Fixed Income Investor Discussion Pack

For the full year ended 30 June 2023

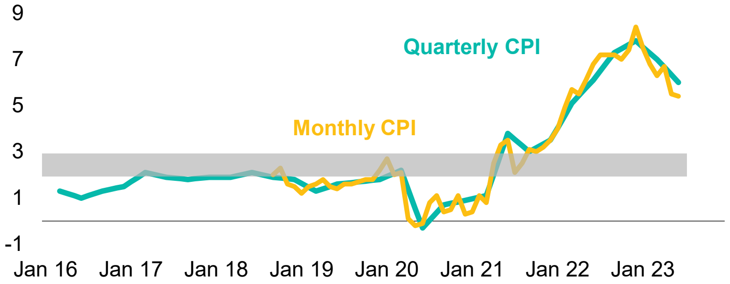
Commonwealth Bank of Australia

The Australian economy

Cost of living challenges

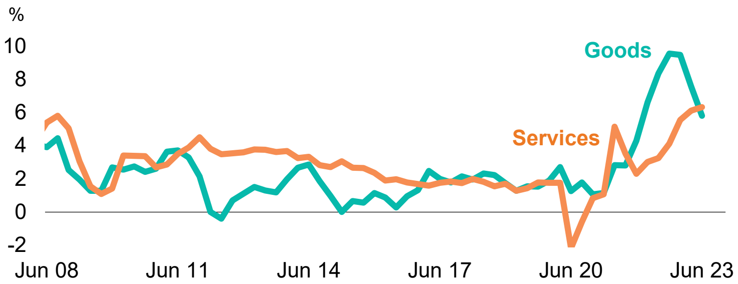
Inflation off the peak, but still too high[1]

Inflation (annual % change)



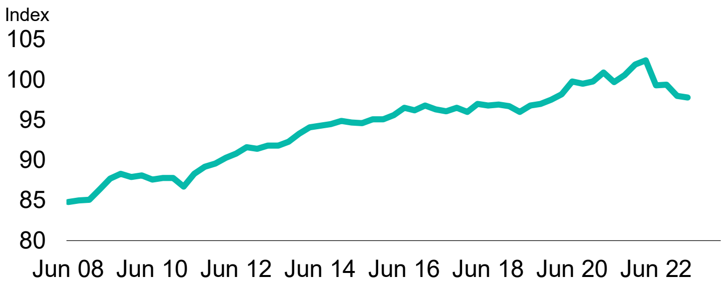
Goods prices lower, services prices sticky[2]

Inflation (annual % change)



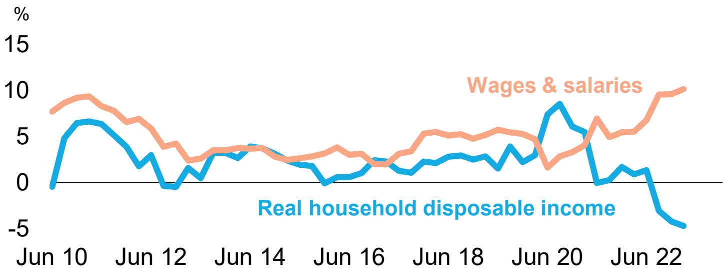
Not helped by weak productivity growth[2]

Labour productivity (GDP per hour worked)



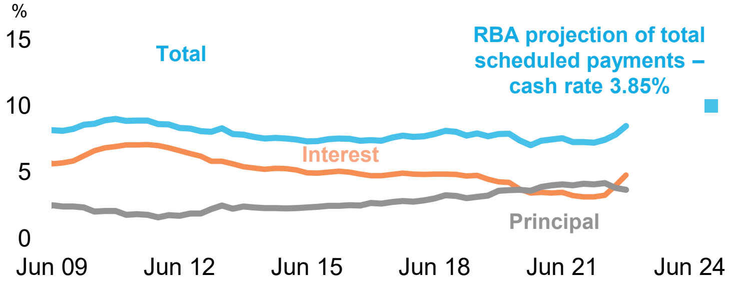
Real household disposable income falling[2]

Household incomes (annual % change)



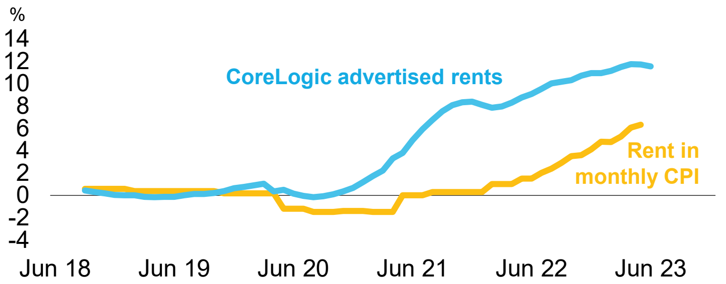
Driven by higher housing debt payments[1]

Housing debt servicing costs (share of disposable income) %



Rising rents also a key issue[3]

Rent (annual % change)



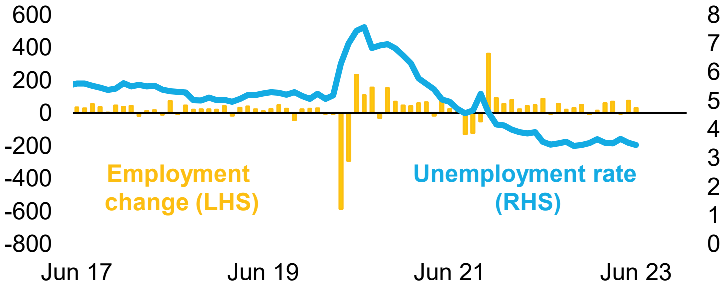
1. Source: RBA, ABS. 2. ABS. 3. Source: ABS, CoreLogic.

The Australian economy

Economy has been resilient

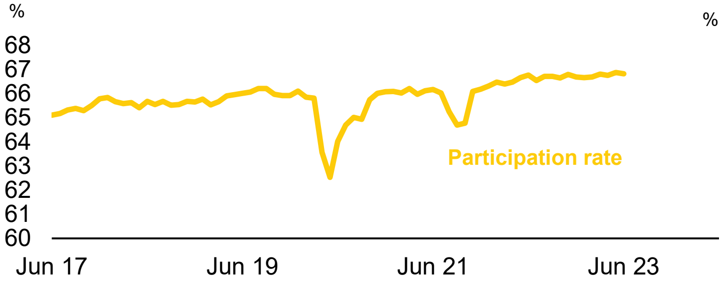
Labour market remains tight[1]

Labour market



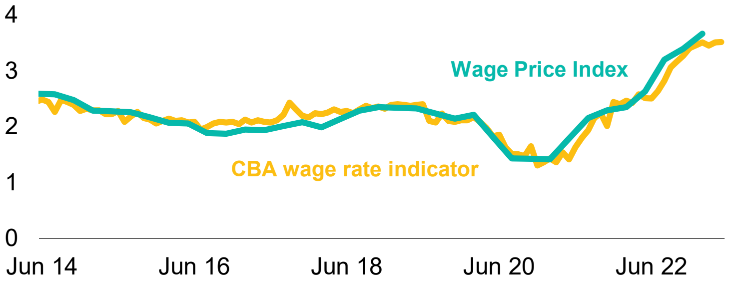
Participation rate high, more people want to work[1]

Participation rate



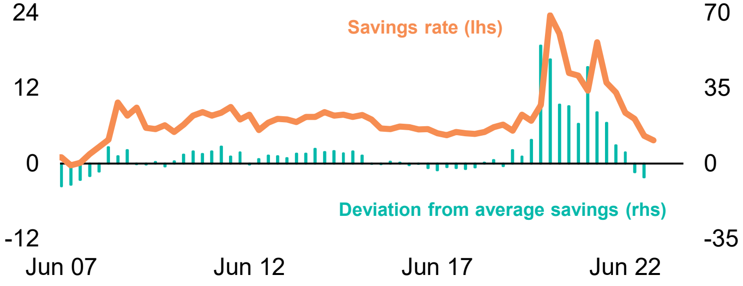
Wages rising as well[2]

Wages (annual % change)



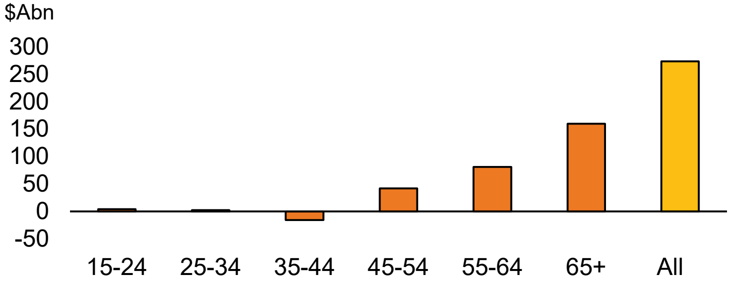
Household saving rate below pre pandemic[2]

Household savings (rate and deviation from average $bn)



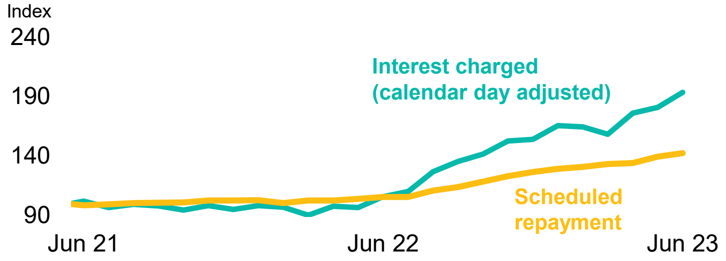
Excess savings held unevenly[1]

Deposits (change between FY20 and FY22 by age group)



Still more impact from rate hikes to come[2]

Interest charged and scheduled repayments. Indexed, Q2 2021 = 100



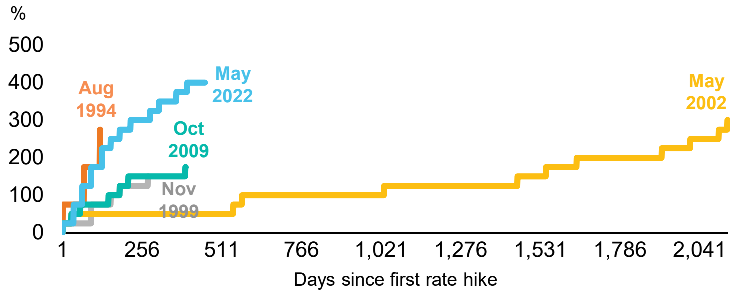
1. Source: ABS. 2. Source: CBA.

The Australian economy

Material lift in interest rates, economy to slow from here

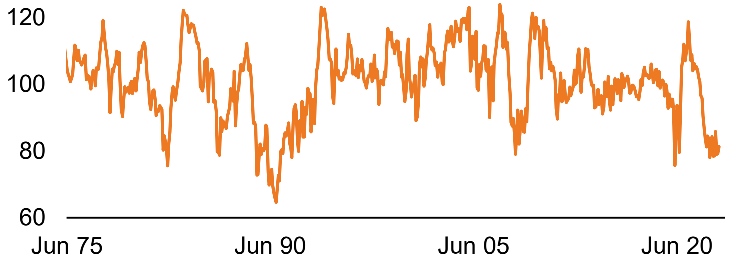
The cash rate hiking cycle has been large[1]

RBA cash rate (with CBA Economist forecasts)



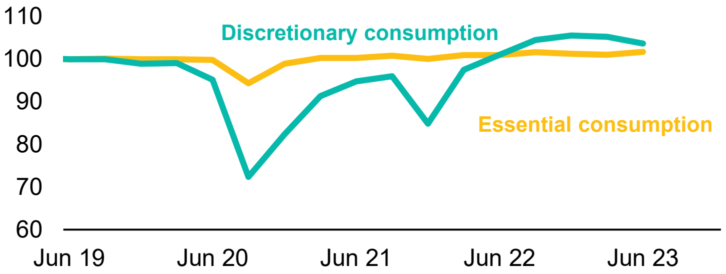
Consumer sentiment is weak[2]

Consumer sentiment



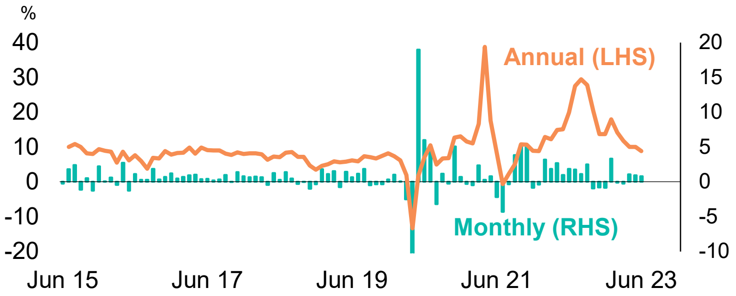
Consumer spend patterns shifting[3]

Household spending per capita (index = 100, Q1 19)



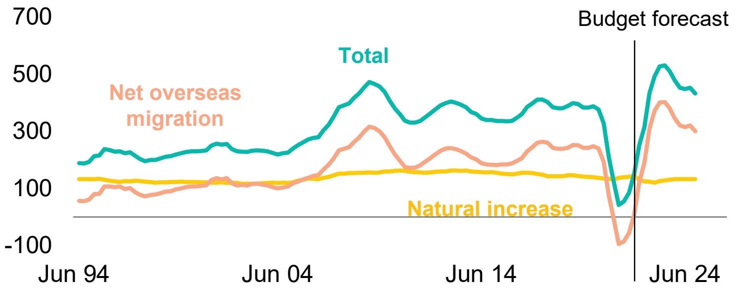
More recent data showing continued softening[4]

CBA card spend (annual % change)



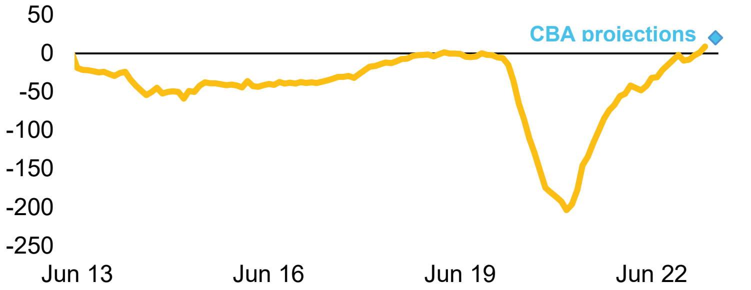
Rapid lift in population growth hiding softness[5]

Australian population (000s)



Fiscal policy working with monetary policy[6]

Commonwealth Government underlying budget balance ($Abn)



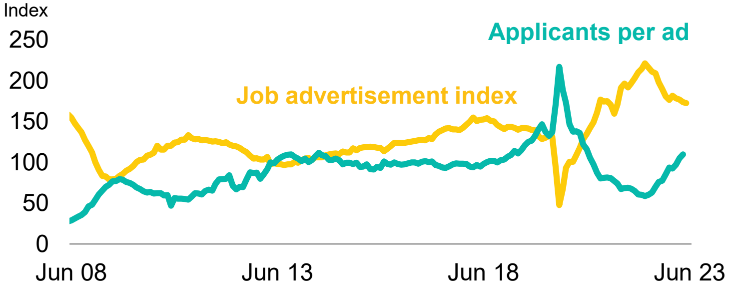
1. Source: RBA, CBA. 2. Source: Westpac / Melbourne Institute. 3. Source: ABS. 4. Source: CBA. 5. ABS, Federal Treasury. 6. Source: Federal Treasury, CBA

The Australian economy

Interest rate impact to continue due to lags

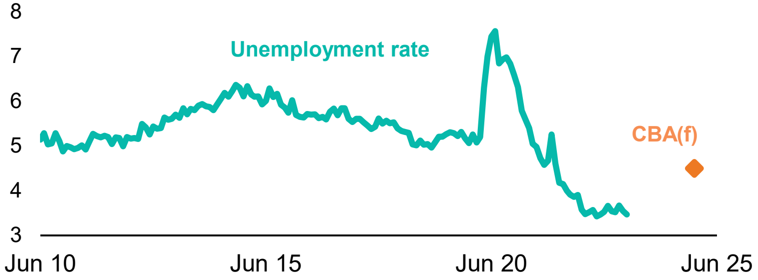
Labour demand weakening[1]

Labour demand



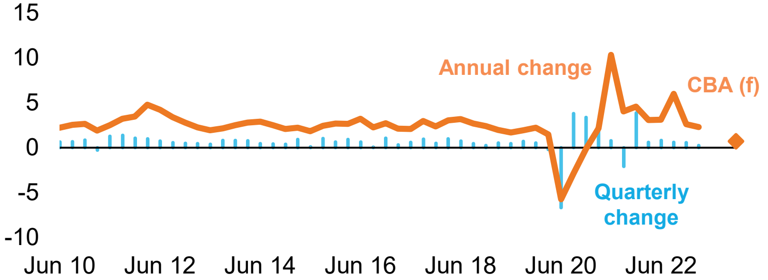
Unemployment to rise from here%[2]

Unemployment rate (with CBA forecast) %



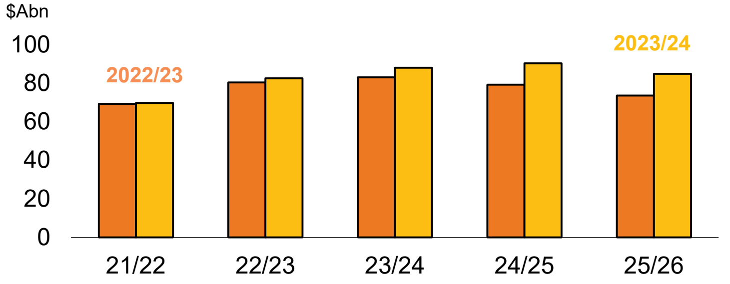
GDP growth to slow – recession risks lift[3]

GDP (quarterly and annual change with forecast) %



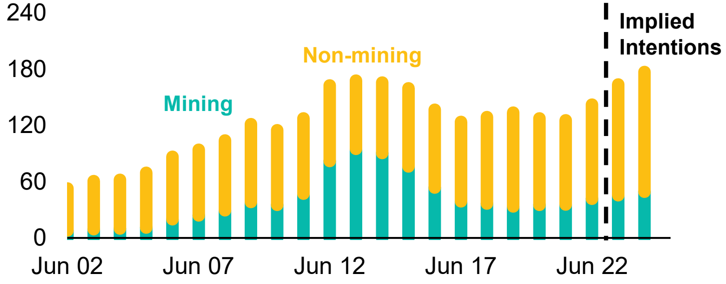
Weak consumer to be offset by stronger investment[3]

State government capex spend



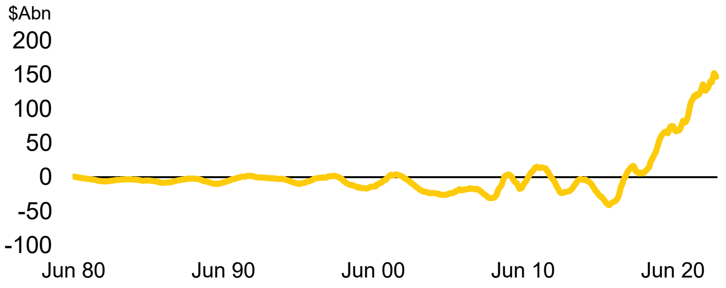
Both public and private[3]

CAPEX ($Abn)



External sector performing well[2]

Trade balance (rolling annual sum)

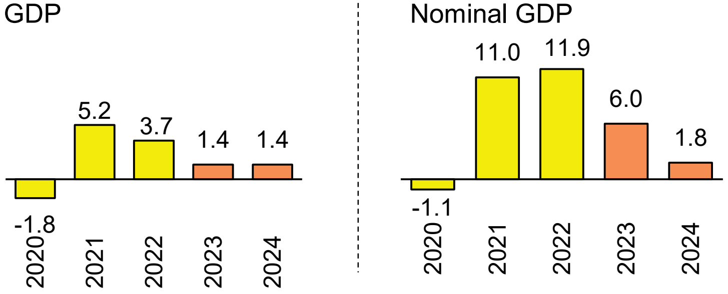


1. Source: Seek. 2. Source: ABS, CBA. 3. Source: ABS.

Key Australian economic indicators[1] (December CY)

