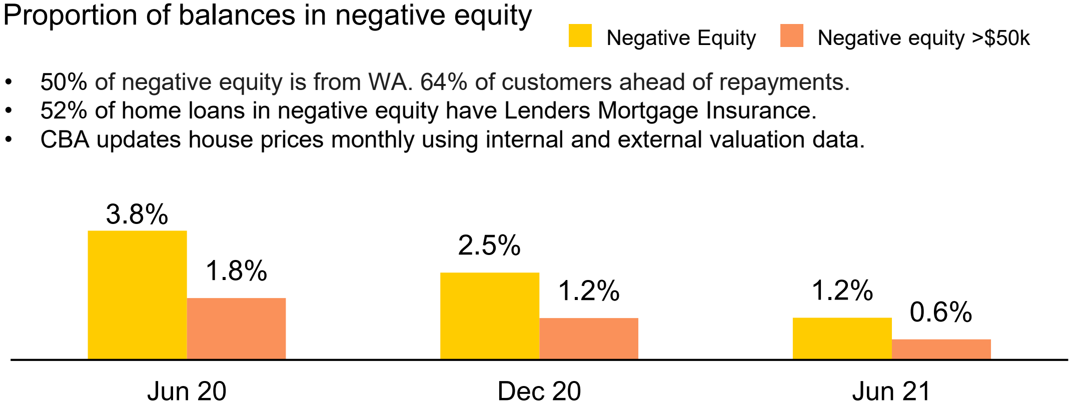
% of total Portfolio Accounts



Negative Equity[4]

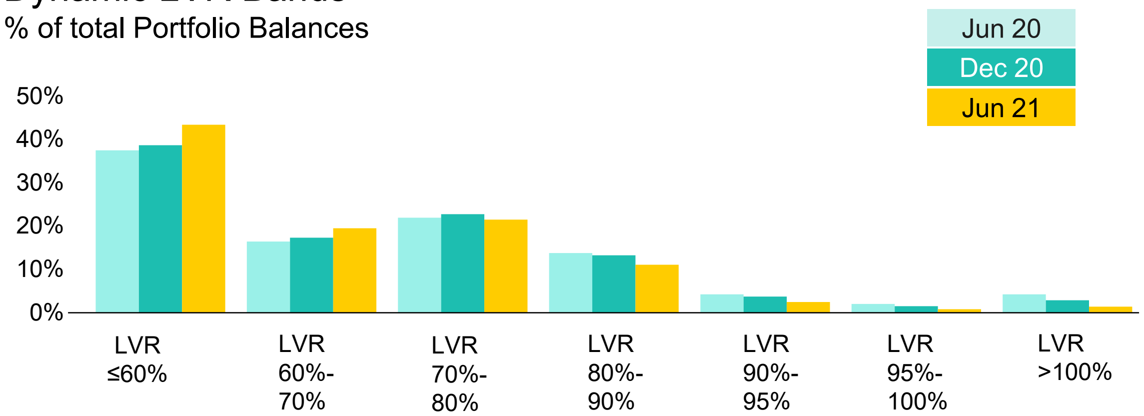
Proportion of balances in negative equity

- 50% of negative equity is from WA. 64% of customers ahead of repayments.
- 52% of home loans in negative equity have Lenders Mortgage Insurance.
- CBA updates house prices monthly using internal and external valuation data.



Dynamic LVR Bands[3]

% of total Portfolio Balances

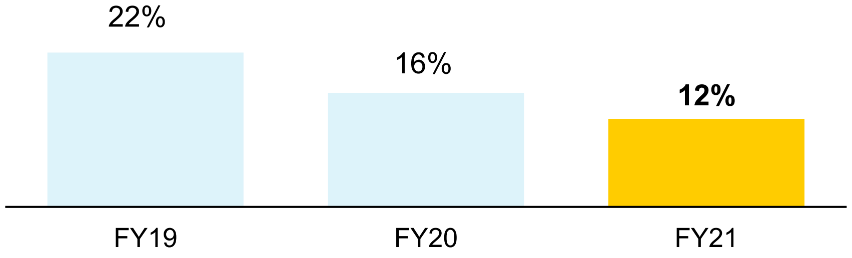


1. CBA including Bankwest. Excludes Line of Credit, Reverse Mortgage, Commonwealth Portfolio Loans and Residential Mortgage Group. 2. Based on accounts. Includes Bankwest, Line of Credit and Reverse Mortgage. 3. Taking into account cross-collateralisation. Offset balances not considered. 4. Negative equity arises when the outstanding loan (less offsets) exceeds house value. Based on outstanding balances, taking into account cross-collateralisation and offset balances.

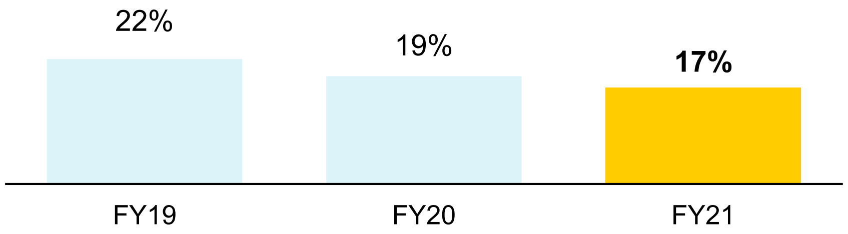
Interest Only (IO) home loans[1]

Reducing proportion of IO home loans for total portfolio and new business flow

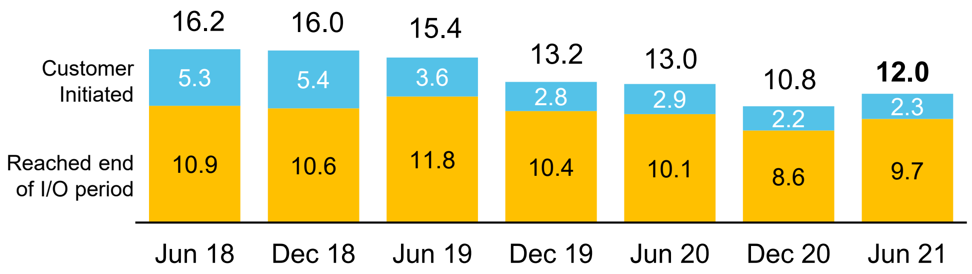
Portfolio of IO loans reducing
IO % of total home loans – total portfolio balance



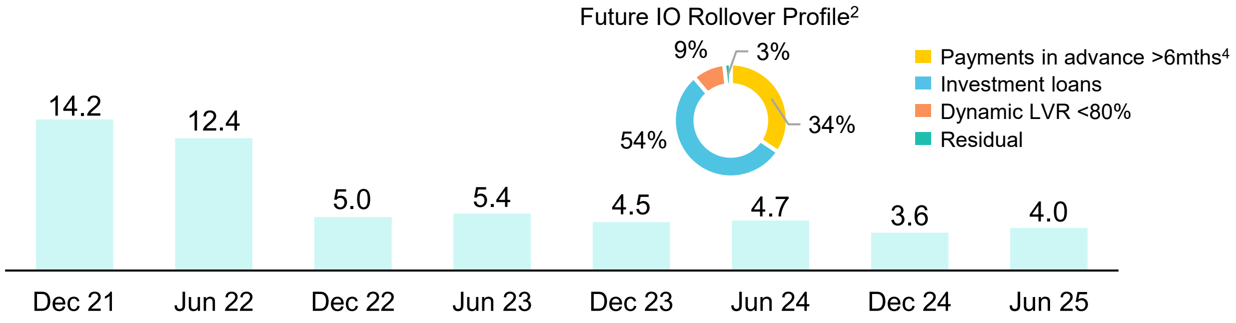
New interest only loans reducing
IO % of total home loans – new business flow[2]



IO portfolio largely investor loans. Rollover to principal and interest at levels lower than recent years and many customers ahead of repayment schedule.



Balance Movement ($bn)[3]



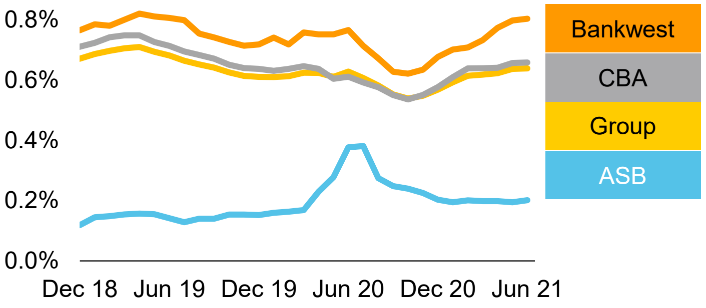
Scheduled IO term expiry – 6 months ending ($bn)[3]

1. CBA including Bankwest unless stated otherwise. Excludes Line of Credit, Reverse Mortgage, Commonwealth Portfolio Loan and Residential Mortgage Group. 2. Based on the APRA definition of Interest Only reporting, inclusive of Construction loans. 3 Includes Bankwest. Rollover status in FY21 takes snapshot at Jun 21 4. Payments in Advance defined as the number of monthly payments ahead of scheduled repayments by 6 or more months.

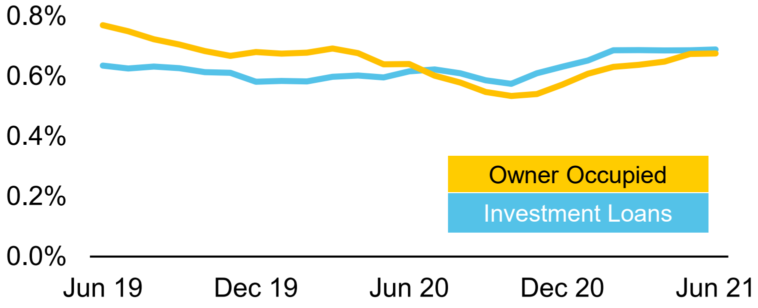
Home loan arrears

Home loan 90+ arrears modestly higher in recent periods influenced by deferral exits

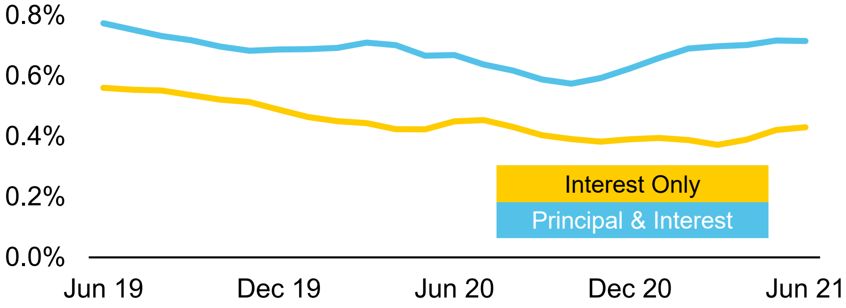
Arrears by portfolio
Group 90+ days



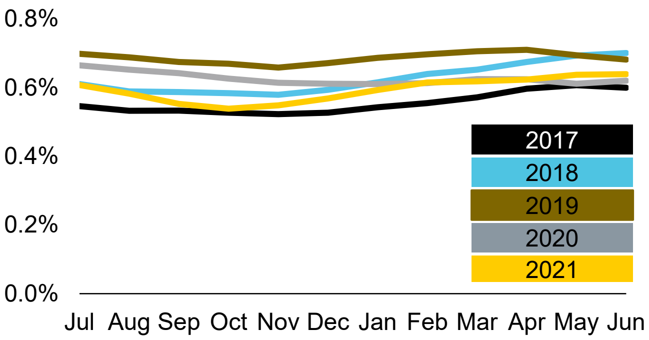
Arrears by product
Group 90+ days[1]



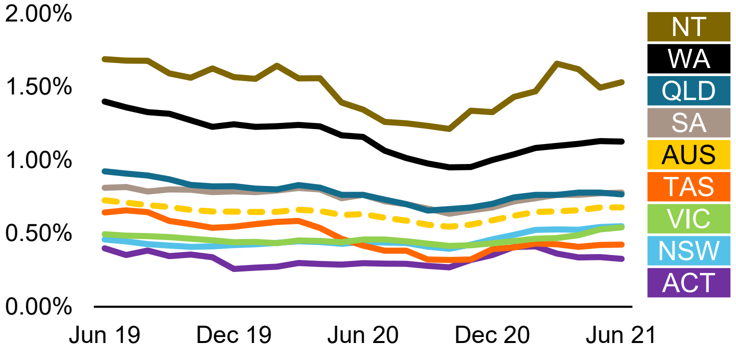
Arrears by repayment type
Group 90+ days[1]



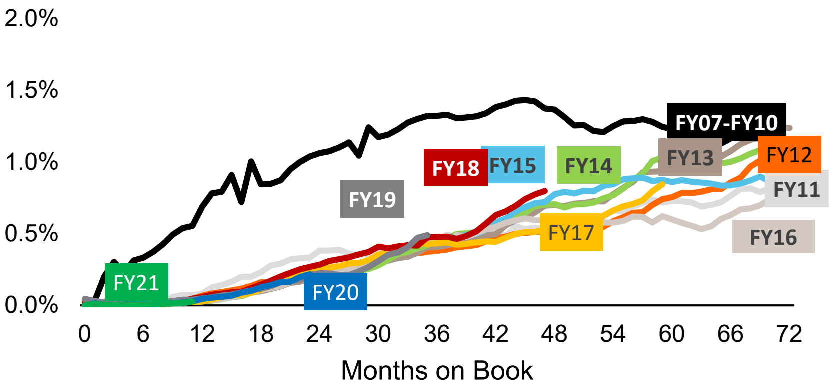
Arrears by year
Group 90+ days



Arrears by state
Group 90+ days[1]



Arrears by vintage
Group 90+ days[1,2]

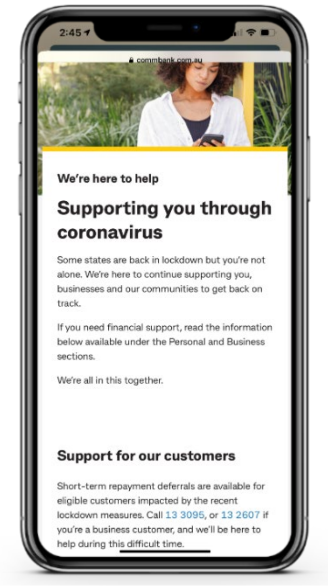


1. CBA including Bankwest. Excludes Line of Credit, Reverse Mortgage, Commonwealth Portfolio Loan and Residential Mortgage Group. 2. Bankwest included from FY08.

Home loan deferrals

Digital and operational leadership ensuring effective customer support and optimal outcomes

Leveraging digital assets to deliver timely and efficient support



>6m	Support page visits
1.7m	Personalised reminders
258k	Outbound calls
2.1k	Asynchronous chat conversations
~160k	Deferrals offered

Innovative tailored solutions, delivered efficiently

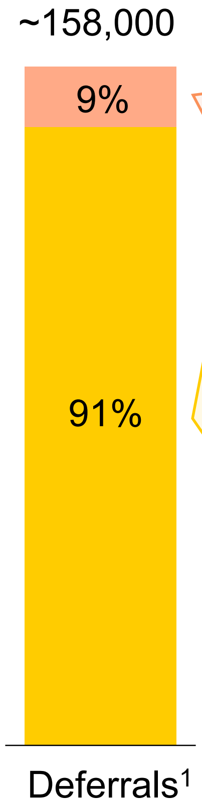
Innovative solutions

- Analytics driven tailored solutions
- Property maintenance upfront
- Rental arrangements
- Shortfall forgiveness
- Relocation assistance
- External valuation reports
- A range of restructuring options

Operational Execution

- Automated deferral requests & processing
- 80,000 digitally processed deferrals
- Regular updates – digital/CEE/NBC
- Specialised teams – proactive & reactive
- 1,000 additional onshore CBA staff pivoted to support our customers

Ensuring optimal outcomes



- 5k receiving hardship assistance
- Freeze on forced sales[2]

- 123k returned to repayments
- 13k voluntarily closed
- 7k switched to Interest-Only
- 8k refinanced
- PIA strengthened[3]
- Average DLVR[4] of 62%

1. Loan repayment deferrals program ending March 2021. Product view. Australian totals. 2. Owner Occupier customers who have made their home loan repayments on time for at least 12 months prior to their deferral, but are again unable to make their full repayments, are eligible to remain in their home until at least February 2022. 3. For the average customer on deferral, Payments in Advance (PIA) improved from 11 (pre-deferral) to 17 (post deferral). 4. Dynamic Loan to Valuation Ratio.

Home loan impairments

Impaired home loans remain low with modest growth due to ASB COVID-19 restructured home loans[1]

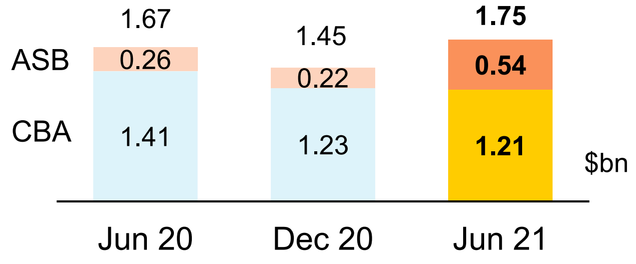
Overview

- RBS Exits have outpaced entry into impairments over the half offset by increase in ASB impairments that reflects conservative treatment in New Zealand of COVID-19 home loan restructures.

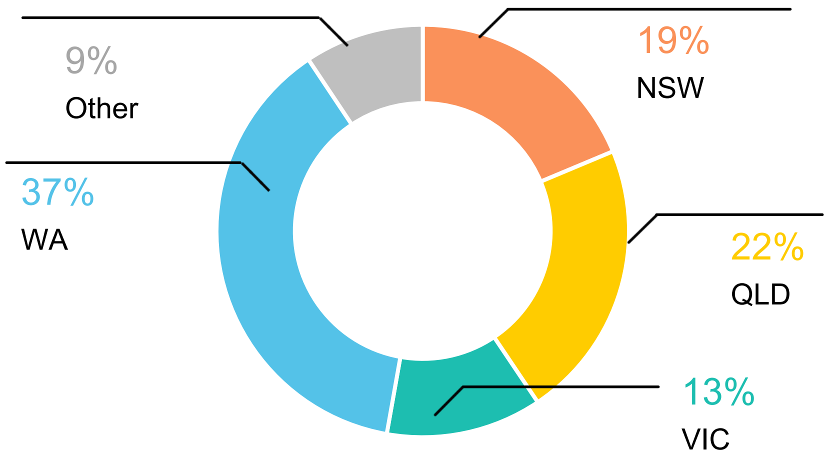
Process for identification of impairments[2]

- Impairments aligned to APRA prudential standard (APS220);
- Impairment assessments are carried out at 90 days past due or observed events e.g. bankruptcy and Dynamic LVR >=75%;
- Impairment is triggered where refreshed security valuation is less than the loan balance by ≥ $1;
- Impairment assessment takes into account cross-collateralisation;
- Impaired accounts 90+ days past due are included in 90+ arrears reporting;
- A drive-by property assessment is performed for properties in high risk postcodes;
- Where the shortfall is greater than or equal to $20,000 an Individually Assessed Provision (IAP) is raised.

Impaired home loans



Impaired home loans – June 21 profile[2]



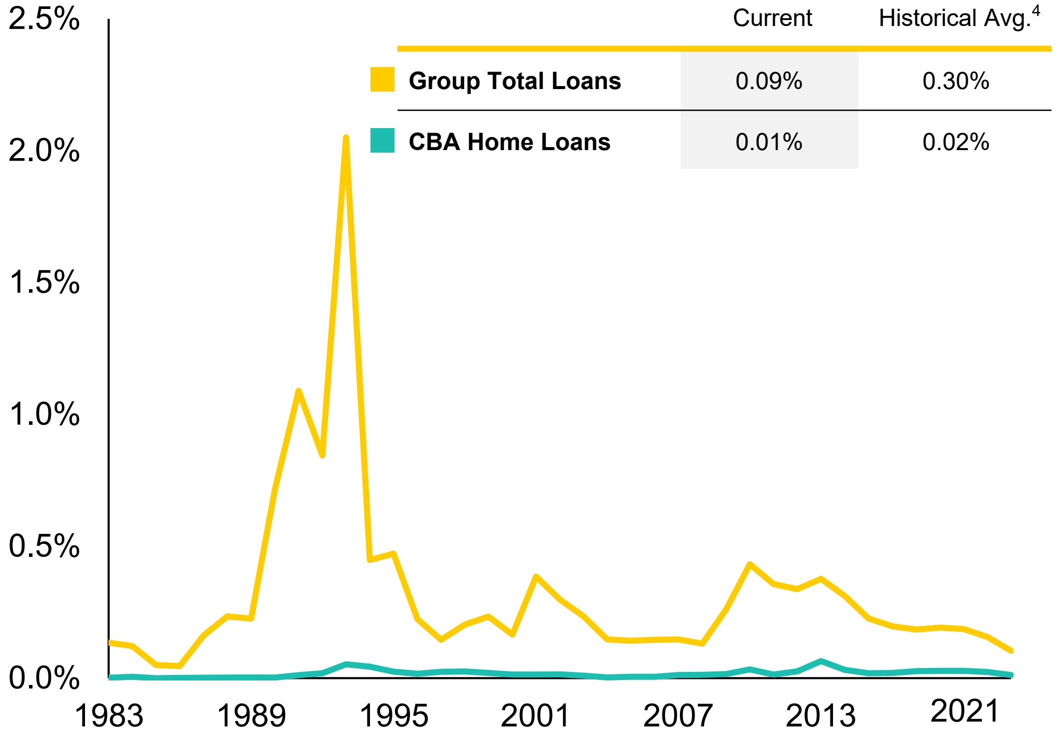
1. Relief provided by ASB to home loan customers impacted by COVID-19 who remain part of a hardship program are treated as restructured and impaired assets in line with RBNZ requirements.
2. CBA including Bankwest. Excludes ASB.