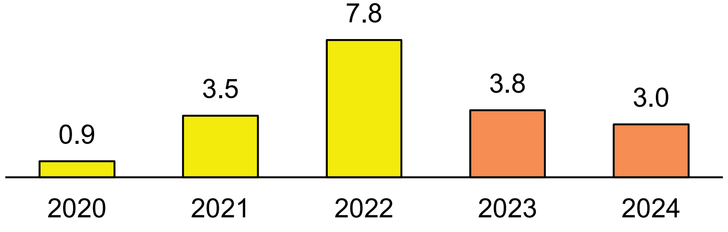
GDP %

Calendar year average



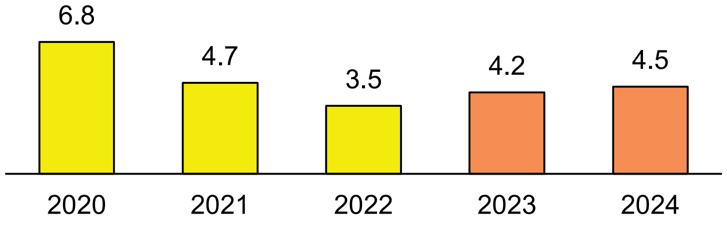
Headline CPI %

Year on year, December quarter

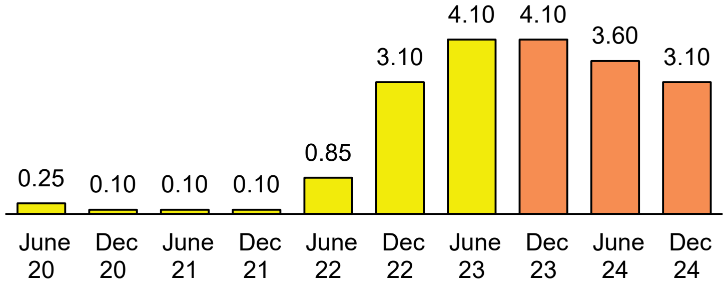


Unemployment rate %

December quarter average

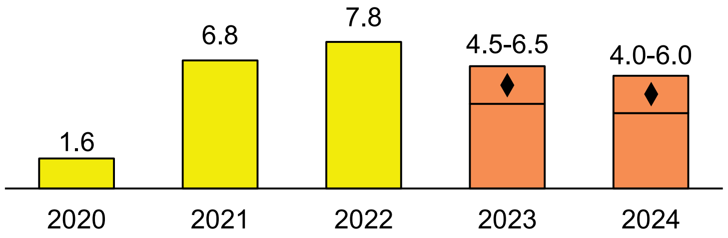


Cash rate %



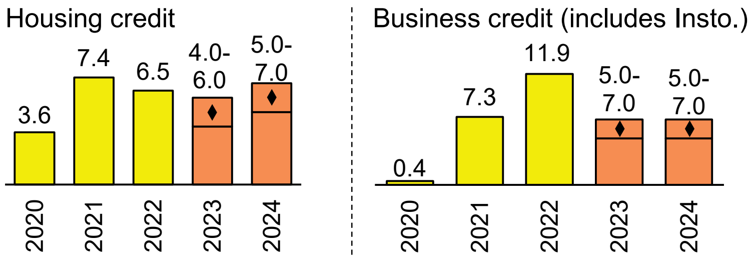
Total credit growth %

12 months to December



Selected credit growth %

12 months to December



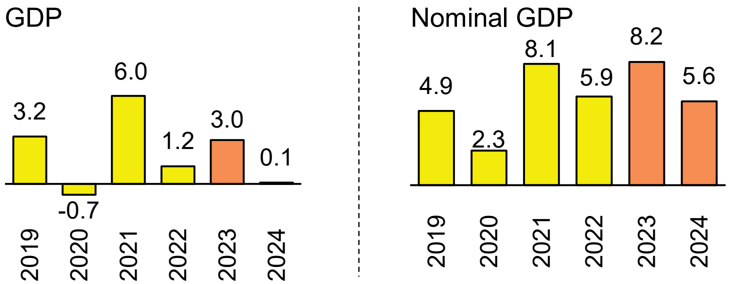
Actual
Forecast, CBA Global Economic & Markets Research

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

Key New Zealand economic indicators (June FY)

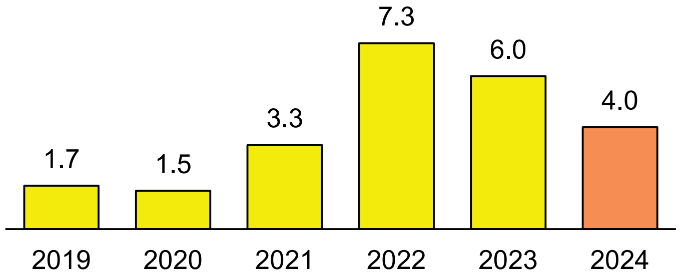
GDP %

Financial year average



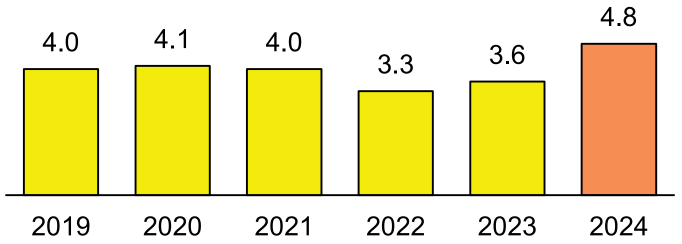
CPI %

Year on year, June quarter

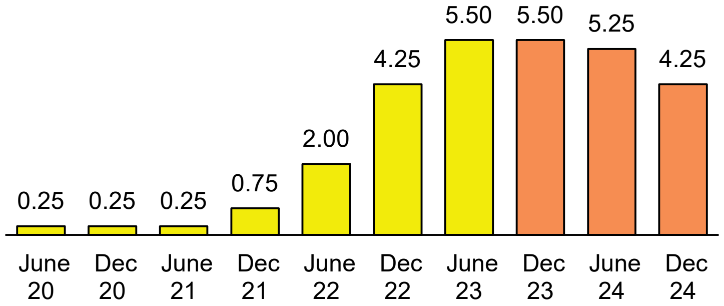


Unemployment rate %

June quarter average

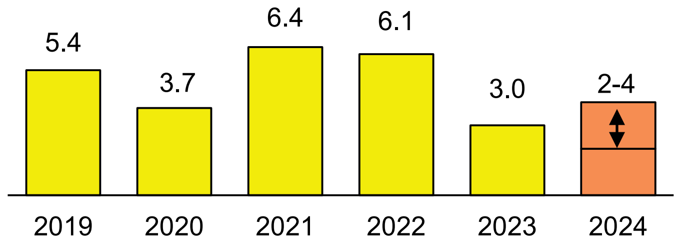


Cash rate %



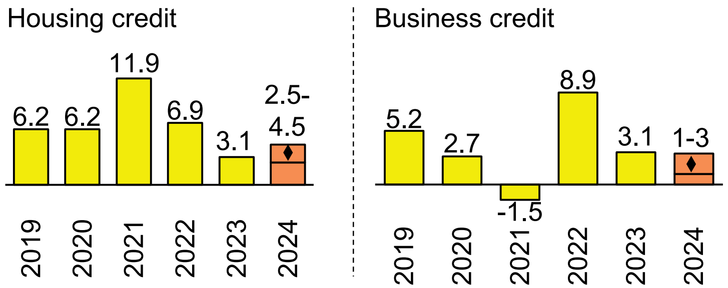
Total credit growth %

12 months to June



Housing and business credit growth %

12 months to June



Actual   Forecast, ASB Economics

Summary

Building a brighter future for all

Supporting customers and communities

Helping customers today	• Focused on proactively supporting customers in need • Engaged over 3 million customers with money management tools • Prevented and recovered over $200 million in scams in FY23 • Helped more than 150,000 Australians buy a new home
Investing for tomorrow	• Invested $750 million[1] to prevent frauds, scams, financial and cyber crime • Lent $35 billion to businesses to help them grow • Provided $45 billion in cumulative funding towards our sustainability target[2] • Cumulative $3.8 billion investment in improving risk[3]
Supporting Australia	• Further strengthened our balance sheet to provide stability • Committed to no regional branch closures for 3 years • Largest ATM and branch network, Australian based call centres • Returned $10 billion to shareholders, benefitting over 12 million Australians[4]

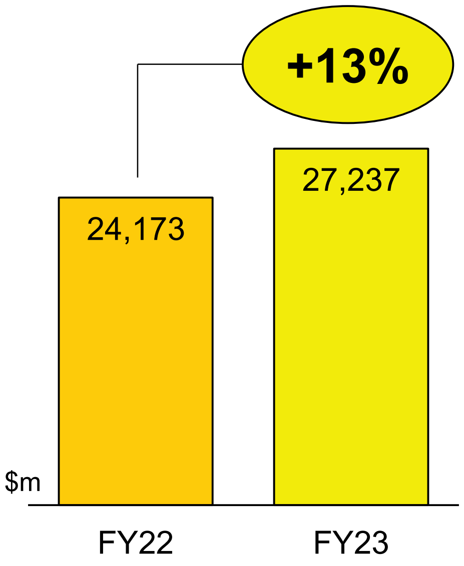
1. Includes expenditure on operational processes and upgrading functionalities. 2. Since June 2020. 3. Cumulative investment spend since FY19. 4. Includes dividends and buy-back. CBA provides returns to our direct shareholders and indirectly to over 12 million Australians through their superannuation.

Financials[1]

Cash NPAT up 6% over the year,
but down 3% in 2H23 as margins peaked

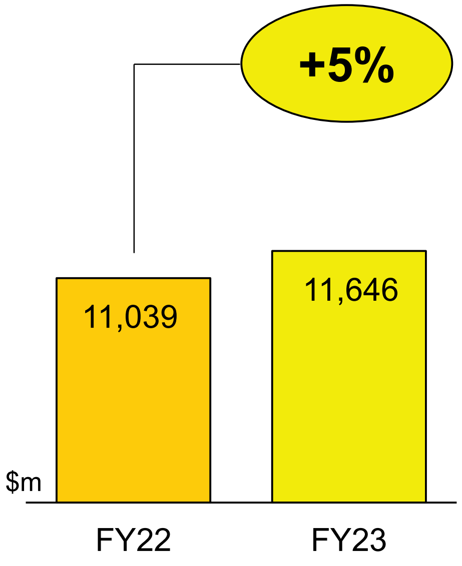
Operating income[2]

Margin recovery and organic volume growth



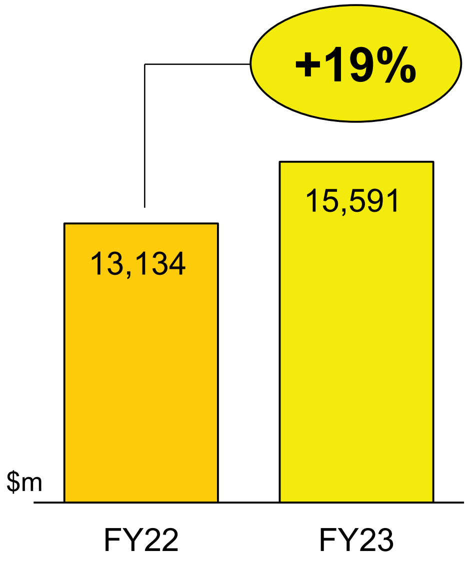
Operating expenses[2]

Inflation and additional staff



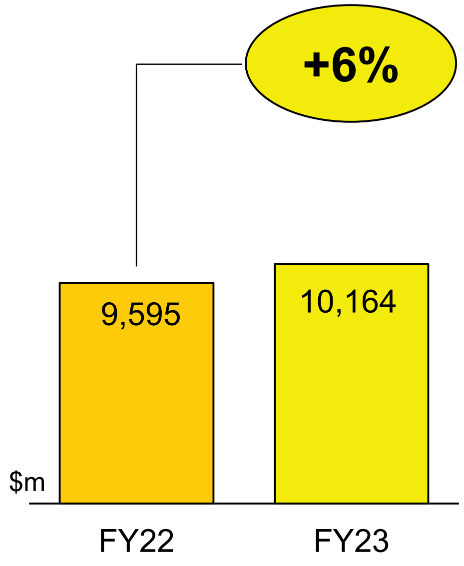
Pre-provision profit[2]

Strong underlying performance



Cash NPAT

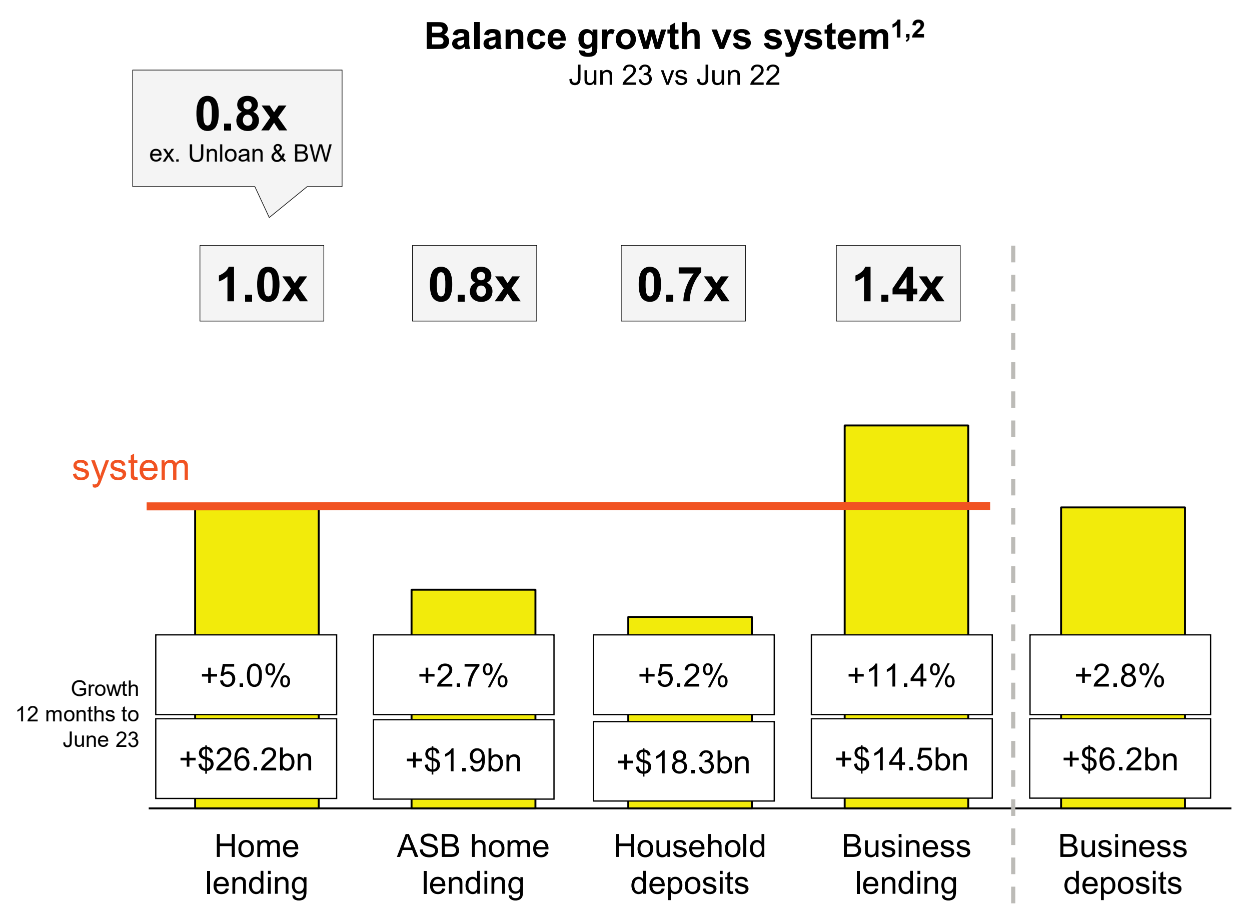
Includes normalisation in loan impairment expense



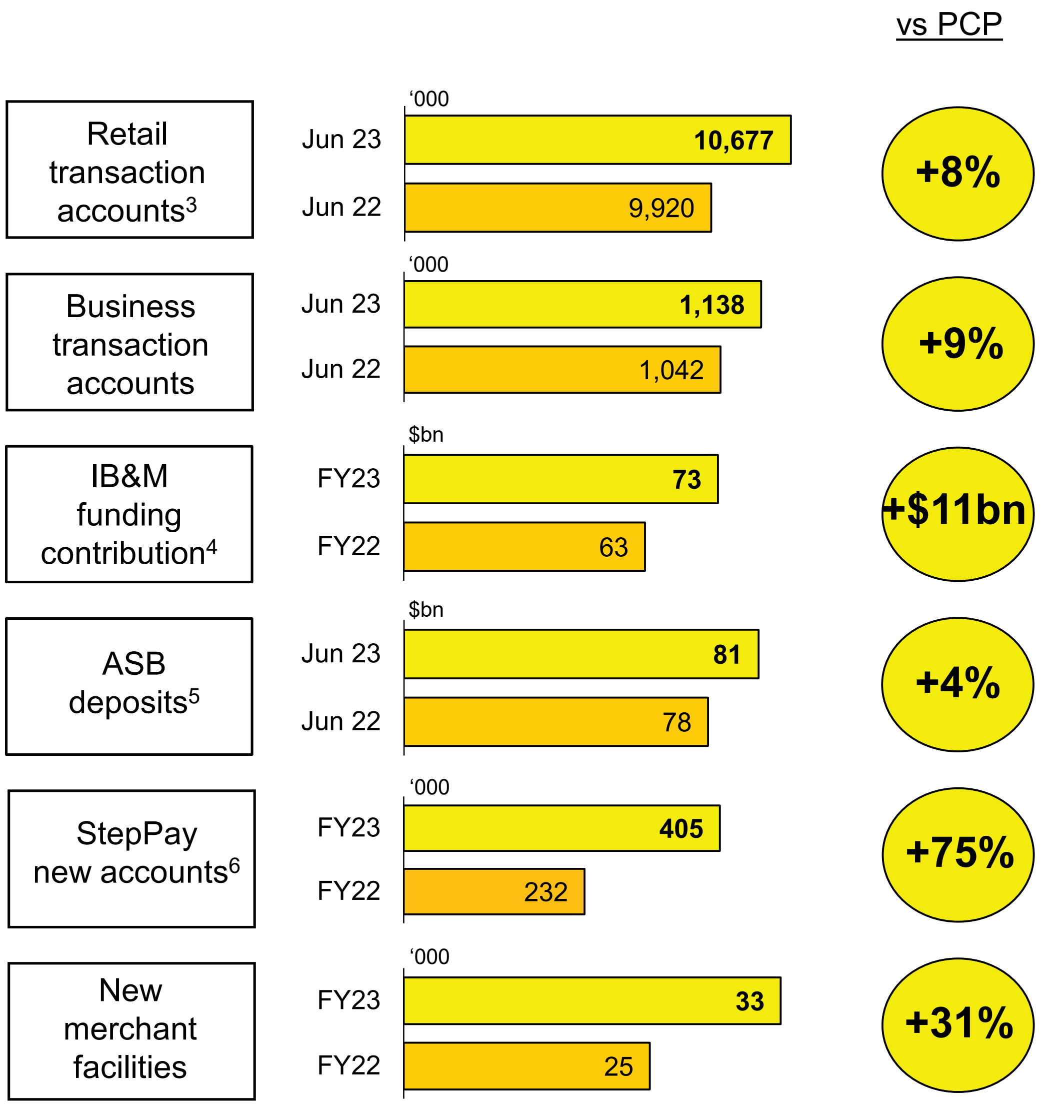
1. Presented on a continuing operations basis. Comparative information has been restated to conform to presentation in the current period. 2. Represents underlying performance excluding the following items - FY23 operating expenses: $212m of restructuring and regulatory provisions, FY22 operating income: $516m gain on sale of ~10% HZB shareholding and FY22 operating expenses: $389m of accelerated software amortisation.

Volumes

Disciplined and deliberate volume growth



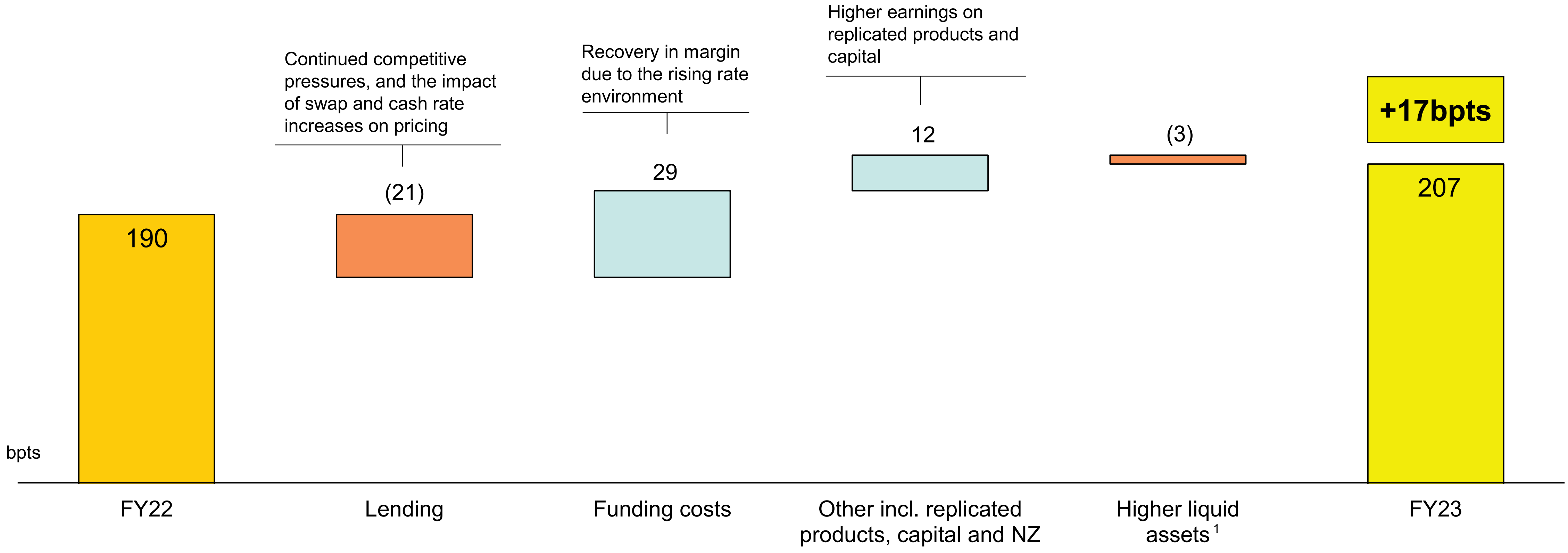
1, 2, 3, 4, 5, 6. Refer to sources, glossary and notes at the back of this presentation for further details.



Group margin – 12 months

Benefits from rising rates partly offset by ongoing competitive pressures

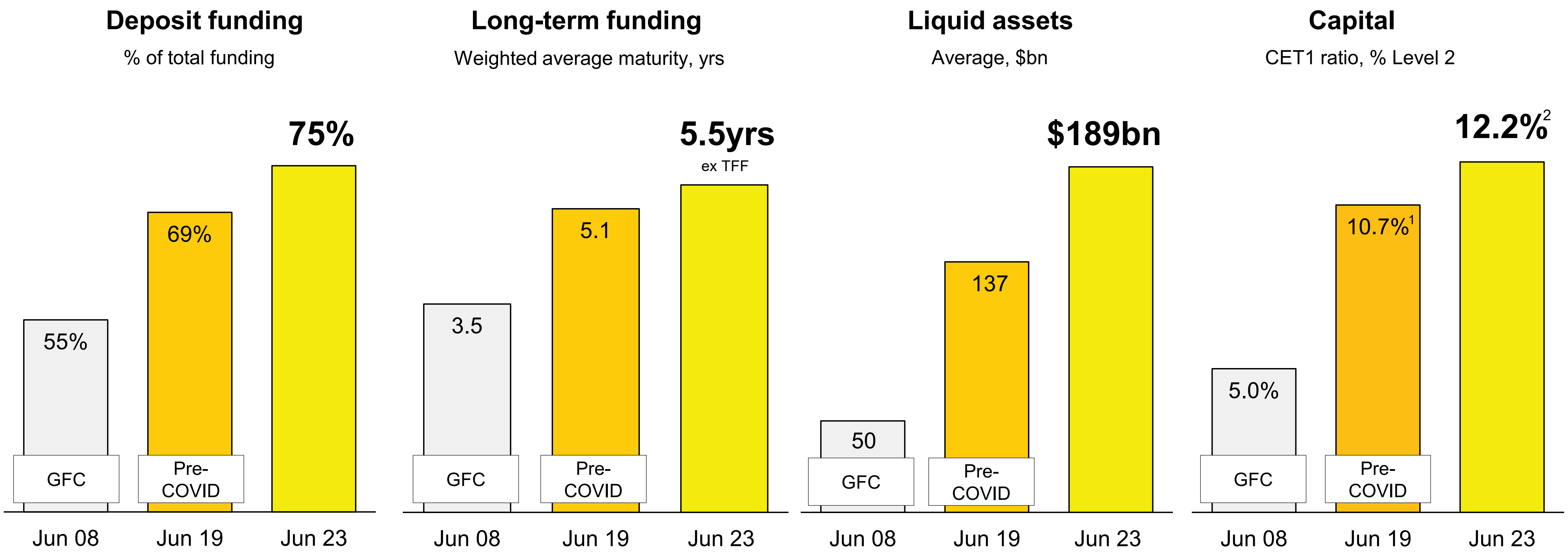
FY24 considerations
- Intensity of home loan and deposit price competition
- Rate of customer deposit switching
- Higher wholesale funding costs
- Outlook for cash rate, replicating portfolio & equity hedge



1. Average non-lending interest earning assets held by the Group for liquidity purposes.

Strength – balance sheet

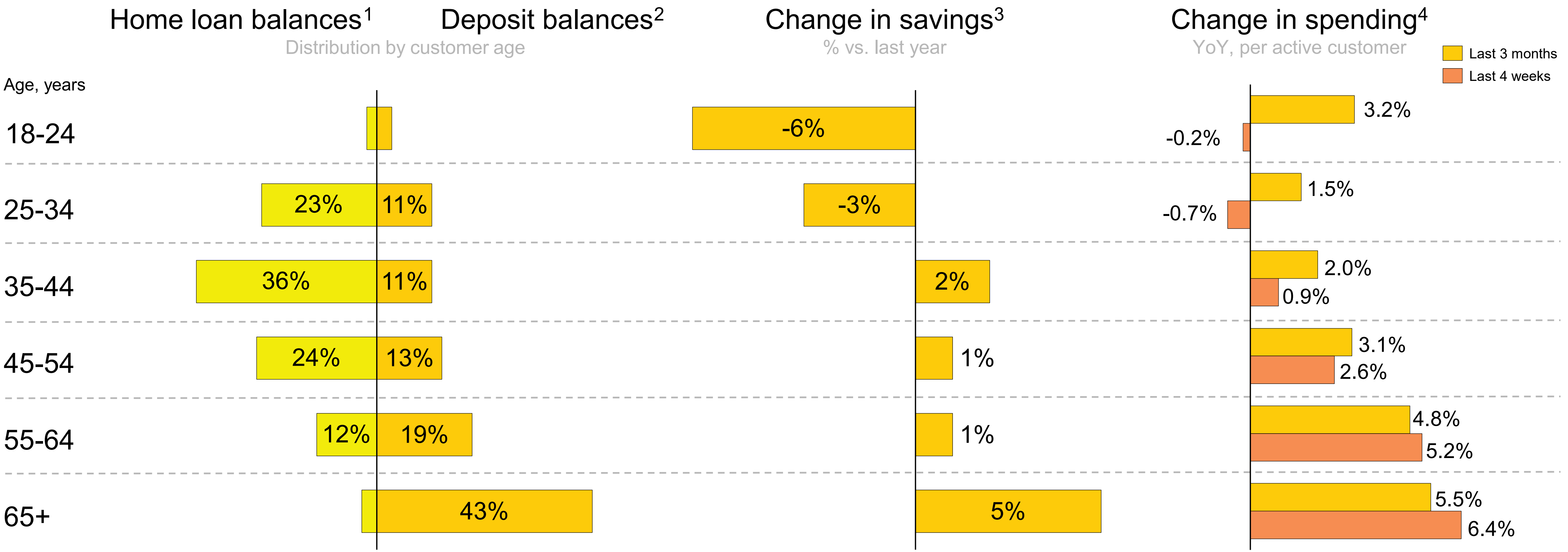
Long-term conservative balance sheet settings further strengthened – well placed in an uncertain context



1. Capital framework effective up until 31 December 2022. 2. APRA's revised capital framework effective 1 January 2023.

Higher rates unevenly felt

Challenging environment for many households



1. Principal balances net of offsets. 2. Deposit balances exclude offset accounts. 3. Savings include offset accounts and all forms of deposits (transaction, savings and term). Excludes all customers originated since FY20. 4. Consistently active CBA card holders spending on consumer debit and credit cards (last 4 weeks: 4 weeks ending 23 July 2023, last 3 months: 13 weeks to 2 July 2023, compared to prior corresponding period).

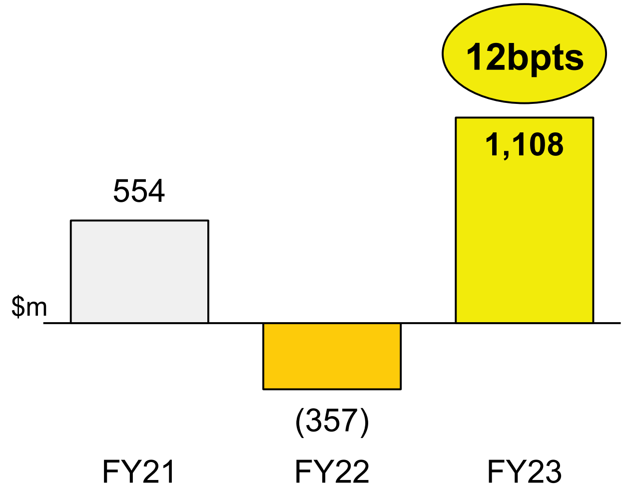
Credit risk

Impairment expense normalising – increase in arrears and TIA off low base

Loan impairment expense

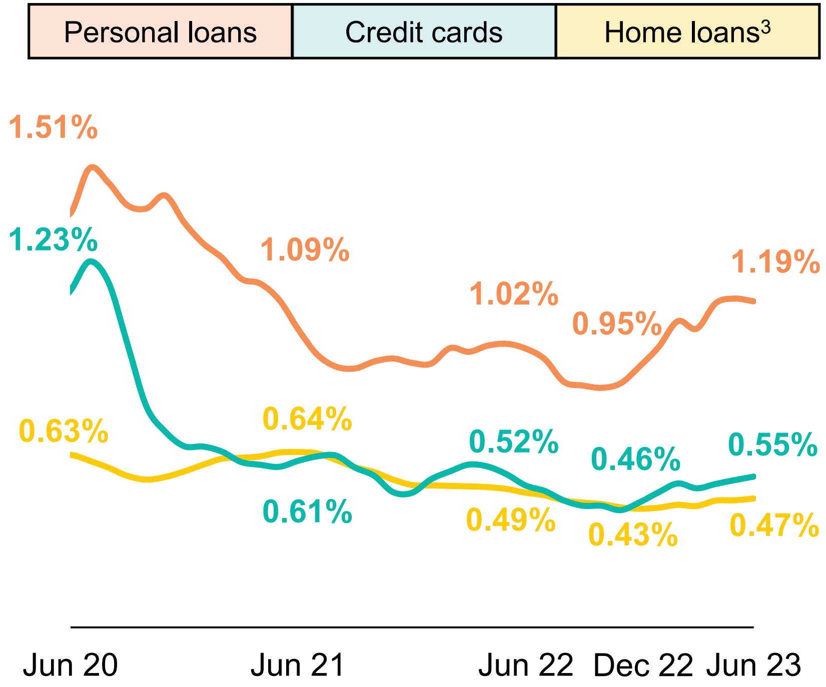
Loan loss rate, bpts[1]

	FY21	FY22	FY23
Consumer	4	(7)	11
Corporate	16	4	15
Total	**7**	**(4)**	**12**



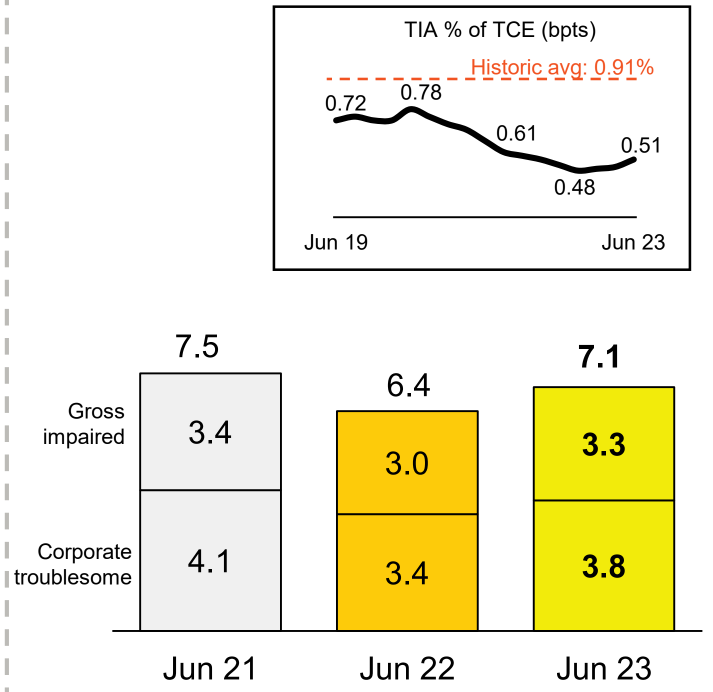
Arrears[2]

90+ days



Troublesome and impaired assets

$bn



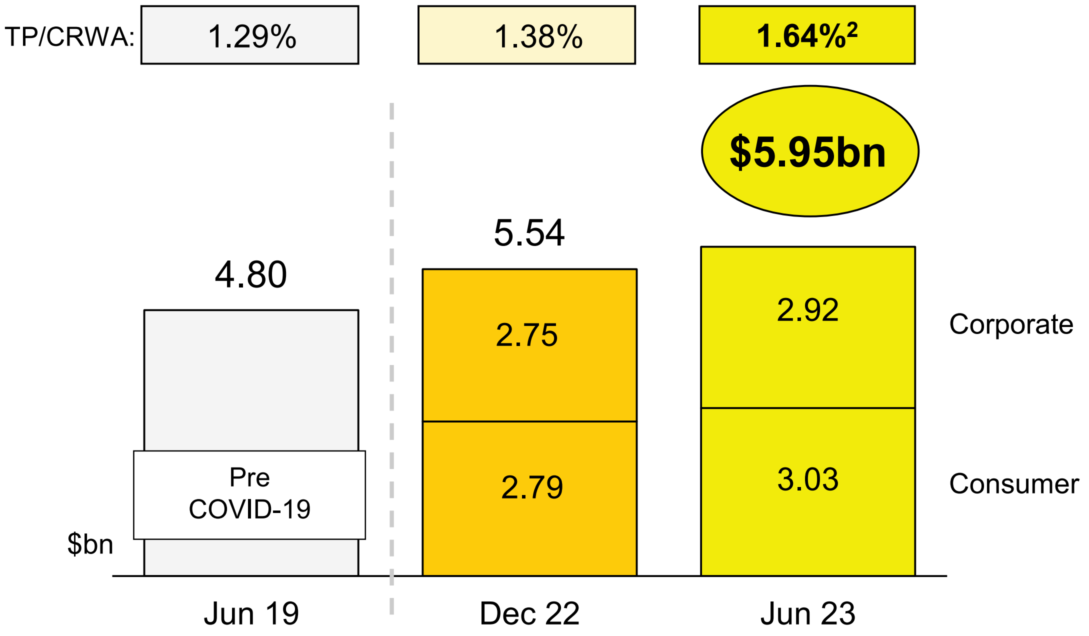
1. Loan impairment expense as a percentage of average Gross Loans and Acceptances (GLAA) (bpts) annualised. 2. Group consumer arrears including New Zealand. 3. Excludes Reverse Mortgage, Commonwealth Portfolio Loan and Residential Mortgage Group loans.

Provisioning[1]

Increased provisions for impact of higher rates – now 1.64% of Credit RWA

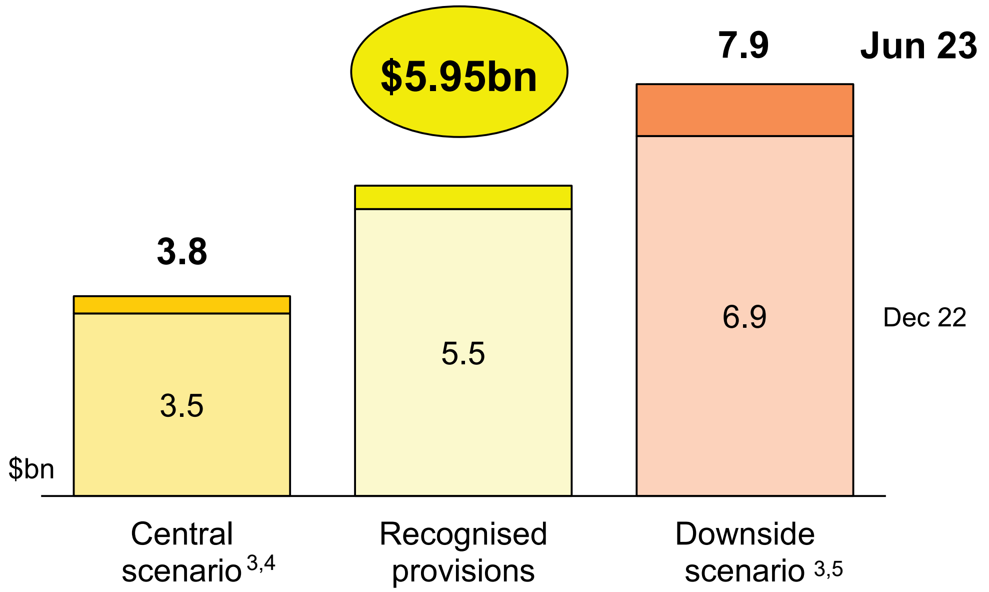
Total credit provisions

$bn



Provisions and scenarios

Jun 23

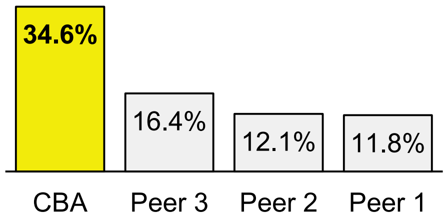


1, 2, 3, 4, 5. Refer to sources, glossary and notes at the back of this presentation for further details.

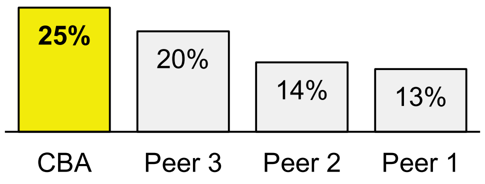
Why CBA?