Portfolio losses and insurance [1]

Portfolio losses remain historically low

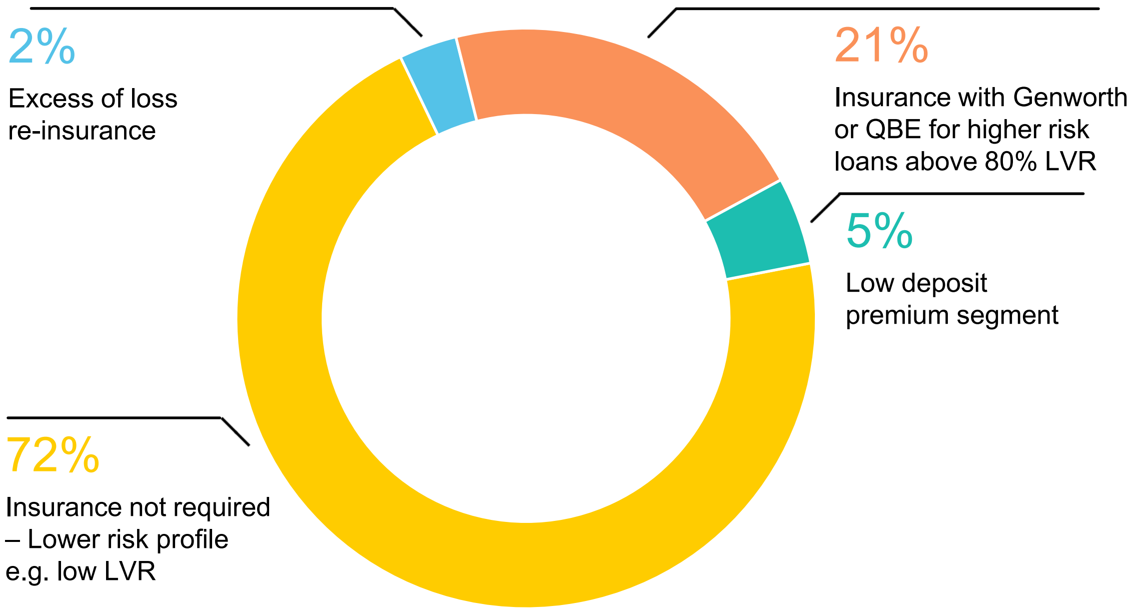
Losses to average gross loans [2]

	Current	Historical Avg.[4]
Group Total Loans	0.09%	0.30%
CBA Home Loans	0.01%	0.02%



Portfolio Insurance Profile [3]

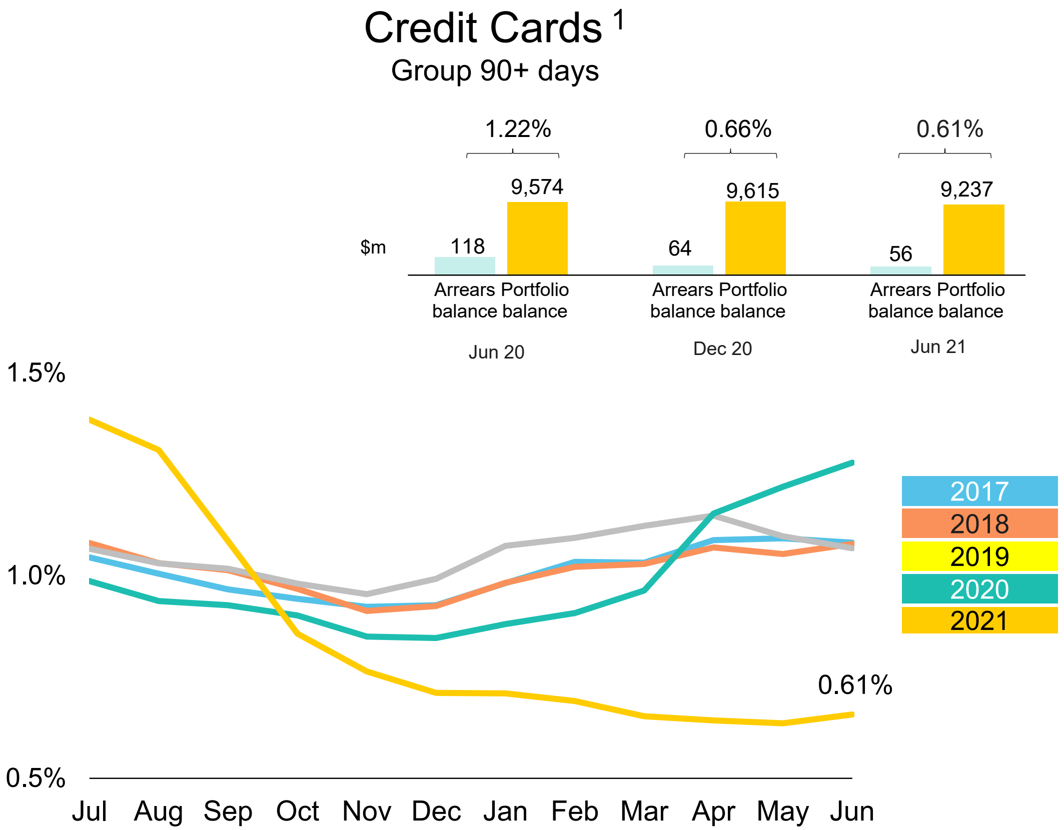
% of Home Loan portfolio

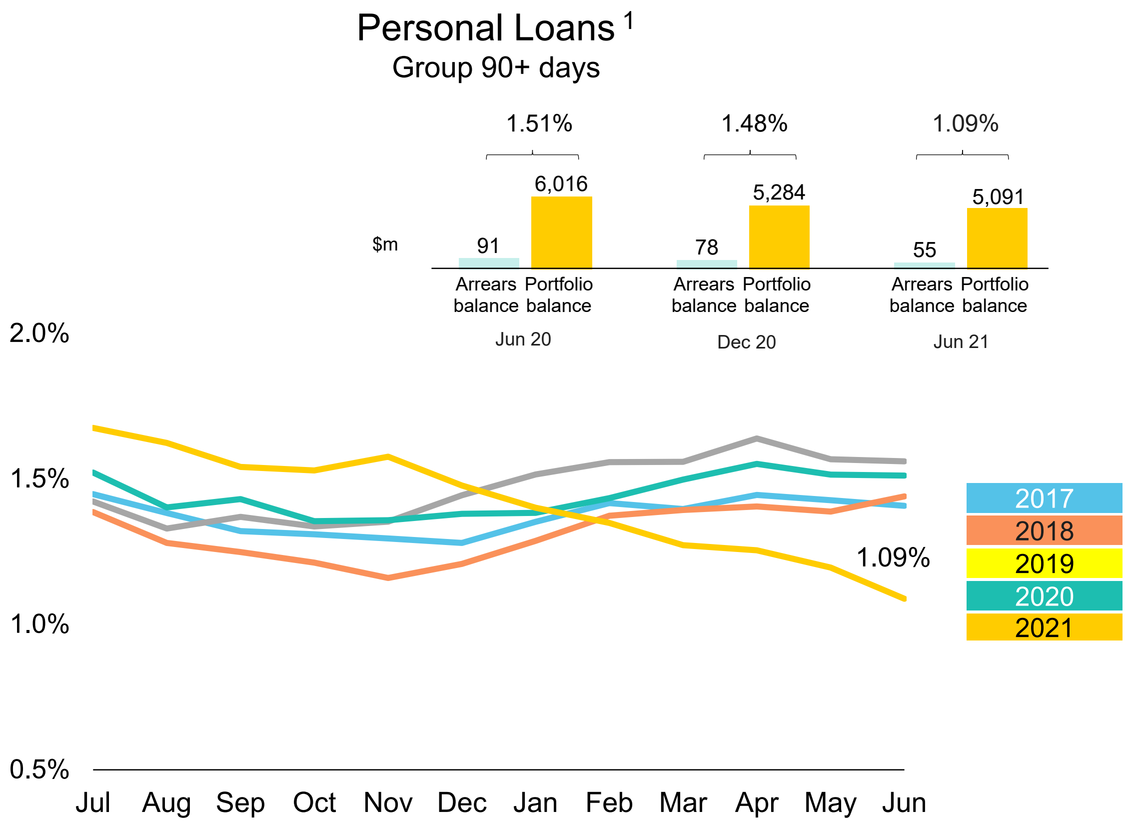


1. CBA including Bankwest. 2. Bankwest included from FY09. 3. Excludes Line of Credit, Reverse Mortgage, Commonwealth Portfolio Loan and Residential Mortgage Group.
4. Historical average from 1983.

Managing unsecured lending

Strong credit quality with historically low arrears rates

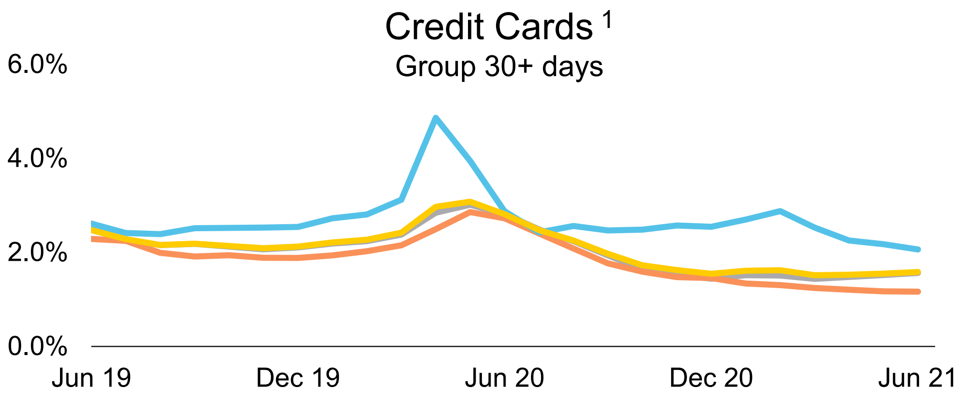


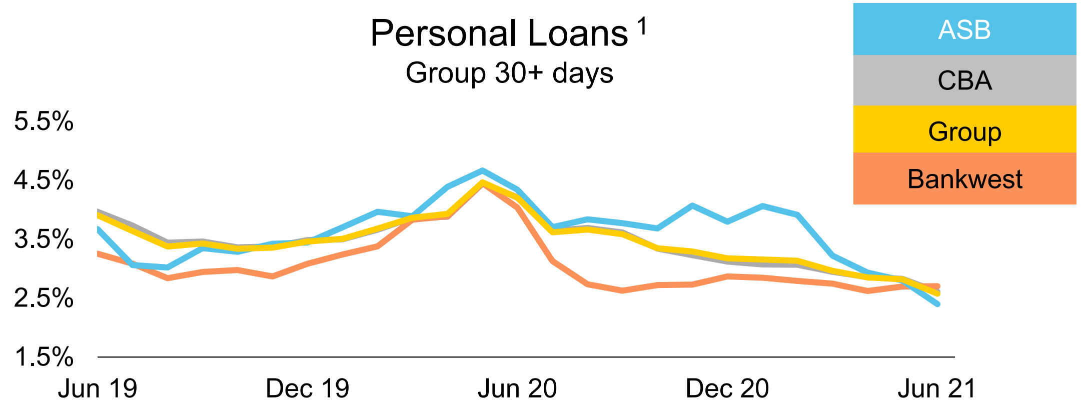


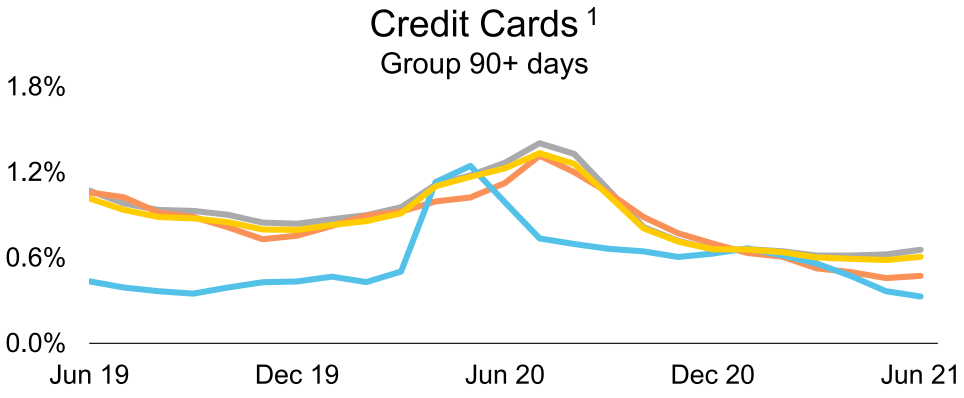
1. ASB write-off Credit Card and Personal Loans typically around 90 days past due if no agreed repayment plan.

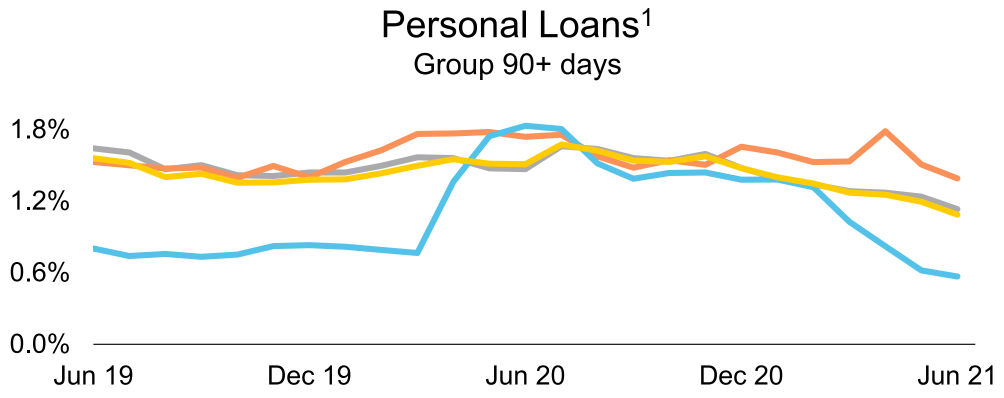
Consumer arrears

Focus on prudent acquisition – healthy arrears despite balance contraction









1. ASB write-off Credit Card and Personal Loans typically around 90 days past due if no agreed repayment plan.

Business and Corporate Lending

Portfolio quality[1]

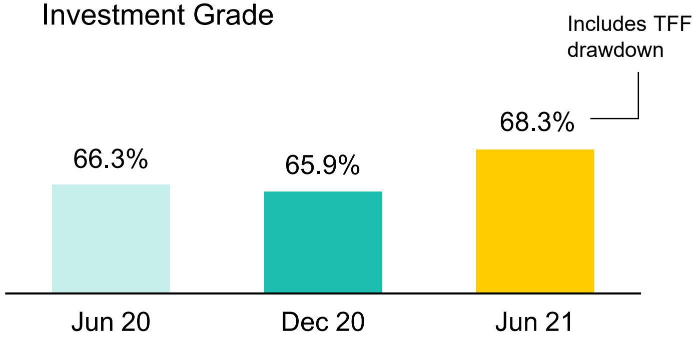
Improvement in portfolio quality metrics – investment grade ~68%

Exposures by Industry[1]

TCE $bn	AAA to AA-	A+ to A-	BBB+ to BBB-	Other	Jun 21
Gov. Admin & Defence	175.7	12.4	1.1	0.0	189.2
Com. Property	2.9	7.2	19.9	50.0	80.0
Finance & Insurance	40.5	31.1	5.5	2.6	79.7
Transport & Storage	0.2	1.9	13.3	11.1	26.5
Agriculture & Forestry	0.0	0.1	3.6	21.7	25.4
Manufacturing	0.1	1.1	4.6	10.1	15.9
Ent. Leisure & Tourism	0.0	0.1	1.0	11.9	13.0
Elect. Gas & Water	0.2	3.0	6.6	2.9	12.7
Retail Trade	-	0.8	2.7	8.9	12.4
Business Services	0.0	0.3	2.8	8.4	11.5
Health & Community	0.1	0.2	2.4	8.0	10.7
Wholesale Trade	0.0	0.3	2.5	7.8	10.6
Construction	0.0	0.0	1.2	9.1	10.3
Mining, Oil & Gas	0.0	1.3	4.6	2.8	8.7
Media & Communications	1.2	1.2	1.6	1.5	5.5
All other ex Consumer	0.9	1.0	1.2	9.2	12.3
Total	**221.8**	**62.0**	**74.6**	**166.0**	**524.4**

Corporate portfolio quality

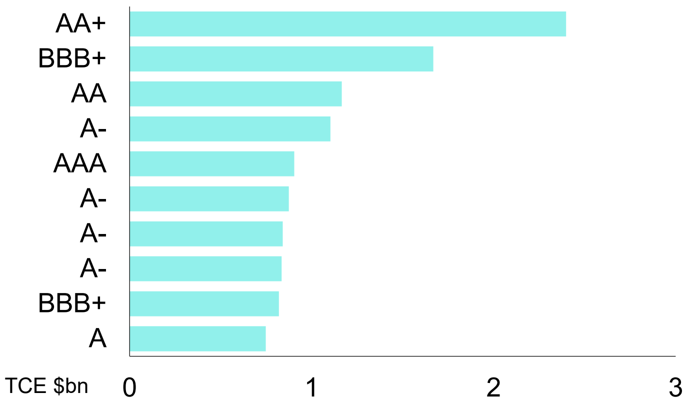
Investment Grade



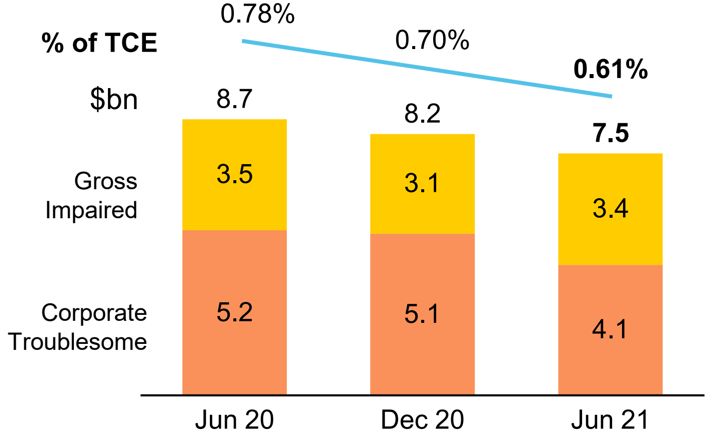
Group TCE by geography

	Jun 20	Dec 20	Jun 21
Australia	79.8%	80.3%	81.8%
New Zealand	10.6%	10.3%	10.2%
Europe	3.0%	2.9%	2.7%
Other	6.6%	6.5%	5.3%

Top 10 commercial exposures



Troublesome and Impaired Assets (TIA)



1. CBA grades in S&P equivalents.

Total committed exposure summary

Close monitoring of key sectors

	Group TCE ($bn)		TIA ($bn)		TIA % of TCE		Provisions to total committed exposure %	
	Dec 20	Jun 21	Dec 20	Jun 21	Dec 20	Jun 21	Dec 20	Jun 21
Consumer	685.8	710.5	1.7	2.0	0.2%	0.3%	0.5%	0.4%
Government Administration & Defence	149.1	189.2	0.0	0.0	0.0%	0.0%	0.0%	0.0%
Commercial Property	77.5	80.0	0.9	0.7	1.2%	0.8%	0.5%	0.5%
Finance & Insurance	80.0	79.7	0.0	0.0	0.0%	0.0%	0.0%	0.0%
Transport & Storage	26.8	26.5	0.8	0.7	2.8%	2.7%	2.2%	1.4%
Agriculture & Forestry	24.7	25.4	0.9	0.8	3.5%	3.1%	1.0%	0.8%
Manufacturing	16.0	15.9	0.5	0.5	3.4%	3.2%	1.6%	1.5%
Entertainment, Leisure & Tourism	12.9	13.0	1.1	0.9	8.3%	7.1%	2.6%	2.5%
Electricity, Gas & Water	12.6	12.7	0.2	0.2	1.4%	1.3%	0.6%	0.6%
Retail Trade	11.9	12.4	0.4	0.3	3.6%	2.8%	1.5%	1.0%
Business Services	12.0	11.5	0.4	0.3	3.3%	3.0%	1.2%	1.2%
Health & Community Services	10.9	10.7	0.1	0.1	1.1%	0.7%	0.9%	0.7%
Wholesale Trade	10.3	10.6	0.3	0.2	2.5%	2.2%	1.2%	1.3%
Construction	9.9	10.3	0.3	0.3	3.5%	2.9%	1.7%	1.5%
Mining, Oil & Gas	9.1	8.7	0.1	0.1	1.4%	0.8%	1.2%	1.0%
Media & Communications	5.3	5.5	0.2	0.1	3.3%	1.3%	0.9%	0.7%
Personal & Other Services	3.3	3.3	0.1	0.1	3.2%	3.3%	0.8%	0.6%
Education	3.1	3.2	0.0	0.0	1.3%	0.9%	0.7%	0.6%
Other	6.5	5.8	0.2	0.2	3.4%	3.2%	n/a	n/a
Total	**1,167.7**	**1,234.9**	**8.2**	**7.5**	**0.7%**	**0.6%**	**0.6%**	**0.5%**

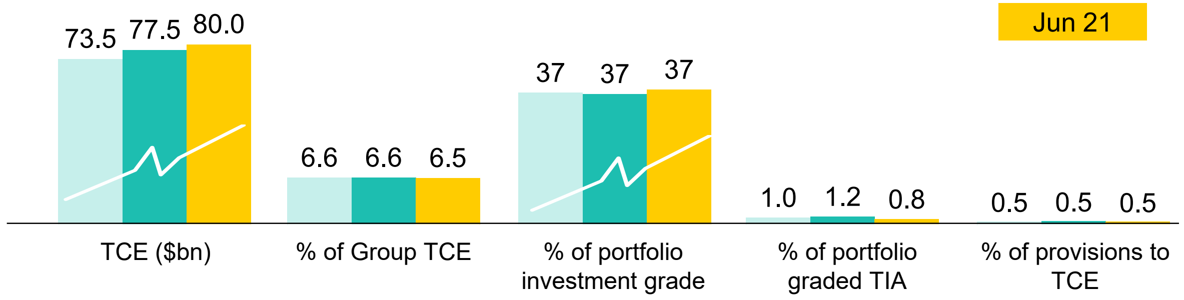
Refer separate slide following

Sector focus – commercial property

Portfolio weighted to NSW – TIAs remain low at 0.8%

- Exposure diversified across sectors and by counterparty, with the top 20 counterparties representing 15% of the portfolio and having a weighted average rating of BBB equivalent.
- Stable credit quality with investment grade concentration steady and 91% of sub-investment grade exposures fully secured[1].
- Impaired exposures remain low at 0.11% of portfolio, TIA at 0.8%.
- Geographical weighting remained relatively steady this half.
- Increased exposure this half across most sectors with the majority of the growth in the Office (48%) and Industrial (31%) sectors, resulting in exposure to the sector being weighted to REITs and investors (91%).
- Office sector growth was predominantly in A-grade assets in NSW, quality grades are expected to be more resilient as tenants are incentivised to move to higher quality space.
- Exposure to Retail properties, and origination criteria, weighted to assets anchored by non-discretionary retailers.
- Over the half, Apartment development[2] exposures decreased by \$0.9bn to \$1.4bn, with weighting to Sydney decreased to 32%. Exposure 72% below the last peak (December 2016).
- Maintaining close portfolio oversight and actively managing origination criteria.

Group exposure



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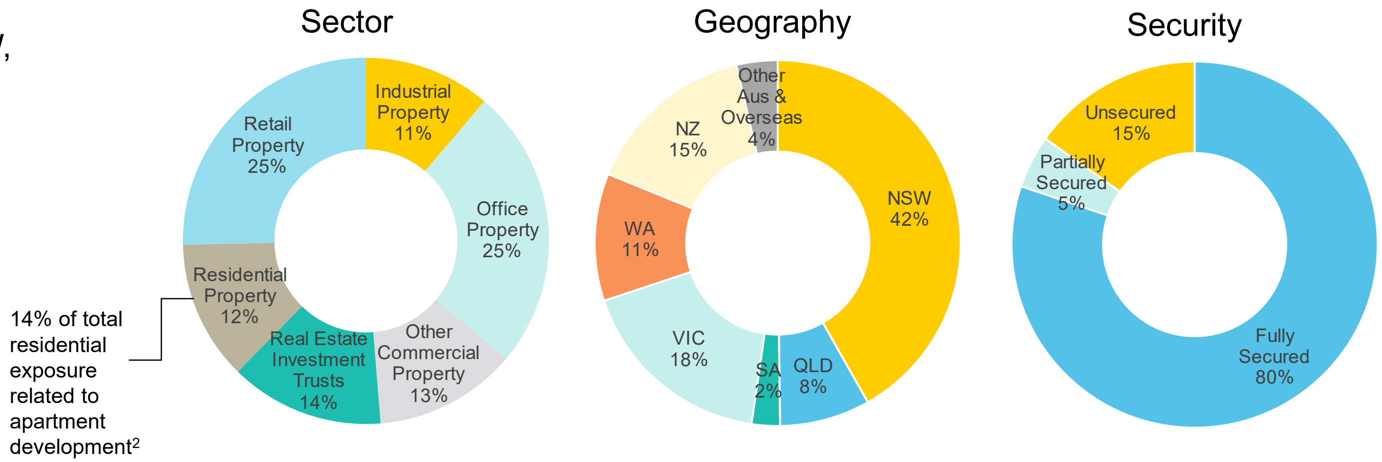


1. Fully secured is where the exposure is less than 100% of the bank extended value of the security, which is a discount to the market value of the security. 2. Apartment Developments ≥ \$20m within 15km radius of Brisbane, Melbourne and Perth and all metropolitan Sydney based on location of the development.

Sector focus – transport & storage

Conditions remain challenging

Airlines & Aircraft Lessors

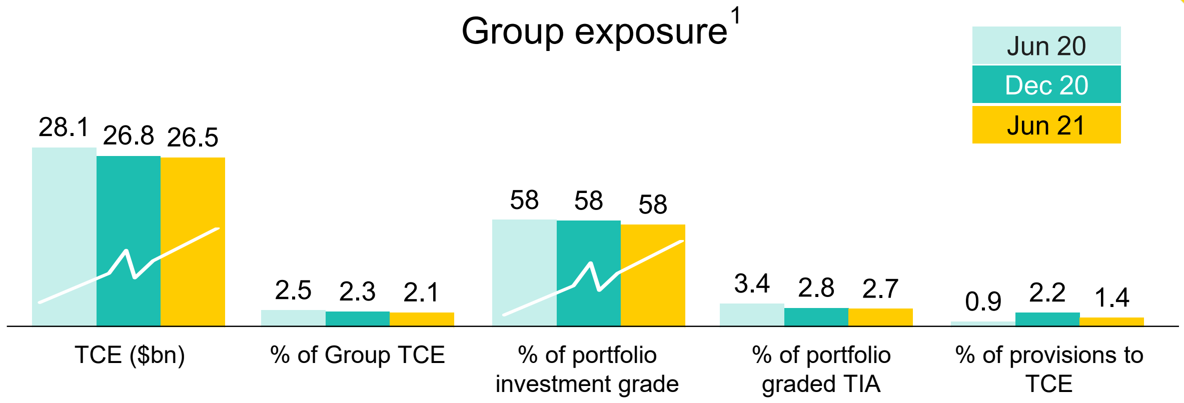
- Exposure reduced by ~$1.2bn over the last year largely due to active portfolio management, amortisation and FX movements.
- ~72% of our airline portfolio exposure is to strong counterparties; state-owned, flag carriers, investment grade or well secured. Largest exposure is to state-owned counterparties.
- Portfolio is weighted towards airlines who generate the majority of their revenue from their domestic and regional travel markets.

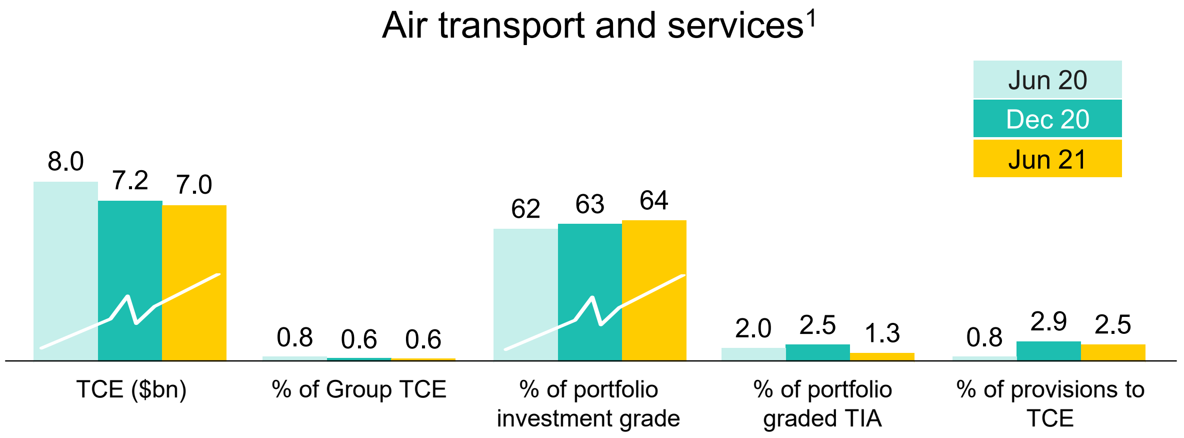
Aircraft Operating Leases

- The Group recognises ~$0.9bn of aircraft operating leases on balance sheet. The fair value of these assets has reduced by ~19% (~$220m) during FY21 and by ~50% (~$850m) from the pre-COVID position. As these assets are measured at amortised cost under AASB116, this resulted in an impairment of $112m in FY21 (Impairment since March 2020: $220m).