Leading franchise – leading returns

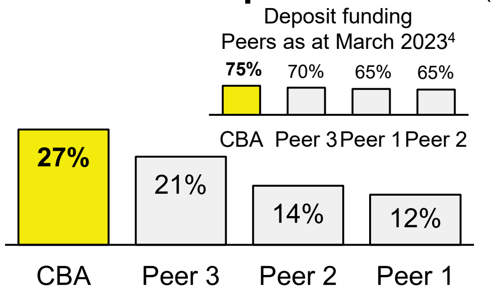
Consumer MFI share[1] (%)



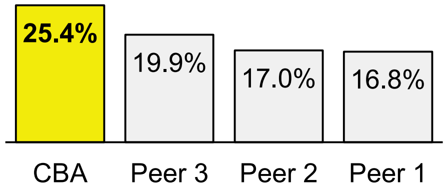
Home lending share[2] (%)



Household deposits share[3] (%)

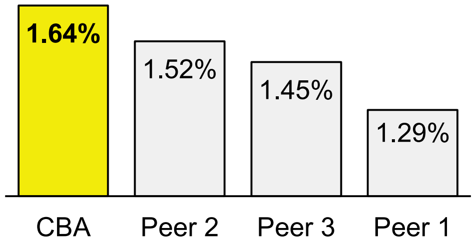


Business MFI share[1] (%)



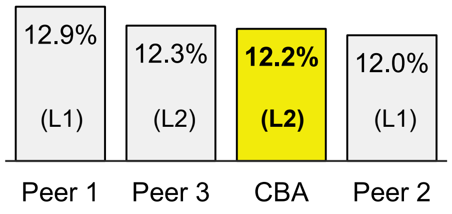
Provisioning (%)

Total provision coverage to Credit RWA[5]
Peers as at March 2023



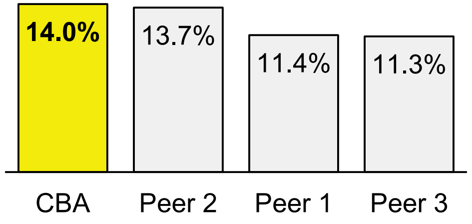
CET1 capital (%)

Capital binding constraint[6]
Peers as at March 2023



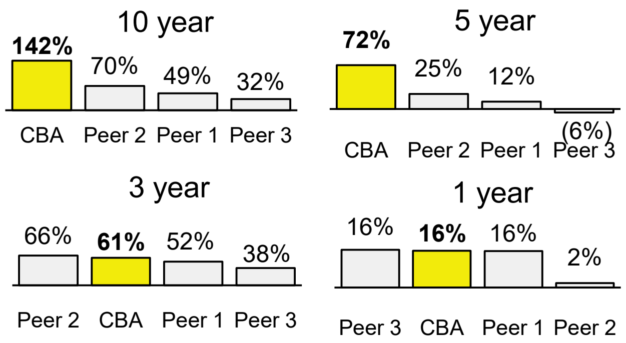
ROE (cash)[7] (%)

Peers as at March 2023



Shareholder returns (%)

Total Shareholder Return[8]



1, 2, 3, 4, 5, 6, 7, 8. Refer to sources, glossary and notes at the back of this presentation for further details.

Home loans – CBA[1]

A balanced approach to portfolio quality, growth and returns

Portfolio[1]	Jun 22	Dec 22	Jun 23
Total balances – spot ($bn)	556	570	**584**
Total balances – average ($bn)[2]	546	562	**577**
Total accounts (m)	2.0	2.0	**2.0**
Variable rate (%)	62	66	**72**
Owner occupied (%)	71	71	**71**
Investment (%)	28	28	**28**
Line of credit (%)	1	1	**1**
Proprietary (%)[3]	54	53	**53**
Broker (%)[3]	46	47	**47**
Interest only (%)[3,4]	9	9	**10**
Lenders' mortgage insurance (%)[3]	19	18	**17**
Mortgagee in possession (bpts)[3]	2	2	**2**
Negative equity (%)[3,5]	0.4	0.5	**1.0**
Annualised loss rate (bpts)[3]	1	1	**1**
Portfolio dynamic LVR (%)[3,6]	44	44	**45**
Customers in advance (%)[3,7]	78	78	**78**
Payments in advance incl. offset[3,8]	36	32	**29**
Offset balances – spot ($bn)[3]	64	70	**69**

New business[1]	Jun 22	Dec 22	Jun 23
Total funding ($bn)[10]	76	77	**72**
Average funding size ($'000)[2,9]	394	425	**431**
Serviceability buffer (%)[11]	3.0	3.0	**3.0**
Variable rate (%)	75	93	**95**
Owner occupied (%)[2]	71	72	**68**
Investment (%)[2]	29	28	**32**
Line of credit (%)	0	0	**0**
Proprietary (%)[3]	54	51	**53**
Broker (%)[3]	46	49	**47**
Interest only (%)[12]	18	19	**21**
Lenders' mortgage insurance (%)[3]	14	10	**8**

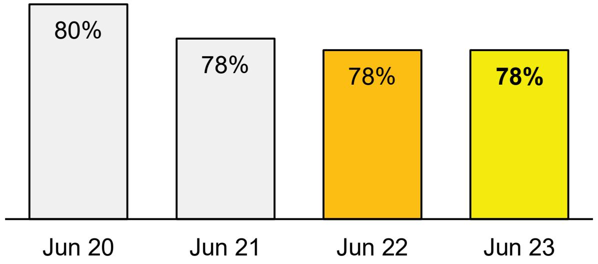
1. All portfolio and new business metrics are based on balances and funding respectively, unless stated otherwise. All new business metrics are based on 6 months to Jun 22, Dec 22 and Jun 23. CBA including Bankwest. Excludes ASB.
2. Comparative information has been restated to conform to presentation in the current period.
3. Excludes Residential Mortgage Group.
4. Excludes Viridian Line of Credit.
5. 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, Residential Mortgage Group and Unloan.
6. Dynamic LVR defined as current balance/current valuation.
7. Any amount ahead of monthly minimum repayment; includes offset facilities.
8. Average number of monthly payments ahead of scheduled repayments.
9. Average funding size defined as funded amount/number of funded accounts.
10. Gross funding includes internal refinancing and top-ups, Viridian Line of Credit and Residential Mortgage Group.
11. Serviceability test based on the higher of the customer rate plus an interest rate buffer or minimum floor rate.
12. Based on the APRA definition of Interest Only reporting, inclusive of construction loans.

Home loans – resilience[1]

Portfolio continues to demonstrate resilience

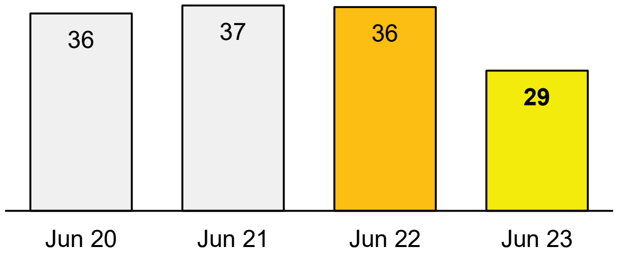
Customers in advance[2]

% of customers



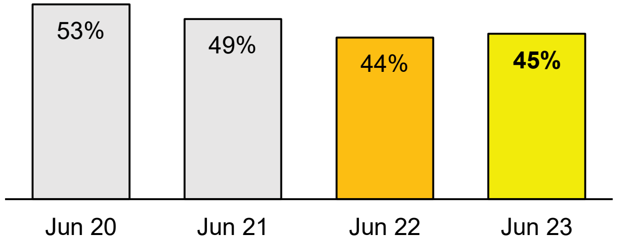
Average payments in advance[2,3]

of payments



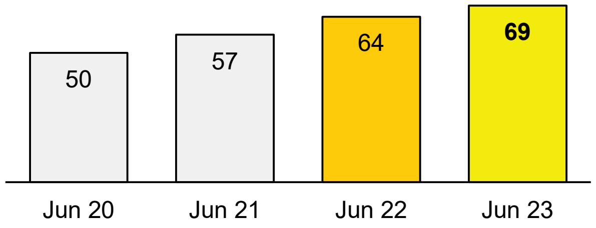
Dynamic LVR[4]

Portfolio averages



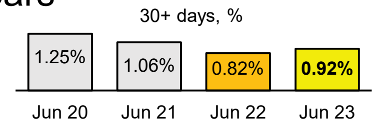
Offset balances

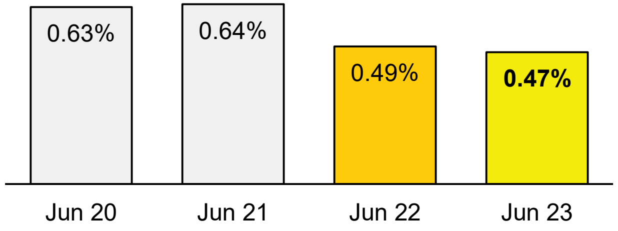
$bn



Home loan arrears[5]

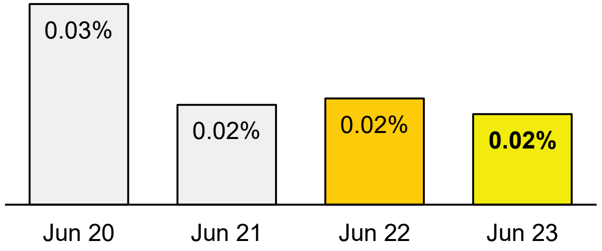
90+ days, %





Mortgagee in possession (%)

% of accounts



1. CBA including Bankwest. Excludes Line of Credit, Reverse Mortgage, Commonwealth Portfolio Loans, and Residential Mortgage Group and Unloan, unless otherwise stated. 2. Any amount ahead of monthly minimum repayment; includes offset balances. 3. Average number of monthly payments ahead of scheduled repayments. 4. Taking into account cross-collateralisation. Offset balances not considered. 5. Group including New Zealand. Excludes Reverse Mortgage, Commonwealth Portfolio Loan and Residential Mortgage Group loans.

Business Banking

Extending leadership through strong customer relationships, continuous innovation

Differentiated customer proposition

- #1 NPS[1]
- #1 Digital NPS[1]
- #1 in Business Branch NPS[1]

Leading customer franchise

- #1 MFI share[1]
- #1 deposits market share[2]
- >1m transaction accounts

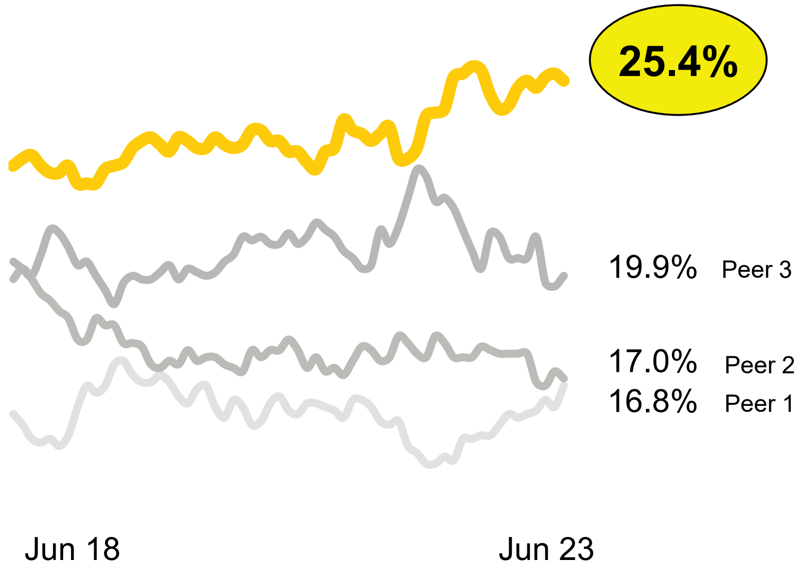
Strong diversified growth

- 1.4x system lending growth
- +14% diversified sectors
- ~$4bn monthly FX volumes

Investment and execution

- ~$600m invested[3] (3yrs)
- 32% increase in NPAT YoY[4]
- ~40% of Group NPAT[4]

MFI share[1]

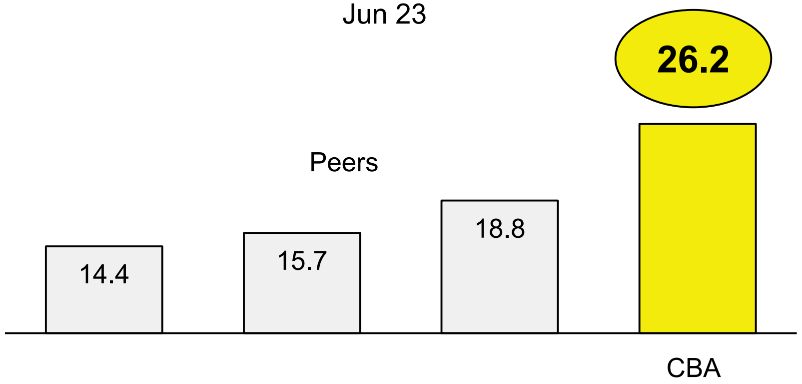


1. Refer to sources, glossary and notes at the back of this presentation for further details. 2. Non-Financial Business Deposit Source: APRA Monthly Authorised Deposit-taking Institution Statistics (MADIS).
3. Represents incremental operating expenses and gross investment spend from FY20. 4. Cash NPAT (continuing operations).

Global best digital experiences

Market leading digital assets

Net Promoter Score[1]
Consumer mobile app
Jun 23



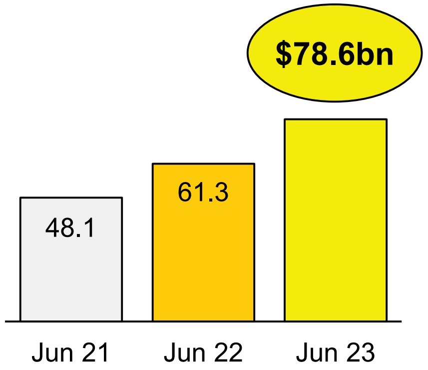
Bank of the Year – Digital Banking (Canstar - 14 yrs in a row)[2]

Forrester overall digital experience leader (6 yrs in a row)[3]

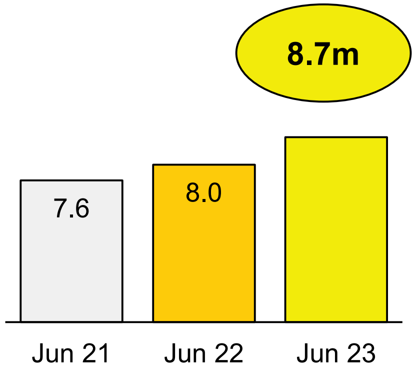
Best Major Digital Bank (5 yrs in a row)[4]

Most Innovative Major Bank (5 yrs in a row)[4]

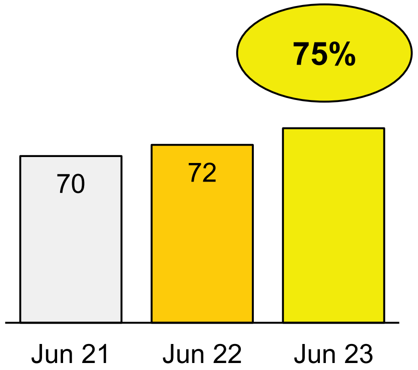
Monthly transactions
via app[5]



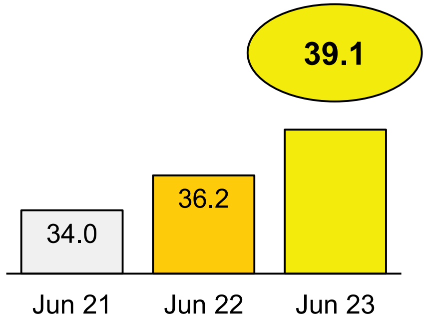
Digitally active customers[6]



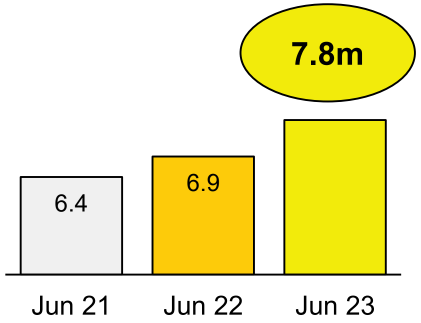
Digital transactions
% of total - by value[7]



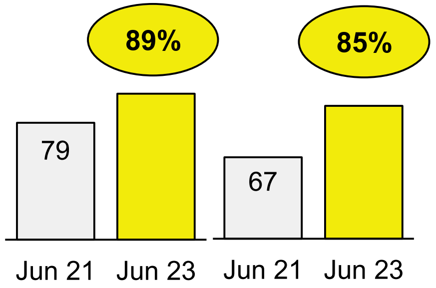
Monthly digital logins
per active customer[8]



CommBank app
active customers[9]



Digital retail sales
% of total – by volume[10]
Credit cards Personal loans



1, 2, 3, 4, 5, 6, 7, 8, 9, 10. Refer to sources, glossary and notes at the back of this presentation for further details.

Global best digital experiences

Building on a history of innovation

Strong foundations	Establishing leadership	Reimagining banking
1997 – 2009	2010 – 2019	2020 & beyond

Strong foundations (1997 – 2009)

NetBank
Full functionality 24-hour online banking service

CommSee
Proprietary customer relationship system

24/7

Core banking
Real-time banking and settlement

Establishing leadership (2010 – 2019)

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

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

CommSec Pocket
Make investing affordable and approachable for more Australians

CommBank app 4.0
Simple, smart and secure

Reimagining banking (2020 & beyond)

x15

Launch of x15ventures
Building a pipeline of new digital businesses

Examples
unloan, Home-in, doshii, Kit, creditsavvy

Market first offerings
First major bank to offer:
- Open Banking data sharing
- Carbon tracking
- PayTo

Partnering with industry leaders
Providing more value in banking and beyond

Examples
little birdie, Klarna., cogo, more, amber, Xpansiv, H2O.ai, CommBank iQ Powered by | quantium

CommBank app 5.0
Making Australia's #1 banking app even better

Our reporting suite

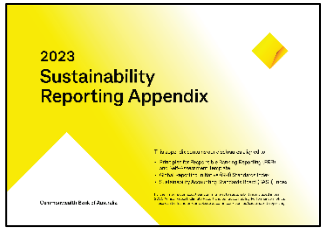
We are committed to transparent reporting and align with global best practice and stakeholder feedback

Annual Report

Climate Report

Corporate Governance Statement

Investor Discussion Pack

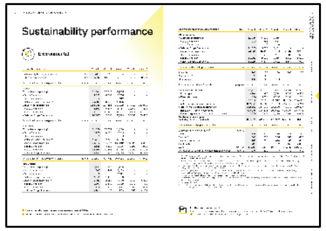


Sustainability Reporting Appendix

Profit Announcement

Pillar 3 Report

Green, Social and Sustainability Funding Impact Report



Sustainability Performance

Global principles and policies

We are signatories or members of programs that align with our values and sustainability goals.

UN environment programme finance initiative – Principles for Responsible Banking
GFANZ Glasgow Financial Alliance for Net Zero
Net-Zero Banking Alliance
United Nations Global Compact
EQUATOR PRINCIPLES

We provide transparent reporting on our progress in line with legislation and seek to align to industry recognised standards.

TCFD Task Force on Climate-related Financial Disclosures
Modern Slavery Act 2018
NATIONAL GREENHOUSE AND ENERGY REPORTING
RECONCILIATION AUSTRALIA
TOITŪ CARBON ZERO
Climate Active Carbon Neutral Organisation
SASB
GRI
PCAF Partnership for Carbon Accounting Financials

We are members of international programs of action.

RE100
CLIMATE GROUP EP100
TNFD Forum Member

We document our principles in our policies, procedures and frameworks.

View our public policies at **commbank.com.au/policies**

Our commitment to sustainability

Building a brighter future for all

Climate strategy

- Set financed emissions targets for nine sectors[1], representing 65% of in-scope drawn lending[2]
- Reduced impacts of our operational footprint with a 95% reduction in our Scope 1 and 2[3] emissions since 2014
- Expanded financed emissions disclosures aligned to the PCAF standard, covering 94% of our in-scope drawn lending[1]

$44.7bn

in cumulative funding towards our Sustainability Funding Target[4]

Engaging our people

- 79% employee engagement, Your Voice Survey
- 89% pride in CBA[5]
- Included in 2023 Bloomberg Gender-Equality Index
- 219 new technology graduates in 2023

44%

women in Executive Manager and above roles

(Target: 47-50%, 2025)

Supporting our customers

- Launched CommBank Safe Hub to increase awareness on scams and fraud
- NameCheck prevented over $11m in mistaken payments
- Security check-up used by more than 2.6m[6]
- Enhanced processes and app capability leading to 27% call centre wait time reduction and 84% reduction in wait time complaints for corporate business cards

#1

NPS Retail, Business and Institutional Banking

Strengthening our communities

- Launched our FY23-25 Elevate Reconciliation Action Plan announcing the establishment of the Indigenous Leadership Team, an internal collective voice for Aboriginal and Torres Strait Islander stakeholders
- $2m in grants made to 200 community organisations by CommBank Staff Foundation
- Published our 2022 Modern Slavery Statement[7] in accordance with the Modern Slavery Act 2018

4,478

participants supported through the Financial Independence Hub since inception

Conducting business responsibly

- 66.3 RepTrak reputation score
- 8 significant IT incidents, down from 21 on 30 Jun 22
- $8.3m Australian Indigenous supplier direct spend, 19% increase on FY22

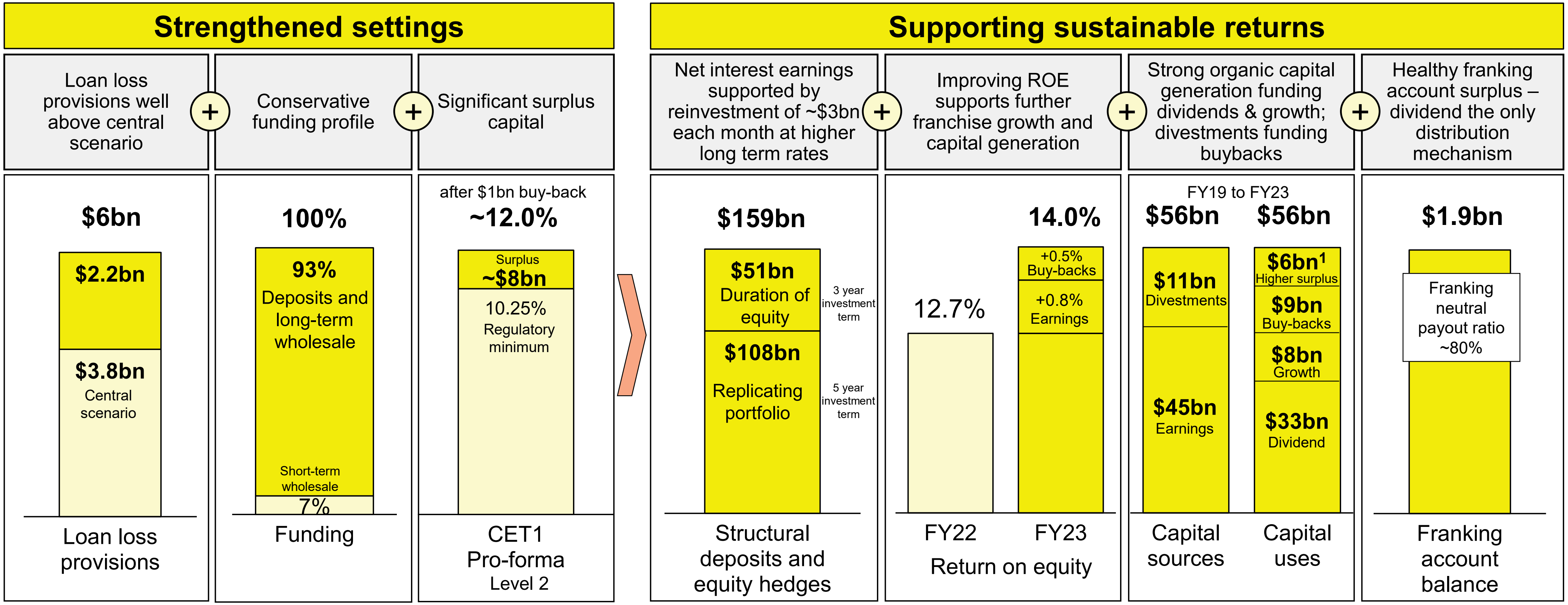
$500m

operational risk capital overlay released by APRA

1. Since 2022. 2. Drawn lending as at 30 June 2022. In-scope portfolio excludes exposures in the finance, insurance, government and defence ANZSICs. 3. Comparison of FY14 location-based reporting to FY23 market-based reporting reflects the benefit of the equivalent of using 100% renewable electricity for our operations. Includes emissions from Australia data centres. 4. Since June 2020. 5. Represents results from employees who undertook the 'CBA Your Voice' engagement survey (March 2023). 6. Since launch. 7. Refers to the 2022 Modern Slavery and Human Trafficking Statement.

Strengthened settings, supporting sustainable returns

Resilient under a broad range of scenarios



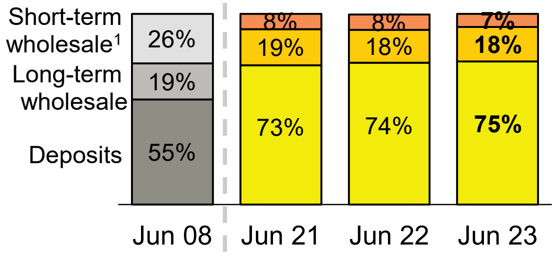
1. Increase in capital surplus against regulatory minimum of 9.5% in June 2018 (as per APRA's announcement, 19 July 2017) and 10.25% in June 2023.

Funding, Liquidity & Capital

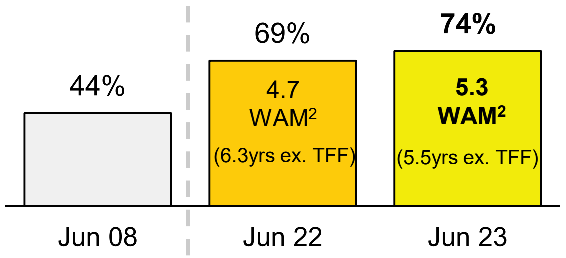
Funding overview

Resilient balance sheet with significant excess liquidity

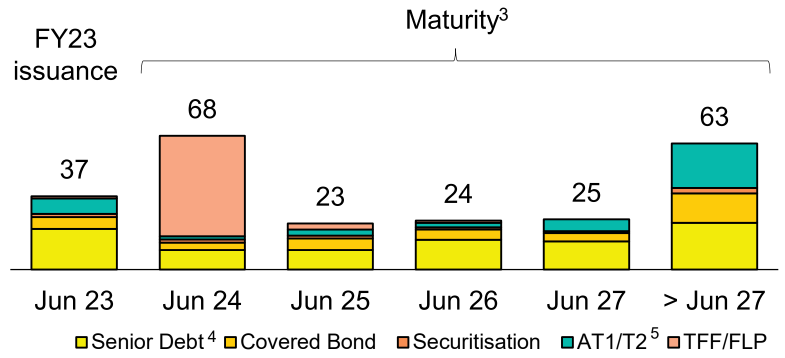
Funding composition
Deposit growth supporting 75% of funding



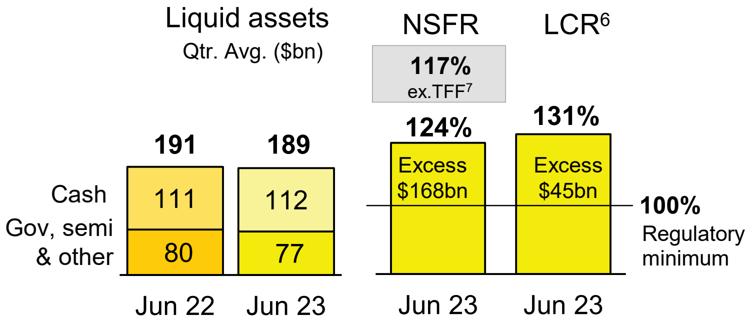
Wholesale funding
Weighted to long term



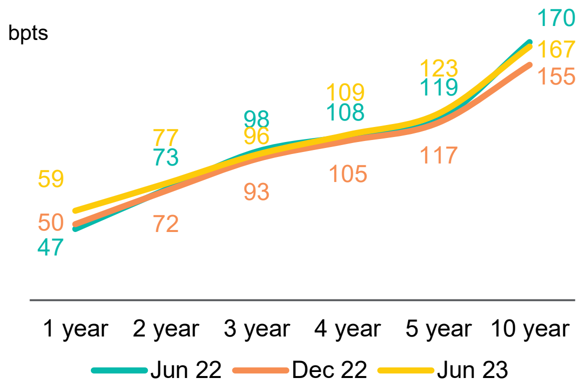
Funding profile
TFF refinance to be managed across FY24 – FY25 period



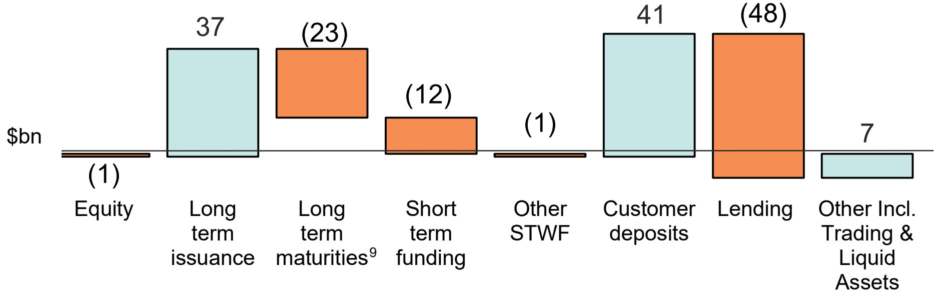
Liquidity metrics



Indicative wholesale funding costs[8]



Sources and uses of funds
12 months to Jun 23

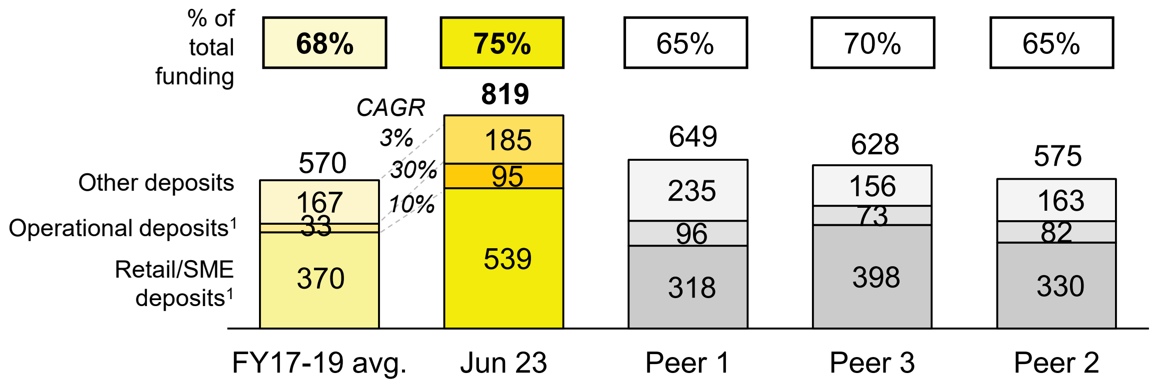


1, 2, 3, 4, 5, 6, 7, 8, 9. Refer to sources, glossary and notes at the back of this presentation for further details.

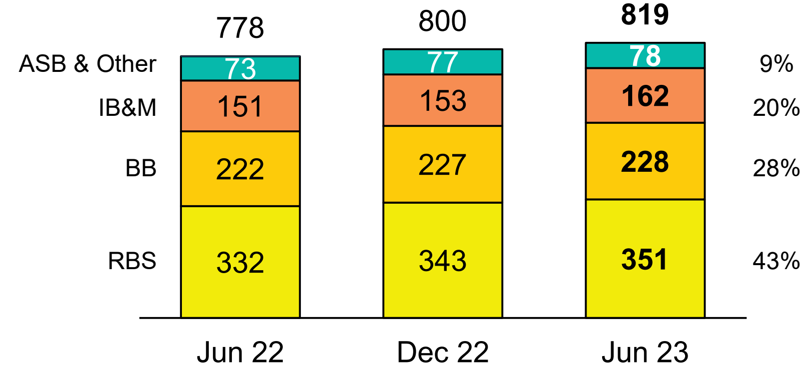
Deposit funding

Highest share of stable customer deposits in Australia

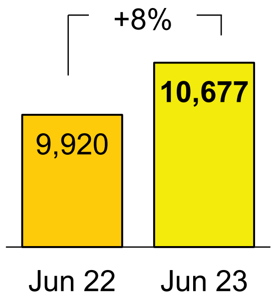
Customer deposits vs peers[1]
($bn)



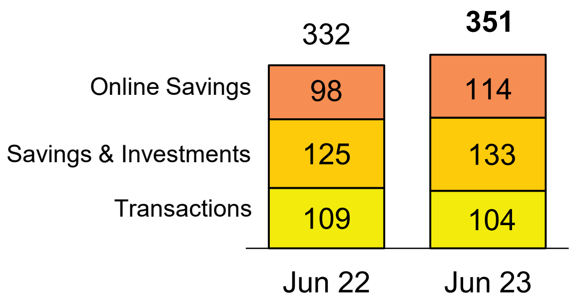
Customer deposits by segment[4]
($bn)



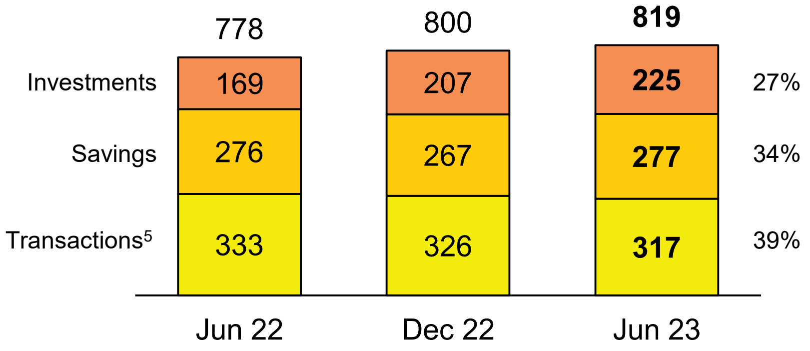
Retail transaction accounts[2]
(#, '000)



Retail deposit mix[3]
($bn)



Customer deposits by product[4]
($bn)



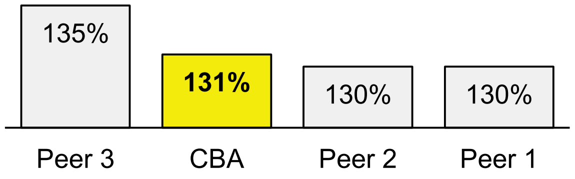
1, 2, 3, 4, 5. Refer to sources, glossary and notes at the back of this presentation for further details.

Liquidity

Disciplined approach to liquidity risk management

Liquidity Coverage Ratio (LCR)[1]

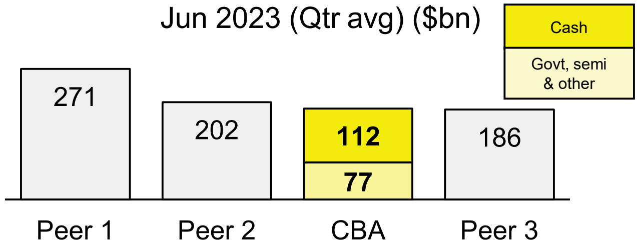
Jun 2023 (Qtr avg)



LCR is to ensure banks hold sufficient liquidity (HQLA) to meet the projected outflows over a 30 day period during a stress scenario.

Liquid assets[1]

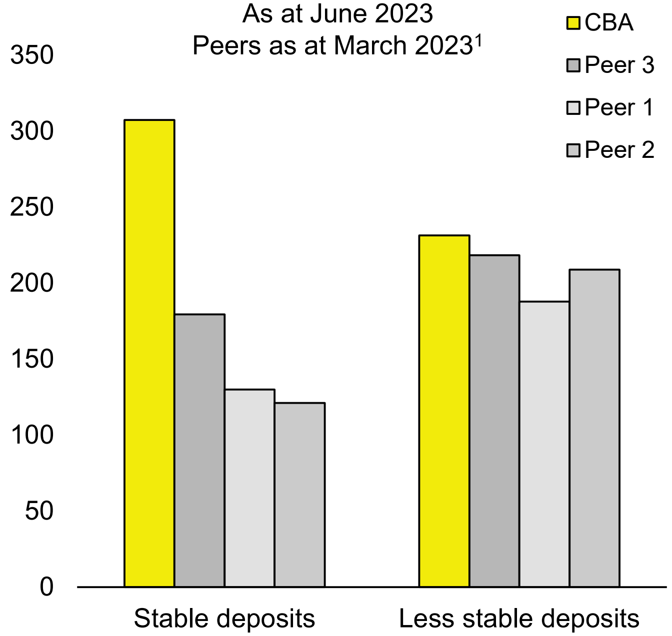
Jun 2023 (Qtr avg) ($bn)



Liquid assets primarily consists of cash and deposits with central banks, Australian semi-government and Commonwealth government securities.

Retail and SME deposits

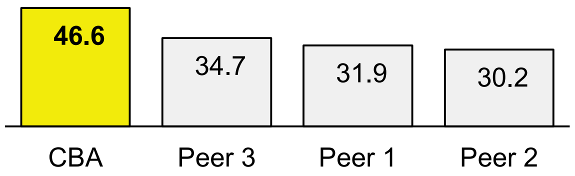
Deposits in NSFR[2] ($bn)
As at June 2023
Peers as at March 2023[1]



CBA has a significant share of stable household deposits with over **41%** of CBA's deposits protected under the Financial Claims Scheme.

Interest rate risk management

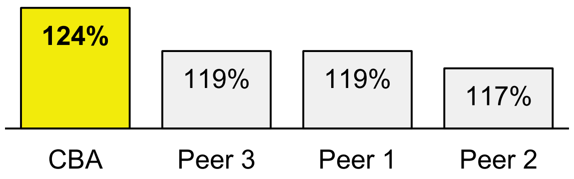
IRRBB RWA[3] ($bn)



APRA requires ADIs to hold capital for the risk of loss due to adverse movements in interest rates, including those from liquidity and capital management activities.

Net Stable Funding Ratio (NSFR)[1]

Jun 2023



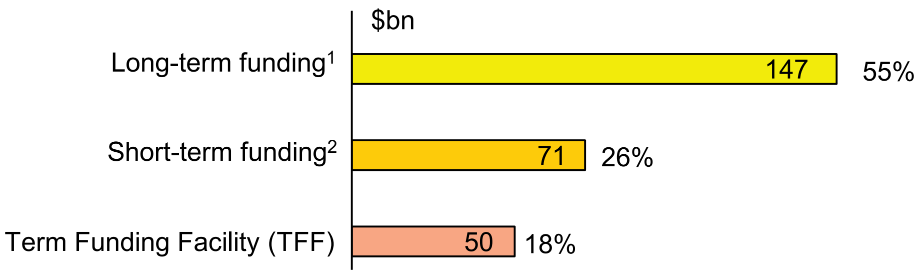
NSFR is to ensure banks maintain a sufficient profile of stable funding to meet their assets and off-balance sheet activities.

1. Peer Source: 31 March 2023 Pillar 3 Regulatory Disclosures. 2. Stable and less stable deposits in NSFR calculation. Excludes operational deposits, other deposits and wholesale funding. 3. Based on IRRBB risk weighted assets as per publicly available disclosures. CBA data as at 30 June 2023. Peer data estimated as at 31 March 2023.