Airports

- Our exposure to domestic and overseas airports continued to be well supported by strong sponsors.
- Cash flows are being supported by a combination of strengthening Australia/NZ domestic travel, opex and capex reductions, limiting distributions and equity injections.
- 73% of our airport exposures are in Australia/NZ, 25% in UK, and 2% in the US.





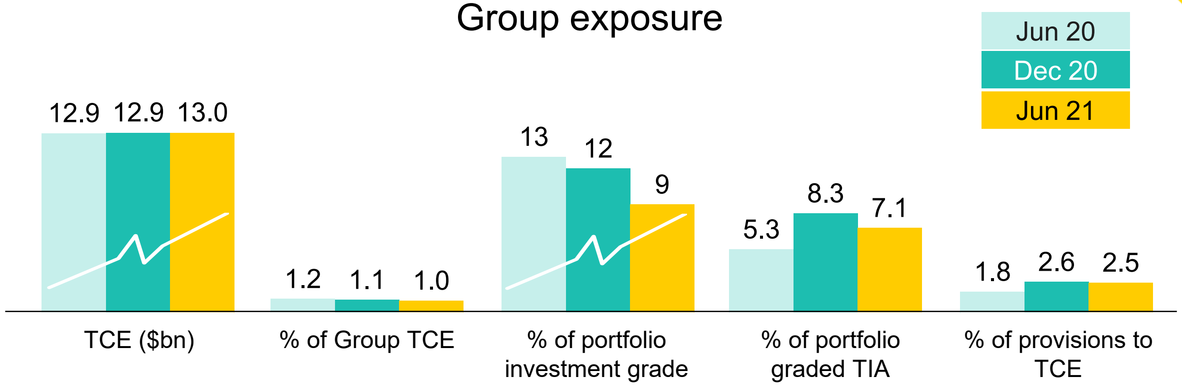
1. Excludes aircraft recognised on the Group's balance sheet and leased out to airlines.

Sector focus – entertainment, leisure & tourism

Improving conditions now challenged due to lockdown

- Diverse industry with many sub-sectors (including Accommodation, Casinos and Cinemas) impacted by government restrictions, including border closures, shutdowns and social distancing initiatives.
- The sector remains susceptible to snap-lockdowns and this along with shifting views on international borders, underline a level of ongoing uncertainty, particularly for smaller operators.
- Some pent up demand was visible upon the progressive relaxation of restrictions, this remained evident following each lockdown. Pubs and Clubs performed well post the removal of previous restrictions, however current lockdowns in NSW and Victoria will affect trading. Clients will be monitored through the lockdown period and post restrictions easing.
- Accommodation Hotels are trading back up at varied rates depending on geography and target market, albeit current restrictions will impact positive domestic tourism growth. CBD assets and more remote regional locations reliant on international tourism are recovering slowly except those that have obtained COVID contracts.
- Cafes and restaurant businesses are expected to see forward bookings and patronage increase as social distancing provisions are progressively wound back post lockdown. Cafes located in suburban areas will benefit from work from home requirements, with CBD locations negatively impacted by this trend.
- Material portfolio growth is concentrated on pub groups in NSW which carry large and well diversified portfolios. TIAs in absolute dollar terms and as a percentage of the portfolio, have decreased.

Group exposure



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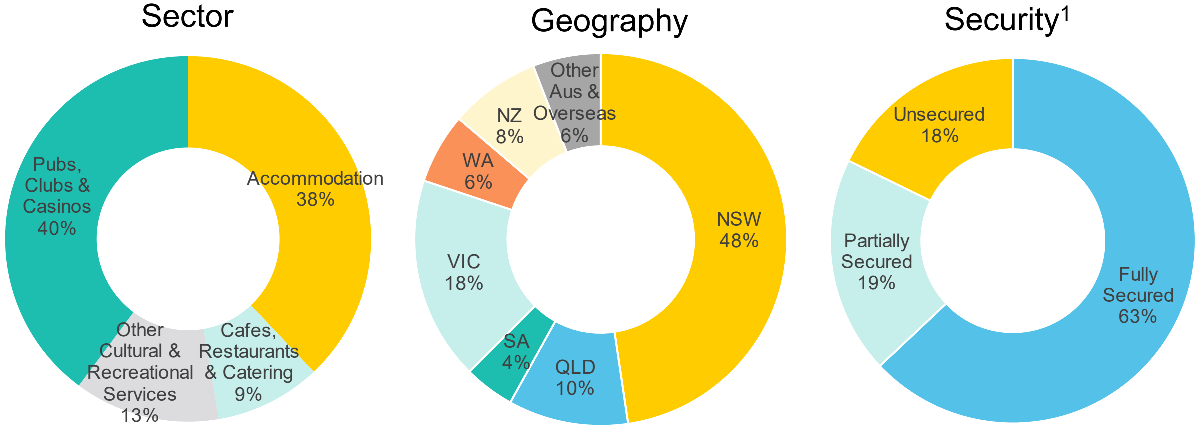


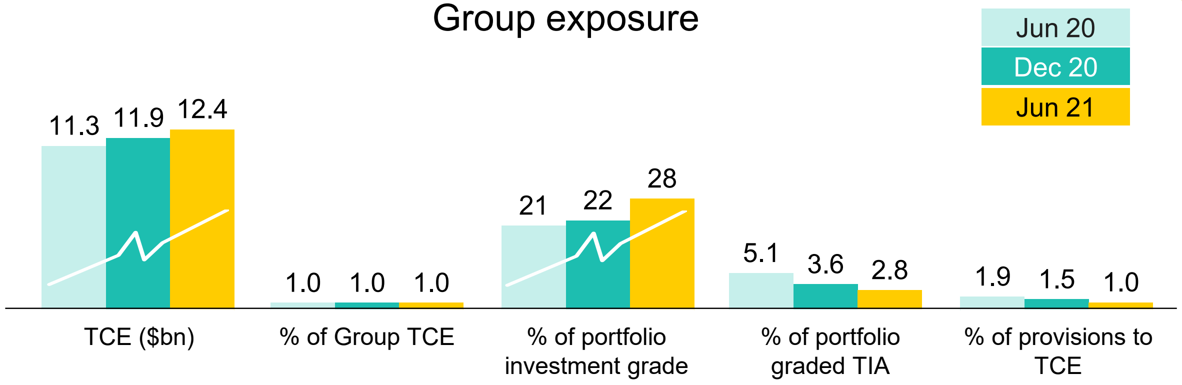
1. Fully Secured: Includes performing home loans and other exposures where the ratio of exposure to the estimated value of collateral (LVR) is less than or equal to 100%; Partially Secured: Includes defaulted home loans and other exposures where the LVR exceeds 100% but is not more than 250%; Unsecured: Includes personal loans, credit cards and other exposures where the LVR exceeds 250%.

Sector focus – retail trade

Consumer sentiment improving but susceptible to lockdowns

- Retail in general has remained resilient through the pandemic, buoyed by Government stimulus and the retention of cash in the Australian economy with international borders closed.
- Increasing home prices, improving employment and the forecast for continued low interest rates continues to drive optimism and consumer confidence.
- Some uncertainty remains for pockets of the sector with the cessation of JobKeeper and the persistent existence of snap lockdowns.
- Discretionary retail more affected by lockdowns with sales transitioning to online and click and collect.
- Reduction in TIAs is attributed to the Food Retailing and Personal Household Good Retailing sectors. The portfolio remains weighted to non-discretionary sub-sectors that continue to perform strongly.

Group exposure



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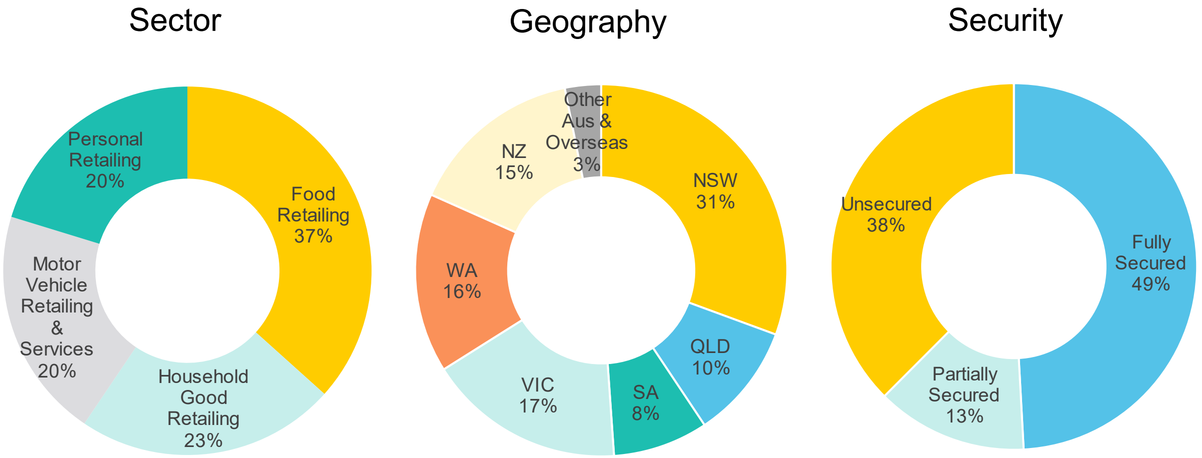
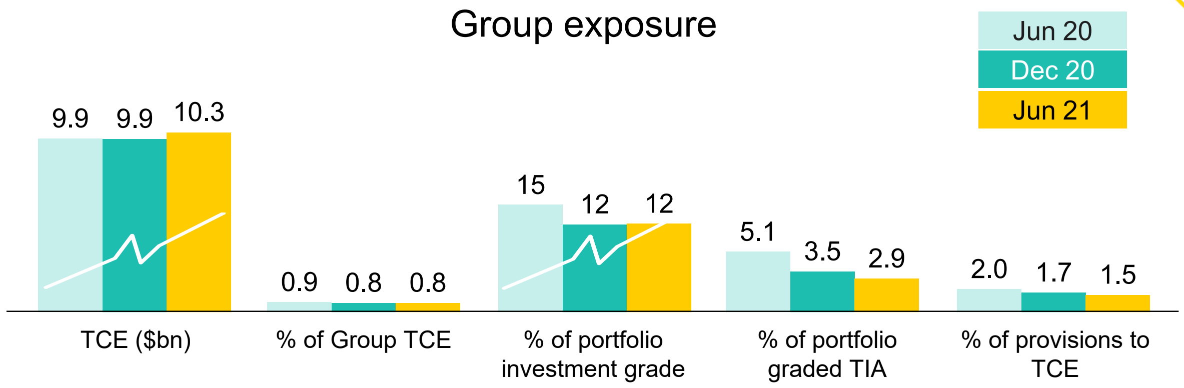


Sector focus – construction

Outlook is uncertain

- As a designated essential industry up until the NSW lockdown in July, the sector had continued to operate through COVID-19 with some level of disruption and productivity loss due to lockdowns and social distancing, more materially in Victoria. The industry has been a recipient of significant JobKeeper assistance.
- Active management of the existing stressed portfolio, combined with fewer larger new stressed customers is driving a lower proportion of TIAs. Clients in NSW will be monitored closely.
- Risk appetite continues to be cautious. The operating environment and outlook remain uncertain.
- Whilst Government stimulus has been injected into shovel ready infrastructure projects and grants for new housing and renovations, the significant upswing in single dwelling starts has stretched capacity of builders to meet construction deadlines.
- Material and labour shortages are becoming evident in the market placing further pressure on margins and liquidity where costs cannot be easily passed on and in particular where fixed price contracts are in place.



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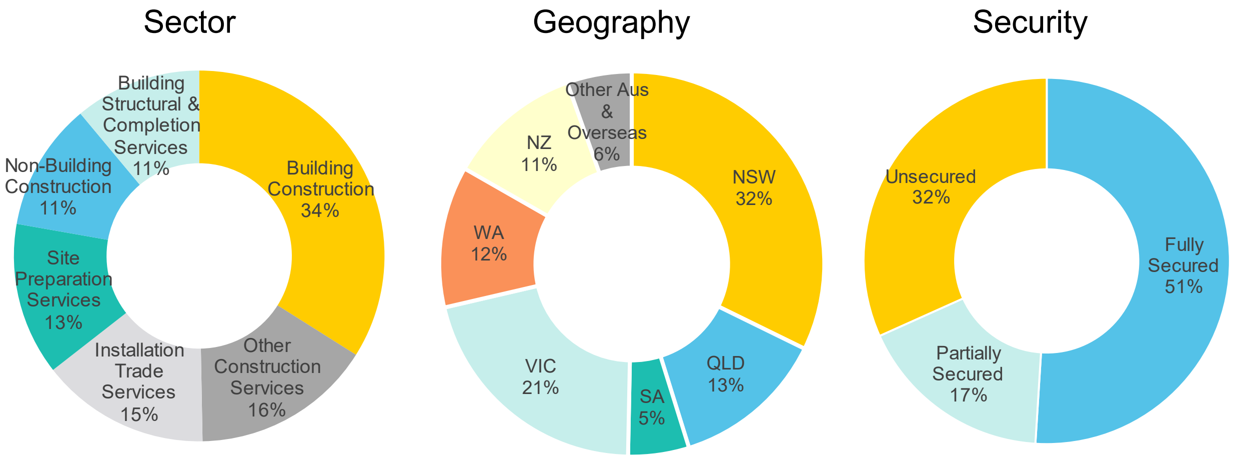
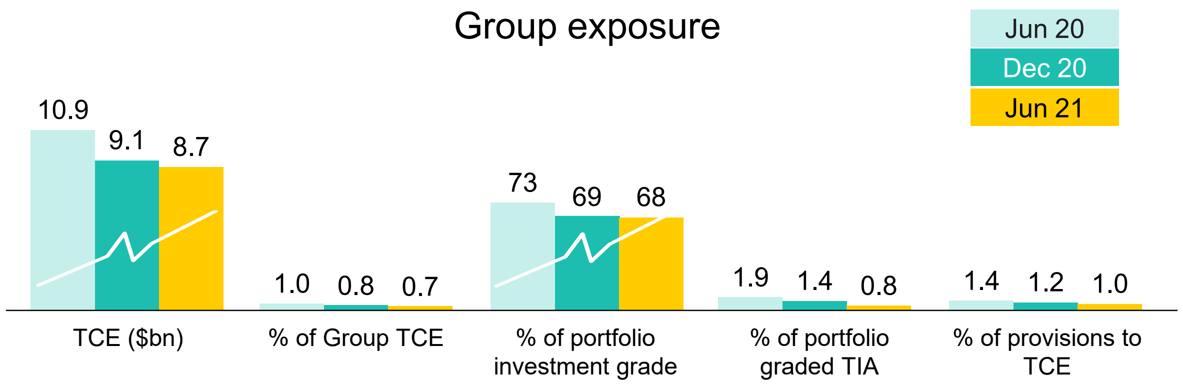
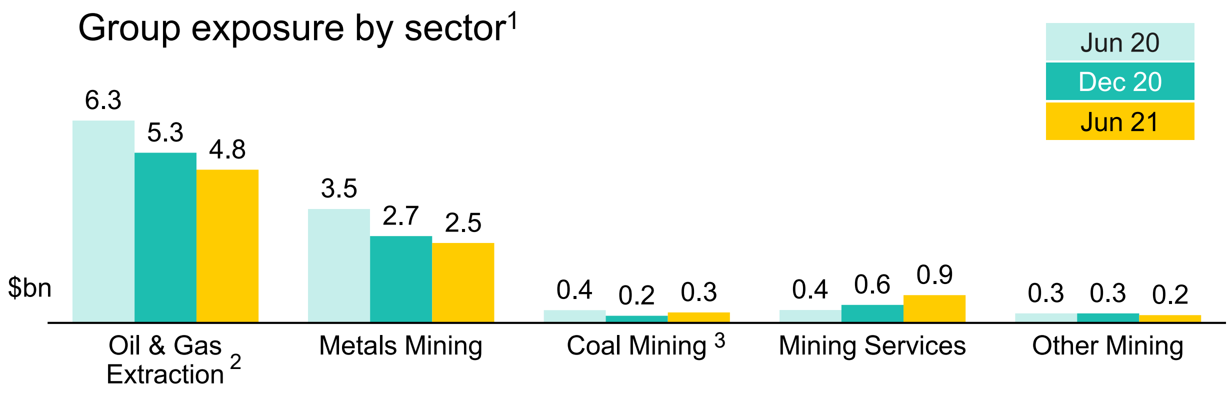


Sector focus – mining, oil & gas

Exposures broadly stable, well diversified

- Exposures of $8.7bn (0.7% of Group TCE), reduced by $0.4bn over the past 6 months mainly from reduced Oil & Gas facilities.
- Stable performance over the past 6 months:
  - Investment grade marginally down to 68% of portfolio;
  - Diversified by commodity/customer/region; and
  - Focus on quality, low cost projects with strong fundamentals and sponsors.
- Oil & Gas Extraction is the largest sub-sector (55% of total), 79% investment grade with 28% related to LNG Terminals – typically supported by strong sponsors and offtake contracts from well-rated counterparties.
- Impaired level decreased to 0.8% mainly due to recovery and sell down.
- Commodity demand continues to recover and supports sector stability.





1. Comparative information has been restated to conform to presentation in the current period. 2. 'Oil & Gas Extraction' includes businesses that are predominantly involved in Oil and Gas Production as well as LNG Terminals. Group Exposure is based on the ANZSIC classification. 3. Includes all exposure with Black Coal Mining as the ANZSIC classification. Includes 100% of CBA's exposure to diversified miners that derive the largest proportion of their earnings from Black Coal Mining. Total includes non-Black Coal Mining related exposures within these diversified miners.

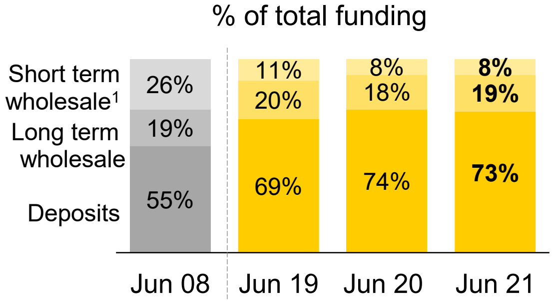
Funding, Liquidity and Capital

Funding overview

Resilient balance sheet with significant excess liquidity

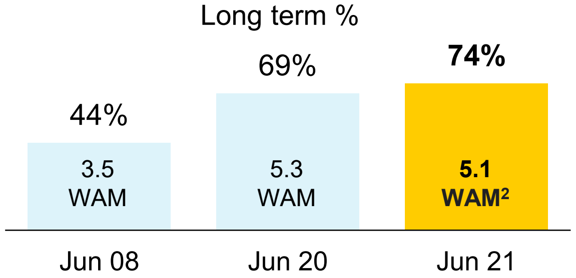
Funding composition

Deposit growth supporting 73% of funding



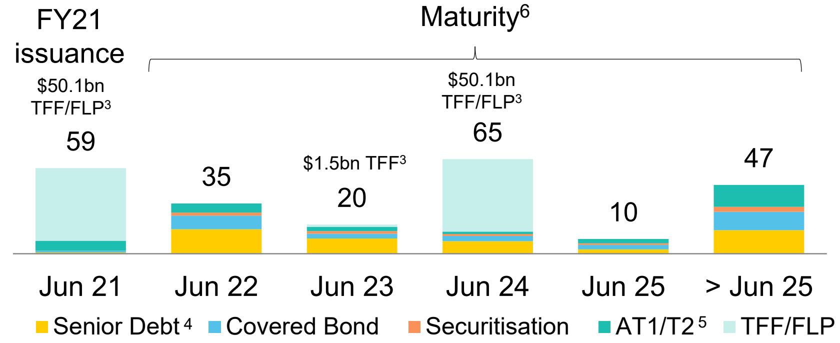
Wholesale funding

Weighted to long term



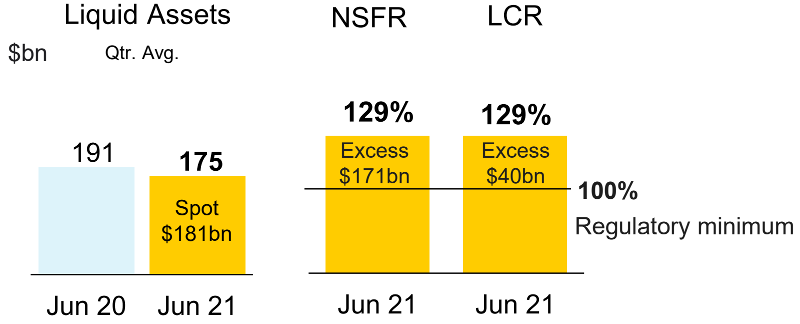
Funding profile

TFF refinance to be managed across FY23-FY25 period



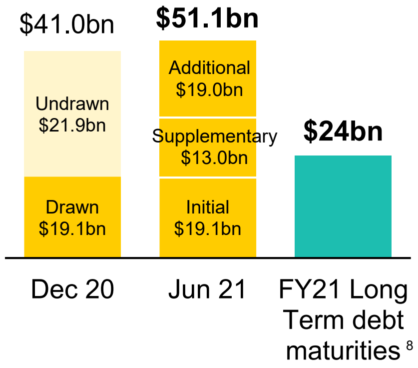
Liquidity metrics[7]

Significant excess liquidity



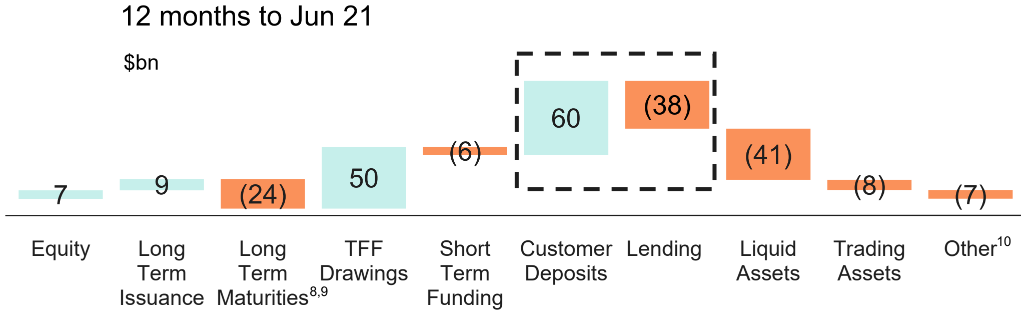
RBA Term Funding Facility

Additional funding support



Sources and uses of funds

Core funding surplus used to reduce wholesale funding

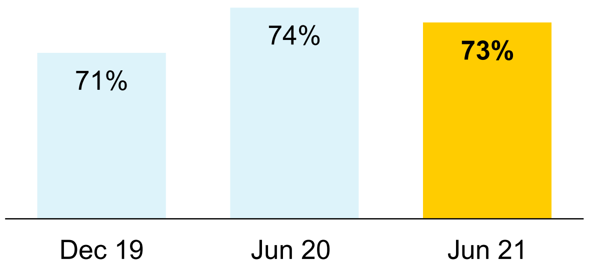


1. Includes other short term liabilities 2. Represents the Weighted Average Maturity of outstanding long term wholesale debt with a residual maturity greater than 12 months as at reporting date. As at 30 June 2021, Weighted Average Maturity and Long term % includes Term Funding Facility drawdowns. WAM as at 30 June 2021 excluding Term Funding Facility drawdowns is 6.4 years. 3. Total RBA TFF and RBNZ FLP drawn on 30 June 2021 is $51.1bn (fully drawn) and $0.5bn respectively. 4. Includes Senior Bonds and Structured MTN. 5. Additional Tier 1 and Tier 2 Capital. 6. Maturities may vary quarter to quarter due to FX revaluation. 7. NSFR: Spot, LCR: Pillar 3 Quarter Average. 8. Includes debt buybacks. 9. Reported at historical FX rates. 10. Includes FX revaluation.