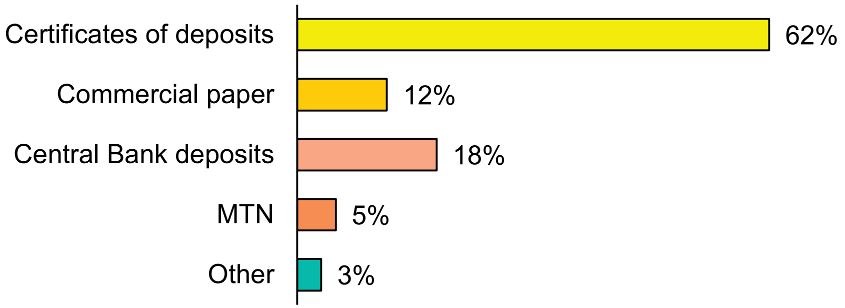
Wholesale funding

Wholesale funding is diversified across differing products, currencies and tenor

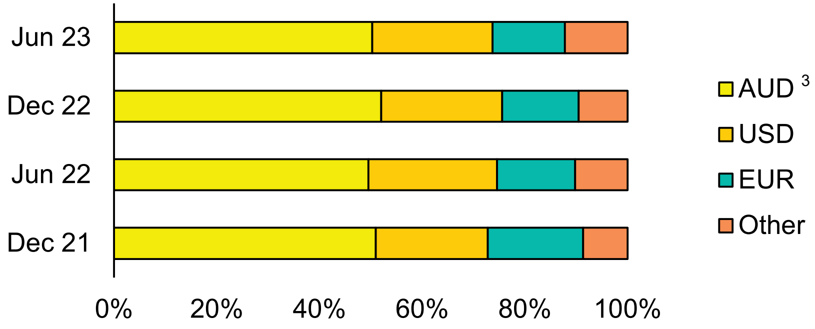
Portfolio mix



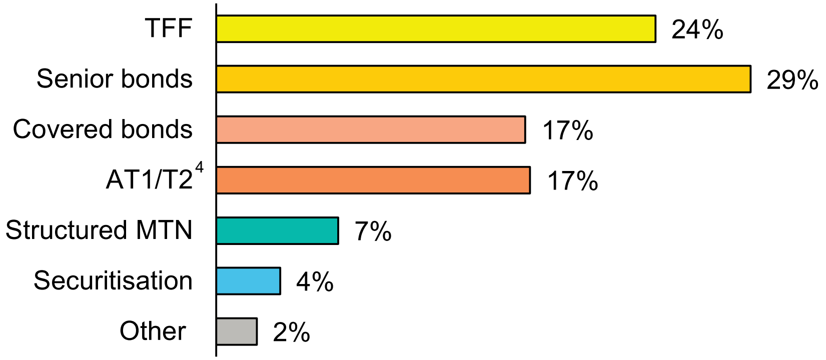
Short-term funding by product



Long-term funding by currency



Long-term funding by product

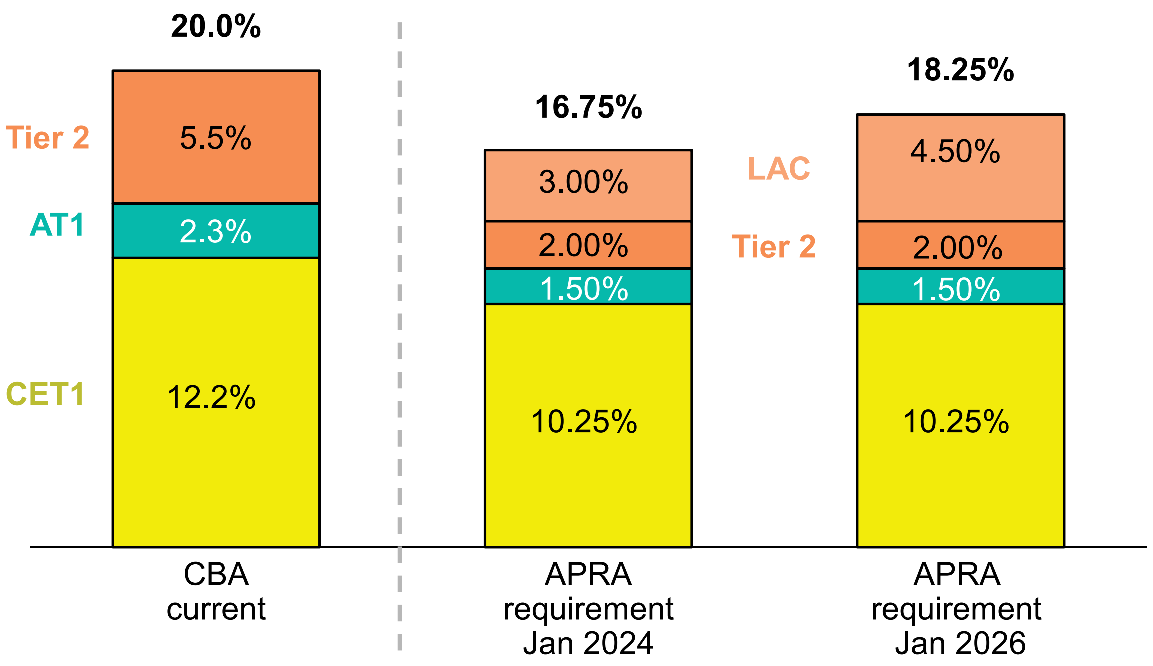


1. Represents the carrying value of long-term funding inclusive of hedges. 2. Excludes short-term collateral deposits of $4.9bn. 3. Includes TFF drawdowns. 4. Additional Tier 1 and Tier 2 Capital.

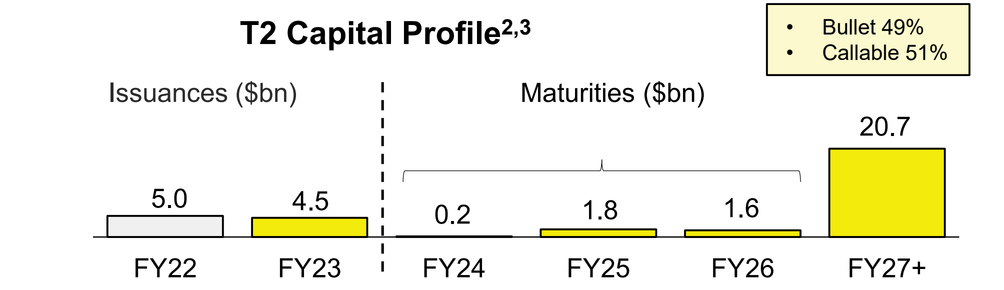
Capital – total capital

Well placed to meet future APRA requirements for loss-absorbing capacity (LAC)

- Total capital at Jun 2023 of 20.0%, $8.4bn above 1 Jan 2026 minimum of 18.25%.
- Tier 2 at Jun 2023 of 5.5% exceeds Jan 2024 requirement of 5.0%.



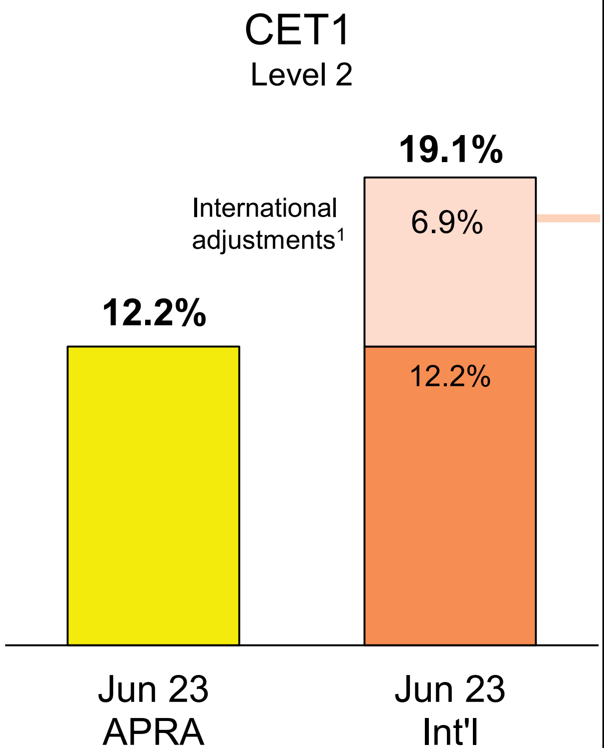
$bn	@ 5% by 1 Jan 2024	@ 6.5% by 1 Jan 2026
Risk Weighted Assets at 30 June 2023	468	468
Tier 2 Requirement	23.4	30.4
Existing Tier 2 at 30 June 2023 (5.5%)[1]	26.0	26.0
Current shortfall (excluding Tier 1 capital excess)	-	4.4
Maturities by 1 Jan 2024 / 1 Jan 2026	0.2	3.5



1. Inclusive of provisions eligible for inclusion in Tier 2 and Tier 2 regulatory adjustments. 2. Represents AUD equivalent notional amount using spot FX translation at date of issue for issuance and spot FX translation at 30 June 2023 for maturities. 3. Securities in callable format profiled to first call date. Securities in bullet format profiled based on capital treatment (including amortisation period).

CET1 – International

APRA's revised capital framework remains more conservative than Basel framework



International Adjustments[1]		
1.8%	Definition of Capital	Risk weighting equity investments, deferred tax assets, capitalised expenses which are fully deducted from CET1 under APRA rules
1.6%	IRRBB RWA	Removal of IRRBB RWA from APRA's minimum Pillar 1 capital requirements
1.5%	Residential Mortgages	Removal of APRA's risk weight floors and multipliers (e.g. 1.4 owner-occupier, 1.7 interest-only)
1.1%	IRB Scalar	Removal of APRA's scaling factor of 1.1 for all internal ratings-based (IRB) asset classes
0.5%	RBNZ rules	APRA requires application of RBNZ capital rules for credit exposures in NZ including banking subsidiaries[2]. There are a number of differences between RBNZ and Basel including mortgages, specialised lending and farm lending
0.3%	Income Producing Real Estate Multiplier	Removal of APRA's multiplier of 1.5 for IPRE exposure
0.1%	Non-retail LGD	APRA rules are more conservative for certain exposure types under the Foundation and Advanced IRB approaches
6.9%		

1. Methodology based on the Australian Banking Association publication 'Basel 3.1 Capital Comparison Study' (March 2023), which compares APRA's revised capital framework, including RBNZ prudential requirements, with the finalised post-crisis Basel III reforms. 2. Except in respect of the overall scaling factor and Standardised floor, where APRA's rules must be applied.

Capital – regulatory changes

Basel III reforms in Australia finalised and a number of regulatory changes in progress

Change	Implementation	Details
Revision to Capital Framework	1 Jan 2023 APS 110, 112, 113 (APS 111 – 1 Jan 2022)	• Higher regulatory capital buffers, with the CCyB default level set at 100 basis points for all ADIs and the CCB increasing by an additional 125 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; • Implementing a 72.5% output floor to limit the capital benefit for IRB ADIs relative to standardised ADIs; and • Individual equity exposures to other ADIs and insurance subsidiaries will be risk weighted at 250% up to 10% of an ADIs Level 1 CET1, with any excess above the threshold deducted from Level 1 CET1 capital.
Operational Risk	APS 115 – 1 Jan 2023	• Advanced Measurement Approach replaced by Standardised approach across the industry; and • Utilises a 3 year average of key financial data to determine capital.
Market Risk	APS 117 – 1 Jan 2025 APS 116 – 1 Jan 2026	• Non traded: standardising aspects of the calculation of IRRBB capital to reduce volatility over time and variation between ADIs; and • Traded: APRA is yet to commence consultation on Fundamental Review of the Trading Book.
Loss Absorbing Capacity (LAC)	1 Jan 2024 and 1 Jan 2026	• 3% Total Capital by Jan 2024. Increasing to 4.5% by Jan 2026; • Can be met via any form of capital (CET1, Tier 1, Tier 2); and • Holdings of other bank TLAC instruments to be deducted from Tier 2.
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 • Phased implementation from 1 Jan 2022 with full implementation on 1 Jul 2028.
Leverage ratio	1 Jan 2023	• Minimum 3.5%.

Financial Overview

Overview – FY23 result[1]

Key outcomes summary

Financial

Statutory NPAT ($m)	**10,188**	+5.3%
Cash NPAT ($m)	**10,164**	+5.9%
ROE % (cash)	**14.0%**	+130bpts
EPS cents (cash)	**602**	+45c
DPS[2] ($)	**4.50**	+65c
Cost-to-income[3] (%)	**42.8%**	(290bpts)
NIM (%)	**2.07%**	+17bpts
Op income[3] ($m)	**27,237**	+12.7%
Op expenses[3] ($m)	**(11,646)**	+5.5%
Profit after capital charge[4] ($m)	**6,005**	+56.8%
LIE to GLAA[5] (bpts)	**12**	+16bpts

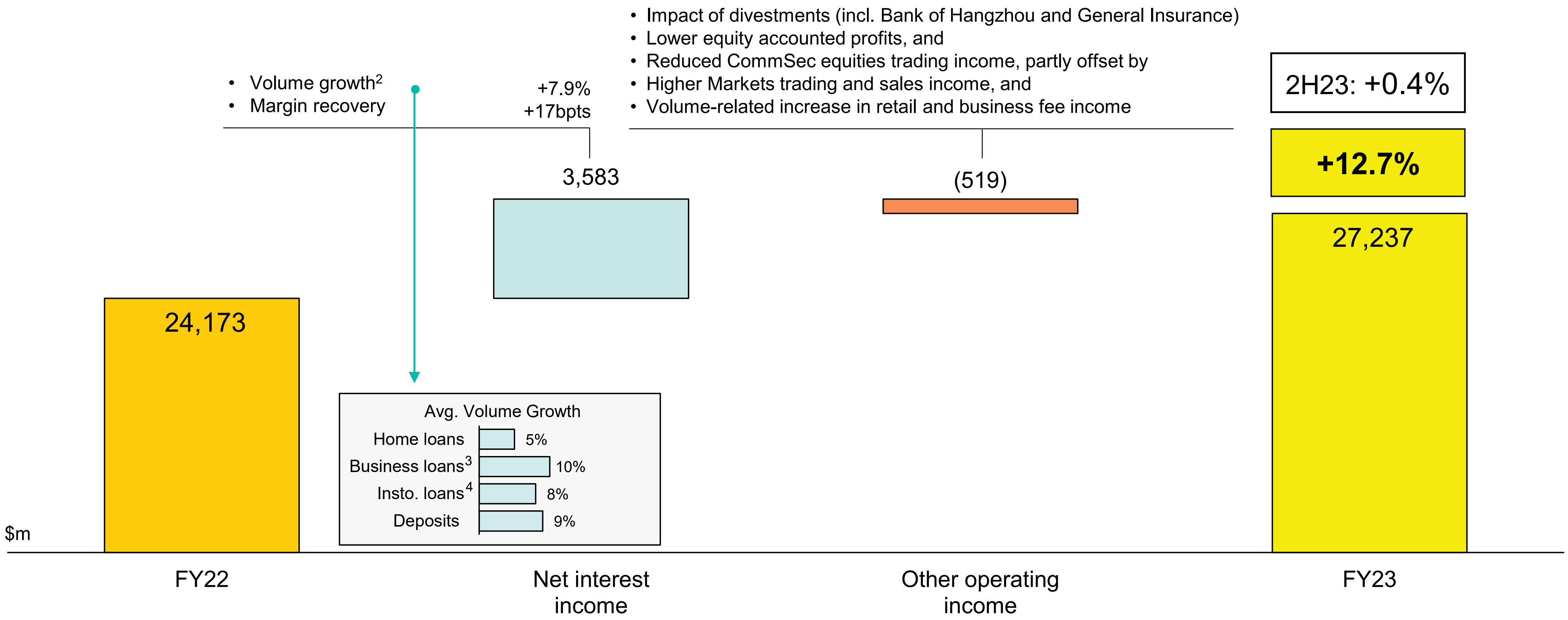
Balance sheet, capital & funding

Capital – CET1[2,6] (Int'l)	**19.1%**	+50bpts
Capital – CET1[2] (APRA)	**12.2%**	+70bpts
Total assets ($bn)	**1,253**	+3.1%
Total liabilities ($bn)	**1,181**	+3.4%
Deposit funding	**75%**	+100bpts
LT wholesale funding WAM[7]	**5.3yrs**	+0.6yrs
Liquidity coverage ratio[8]	**131%**	+100bpts
Leverage ratio (APRA)[2]	**5.1%**	(10bpts)
Net stable funding ratio	**124%**	(600bpts)
Credit ratings[9]	**AA-/Aa3/A+**	Refer footnote 9

1, 2, 3, 4, 5, 6, 7, 8, 9. Refer to sources, glossary and notes at the back of this presentation for further details.

Operating income[1]

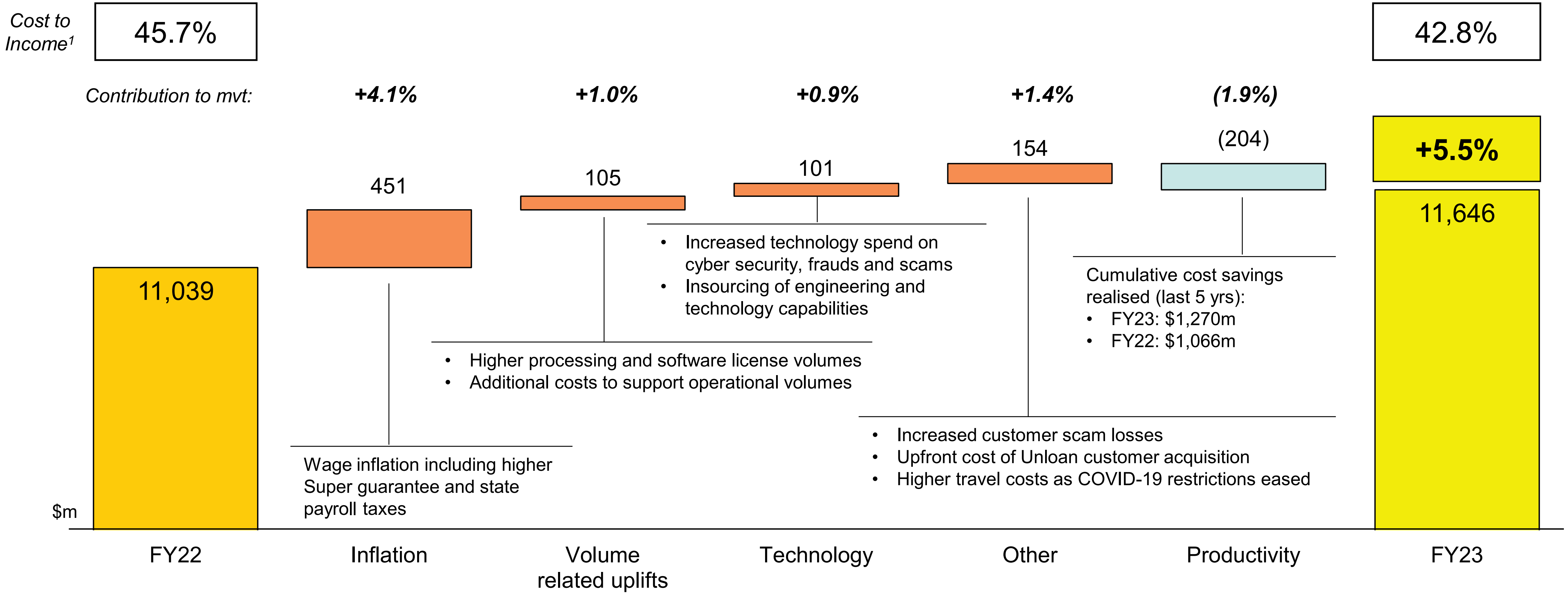
Margin recovery and volume growth, partly offset by lower other operating income



1. Presented on a continuing operations basis. Comparative information has been restated to conform to presentation in the current period. Excludes FY22 one-off impact from $516m gain on sale of ~10% HZB shareholding. 2. Excluding liquids. 3. Includes New Zealand and other business loans. 4. Excluding Cash Management Pooling Facilities.

Operating expenses[1]

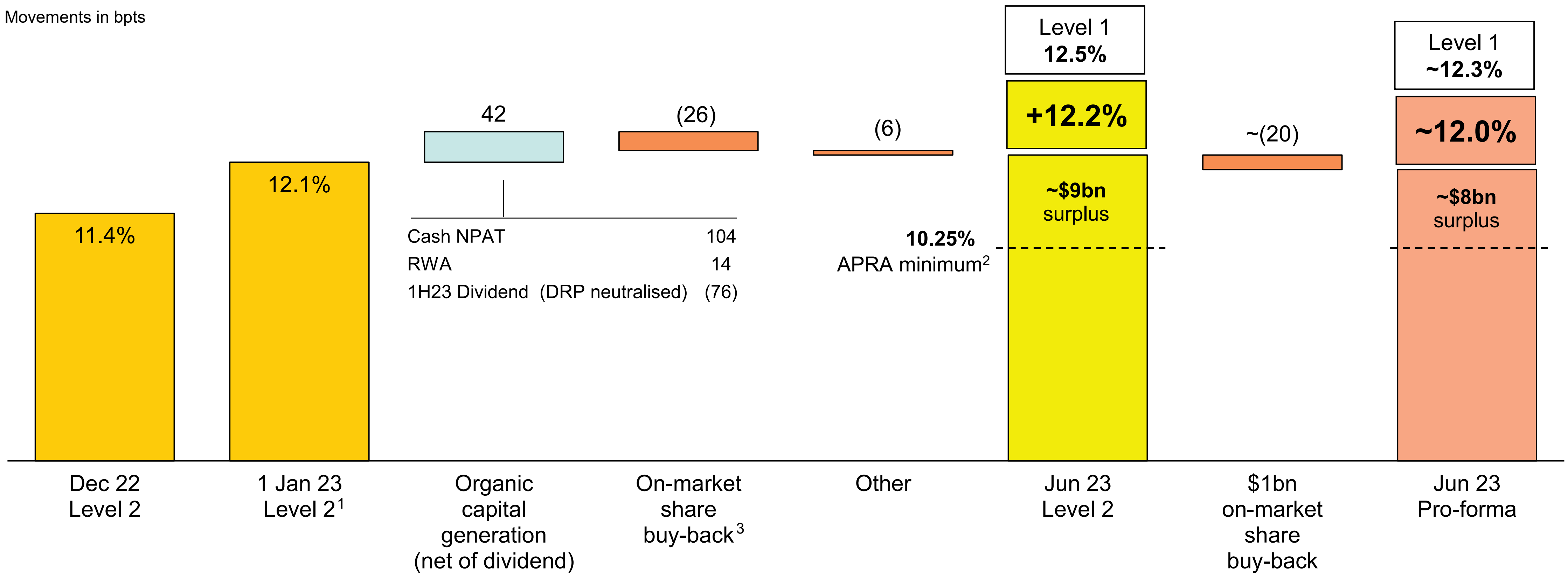
Inflation, volume & technology investment driving cost growth – other uplifts more than offset by productivity



1. Presented on a continuing operations basis. Comparative information has been restated to conform to presentation in the current period. Excludes $212m relating to restructuring and one-off regulatory provisions in FY23 and $389m relating to accelerated software amortisation in FY22. Headline operating expenses +3.8% including these items.