Deposit funding

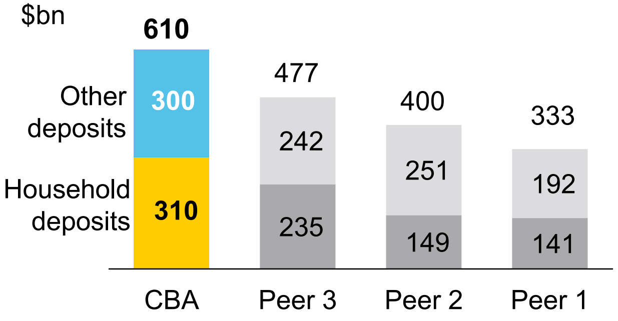
Highest share of stable household deposits in Australia

Deposit funding



Deposits vs peers[1]

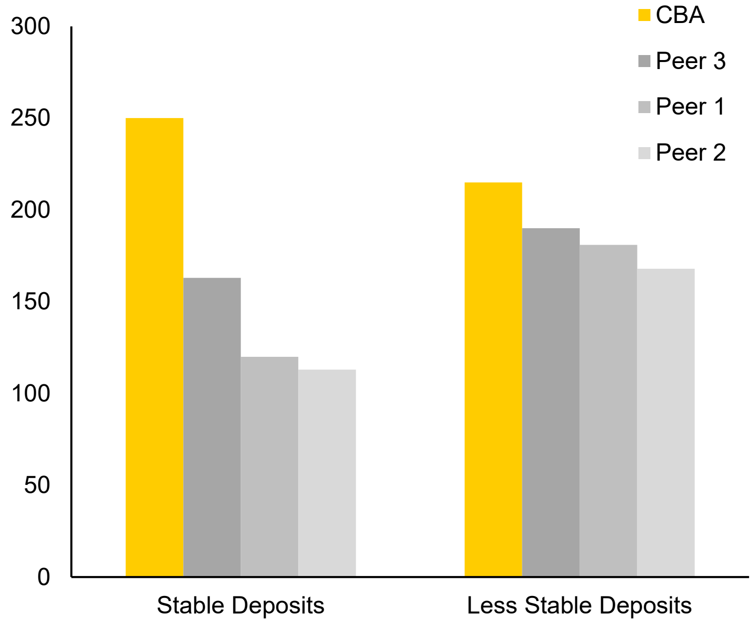
$bn



Deposits in NSFR[2]

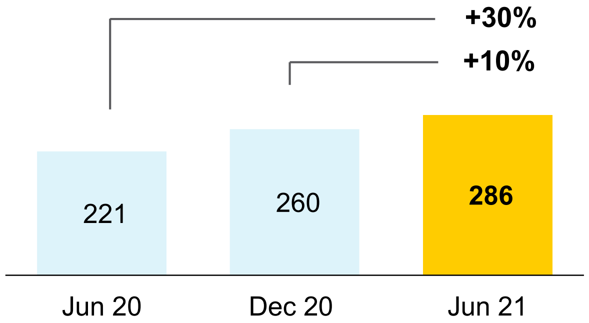
As at June 2021 ($bn)

Peers as at March 2021[3]

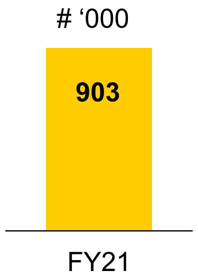


Group transaction balances[4]

$bn

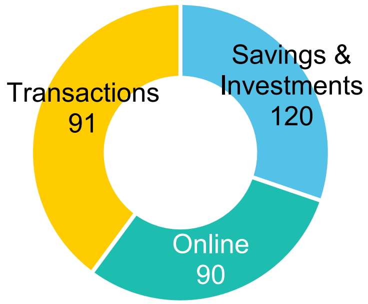


New transaction accounts[5]



Retail deposit mix[6]

$bn

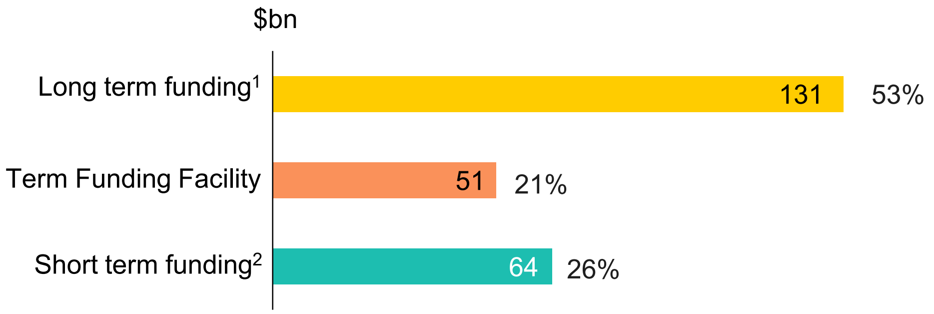


1. Source: APRA Monthly Authorised Deposit Taking Institution Statistics (MADIS). Total deposits (excluding CDs). 2. Stable and less stable deposits in NSFR calculation. Excludes operational deposits, other deposits and wholesale funding. 3. Source: 31 March 2021 Pillar 3 Regulatory Disclosures; CBA reported as at 30 June 2021. 4. Includes non-interest bearing deposits. 5. Number of new personal transaction accounts, excluding offset accounts, includes CBA and Bankwest. 6. Transactions include non-interest bearing deposits and transaction offsets. Online includes NetBank Saver (NBS), Goal Saver, Business Online Saver, Bankwest Hero Saver, Smart eSaver and Telenet Saver. Savings and Investments includes savings offset accounts. Presented on a net basis after value attribution to other business units.

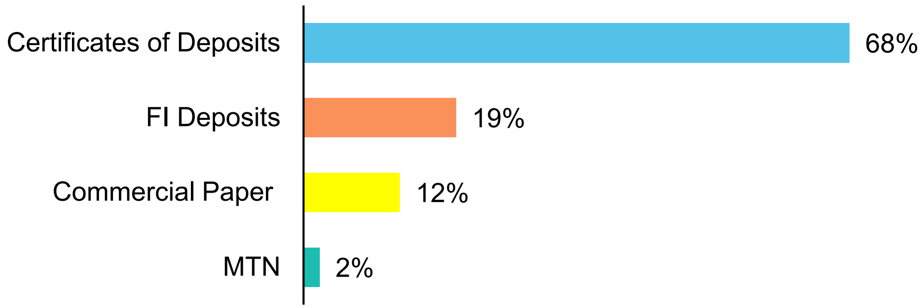
Wholesale funding

Diversified wholesale funding across product, currency and tenor

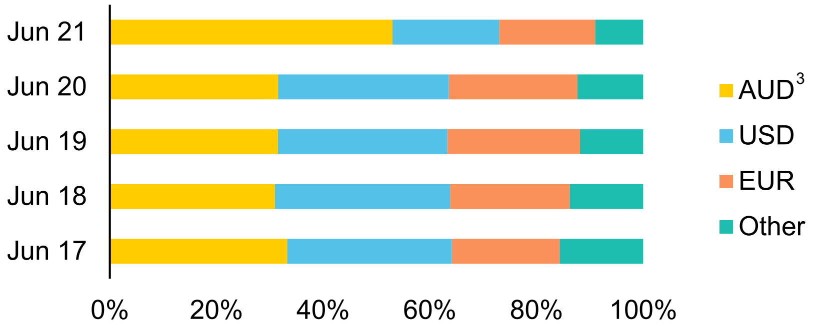
Portfolio mix



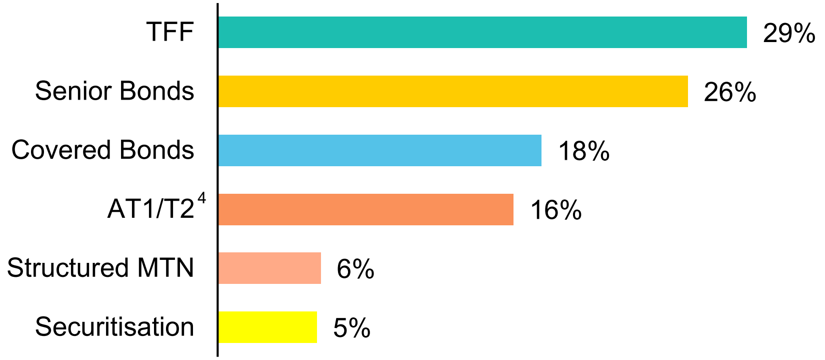
Short term funding by product



Long term funding by currency



Long term funding by product

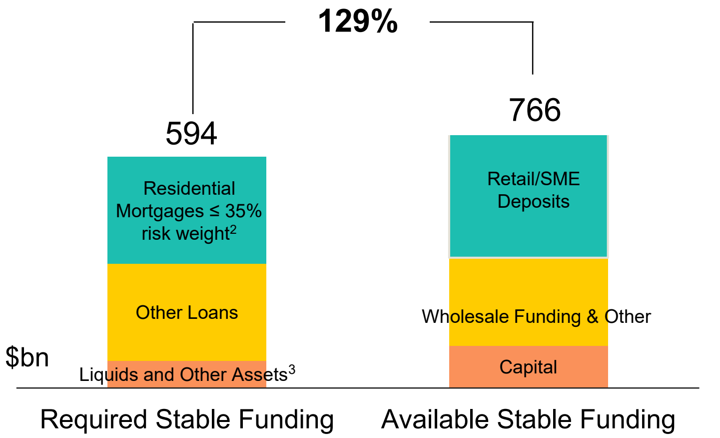


1. Includes IFRS MTM and derivative FX revaluation, includes debt with an original maturity or call date of greater than 12 months (including loan capital) and excludes TFF drawdowns. 2. Includes Central Bank deposits. 3. Includes TFF drawdowns. 4. Additional Tier 1 and Tier 2 Capital.

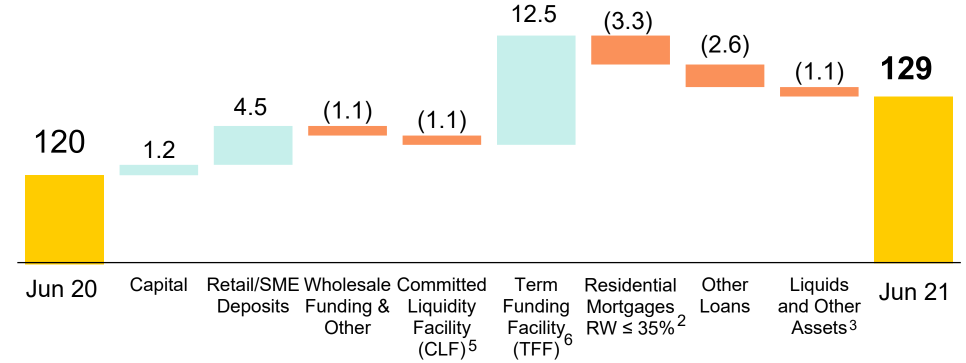
Funding and liquidity metrics[1]

Strong funding and liquidity positions maintained

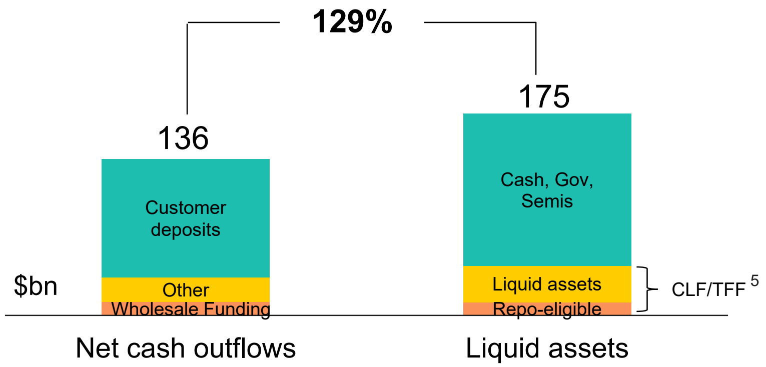
NSFR
June 21



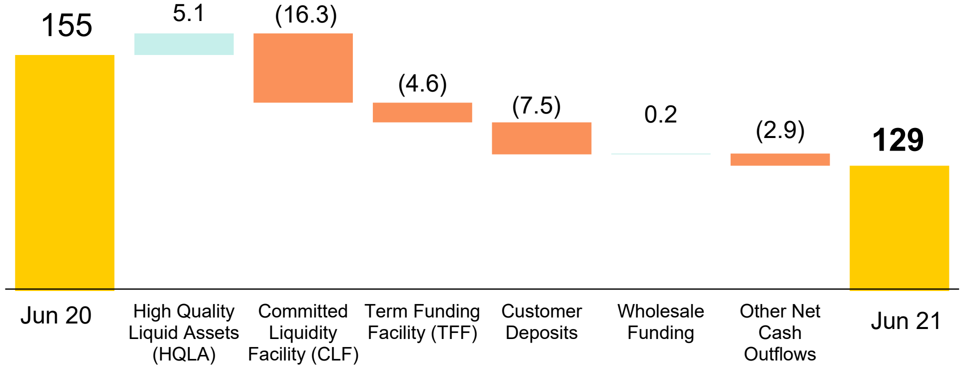
NSFR (%)[4]



LCR[7]
June 21



LCR (%)[4]

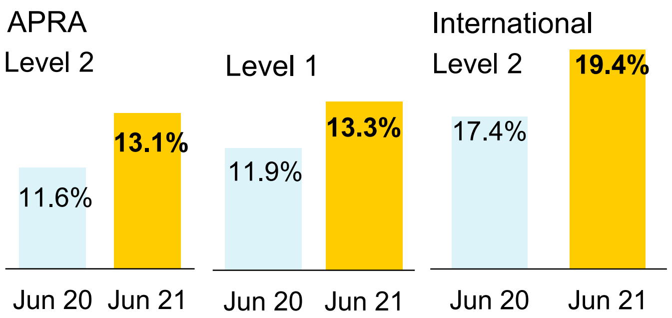


1. All figures shown on a Level 2 basis. 2. This represents residential mortgages with risk weighting ≤35% under APRA standard APS112 Capital Adequacy: Standardised Approach to Credit Risk. 3. 'Other assets' includes non-performing loans, off-balance sheet items, net derivatives and other assets. 4. Calculation reflects movements in both the numerator and denominator. 5. The Group's CLF decreased to $30.0bn from $45.8bn on 1 December 2020. 6. Includes $49.6bn of TFF drawings. 7. Quarter average.

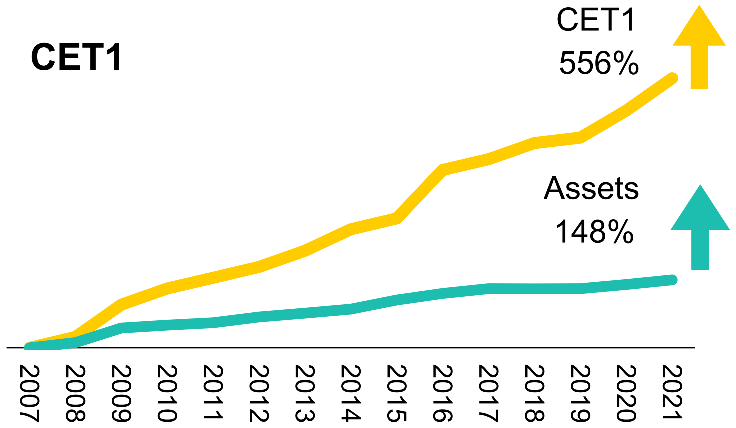
Capital overview

Strong capital position maintained

CET1

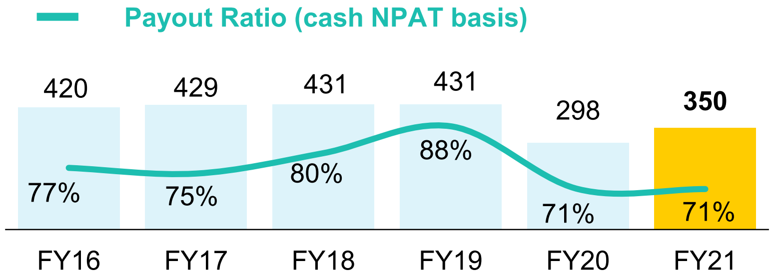


CET1

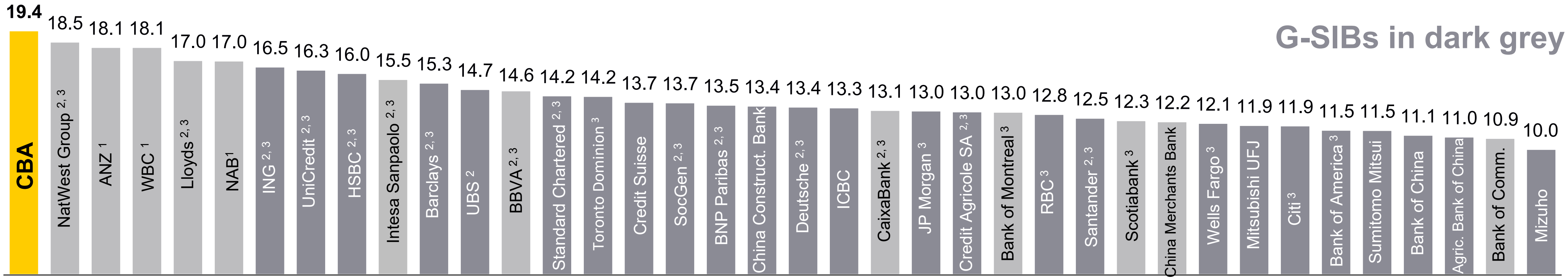


Dividend per Share

(cents)



International CET1 ratios

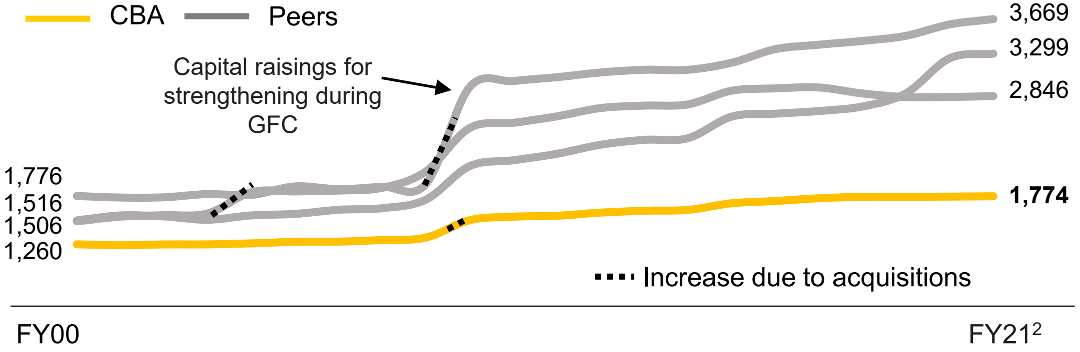


Source: Morgan Stanley and CBA. Based on last reported CET1 ratios up to 5 August 2021 assuming Basel III capital reforms fully implemented. Peer group comprises domestic peers and listed commercial banks with total assets in excess of A$1,000 billion which have disclosed fully implemented Basel III ratios or provided sufficient disclosure for a Morgan Stanley estimate. 1. Domestic peer figures as at 31 March 2021. 2. Deduction for accrued expected future dividends added back for comparability. 3. CET1 includes benefit of COVID-19 transitional arrangements for expected credit loss provisioning.

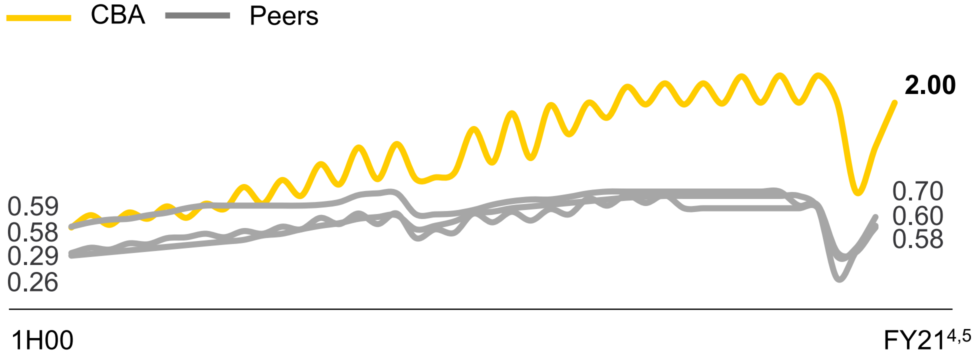
Capital

Lower share count supports higher shareholder returns and dividends compared to peers

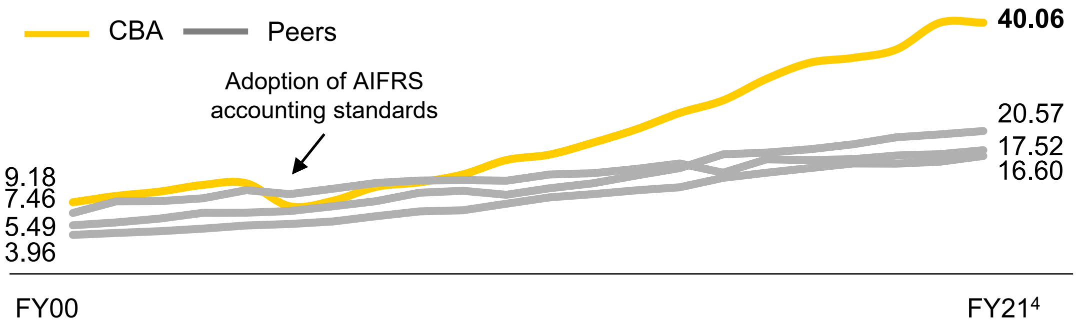
Number of shares (m)[1]



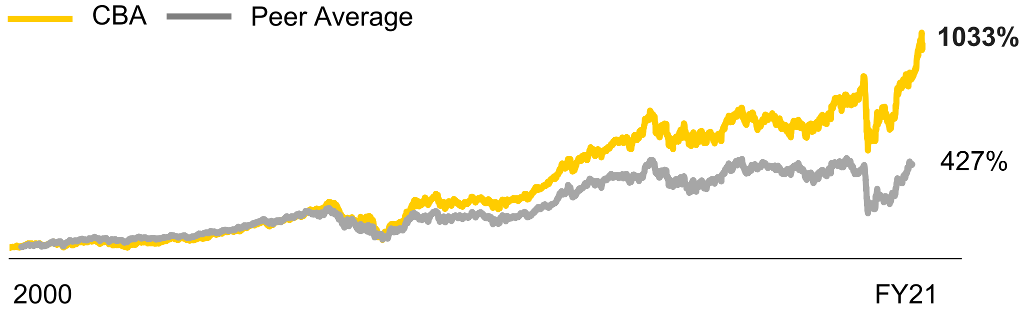
Dividend per share ($)[3]



Net tangible assets per share ($)[6]



Total shareholder return (%)[3,7]

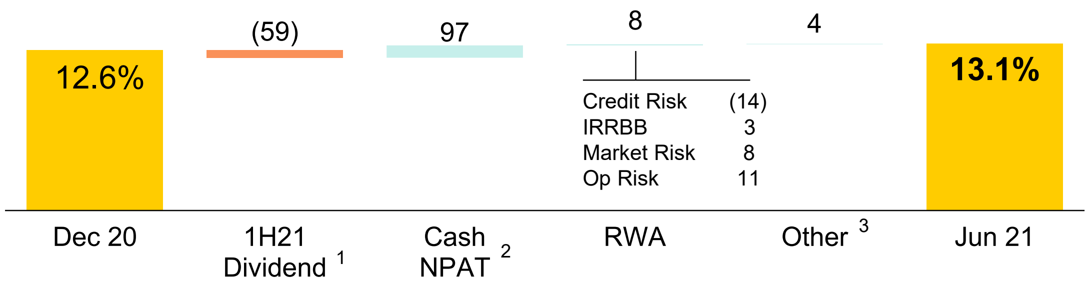


1. Historical share count data sourced from Bloomberg, using the last trading day in Sep of each year. 2. Peer numbers as at 31 March 2021. 3. Source: Bloomberg. 4. Peer numbers as at 31 March 2021. 5. Reflects interim dividend for peers and final for CBA. 6. Net tangible assets per share as reported. FY00 – FY04 Net Tangible Assets have not been normalised for the impact of the transition to AIFRS in 2005. 7. Peer average is the average of our major bank peers.

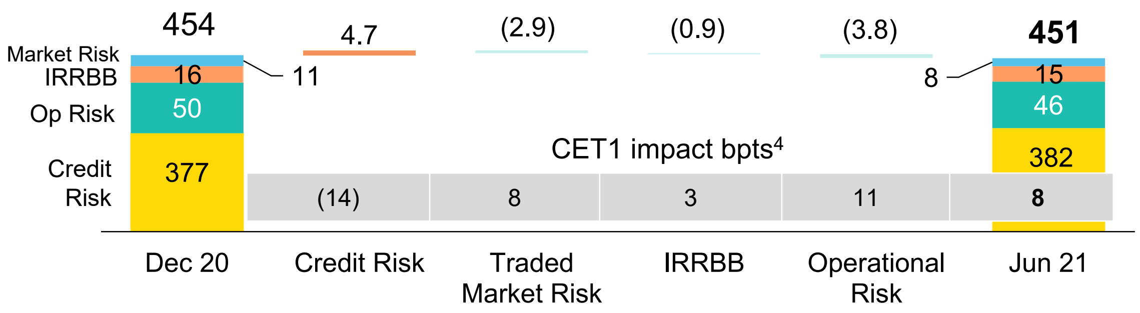
Capital drivers

Total risk weighted assets (RWA) lower this half – Credit RWA higher on volume growth

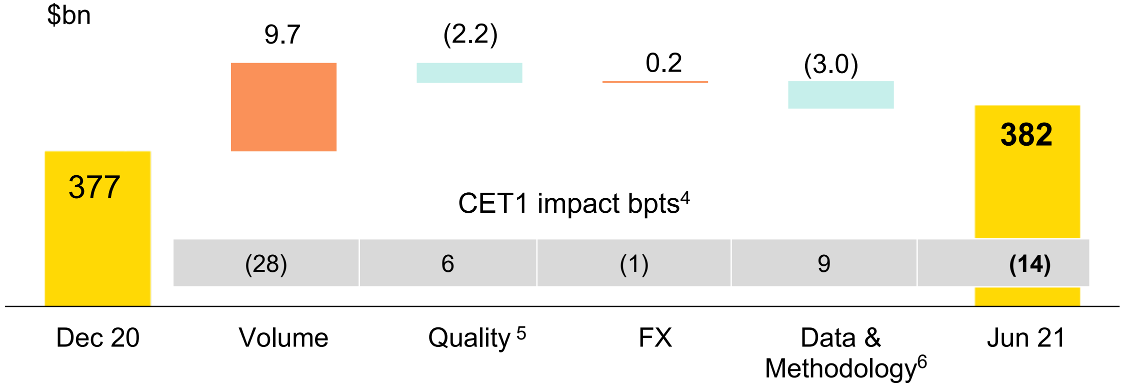
CET1



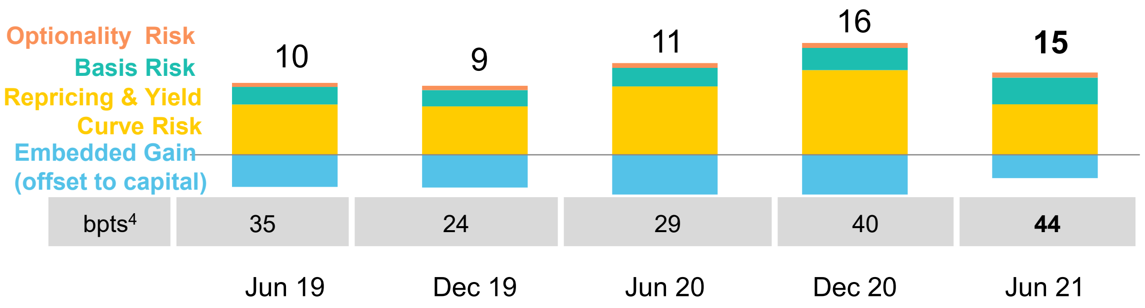
Total Risk Weighted Assets (RWA)



Credit RWA



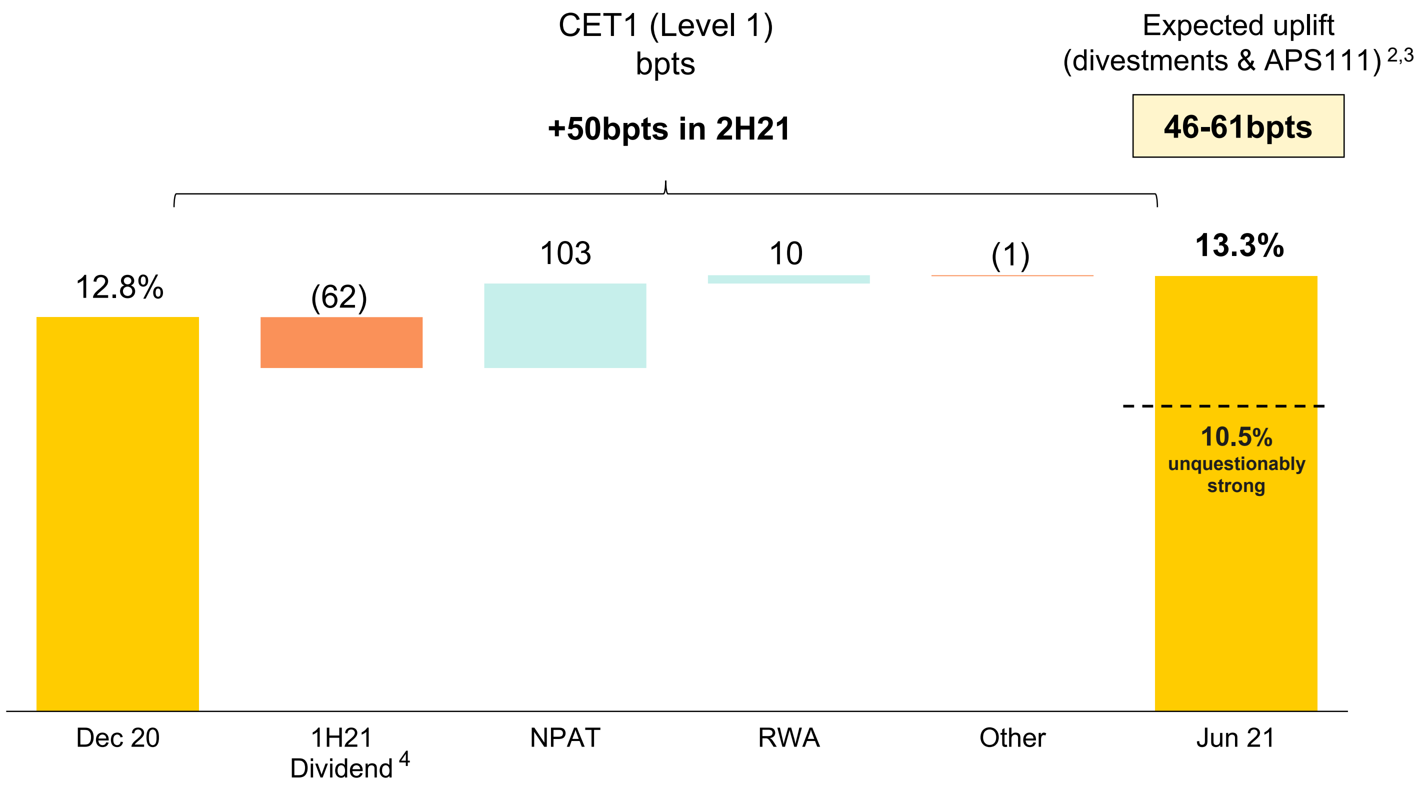
Interest Rate Risk in Banking Book (IRRBB)



1. 2021 interim dividend included the on-market purchase of shares in respect of the DRP. 2. Excludes equity accounting profits from minority investments as it is capital neutral with offsetting increases in capital deductions. 3. Includes the receipt of the final proceeds from the sale of CommInsure Life (+2bpts). 4. Basis points contribution to change in APRA CET1 ratio. 5. Quality includes the impact of changes in portfolio mix. 6. Includes data and methodology, credit risk estimates changes and regulatory treatments.

CET1 (Level 1)

CET1 Level 1[1] of 13.3%, 20 bpts above Level 2



Differences between Level 1 and Level 2	Impact (bpts)
Lower RWA at Level 1 due to the exclusion of banking subsidiaries	145
Investment in insurance subsidiaries risk weighted at 400% at Level 1 - full deduction at Level 2	5[3]
Lower reserves and retained earnings at Level 1	(80)
Investments in regulated banking subsidiaries (e.g. ASB) risk weighted at 400% at L1, eliminated at L2	(80)[3]
Goodwill & Intangibles	30
Level 1 vs Level 2	**20[3]**

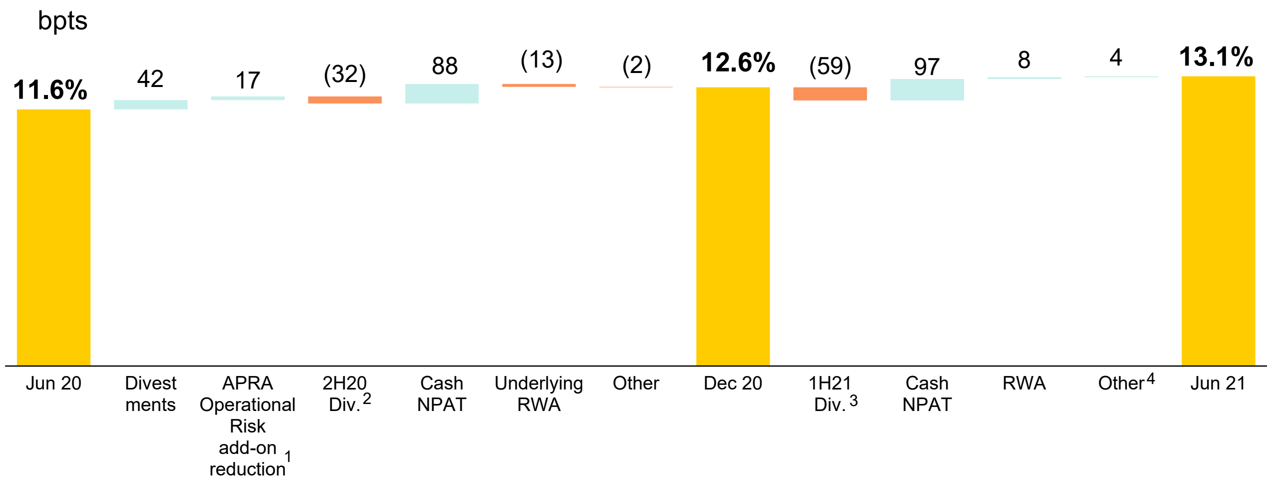
1. Level 1 is the CBA parent bank, offshore branches, and extended license entities approved by APRA. 2. Expected CET1 uplift from the previously announced divestments of Colonial First State (25-35bpts) and CommInsure General Insurance (6bpts). Completion of divestments subject to regulatory approvals. 3. Implementation of the revised final APS 111 from 1 January 2022, in which investments in regulated banking and insurance subsidiaries will be risk weighted at 250% (currently 400%) , capped at 10% of CET1 capital, above which investments are treated as a 100% CET1 deduction. Expected 15 to 20 bpts uplift in the Level 1 CET1 ratio as a result of this change. 4. 2021 interim dividend: included the on-market purchase of shares in respect of the Dividend Reinvestment Plan.

Capital

Strong capital position maintained in FY21

- CET1 ratio of 13.1%, +50bpts vs Dec 20, +150bpts vs Jun 20
- 2020 final dividend - DRP satisfied by the issuance of shares. 2021 interim dividend - DRP neutralised.
- Expected CET1 uplift of 39-49bpts from the completion of the previously announced divestments of Colonial First State and CommInsure General Insurance (subject to regulatory approvals).

CET1 capital ratio movements



Key Capital ratios (%)	Jun 20	Dec 20	Jun 21
CET1 capital ratio	11.6	12.6	**13.1**
Additional Tier 1 capital	2.3	2.4	**2.6**
Tier 1 capital ratio	13.9	15.0	**15.7**
Tier 2 capital	3.6	3.9	**4.1**
Total capital ratio	17.5	18.9	**19.8**
Risk Weighted Assets (RWA) ($bn)	455	454	**451**
Leverage Ratio	5.9	6.0	**6.0**
Level 1 CET1 ratio	11.9	12.8	**13.3**
Internationally comparable ratios			
Leverage Ratio (internationally comparable)	6.7	6.8	**6.9**
CET1 capital ratio (internationally comparable)	17.4	18.7	**19.4**

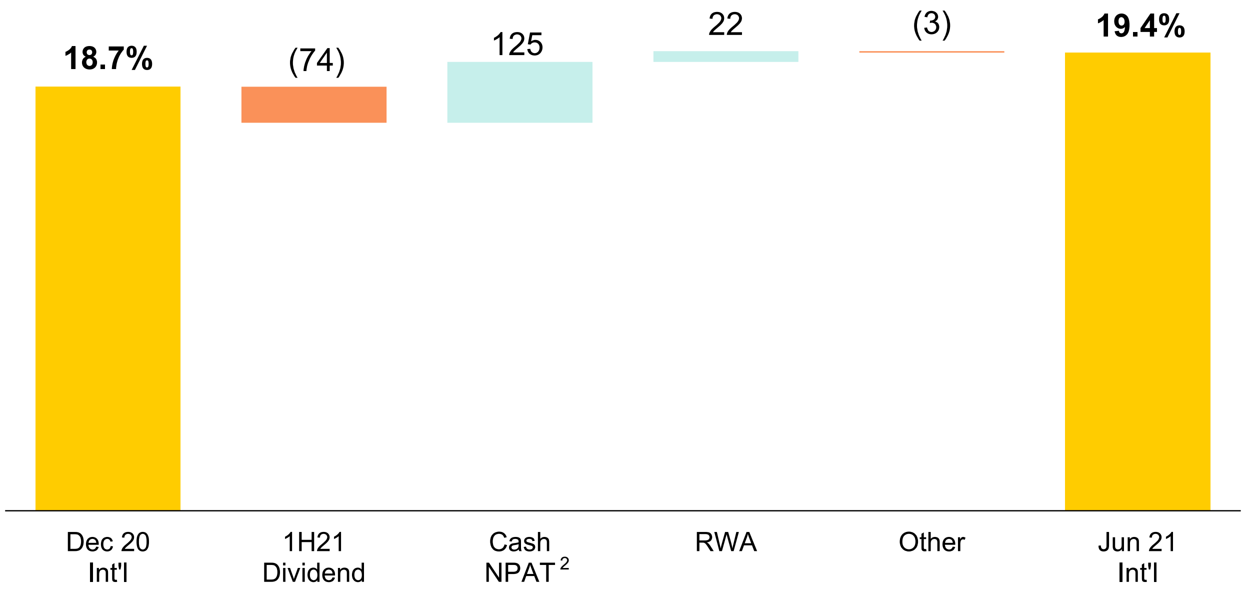
1. Reflects APRA's announcement on 20 November 2020 resulting in a 50% reduction in CBA's operational RWA add-on (from $12.5bn to $6.25bn). 2. 2020 final dividend: included the issuance of shares in respect of the Dividend Reinvestment Plan (DRP). 3. 2021 interim dividend included the on-market purchase of shares in respect of the DRP. 4. Includes the receipt of the final proceeds from the sale of CommInsure Life (+2bpts)

CET1 – internationally comparable

Group's CET1 ratio of 13.1% translates to 19.4% on an international basis

Internationally comparable[1] CET1

bpts



CET1 APRA		13.1%
Equity investments	Balances below prescribed threshold risk weighted, compared to 100% CET1 deduction under APRA	0.8%
Capitalised expenses	Balances are risk weighted, compared to a 100% CET1 deduction under APRA	0.1%
Deferred tax assets	Balances below prescribed threshold risk weighted compared to a 100% CET1 deduction under APRA	0.3%
IRRBB RWA	APRA requires capital to be held for IRRBB. The BCBS does not have any capital requirement	0.3%
Residential mortgages	LGD of 15%, compared to 20% LGD floor under APRA and adjustments for higher correlation factor applied by APRA for Australian residential mortgages	2.7%
Other retail standardised exposures	75% Risk weighting, rather than 100% under APRA	-
Unsecured non-retail exposures	LGD of 45%, compared to 60% or higher LGD under APRA	0.4%
Non-retail undrawn commitments	75% Credit conversion factor, compared to 100% under APRA	0.4%
Specialised lending	Use of AIRB PDs and LGDs for income producing real estate and project finance exposures, reduced by application of a scaling factor of 1.06. APRA applies higher risk weights under a supervisory slotting approach, but does not require the application of the scaling factor	1.2%
Currency conversion	Increase in A$ equivalent concessional threshold level for small business retail and SME corporate exposures	0.1%
CET1 internationally comparable		**19.4%**
Tier 1 internationally comparable		**22.8%**
Total Capital internationally comparable		**28.1%**

1. Internationally comparable capital - refer glossary for definition. 2. Excludes equity accounting profits from minority investments.

Off-market share buy-back

Efficient capital management - optimising shareholder returns

Key features

- $6bn off-market share buy-back to be undertaken via a tender process
- Estimated to represent >3.5% of issued capital
- Eligible shareholders[1] can choose to tender some or all of their shares at a nominated discount in the range of 10-14% to the Market Price[2]
- The buy-back price consists of expected capital component of $21.66 per share[3] with the remainder deemed a fully franked dividend
- Further information can be found in the buy-back information booklet

Key dates[4]

Last day shares can be acquired to be eligible[5]	16 August
Buy-back record date	18 August
Tender period	30 August – 1 October
Announcement of buy-back completion	4 October
Buy-back proceeds paid	8 October

1. Registered shareholders (excluding foreign persons and in particular any person located or resident in the United States) on the buy-back record date with a registered address in Australia or New Zealand. 2. Market Price means the volume weighted average price of CBA ordinary shares on ASX over the five trading days up to and including the Closing Date (expected to be 1 October 2021), excluding certain trades, calculated to four decimal places, as determined by CBA after 4.30pm (Sydney time) on the Closing Date. 3. Proceeds for capital gains tax purposes will comprise the capital component plus an amount (if any) to which the Tax Value exceeds the Buy-Back Price. Refer to the information booklet for further information. 4. While CBA does not anticipate any changes to these key dates, it reserves the right to change them without notice, subject to laws and ASX requirements. 5. Shares acquired after this date will generally not satisfy the 45-day rule for the purpose of determining an Australian shareholder's franking credit entitlement on the buy-back, subject to specific concessions.

Franking

Shareholders continue to benefit from a fully franked dividend and the generation of excess franking credits

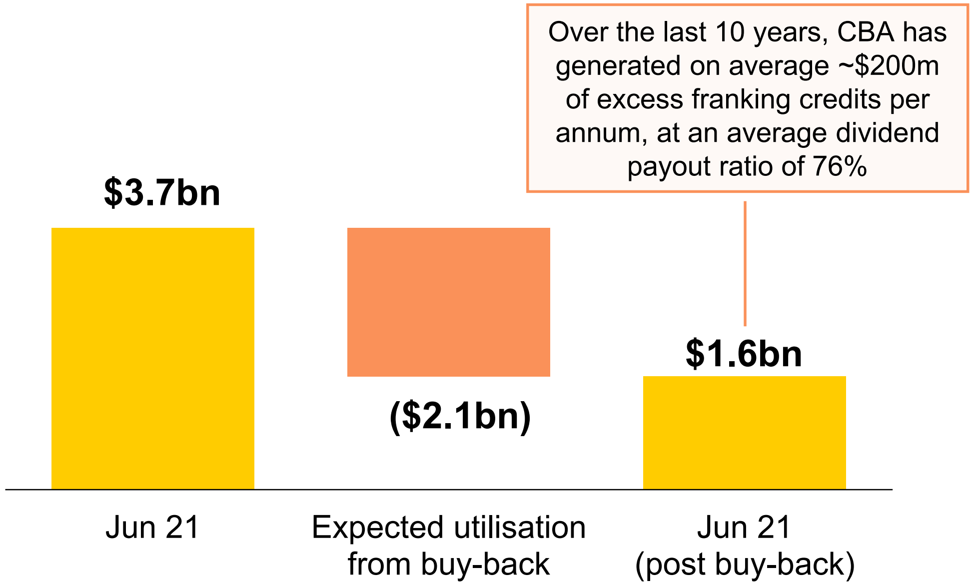
FY21 Franking Position

- CBA's franking account surplus balance[1] as at 30 June 2021 is ~$3.7bn.
- The announced off-market share buyback is expected to utilise ~$2.1bn of the franking credits.
- Adjusting for this, the residual franking account surplus balance at 30 June 2021 is ~$1.6bn.

Future Franking Position

- Our approach to the franking account is to maintain a significant balance surplus[2], a conservative position relative to tax requirements, which only require a positive franking balance (ie a balance greater than zero) as at the 30th of June each year.
- CBA's ongoing franking sustainability arises from:
  - ~85% of CBA's profit being generated in Australia (on which tax is paid that generates franking credits)[3]
  - Hybrid security distributions utilising ~4% of franking credits
  - a long-term dividend payout ratio range of 70-80%, from which CBA will continue to generate excess franking credits over time

Franking account surplus balance



1. Includes allowance for Australian tax payable in respect of the profit earned during the current reporting period. 2. Note, this may vary due to the impact of tax timing differences, the actual profit and quantum of interim and final dividends. 3. The effective tax rate on Australian profits may be above or below the Australian corporate tax rate of 30% as a result of tax and accounting differences such as non deductible expenses and the concessional offshore banking unit regime.

Regulatory capital changes

Scheduled implementation of Basel III reforms in Australia deferred by one year

Change	Implementation	Details
APRA's revisions to the ADI capital framework	1 Jan 2023 (APS 111 Jan 2022, Optional adoption of APS 115 Jan 2022, APS 116 Jan 2024)	• Since December 2020, APRA has released a number of consultation packages on the revisions to the capital framework. APRA is targeting a capital outcome in dollar terms that remains broadly constant and consistent with the "unquestionably strong" capital benchmark. APRA's proposals include: • Higher regulatory capital buffers, with the CCyB default level set at 100 basis points for all ADIs and the CCB increasing from 250 to 400 basis points for IRB ADIs such as CBA; • Implementing more risk sensitive risk weights, particularly for residential mortgage lending; • Closer alignment of non-retail RWAs relative to overseas peers; • RWA for New Zealand subsidiaries to be determined under RBNZ rules at the consolidated group level; and • Implementing a 72.5% output floor to limit the capital benefit for IRB ADIs relative to standardised ADIs. • Individual equity exposures to other ADI's and insurance subsidiaries will be risk weighted at 250% up to 10% of an ADI's Level 1 CET1, with any excess above the threshold deducted from Level 1 CET1 capital.
Loss Absorbing Capacity ("LAC")	1 Jan 2024	• Total Capital increase of 3% for all domestically systemically important banks (D-SIBs).
RBNZ Capital Review	1 Jul 2028 (Output floor 1 Jan 2022, IRB Scalar 1 Oct 2022)	• Capital review finalised, with requirements coming into effect through banks' conditions of registration • RWA of internal ratings based banks will effectively increase to 90% of that required under a standardised approach through the introduction of an 85% output floor and increasing the IRB scalar from 1.06 to 1.2; • D-SIB Tier 1 capital requirement of 16% with at least 13.5% in the form of CET1; and • Implementation from Jan 2022 with a transitional period of ~6 years.
RBNZ dividend restrictions	Immediately (RBNZ announced 31 March 2021)	• Banks are allowed to pay up to a maximum 50% of their earnings as dividends to shareholders. The 50% dividend restriction will remain in place until 1 July 2022.
Leverage ratio	1 Jan 2023	• Proposed minimum 3.5% from 1 Jan 2023.
APS 220 Credit Risk Management	1 Jan 2022	• Enhancements covering a broad range of issues including credit standards, ongoing monitoring and management of credit portfolios and Board oversight.

Regulatory expected loss

Lower provisions in 2H21

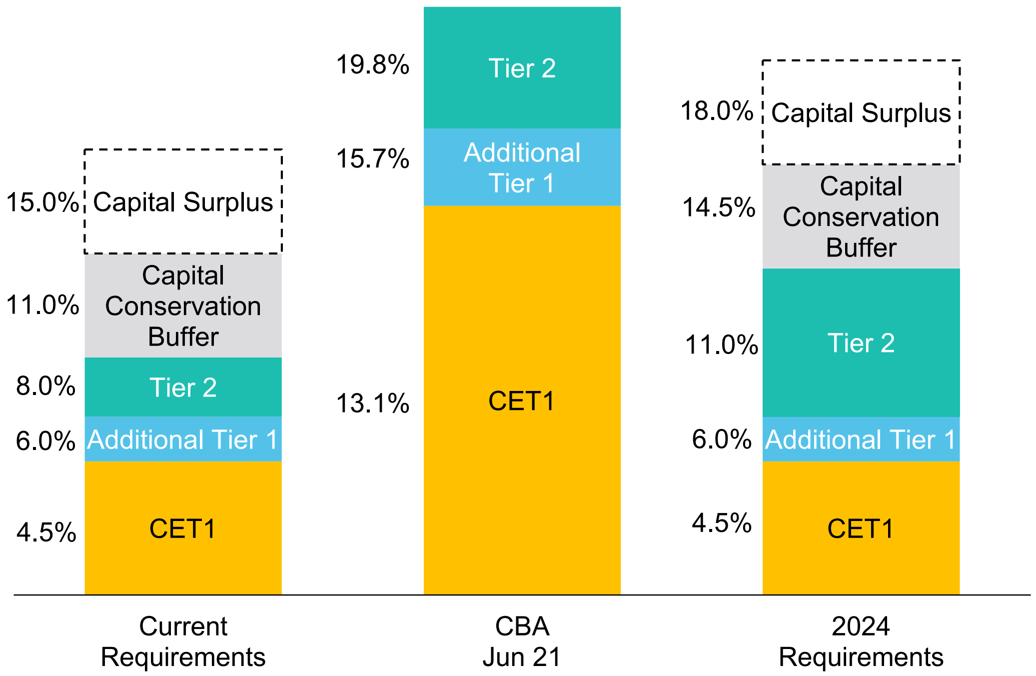
$m	Jun 20		Dec 20		**Jun 21**	
	Defaulted	Non-Defaulted	Defaulted	Non-Defaulted	**Defaulted**	**Non-Defaulted**
Regulatory Expected Loss (EL)	**1,710**	**3,200**	**1,891**	**3,062**	**1,931**	**2,956**
Eligible Provisions (EP)						
Collective Provisions[1]	95	4,807	125	5,149	131	4,552
Specific Provisions[1,2]	1,769	-	1,907	-	1,907	-
Less: ineligible provisions (standardised portfolio)	(95)	(220)	(88)	(252)	(89)	(214)
Total Eligible Provisions	**1,769**	**4,587**	**1,944**	**4,897**	**1,949**	**4,338**
Regulatory EL in Excess of EP	(59)	(1,387)	(53)	(1,835)	(18)	(1,382)
Common Equity Tier 1 deduction[3]	**-**	**-**	**-**	**-**	**-**	**-**
Tier 2 Capital Add-back[4]	**N/A**	**1,387**	**N/A**	**1,835**	**N/A**	**1,382**

1. Includes transfer from collective provision to specific provisions (Jun 21: $628m, Dec20: $669m, Jun 20: $494m). 2. Specific provisions includes partial write offs (Jun 21: $379m, Dec 20: $366m, Jun 20: $308m). 3. Shortfall of eligible provisions for both defaulted and non-defaulted exposures are subject to deduction from CET1 capital. 4. Excess of eligible provisions for non-defaulted exposures are included in Tier 2 capital, subject to a maximum of 0.6% of credit RWA under the IRB approach.