Capital

Strong capital position maintained



1. Represents the pro-forma CET1 (Level 2) ratio under APRA's revised capital framework effective 1 January 2023. 2. Inclusive of 1% default countercyclical capital buffer which may be varied by APRA in the range of 0% to 3.5%. 3. Completion of the previously announced $3 billion on-market share buy-back program as at 30 Jun 2023 ($1.2bn bought back across 2H23, with 12,244,847 shares acquired at an average price of $98.17).

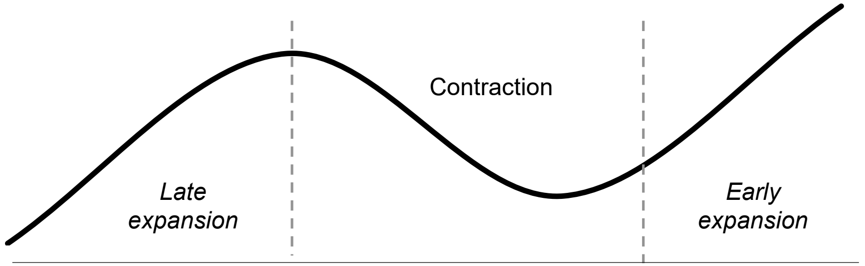
Provisioning through the cycle

Forward-looking approach – builds higher provisions in advance of credit deterioration

- AASB 9 requires a forward-looking approach to loan loss provisioning.
- This is achieved through the use of forward looking adjustments (FLAs) and multiple economic scenarios (MES) in determining collective provisions (CP).
- FLAs are established for individual customer cohorts and industry sectors in anticipation of credit deterioration not captured in the base provisioning models. As the deterioration is experienced, the FLAs will be consumed, while base provisions and IAP’s increase[1].
- The MES overlay to base provisions will change as our judgement on forecast economic factors and scenario weightings adapt at different points in the cycle.
- Overall, total provisions will likely be lower following an economic contraction (despite higher base provisions) as we adopt a forward-looking view of an economic expansion.

Economic cycle

GDP

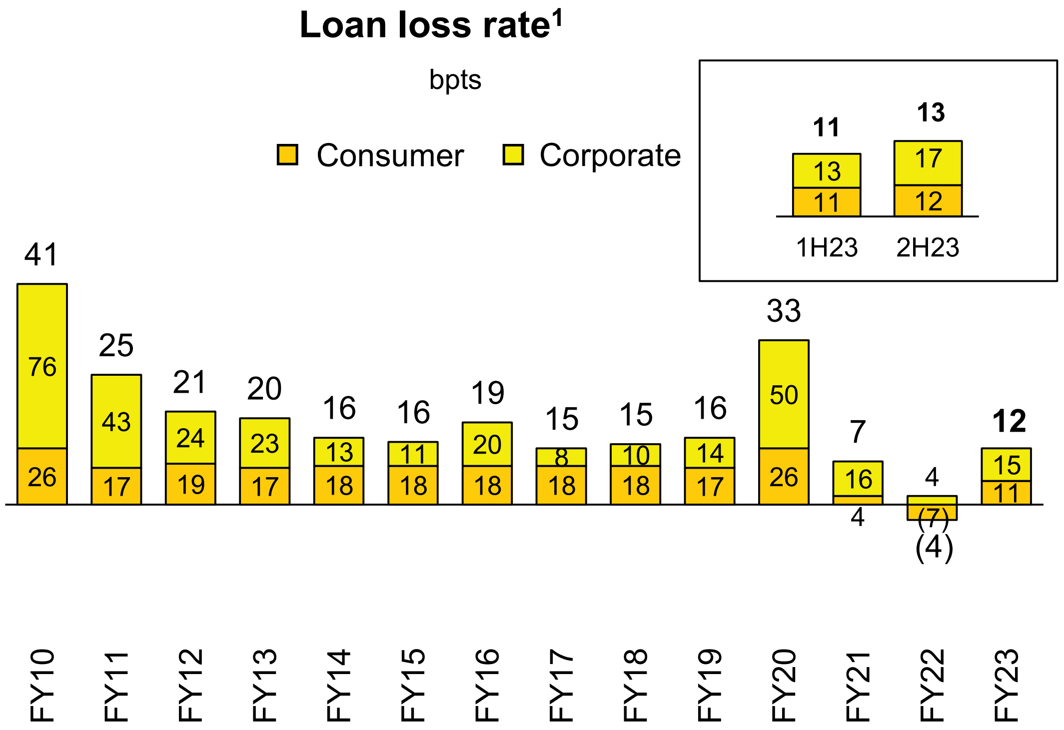


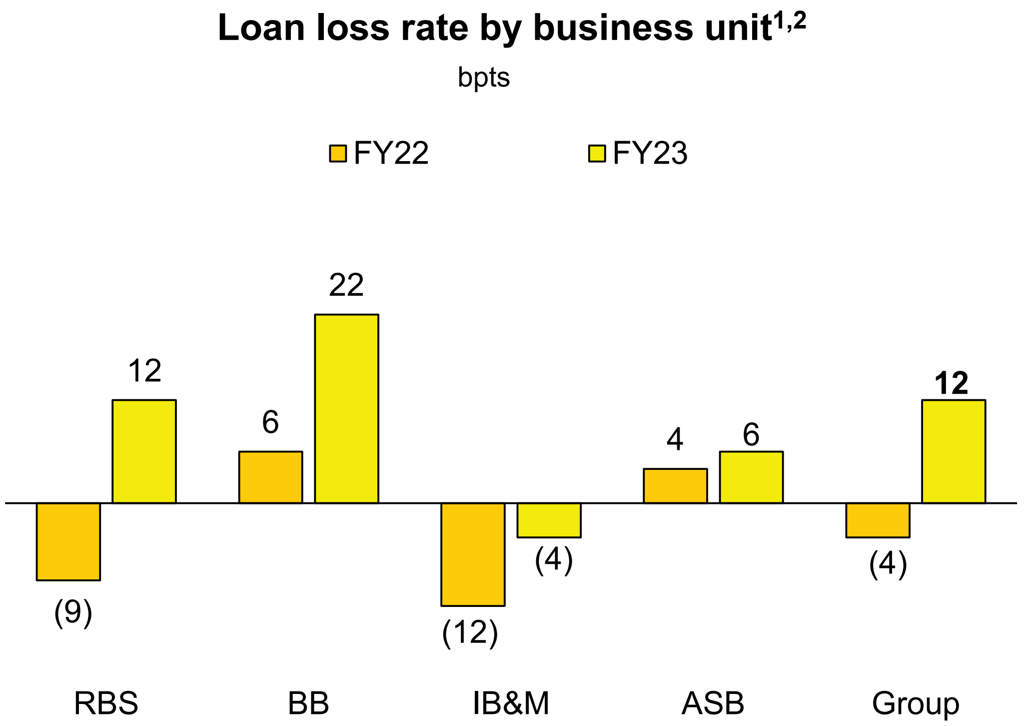
Late expansion		Early expansion	
Lower	CP – Base	Higher	
Higher	CP – FLAs	Lower	Forward-looking components
Higher	CP – MES	Likely lower[2]	Forward-looking components
Lower	IAPs	Higher	
Higher	**Total provisions[3]**	Likely lower	

1, 2. Refer to sources, glossary and notes at the back of this presentation for further details. 3. This refers to expectations before and after an economic slowdown. How total provisions change during a contraction is uncertain: If FLAs and MES under-predict actual losses, then total provisions will increase. If they over-predict losses (as was the case during the early stages of the COVID pandemic) then total provisions will decrease.

Loan losses

Normalising loan impairment expense for FY23



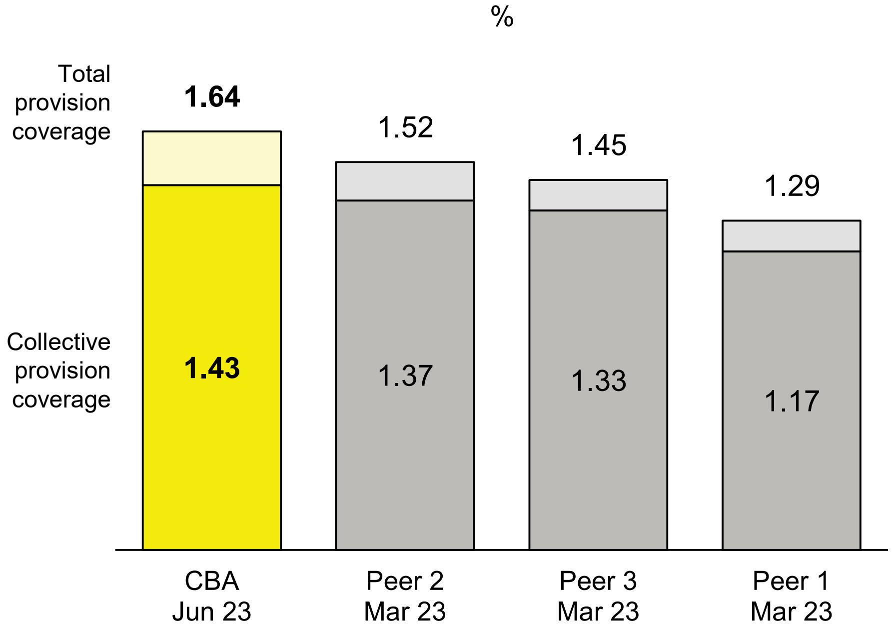


1. Loan impairment expense as a percentage of average Gross Loans and Acceptances (GLAA) annualised. 2. Comparative information has been restated to conform to presentation in the current period.

Provisions[1]

Provision coverage of 1.64%

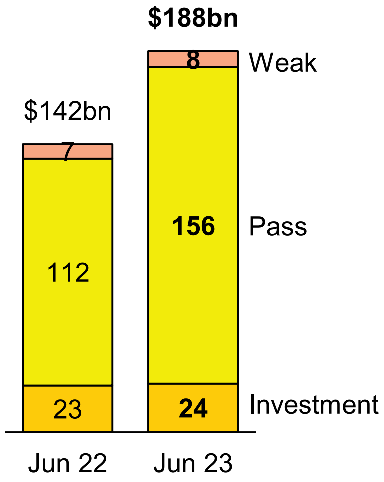
Provision coverage[2]/CRWA



Provisions by stage

	$m	Credit exposures Jun 22	Credit exposures **Jun 23**	Credit provisions Jun 22	Credit provisions **Jun 23**
Collectively assessed	Stage 1	914,883	921,565	1,313	1,709
	Stage 2[4,5]	141,817	187,874	2,538	2,889
	Stage 3	6,019	6,210	760	598
Individually assessed	Stage 3	1,443	1,567	736	754
	Total	**1,064,162**	**1,117,216**	**5,347**	**5,950**

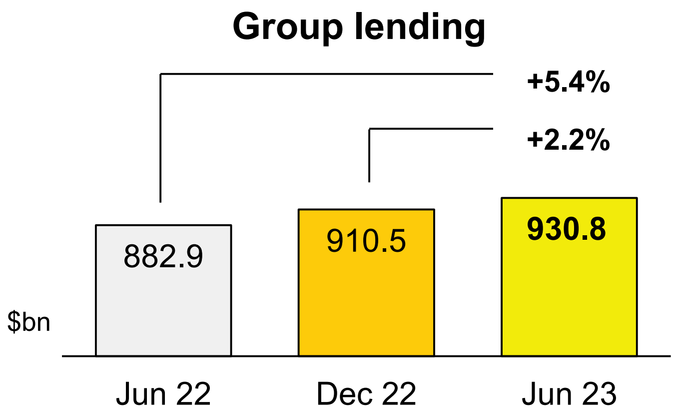
Stage 2 exposures by credit grade[3]

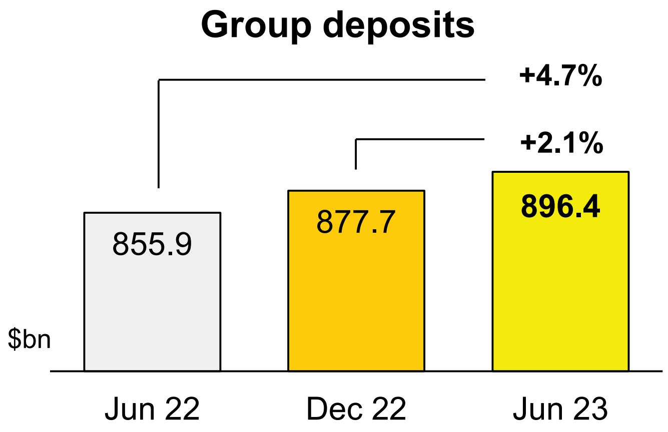


1, 2, 3, 4, 5. Refer to sources, glossary and notes at the back of this presentation for further details.

Balance sheet

Continued growth in key markets





$bn	Jun 22	Dec 22	**Jun 23**	**Jun 23 vs Dec 22**	**Jun 23 vs Jun 22**
Home loans	622.0	639.3	652.2	2.0%	4.9%
Consumer finance	16.5	17.0	17.0	-	3.0%
Business loans[1]	148.9	156.5	165.4	5.7%	11.1%
Institutional loans	95.5	97.7	96.2	(1.5%)	0.7%
Total Group lending	**882.9**	**910.5**	**930.8**	**2.2%**	**5.4%**
Non-lending interest earning assets	269.8	267.1	272.0	1.8%	0.8%
Other assets (including held for sale)	62.6	54.8	50.0	(8.8%)	(20.1%)
Total assets	**1,215.3**	**1,232.4**	**1,252.8**	**1.7%**	**3.1%**
Total interest bearing deposits	713.8	747.2	778.0	4.1%	9.0%
Non-interest bearing trans. deposits	142.1	130.5	118.4	(9.3%)	(16.7%)
Total Group deposits	**855.9**	**877.7**	**896.4**	**2.1%**	**4.7%**
Debt issues	116.9	118.8	122.3	2.9%	4.6%
Term funding from Central Banks	54.8	56.0	54.2	(3.2%)	(1.1%)
Other interest bearing liabilities	64.3	58.6	64.6	10.2%	0.5%
Other liabilities (including held for sale)	50.5	48.8	43.3	(11.3%)	(14.3%)
Total liabilities	**1,142.4**	**1,159.9**	**1,180.8**	**1.8%**	**3.4%**

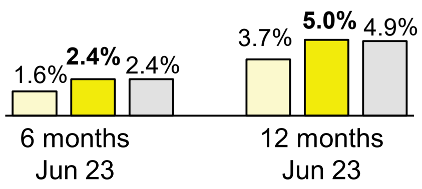
1. Business loan growth of +5.7% (vs Dec 22) driven by growth in Business Banking of 6.5% and NZ Business and Rural lending growth of 1.8% (excl. FX, NZ Business and Rural lending growth was 3.5%).

Volume growth

Targeted growth across products

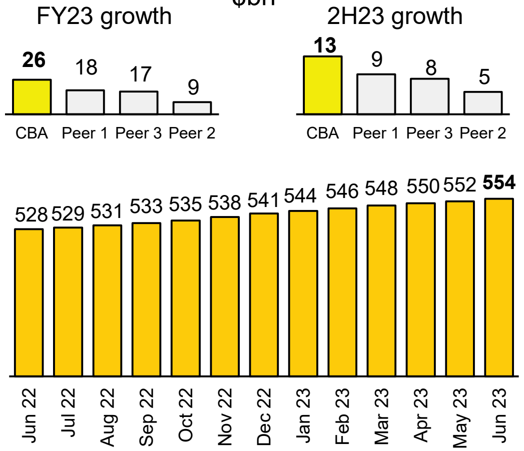
Home lending[1,2,3]

CBA
CBA excl. Unloan and BW
System



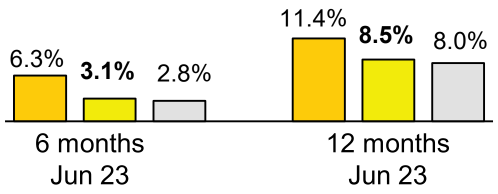
Balances by month[7]

$bn



Business lending[1,2,4]

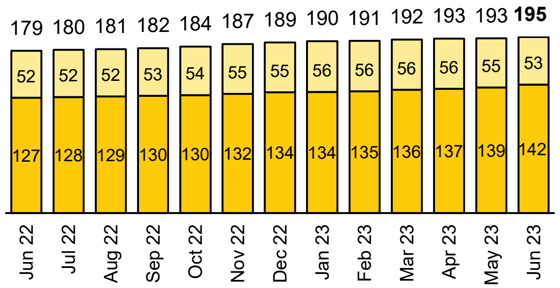
CBA (excl. IB&M)
CBA (incl. IB&M)
System (incl. Institutional lending)



Balances by month[7]

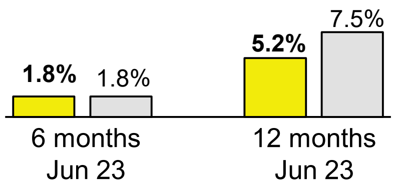
$bn

CBA (excl. IB&M)
IB&M



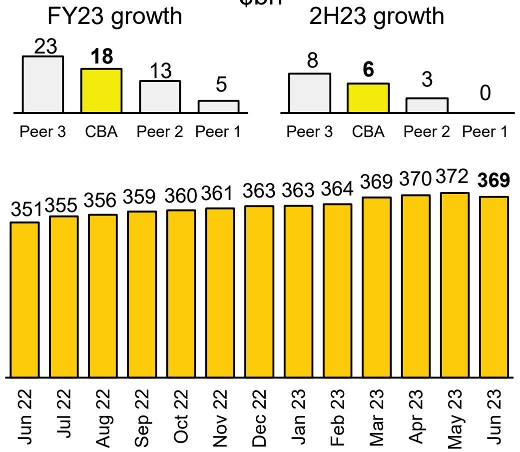
Household deposits[1,5]

CBA
System



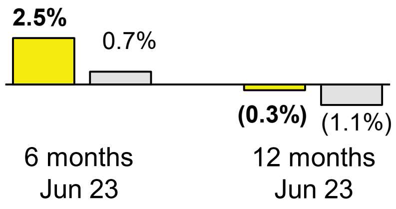
Balances by month[7]

$bn



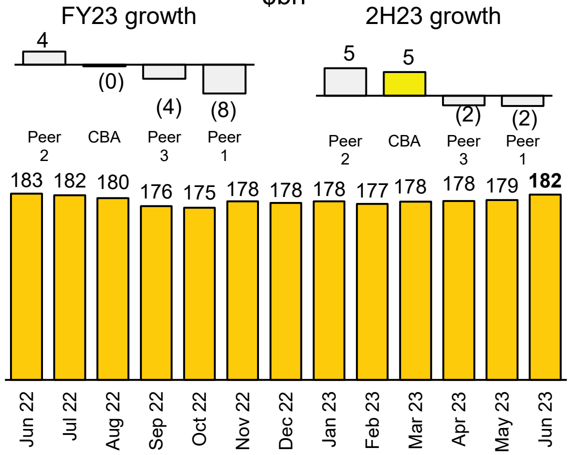
Business deposits[1,6]

CBA
System



Balances by month[7]