APRA's LAC requirements

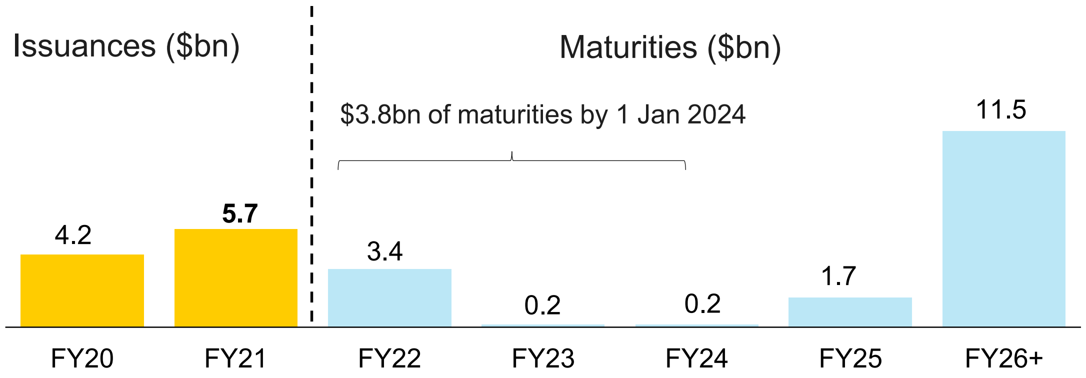
3% increase in Total Capital by 2024 to meet loss absorbing capacity (LAC) requirement

- Based on APRA's existing capital framework, CBA requires an additional $4.0bn of LAC qualifying issuance by 1 Jan 24 (excluding maturities).
- Expected Tier 2 issuance of $4-5bn in FY22.



$bn	Jun 21
Risk Weighted Assets	**450.7**
Tier 2 Requirement @ 5% by 1 Jan 2024[1]	**22.5**
Existing Tier 2 at June 2021 (4.1%)[2]	**18.5**
Current shortfall (excluding AT1)	**4.0**
Maturities by 1 Jan 2024	**3.8**

T2 Capital Profile[3,4]



1. Based on APRA's existing capital framework. 2. Inclusive of $1.6bn provisions eligible for inclusion in Tier 2. 3. Represents spot FX translation at Jun-21. 4. Securities in callable format profiled to first call date. Securities in bullet format profiled to maturity date (5 year amortisation period).

Economic Overview

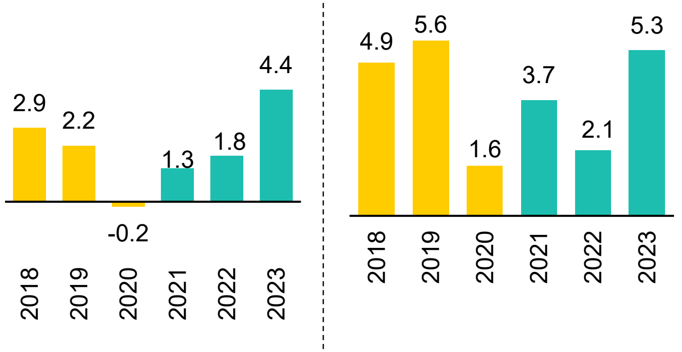
Key Australian economic indicators[1] (June FY)

GDP %

Financial year average

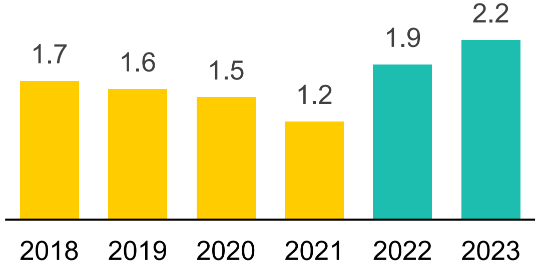
GDP

Nominal GDP



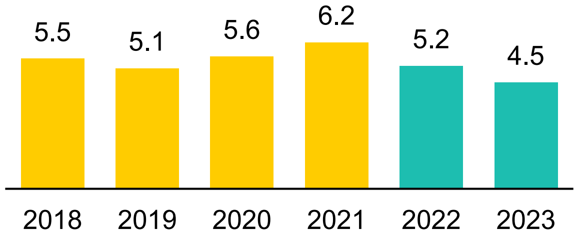
Trimmed mean CPI %

Financial year average



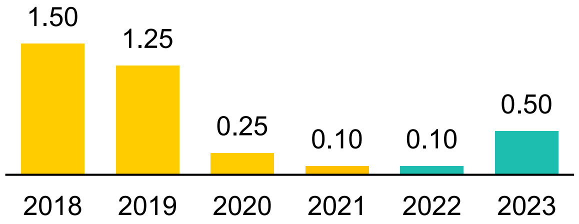
Unemployment rate %

Financial year average



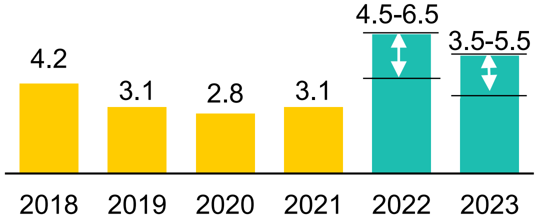
Cash rate %

As at June



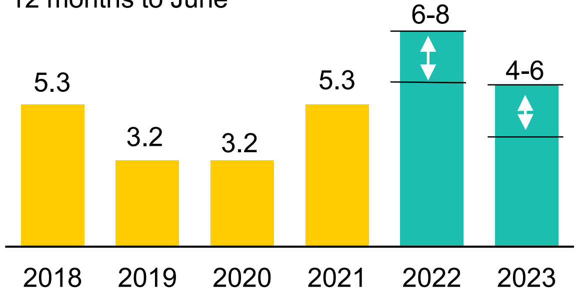
Total credit growth %

12 months to June



Housing credit growth %

12 months to June



Forecast, CBA Global Economic & Markets Research

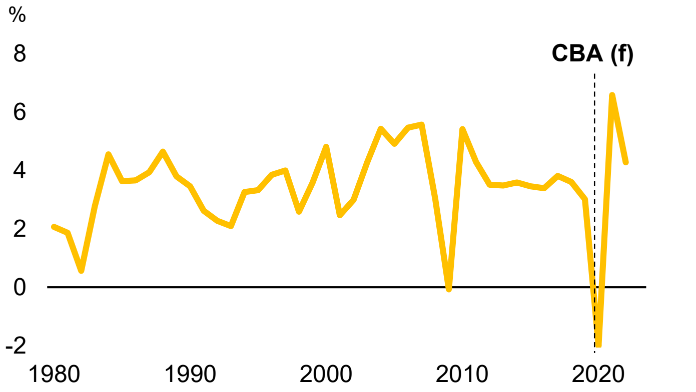
1. Source: ABS, RBA and CBA Global Economic and Markets Research

The global economy

A divergent global economy, vaccine hopes lift for 2021

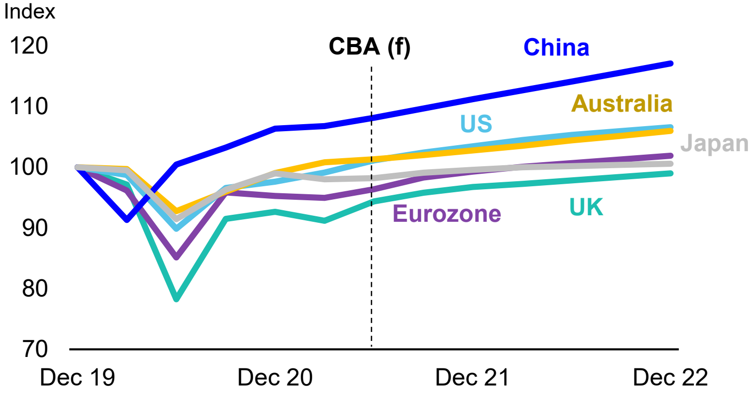
The global economy to expand in 2021

Global growth (annual % change)[1]



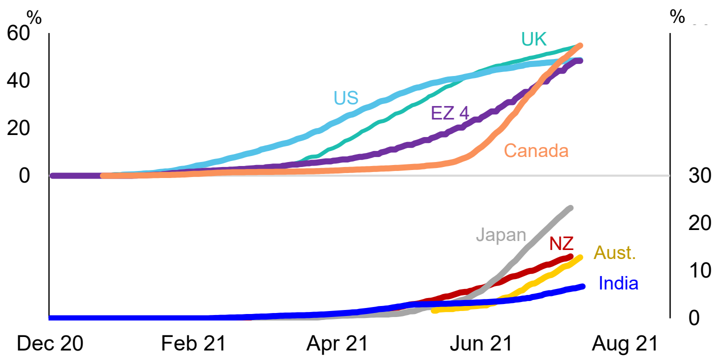
China and the US leading the recovery

CBA GDP Forecasts (Index =100 Dec 19)[2]



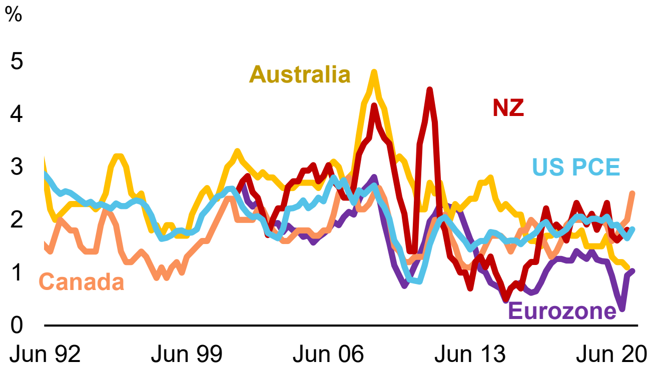
Vaccine rollout is critical

(% of population fully vaccinated)[3]



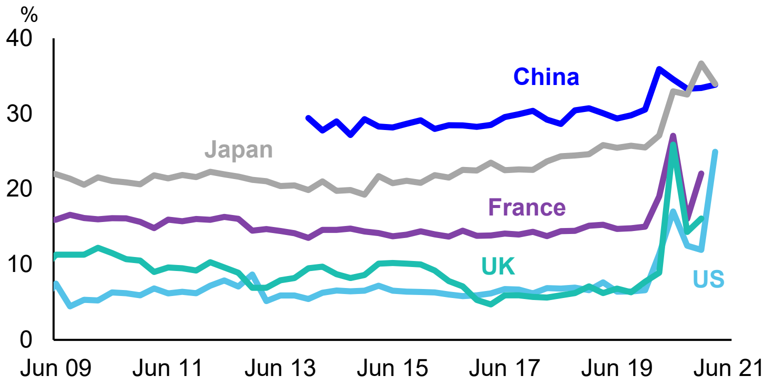
Lift in inflation is narrowly based at this stage, driven by reopening frictions

Trimmed Inflation[4]



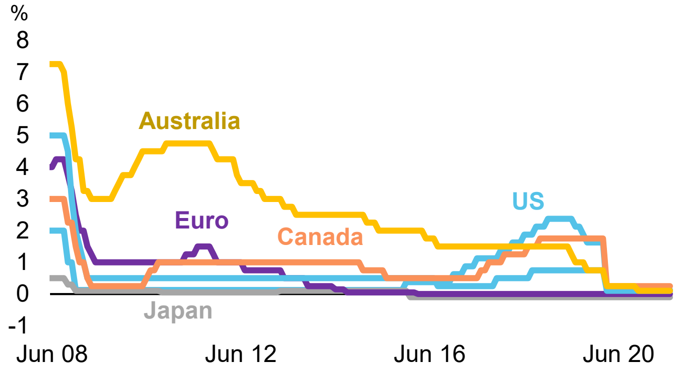
Households saving remains elevated

Household saving rate[5] (% of household income)



Globally fiscal and monetary policy are working in tandem, but some central banks are shifting

Official Interest Rates[6]



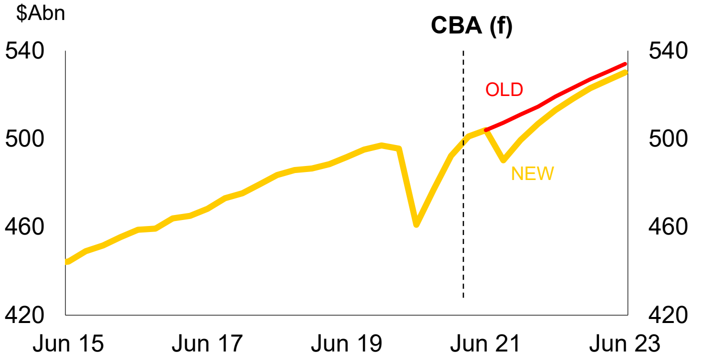
1. Calendar year. Source: CBA Global Economic & Markets Research, IMF. 2. Source: CBA Global Economic & Markets Research. 3. Source: Our World in Data. 4. Source: CBA, Bloomberg. 5. Source: CBA, Bloomberg, CEIC. 6. Source: RBA

The Australian Economy

Australian economy to contract in Q3 CY21, but expected to rebound in Q4 CY21

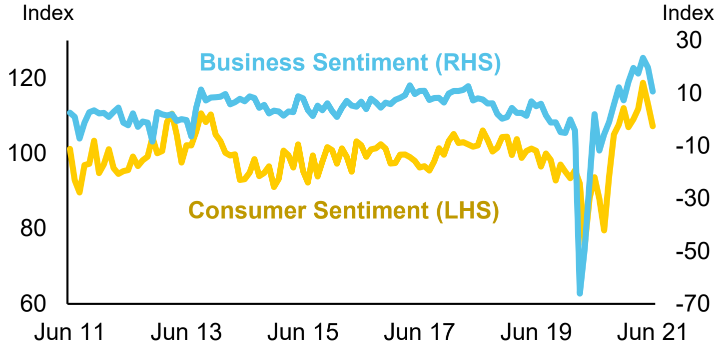
GDP back above pre COVID levels, but lockdowns should see negative Q3 2021

Real GDP (quarterly)[1]



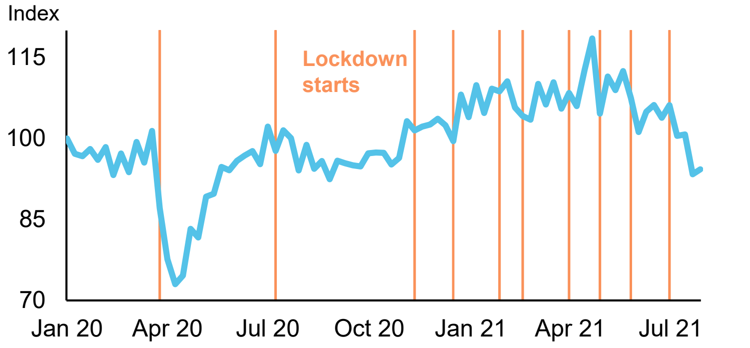
Consumer and business sentiment remain high but off the peak with impact of lockdowns

Consumer & Business Confidence[2]



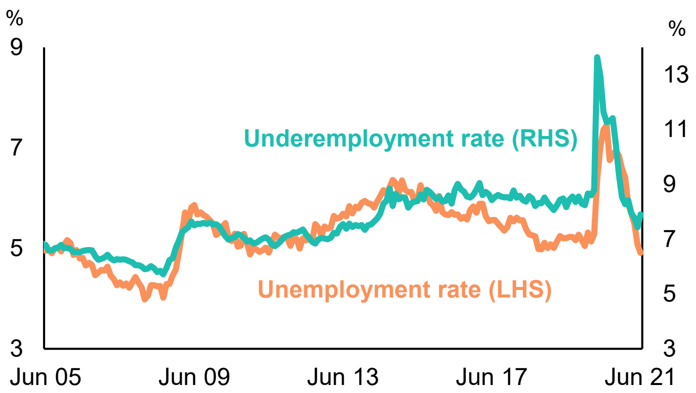
Consumer spending down but bounces when lockdowns are lifted

CBA card spend tracker [3] (annual % change)
Weekly index Jan 2020 = 100 (based on % change vs same week in 2019)



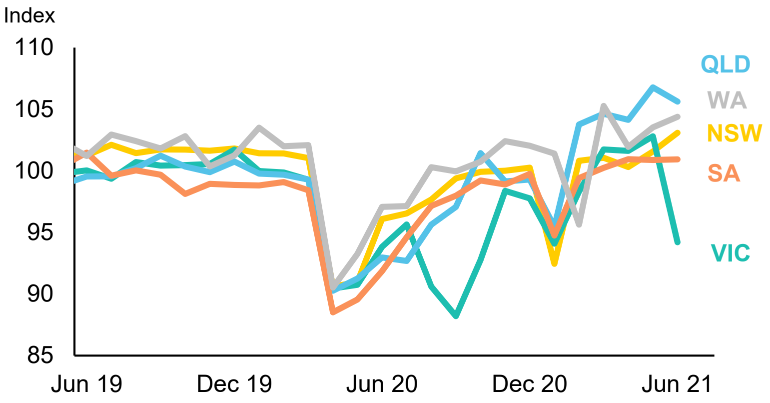
Labour market recovery has been remarkable

Labour Force (% of total)[4]



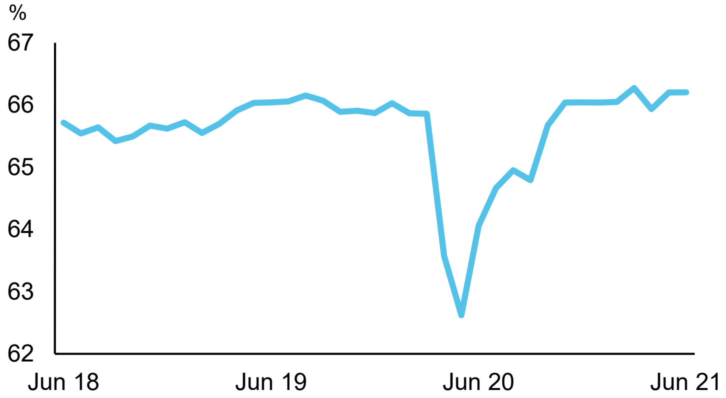
Hours worked impacted during lockdowns

Hours worked[5] (Index = 100 Jan 19)



Fall in labour force participation during lockdowns

Participation rate (%)[6]



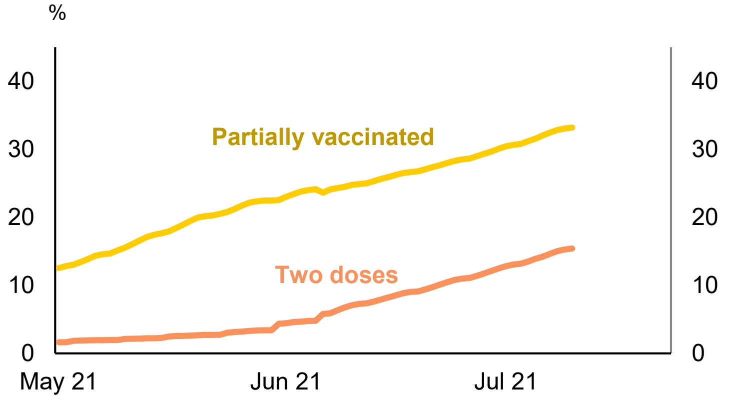
1. Source: ABS, CBA Global Economic & Markets Research. 2. Source: NAB, WBC/Melb Institute. 3. Source: CBA. 4. Source: ABS 5. Source: ABS. 6. Source: ABS

The Australian Economy

Once lockdowns end expansionary policy, vaccine rollout and tight labour market will help the recovery

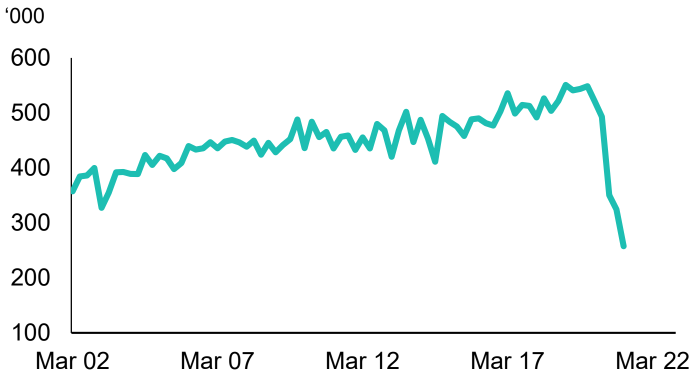
Vaccine rollout gaining pace

Australian COVID-19 vaccinations (% of 16+ population)[1]



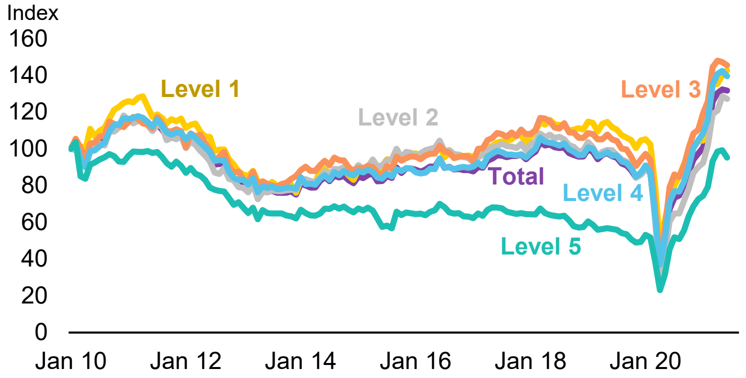
Labour supply has fallen sharply

Non-resident worker ('000)[2]



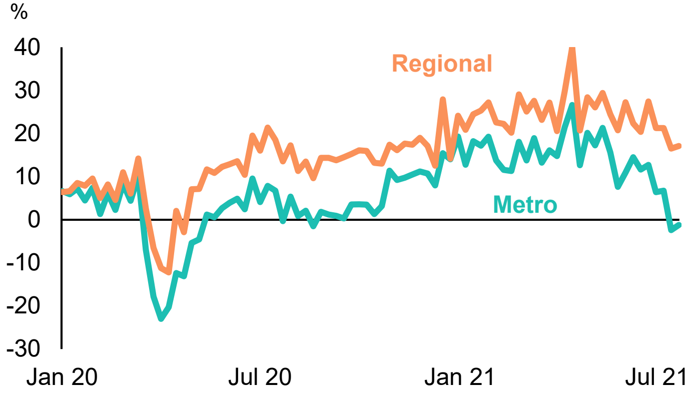
At a time when demand is strong at all skill levels

IVI Job vacancies (Index=100 Jan 10)[3]



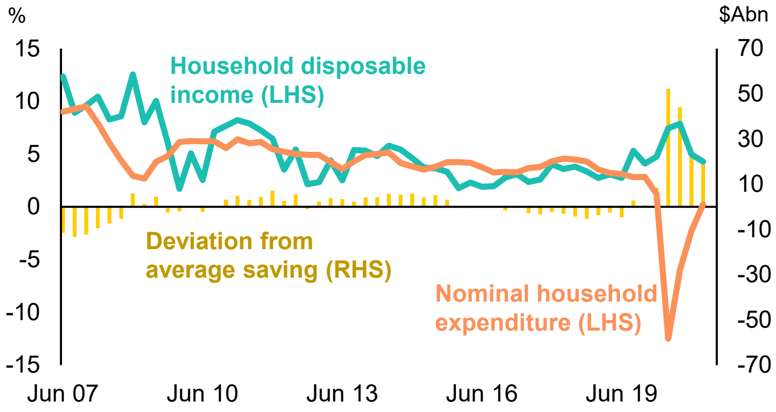
Regional areas outperforming

CBA card spend regions & metro (% change on 2019)[4]



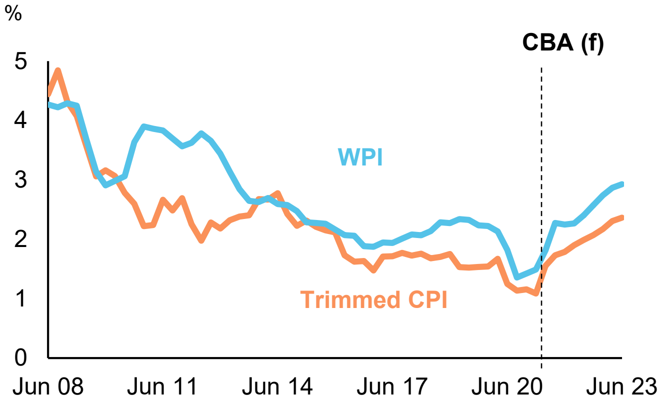
Disparity between income and spending

Income & Spending (annual % change)[5]



Pricing and wages pressures to emerge

CBA forecast: wages & prices[6] (annual % change)

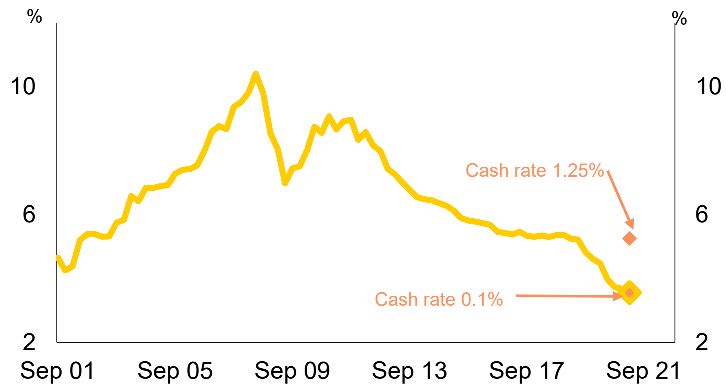


1. Source: Oxford. 2. Source: ABS. 3. Source: Australian government. 4. Source: CBA. 5. Source: ABS. 6. Source: ABS, CBA Global Economic & Markets Research.

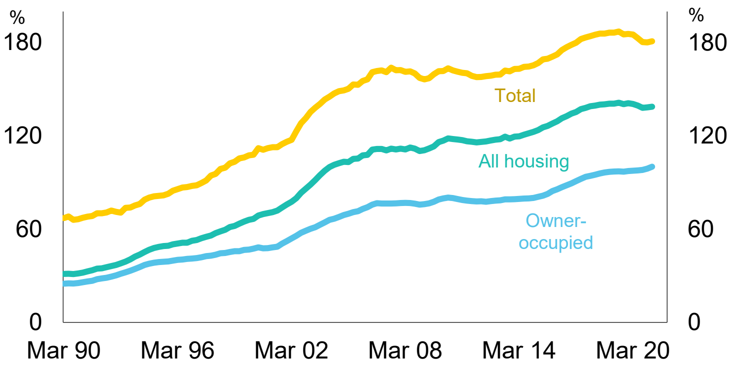
The Australian Economy

Interest rates to rise eventually, but lift will be limited and recovery is broadening to investment

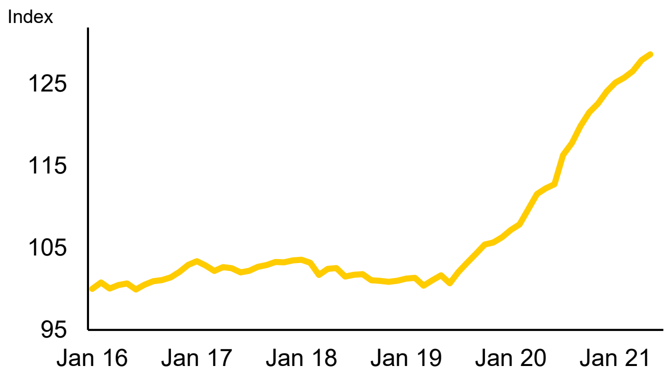
But debt serviceability has fallen a long way and expected to return to average levels
Household debt service (% of income)[1]



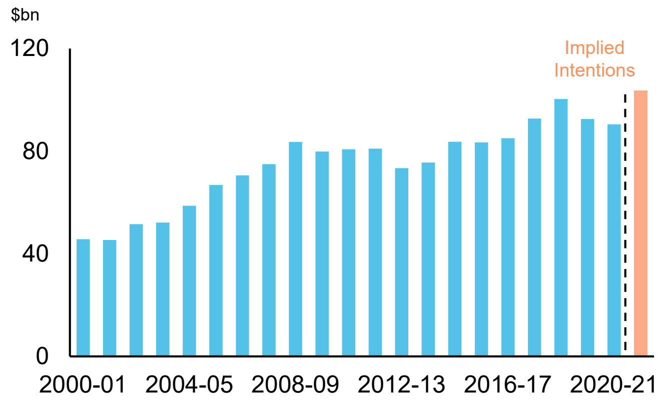
Household debt levels remain high
(as % of disposable income)[2]



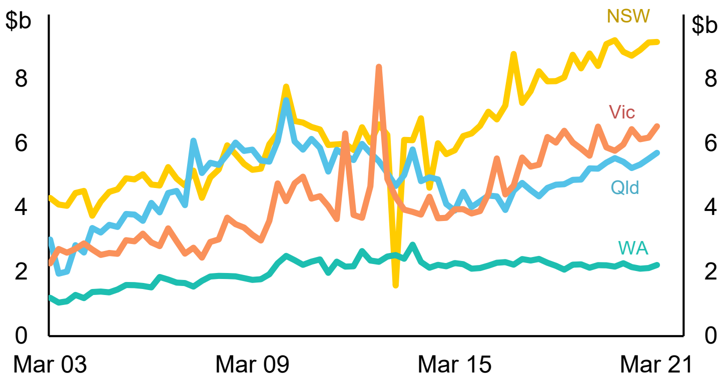
Household savings are elevated
CBA cash savings indicator (index, Jan 2016 = 100)[3]



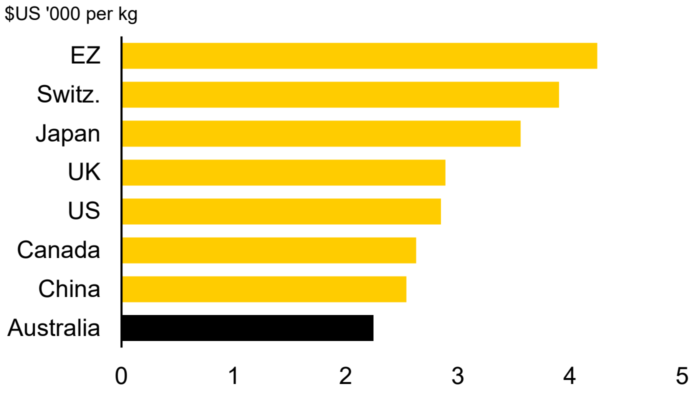
Business investment is accelerating
Non-mining capex – implied intentions ($bn)[4]



Public capex is rising and state budgets suggest more to come
Seasonally adjusted volumes[4]



There is opportunity on the green energy front
Carbon Efficiency (GDP per kg of CO2 emissions demanded)[5]

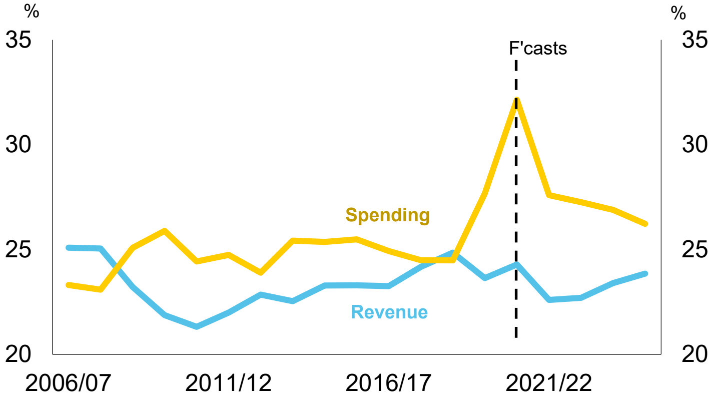


1. Source: ABS, RBA, CBA. 2. Source: RBA. 3. Source: CBA. 4. ABS, CBA Global Economic & Markets Research. 5. Source: CBA, ADB, EC.

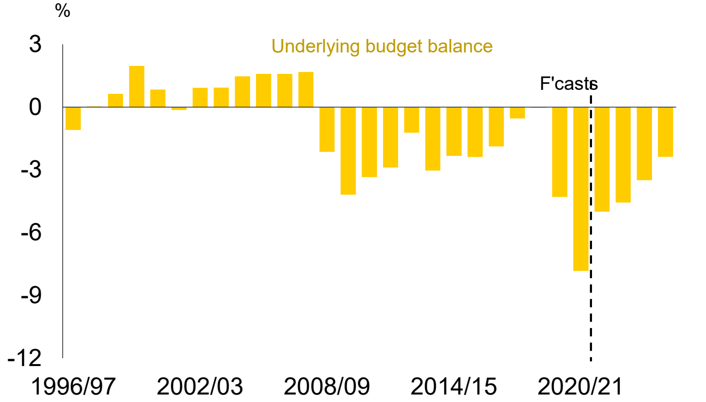
The Australian Economy

External sector in good shape, monetary and fiscal support is working together

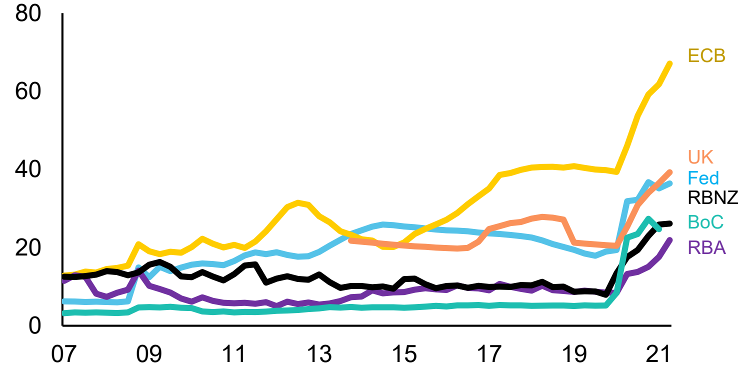
Gov't spending has risen sharply and stays higher
Taxes and spending[1] (% of GDP)



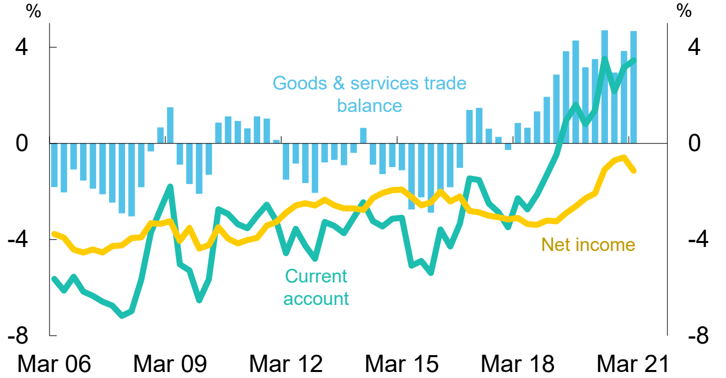
Fiscal settings remain expansionary for longer
Budget balance[1] (% of GDP)



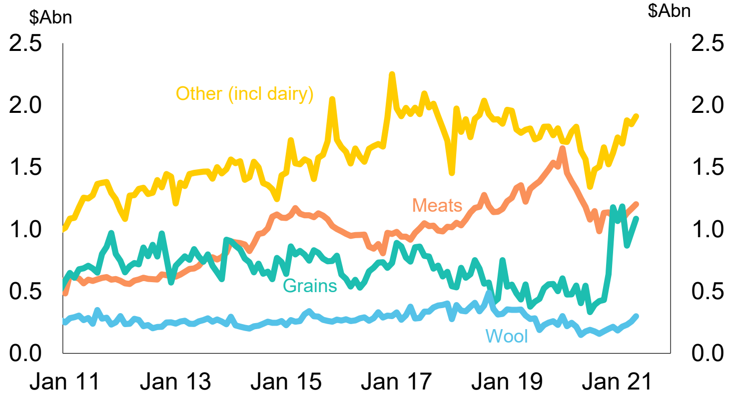
Some central banks are starting to reduce asset purchases, including the RBA from September
Central Bank total assets[2] (% of GDP)



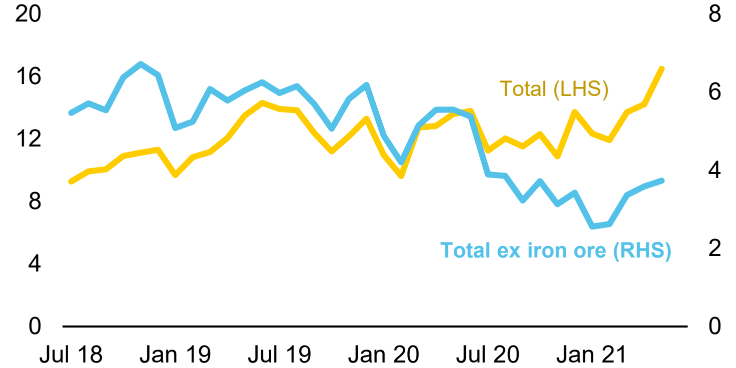
External sector in a good position
The current account (% of GDP)[3]



Agriculture sector has recovered
Goods and services exports[3] (monthly, sa)



Exports to China remain high despite tensions due to iron ore[4]
(monthly, A$bn)



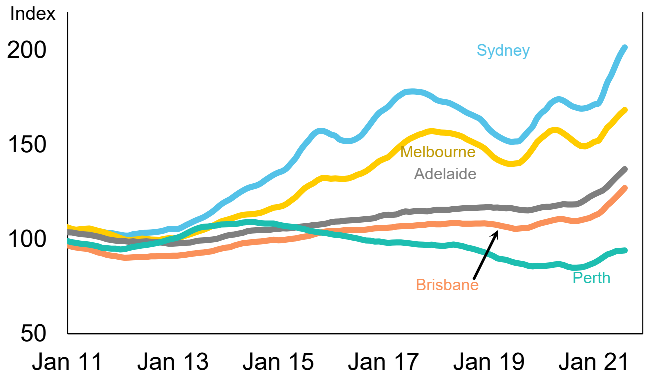
1. Source: Commonwealth Treasury. 2. Source: Thomson Reuters. 3. Source: ABS. 4. Source: DFAT.

Home lending

Housing market to continue its resurgence, driven by low interest rates and stimulus

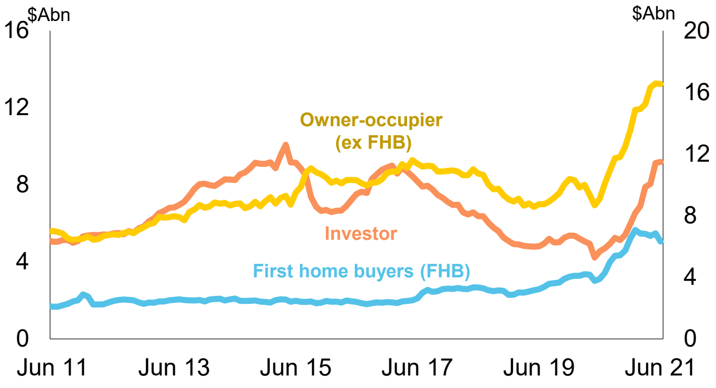
Residential property prices are rising strongly

Dwelling prices[1] (8 capital cities)



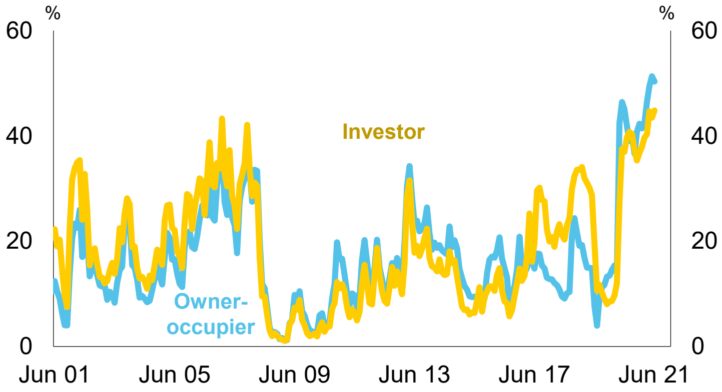
Investors returning to the market

Housing loan approvals[2] (excluding refinancing)

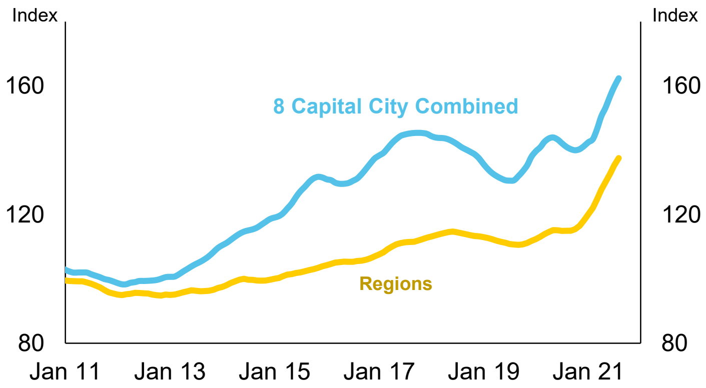


Strong preference for fixed rate lending

CBA fixed rate lending[3] (% of total)

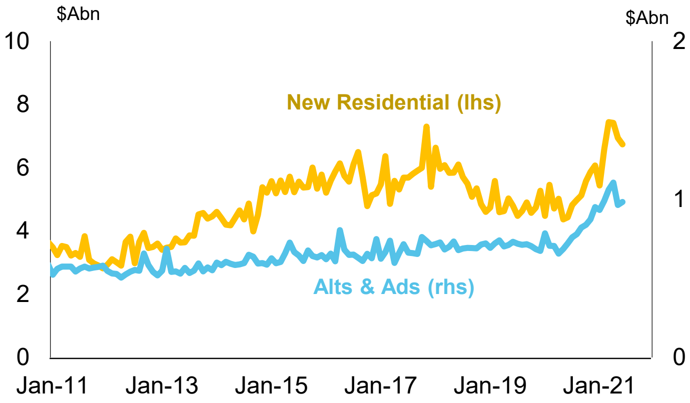


Divergence between capital city and regional prices[4]



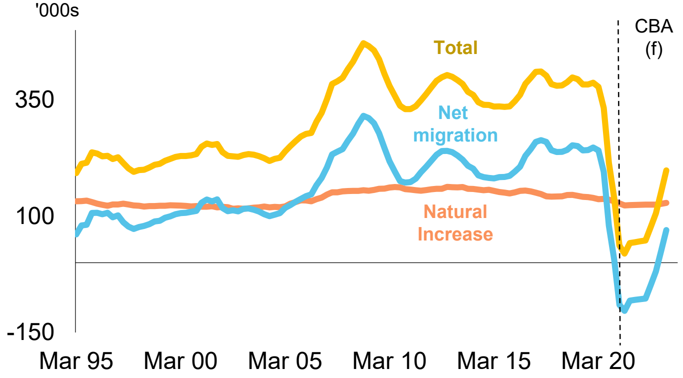
Construction supported by new builds & renovation activity

Residential approvals[5] ($Abn)



Weaker population growth is a headwind for the sector

Australian population growth (moving annual total '000s)[6]

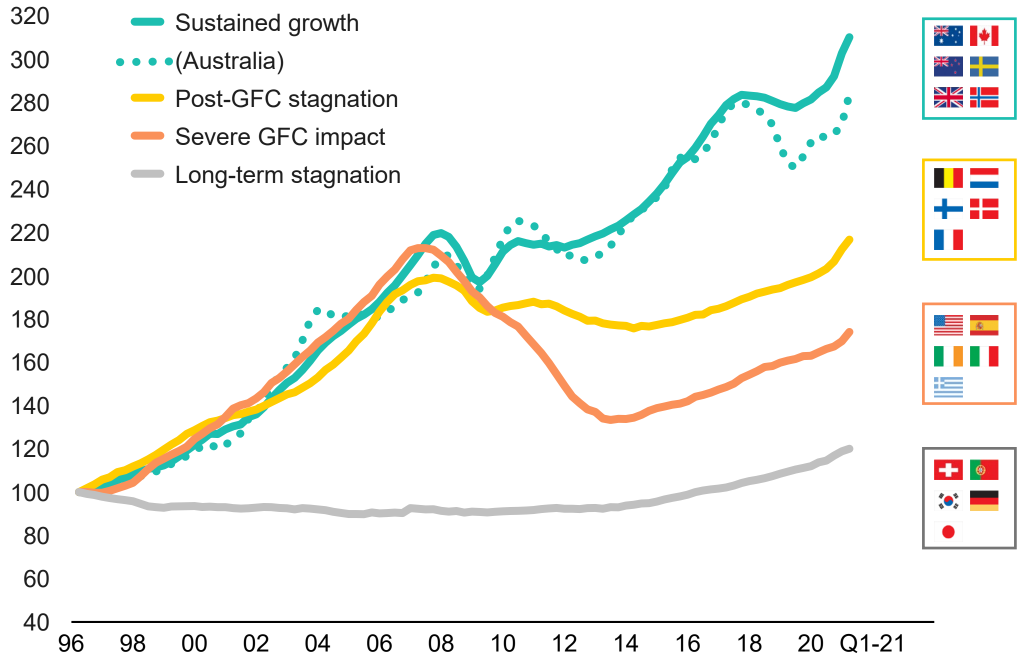


1. Source: CoreLogic. 2. Source: ABS. 3. Source: CBA. 4. CoreLogic, CBA. 5. ABS. 6. Sources: ABS, CBA Global Economic & Markets Research, Commonwealth Treasury.

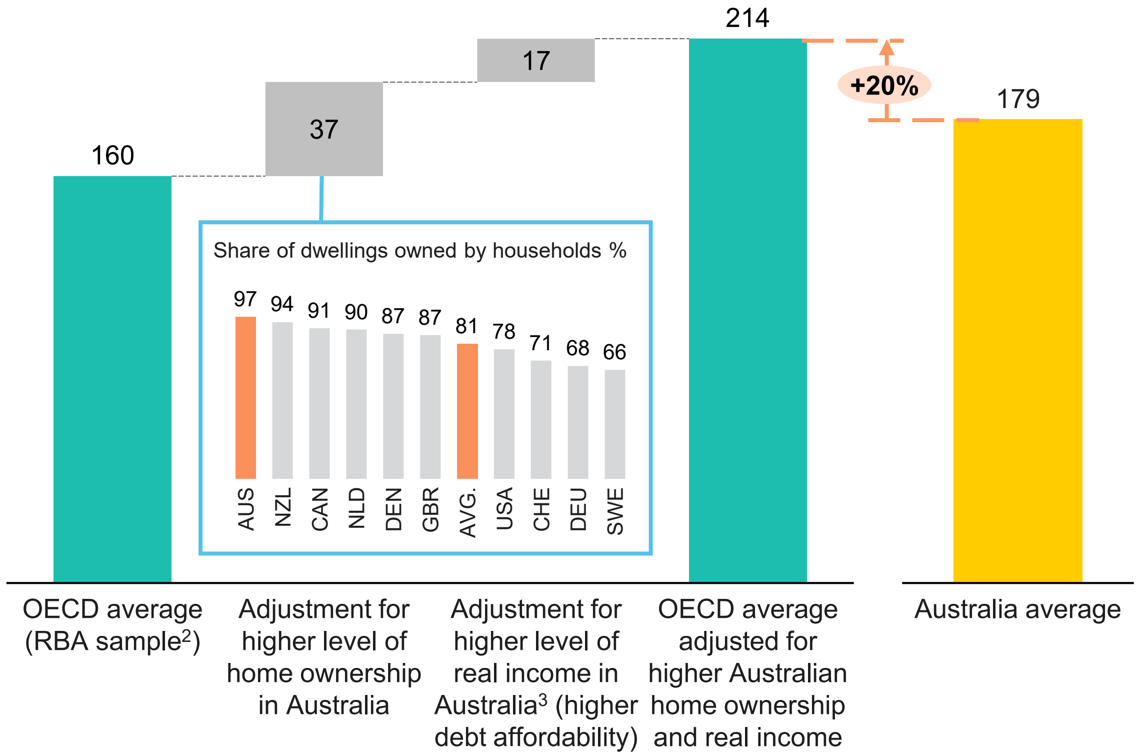
Sustainability of the Australian housing market

Australia housing prices and households debt is aligned to other developed economies

CPI-adjusted change in house prices



RBA analysis[1]: Household debt-to-income[4]

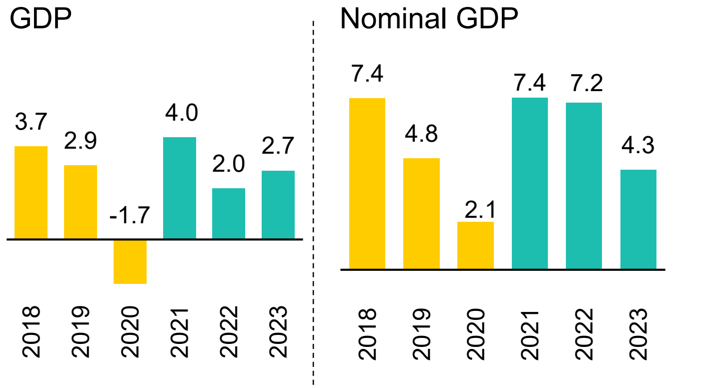


1 https://www.rba.gov.au/publications/rdp/2020/pdf/rdp2020-05.pdf . 2 Includes Switzerland, Sweden, Denmark, Netherlands, Australia, US, UK, Canada, NZ and Germany. 3 Australian household gross income (adjusted to USD and Parity Purchasing Power) in Australia is ~10% higher than for the remaining countries included in the RBA sample: US$39k compared to US$35k. 4 Household debt-to-income as of 2016 – As of Sep-20, Australian Household Debt-To-Income was still 180%. The OECD average has remained flat during 2016-18 (latest reported by OECD). Source: RBA; OECD.

Key New Zealand economic indicators (June FY)

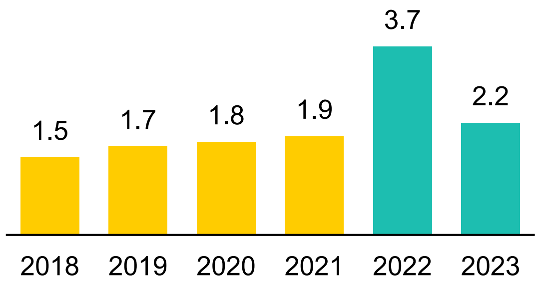
GDP %

Financial year average



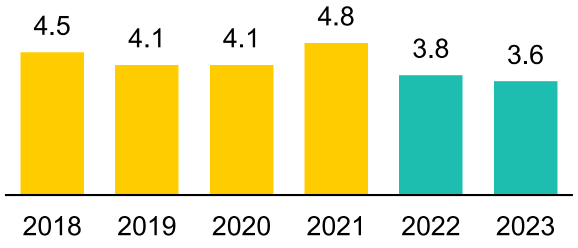
CPI %

Financial year average



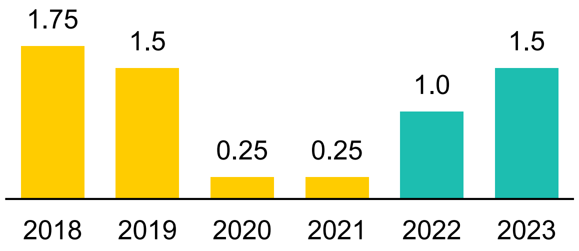
Unemployment rate %

Financial year average



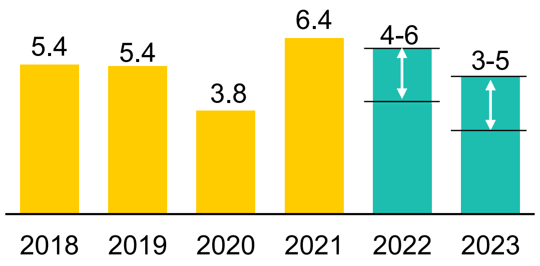
Cash rate %

As at June



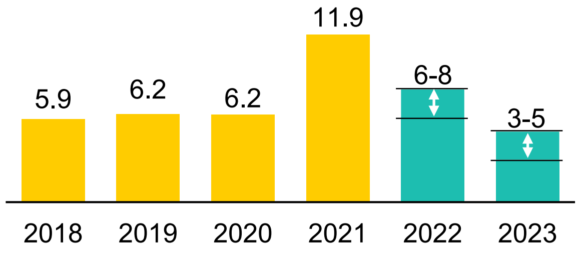
Total credit growth %

12 months to June



Housing credit growth %

12 months to June



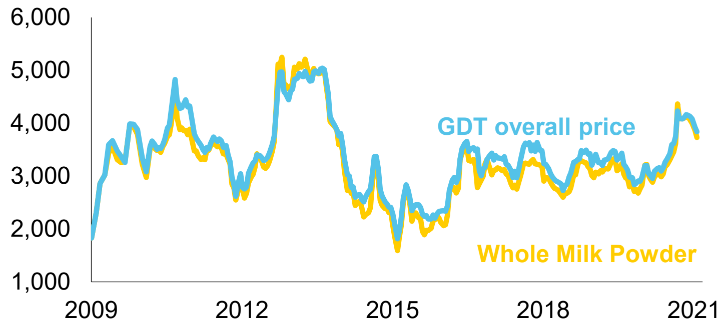
Forecast, ASB Economics

New Zealand

NZ economy swiftly recovers from COVID-19 disruption

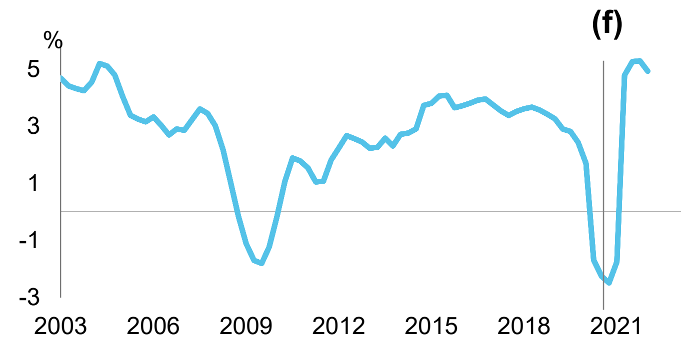
Dairy prices up following higher global commodity prices

Global dairy trade auction results[1] (USD/tonne)



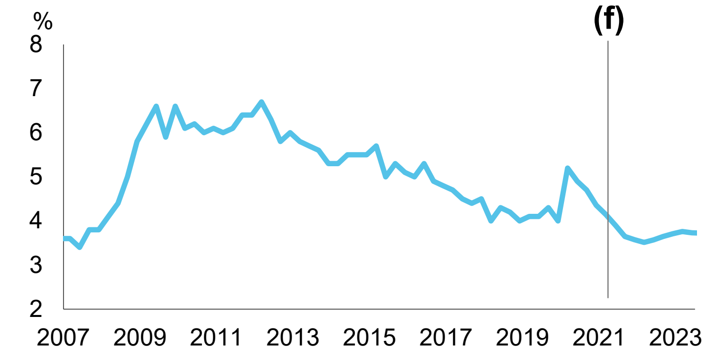
NZ economy quickly recovered to pre-Covid levels of GDP

NZ GDP growth (annual average)[2]



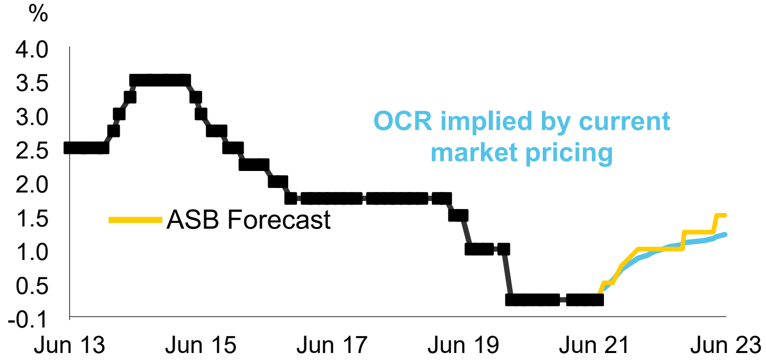
NZ unemployment rate now falling as economy recovers

NZ unemployment rate[3]



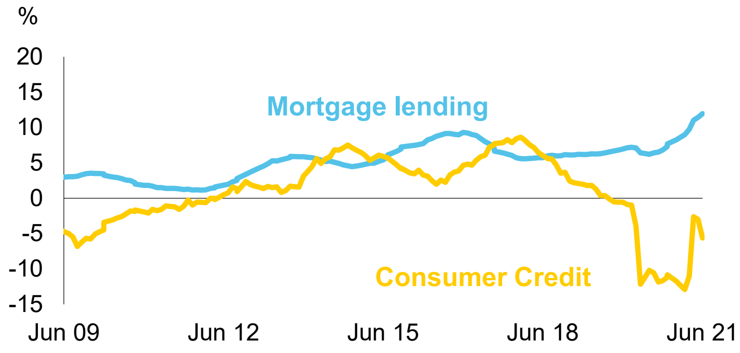
OCR to rise from record low of 0.25%

OCR Forecasts[4] (ASB forecast and implied market pricing)



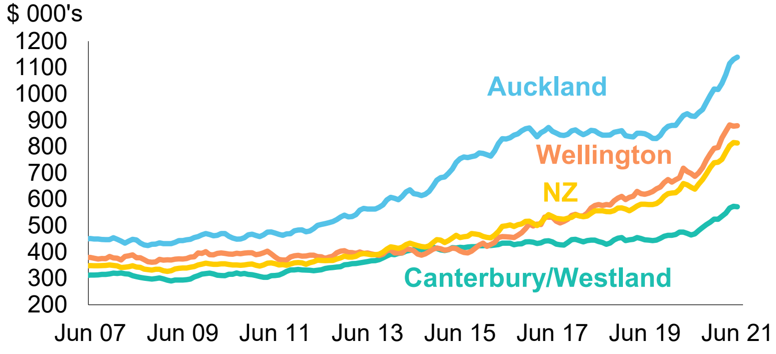
Home lending demand lifted on housing demand

NZ household lending growth[5] (annual % change)



House price growth lifts strongly due to low interest rates

NZ median house price[6] (3 month moving average)



1. Source: GlobalDairyTrade. 2. Source: Statistics NZ. 3. Source: Statistics NZ/ASB. 4. Source: ASB. 5. Source: RNBZ. 6. Source: REINZ.

Sources, Glossary & notes

Sources and notes

Delivering – Continued above system volume growth in all core markets

Slide 10

1. Home lending source: RBA Lending and Credit Aggregates. Household deposits source: APRA Monthly Authorised Deposit-taking Institution Statistics (MADIS). CBA business lending multiple estimate is based on Business Banking growth rate (excluding Institutional Banking and Markets) over published APRA Total Business Lending data (excluding estimated institutional lending balances). CBA business deposits multiple estimate is based on Total CBA Non–Financial business deposit growth rate over Market Non-Financial Business Deposit growth rate, as published by APRA.
2. Home loan fundings +33% vs FY20, includes RBS internal refinancing, excludes Viridian Line of Credit (VLOC) and excludes Bankwest internal refinancing. Fixed rate and proprietary percentages relate to the dollar value of new fundings. Fixed rate fundings includes Bankwest. Proprietary fundings exclude Bankwest.
3. RBS transaction account balances +25% vs FY20, includes interest bearing and non-interest bearing accounts, includes Bankwest. Number of new personal transaction accounts excludes offset accounts, includes CBA and Bankwest.
4. Increase in new business transaction accounts is FY21 vs FY20. Equates to ~3,500 new accounts per week.

Sources and notes

Delivering – Through customer focus, digital engagement, operational execution

Slide 12

1. DBM Consumer MFI *Net Promoter Score. Based on Australian population aged 14+ years old rating their Main Financial Institution. Net Promoter Score refers to customer likelihood to recommend their MFI using a scale from 0-10 (where 0 is ‘Not at all likely’ and 10 is ‘Extremely likely) and NPS is calculated by subtracting the percentage of Detractors (scores 0-6) from the percentage Promoters (scores 9-10). NPS results are shown as a six-month rolling average. For the major banks, NPS is reported for main brand only. *Net Promoter Score is a trademark of Bain & Co Inc., Satmetrix Systems, Inc., and Mr Frederick Reichheld.
2. DBM Business MFI *Net Promoter Score: Based on Australian businesses rating their Main Financial Institution for Business Banking. Net Promoter Score refers to customer likelihood to recommend their MFI using a scale from 0-10 (where 0 is ‘Extremely unlikely’ and 10 is ‘Extremely likely’) and NPS is calculated by subtracting the percentage of Detractors (scores 0-6) from the percentage of Promoters (scores 9-10). NPS results are shown as a six-month rolling average. For the major banks, NPS is reported for main brand only. *Net Promoter Score is a trademark of Bain & Co Inc., Satmetrix Systems, Inc., and Mr Frederick Reichheld.
3. DBM Institutional $300M+ Business MFI *Net Promoter Score: Based on Australian businesses with an annual revenue of $300M or more for the previous financial year rating their Main Financial Institution for Business Banking. Net Promoter Score refers to customer likelihood to recommend their MFI using a scale from 0-10 where (where 0 is ‘Extremely unlikely’ and 10 is ‘Extremely likely’) and NPS is calculated by subtracting the percentage of Detractors (scores 0-6) from the percentage of Promoters (scores 9-10). NPS results are shown as a twelve-month rolling average. For the major banks, NPS is reported for main brand only. *Net Promoter Score is a trademark of Bain & Co Inc., Satmetrix Systems, Inc., and Mr Frederick Reichheld.
4. DBM Consumer MFI Mobile Banking App *Net Promoter Score: Based on Main Financial Institution (MFI) customers rating their likelihood to recommend their MFI Mobile Banking App used in the last 4 weeks. Net Promoter Score refers to customer likelihood to recommend their MFI using a scale from 0-10 (where 0 is ‘Extremely unlikely’ and 10 is ‘Extremely likely’) and NPS is calculated by subtracting the percentage of Detractors (scores 0-6) from the percentage of Promoters (scores 9-10). NPS results are shown as a six-month rolling average. For the major banks, NPS is reported for main brand only. *Net Promoter Score is a trademark of Bain & Co Inc., Satmetrix Systems, Inc., and Mr Frederick Reichheld.
5. Information relates to new home loan applications unless noted otherwise. “Days” relates to Business Days. As at June 2021. Broker loans are referred simple applications.

Sources and notes

Summary

Slide 40

1. DBM Consumer MFI *Net Promoter Score. Based on Australian population aged 14+ years old rating their Main Financial Institution. Net Promoter Score refers to customer likelihood to recommend their MFI using a scale from 0-10 (where 0 is ‘Not at all likely’ and 10 is ‘Extremely likely) and NPS is calculated by subtracting the percentage of Detractors (scores 0-6) from the percentage Promoters (scores 9-10). NPS results are shown as a six-month rolling average. For the major banks, NPS is reported for main brand only. *Net Promoter Score is a trademark of Bain & Co Inc., Satmetrix Systems, Inc., and Mr Frederick Reichheld.
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5. Home lending source: RBA Lending and Credit Aggregates. Household deposits source: APRA Monthly Authorised Deposit-taking Institution Statistics (MADIS). CBA business lending multiple estimate is based on Business Banking growth rate (excluding Institutional Banking and Markets) over published APRA Total Business Lending data (excluding estimated institutional lending balances). CBA business deposits multiple estimate is based on Total CBA Non–Financial business deposit growth rate over Market Non-Financial Business Deposit growth rate, as published by APRA.
6. Employee Engagement Index (EEI) from bi-annual engagement survey. Based on advances in engagement research, we enhanced our EEI metric in September 2020 from a 4-item metric to 5-item to include items related to discretionary effort and work involvement and removal of work satisfaction as a predictor of engagement. Historical comparisons have been re-adjusted based on the updated EEI.
7. Source: Bloomberg. Total Shareholder Return as at 30 June 2021.

Sources and notes

Why CBA?

Slide 42

1. MFI Share measures the proportion of Banking and Finance MFI Customers that nominated each bank as their Main Financial Institution. Main Financial Institution (MFI) definition: In the Roy Morgan Single Source Survey MFI is a customer determined response where one institution is nominated as the primary financial institution they deal with (when considering all financial products they hold). Peers include ANZ Group, NAB Group and Westpac Group (including St George Group). CBA Group includes Bankwest. Source: Roy Morgan Single Source survey conducted by Roy Morgan, Australian population 14+ (12 month averages to June 2021), excl. unable to identify MFI. Roy Morgan has re-calibrated the results from April 2020 to March 2021 to take into account methodology changes since COVID-19. This has resulted in small differences to some of the previously published figures.
2. Source: RBA Lending and Credit Aggregates.
3. Source: APRA Monthly Authorised Deposit-taking Institution Statistics (MADIS).
4. Total provisions divided by credit risk weighted assets. Excludes impairment provisions for derivatives at fair value. Peers as at March 21.
5. Peers as at March 21. On continuing operations basis where applicable.
6. Source: Bloomberg. Total Shareholder Return as at 30 June 21.

Sources and notes

Delivering – Balanced outcomes – delivering for all stakeholders

Slide 43

1. DBM Consumer MFI *Net Promoter Score. Based on Australian population aged 14+ years old rating their Main Financial Institution. Net Promoter Score refers to customer likelihood to recommend their MFI using a scale from 0-10 (where 0 is 'Not at all likely' and 10 is 'Extremely likely) and NPS is calculated by subtracting the percentage of Detractors (scores 0-6) from the percentage Promoters (scores 9-10). NPS results are shown as a six-month rolling average. For the major banks, NPS is reported for main brand only. *Net Promoter Score is a trademark of Bain & Co Inc., Satmetrix Systems, Inc., and Mr Frederick Reichheld.
2. DBM Business MFI *Net Promoter Score: Based on Australian businesses rating their Main Financial Institution for Business Banking. Net Promoter Score refers to customer likelihood to recommend their MFI using a scale from 0-10 (where 0 is 'Extremely unlikely' and 10 is 'Extremely likely') and NPS is calculated by subtracting the percentage of Detractors (scores 0-6) from the percentage of Promoters (scores 9-10). NPS results are shown as a six-month rolling average. For the major banks, NPS is reported for main brand only. *Net Promoter Score is a trademark of Bain & Co Inc., Satmetrix Systems, Inc., and Mr Frederick Reichheld.
3. DBM Institutional $300M+ Business MFI *Net Promoter Score: Based on Australian businesses with an annual revenue of $300M or more for the previous financial year rating their Main Financial Institution for Business Banking. Net Promoter Score refers to customer likelihood to recommend their MFI using a scale from 0-10 where (where 0 is 'Extremely unlikely' and 10 is 'Extremely likely') and NPS is calculated by subtracting the percentage of Detractors (scores 0-6) from the percentage of Promoters (scores 9-10). NPS results are shown as a twelve-month rolling average. For the major banks, NPS is reported for main brand only. *Net Promoter Score is a trademark of Bain & Co Inc., Satmetrix Systems, Inc., and Mr Frederick Reichheld.
4. DBM Consumer MFI Mobile Banking App *Net Promoter Score: Based on Main Financial Institution (MFI) customers rating their likelihood to recommend their MFI Mobile Banking App used in the last 4 weeks. Net Promoter Score refers to customer likelihood to recommend their MFI using a scale from 0-10 (where 0 is 'Extremely unlikely' and 10 is 'Extremely likely') and NPS is calculated by subtracting the percentage of Detractors (scores 0-6) from the percentage of Promoters (scores 9-10). NPS results are shown as a six-month rolling average. For the major banks, NPS is reported for main brand only. *Net Promoter Score is a trademark of Bain & Co Inc., Satmetrix Systems, Inc., and Mr Frederick Reichheld.
5. Employee Engagement Index (EEI) from bi-annual engagement survey. Based on advances in engagement research, we enhanced our EEI metric in September 2020 from a 4-item metric to 5-item to include items related to discretionary effort and work involvement and removal of work satisfaction as a predictor of engagement. Historical comparisons have been re-adjusted based on the updated EEI.
6. CBA and Major Bank Peer reputation scores. Source: RepTrak, The RepTrak Company (formerly Reputation Institute). Data shown is from reputation scores captured in June 2019, September 2019, November 2019, March 2020, April-June 2020, July-September 2020, October-December 2020, January-March 2021, April-June 2021.
7. Source: Bloomberg. Total Shareholder Return as at 30 June 2021.

Sources and notes

Global best digital experiences

Slide 46

1. The total number of customers that have logged into the CommBank mobile app at least once in the month of June for years 2017, 2019 and 2021. Includes Face ID logins.
2. The total value ($) of transfers and BPAY payments made in digital (NetBank, CommBank mobile app and CommBank tablet app) as a proportion of the total value ($) of transfers in over-the-counter, ATM, EFTPOS and digital transactions over the 12 months to June for the years 2017, 2019 and 2021.
3. Average number of daily logins to digital assets (NetBank, CommBank mobile app or CommBank tablet app) in the month of June for the years 2017, 2019 and 2021, includes logging in via Face ID, excludes CommBiz customers.
4. The total number of logins to digital assets (NetBank, CommBank mobile app or CommBank tablet app - includes Face ID logins, excludes CommBiz) divided by the number customers who have logged into a core digital asset (NetBank, CommBank mobile app or CommBank tablet app) in the month of June for the years 2017, 2019 and 2021.
5. DBM Consumer MFI Mobile Banking App *Net Promoter Score: Based on Main Financial Institution (MFI) customers rating their likelihood to recommend their MFI Mobile Banking App used in the last 4 weeks. Net Promoter Score refers to customer likelihood to recommend their MFI using a scale from 0-10 (where 0 is 'Extremely unlikely' and 10 is 'Extremely likely') and NPS is calculated by subtracting the percentage of Detractors (scores 0-6) from the percentage of Promoters (scores 9-10). NPS results are shown as a six-month rolling average. For the major banks, NPS is reported for main brand only. *Net Promoter Score is a trademark of Bain & Co Inc., Satmetrix Systems, Inc., and Mr Frederick Reichheld.
6. Online banking: CBA won Canstar's *Bank of the Year - Online Banking* award for 2021 (for the 12th year in a row). Awarded June 2021.
7. Mobile banking: CBA won Canstar's *Bank of the Year - Mobile Banking* award for 2021 (for the 6th year in a row). Awarded June 2021.
8. The Forrester Digital Experience ReviewTM: Australian Mobile Banking Apps, Q3 2021. Commonwealth Bank of Australia was named the Overall Digital Experience LeaderTM among mobile apps in Australia in Forrester's proprietary Digital Experience ReviewTM. Forrester Research does not endorse any company included in any Digital Experience ReviewTM report and does not advise any person or organization to select the products or services of any particular company based on the ratings included in such reports.
9. DBM Australian Financial Awards - Most Innovative Major Bank. Presented March 2021. Award based on DBM Atlas data January to December 2020.
10. DBM Australian Financial Awards - Best Major Digital Bank. Presented March 2021. Award based on DBM Atlas data January to December 2020.
11. RFi Group Australian Banking Innovation Awards (ABIA), Most Innovative Banking App 2020. Awarded November 2020.

Sources and notes

Cash Profit

The Profit Announcement discloses the net profit after tax on both a statutory and cash basis. The statutory basis is prepared in accordance with the Corporations Act 2001 (Cth) and the Australian Accounting Standards, which comply with International Financial Reporting Standards (IFRS). The cash basis is used by management to present a clear view of the Bank's operating results. It is not a measure based on cash accounting or cash flows. The items excluded from cash profit, such as hedging and IFRS volatility and losses or gains on acquisition, disposal, closure and demerger of businesses are calculated consistently with the prior year and prior half disclosures and do not discriminate between positive and negative adjustments. A list of items excluded from cash profit is provided on page 3 of the Group's 30 June 2021 Profit Announcement (PA), which can be accessed at our website: www.commbank.com.au/results

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Glossary

Capital & Other

Risk Weighted Assets (RWA)	The value of the Group's On and Off Balance Sheet assets are adjusted by risk weights calculated according to various APRA prudential standards. For more information, refer to the APRA website.
CET1 Expected Loss (EL) Adjustment	CET1 adjustment that represents the shortfall between the calculated EL and Eligible Provisions (EP) with respect to credit portfolios which are subject to the Basel advanced capital IRB approach. The adjustment is assessed separately for both defaulted and non-defaulted exposures. Where there is an excess of EL over EP in either assessments, the difference must be deducted from CET1. For non-defaulted exposures where the EL is lower than the EP, this may be included in Tier 2 capital up to a maximum of 0.6% of total credit RWAs.
Leverage Ratio	Tier 1 Capital divided by Total Exposures, expressed as a percentage. Total exposures is the sum of On Balance Sheet items, derivatives, securities financing transactions (SFTs), and Off Balance Sheet items, net of any Tier 1 regulatory deductions that are already included in these items.
Internationally Comparable Capital	The Internationally Comparable CET1 ratio is an estimate of the Group's CET1 ratio calculated using rules comparable with our global peers. The analysis aligns with the APRA study entitled "International capital comparison study" (13 July 2015).
Derivative Valuation Adjustments (XVA)	A number of different valuation adjustments are made to the value of derivative contracts to reflect the additional costs or benefits in holding these contracts. The material valuation adjustments included within the CBA result are CVA and FVA.
Credit Value Adjustment (CVA)	The market value of the counterparty credit risk on the derivative portfolio, calculated as the difference between the risk-free portfolio value and the true portfolio value that takes into account the possibility of a counterparty's default.
Funding Valuation Adjustment (FVA)	The expected funding cost or benefit over the life of the uncollateralised derivative portfolio.

Funding & Risk

Liquidity Coverage Ratio (LCR)	The LCR is the first quantitative liquidity measure that is part of the Basel III reforms. It was implemented by APRA in Australia on 1 Jan 2015. It requires Australian ADIs to hold sufficient liquid assets to meet 30 day net cash outflows projected under an APRA-prescribed stress scenario.
High Quality Liquid Assets (HQLA)	As defined by APRA in Australian Prudential Standard APS210: Liquidity. Qualifying HQLA includes cash, government and semi-government securities, and RBNZ eligible securities.
Committed Liquidity Facility (CLF)	Given the limited amount of Commonwealth government and Semi-government debt in Australia, participating ADIs can access contingent liquidity via the RBA's CLF. The amount of the CLF for each ADI is set annually by APRA. To access the CLF, ADIs need to meet certain conditions and pledge qualifying securities to the RBA.
Net Stable Funding Ratio (NSFR)	The NSFR is the second quantitative liquidity measure of the Basel III reforms, in addition to the LCR. It was implemented by APRA in Australia on 1 Jan 2018. It requires Australian ADIs to fund their assets with sufficient stable funding to reduce funding risk over a one year horizon. APRA prescribed factors are used to determine the stable funding requirement of assets and the stability of funding.
Troublesome and Impaired Assets (TIA)	Corporate troublesome and Group gross impaired exposures.
Corporate Troublesome	Corporate Troublesome includes exposures where customers are experiencing financial difficulties which, if they persist, could result in losses of principal or interest, and exposures where repayments are 90 days or more past due and the value of security is sufficient to recover all amounts due.
Total Committed Exposure (TCE)	Total Committed Exposure is defined as the balance outstanding and undrawn components of committed facility limits. It is calculated before collateralisation and excludes settlement exposures.
Credit Risk Estimates (CRE)	Refers to the Group's regulatory estimates of long-run Probability of Default (PD), downturn Loss Given Default (LGD) and Exposure at Default (EAD).

Contact us

Investor Relations

Melanie Kirk
Investor Relations

02 9118 7113
CBAInvestorRelations@cba.com.au

Media Relations

Danny John
Media Relations

02 9118 6919
media@cba.com.au

Investor Centre

For more information
commbank.com.au/investors