$bn

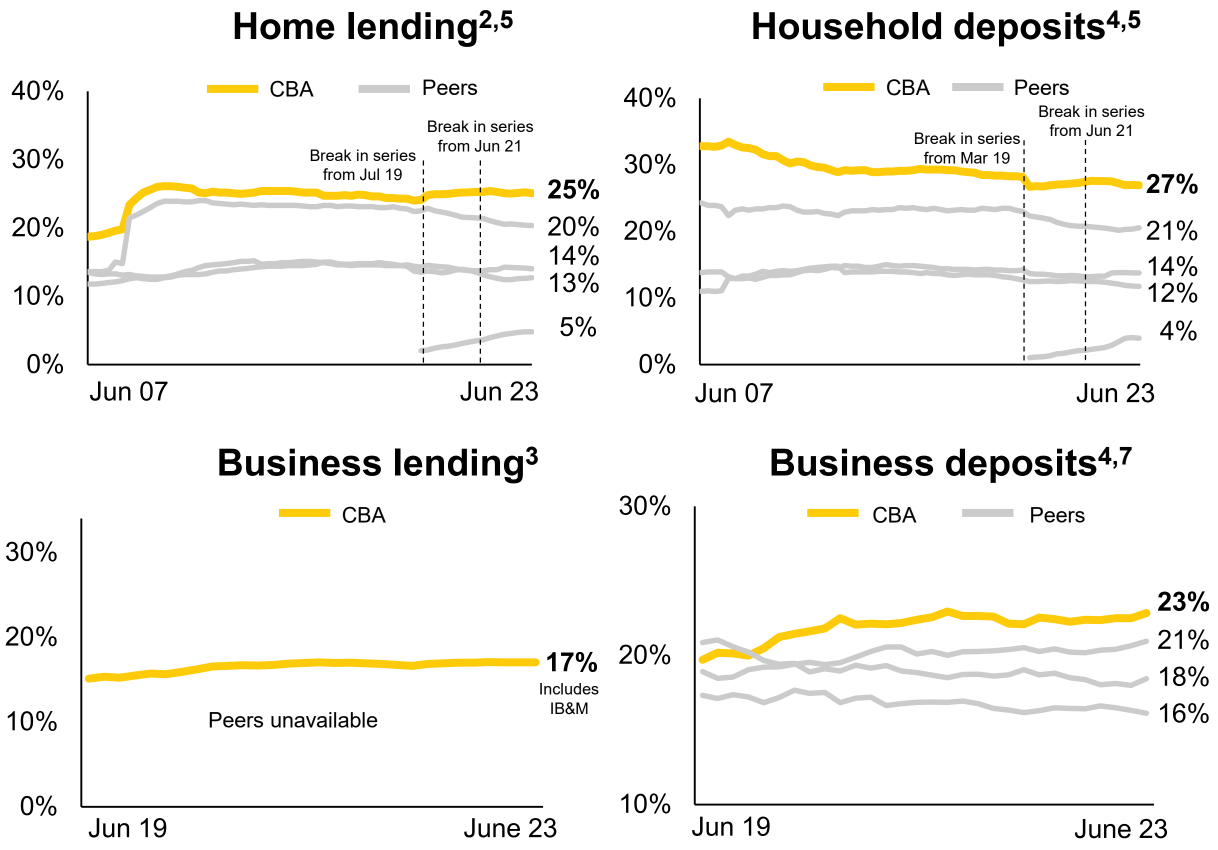


1, 2, 3, 4, 5, 6, 7. Refer to sources, glossary and notes at the back of this presentation for further details.

Market share[1]

Strong market shares

%	Jun 22	Dec 22	Jun 23
Home loans – RBA[2]	25.1	25.1	**25.1**
Home loans – APRA[4]	25.8	25.8	**25.8**
Credit cards – APRA[4]	28.5	28.8	**28.9**
Other household lending – APRA[4,6]	18.5	19.4	**20.4**
Household deposits – APRA [4]	27.5	26.9	**26.9**
Business lending – RBA[3]	17.0	16.9	**17.0**
Business lending – APRA[4,7]	17.8	17.8	**18.0**
Business deposits – APRA[4,7]	22.6	22.4	**22.8**
Equities trading[8]	4.2	3.7	**3.5**
NZ home loans[9]	21.6	21.6	**21.5**
NZ business lending[9]	16.9	16.8	**17.3**
NZ customer deposits[9]	18.3	18.0	**18.5**



1, 2, 3, 4, 5, 6, 7, 8, 9. Refer to sources, glossary and notes at the back of this presentation for further details.

Deposit switching

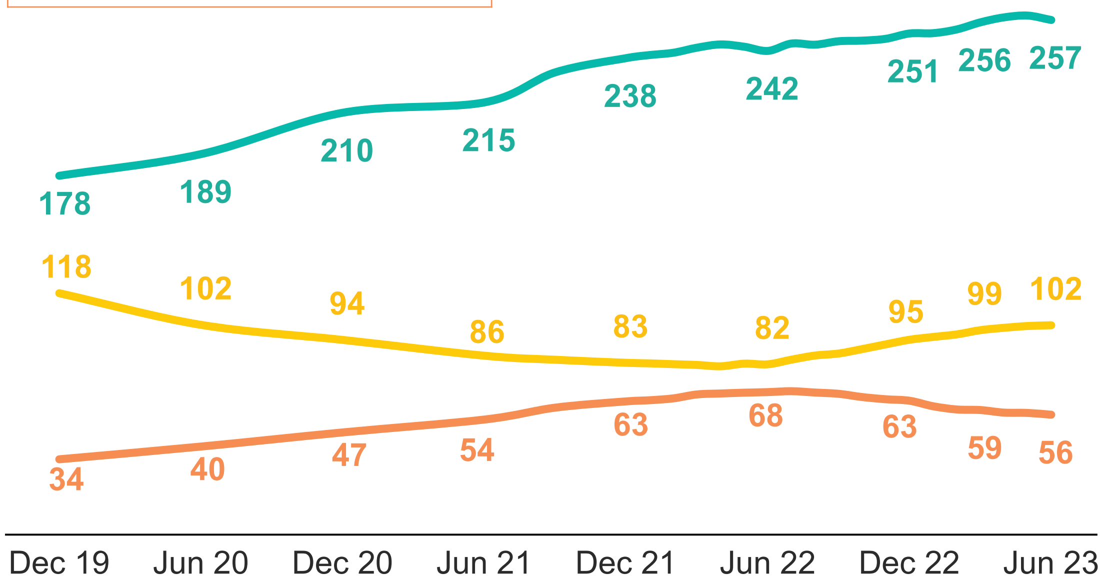
Reduction in rate of switching in 4Q23

Domestic retail deposits[1,2]

($bn)

Non-interest bearing mvt %[4]

1Q23	2Q23	3Q23	4Q23
(1.3%)	(5.3%)	(7.5%)	(4.1%)

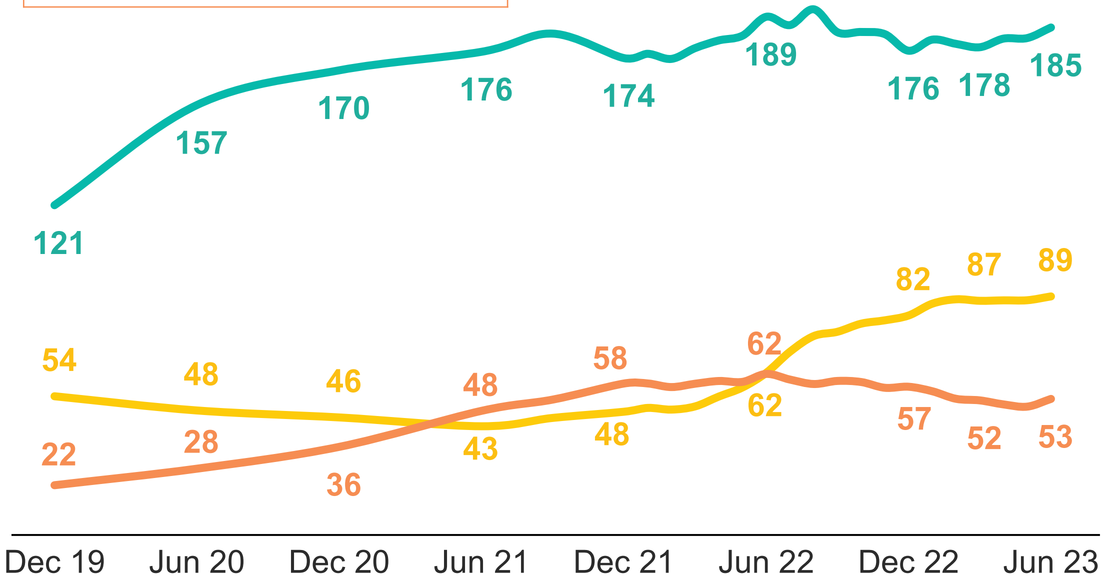


Domestic business deposits[1,2,3]

($bn)

Non-interest bearing mvt %[4]

1Q23	2Q23	3Q23	4Q23
(4.1%)	(3.5%)	(8.5%)	1.0%



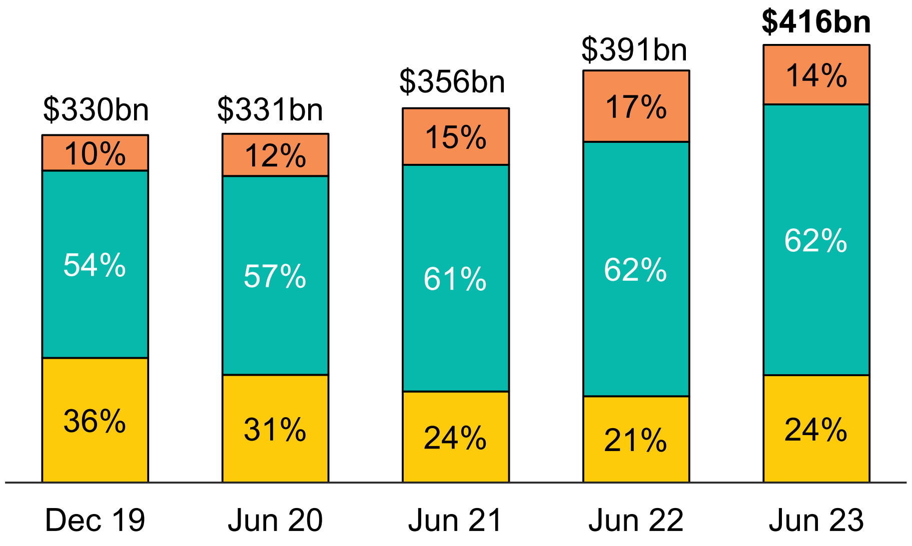
At-call interest bearing — Term deposits — Non-interest bearing

1. CBA Group, excludes ASB. Reflects retail and business deposits distributed to RBS, BB and IB&M customers. 2. Excludes other demand deposits. 3. Includes Institutional Banking & Markets. 4. Percentage change in spot balances on an unrounded basis.

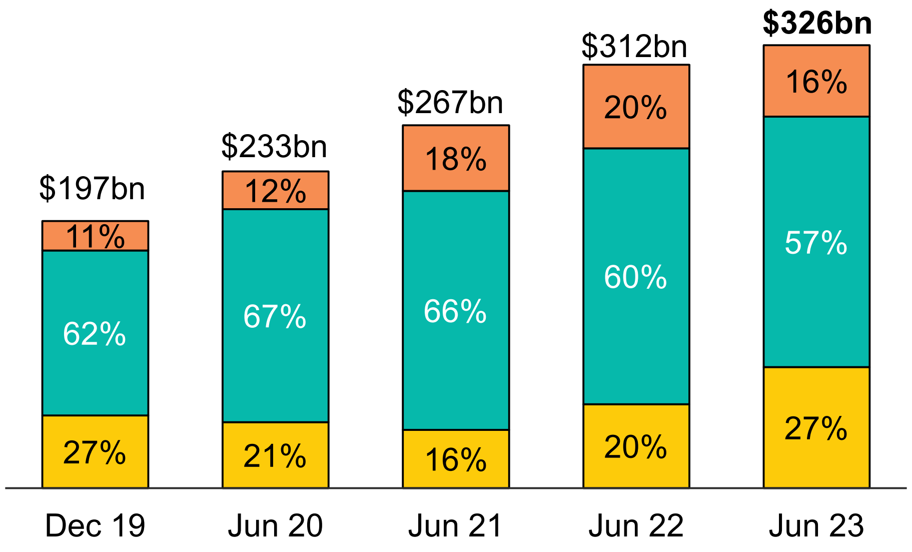
Deposit composition

Increasing term deposit mix

Domestic retail deposits[1,2]
($bn)



Domestic business deposits[1,2,3]
($bn)



Term deposits   At-call interest bearing   Non-interest bearing

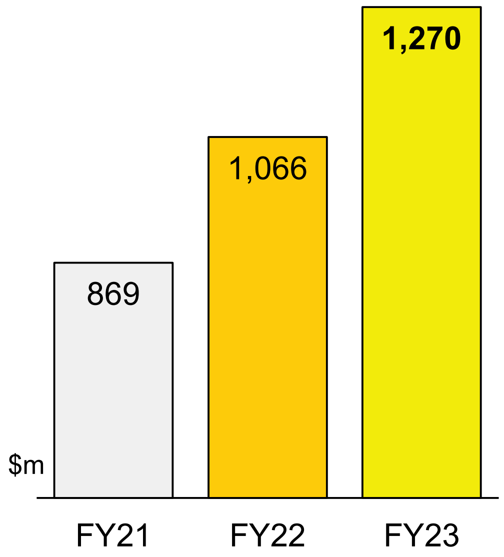
1. CBA Group, excludes ASB. Reflects retail and business deposits distributed to RBS, BB and IB&M customers. 2. Excludes other demand deposits. 3. Includes Institutional Banking & Markets.

Cost approach

Ongoing productivity savings creating capacity for long-term investment

Cost reduction

Cumulative savings

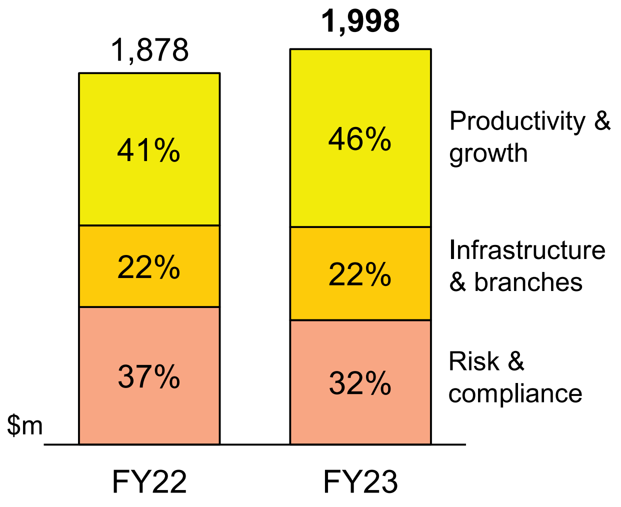


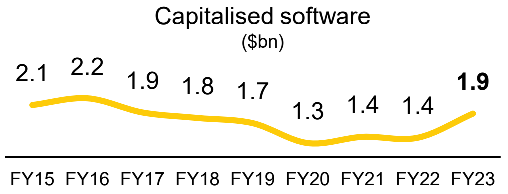
Cost approach

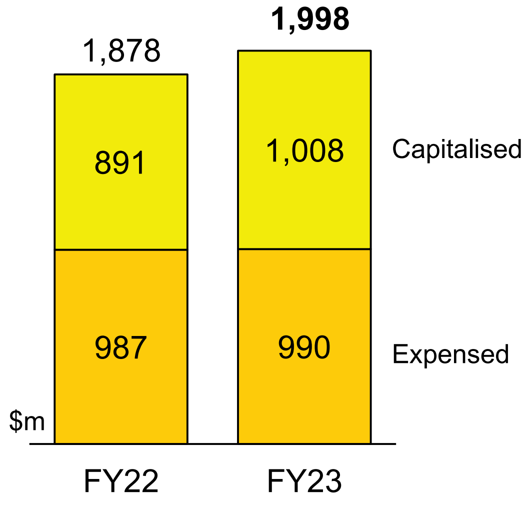
- **Simpler, more efficient** business for our customers and people
- Continue to **invest** in the business
- Strengthen our **digital and technology capability** for future growth
- Deliver long term **sustainable shareholder returns**

Investment spend

Shift to productivity & growth







Asset Quality

Total committed exposure

Close monitoring of key sectors

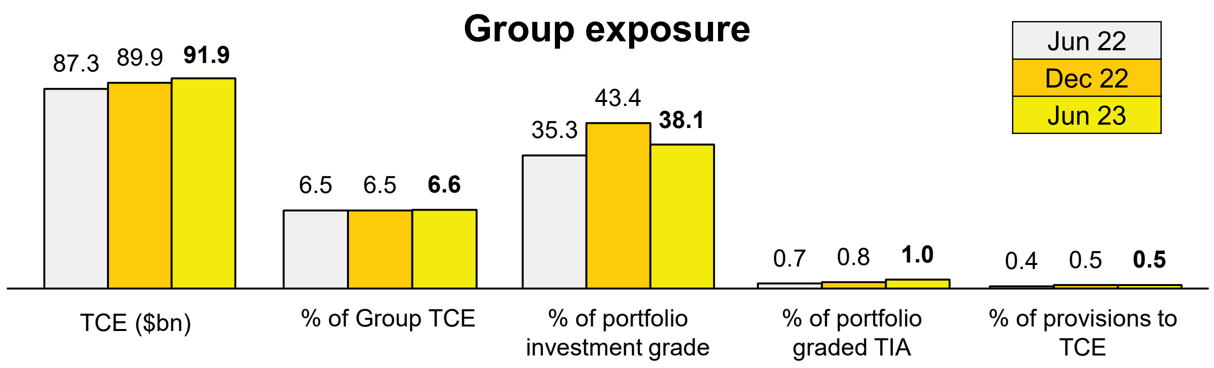
	Group TCE ($bn)		TIA ($bn)		TIA % of TCE		Provisions to total committed exposure %	
	Dec 22	Jun 23	Dec 22	Jun 23	Dec 22	Jun 23	Dec 22	Jun 23
Consumer	765.6	776.8	1.9	2.0	0.2%	0.3%	0.4%	0.4%
Government administration & defence	233.6	231.3	0.0	0.0	0.0%	0.0%	0.0%	0.0%
Finance & insurance	93.1	97.9	0.1	0.1	0.1%	0.1%	0.1%	0.1%
Commercial property	89.9	91.9	0.7	0.9	0.8%	1.0%	0.5%	0.5%
Agriculture & forestry	28.5	30.0	0.6	0.6	2.1%	2.1%	0.5%	0.5%
Transport & storage	25.4	24.7	0.3	0.2	1.3%	0.8%	0.7%	0.6%
Manufacturing	19.3	19.3	0.3	0.4	1.5%	1.9%	1.1%	1.4%
Entertainment, leisure & tourism	14.8	16.1	0.4	0.4	2.7%	2.3%	1.4%	1.2%
Wholesale trade	14.4	15.9	0.3	0.4	2.2%	2.5%	1.8%	2.0%
Retail trade	14.7	15.4	0.3	0.4	1.8%	2.7%	1.1%	1.2%
Health & community services	13.5	14.7	0.4	0.3	2.6%	2.3%	1.0%	1.1%
Business services	14.3	14.6	0.3	0.2	1.8%	1.6%	1.0%	0.9%
Electricity, gas & water	13.0	13.7	0.0	0.1	0.1%	0.9%	0.3%	0.6%
Construction	11.8	11.8	0.5	0.6	4.0%	5.5%	3.6%	3.9%
Mining, oil & gas	7.5	7.4	0.1	0.1	0.7%	0.9%	0.7%	0.7%
Media & communications	5.8	5.7	0.0	0.1	0.2%	1.0%	0.6%	0.6%
Education	3.7	3.7	0.0	0.0	0.4%	0.5%	0.3%	0.3%
Personal & other services	3.2	3.3	0.0	0.0	1.3%	1.0%	0.6%	0.6%
Other	4.9	5.9	0.1	0.3	2.4%	3.2%	n/a	n/a
Total	1,377.0	**1,400.1**	6.3	**7.1**	0.5%	**0.5%**	0.4%	**0.4%**

Refer separate slides following

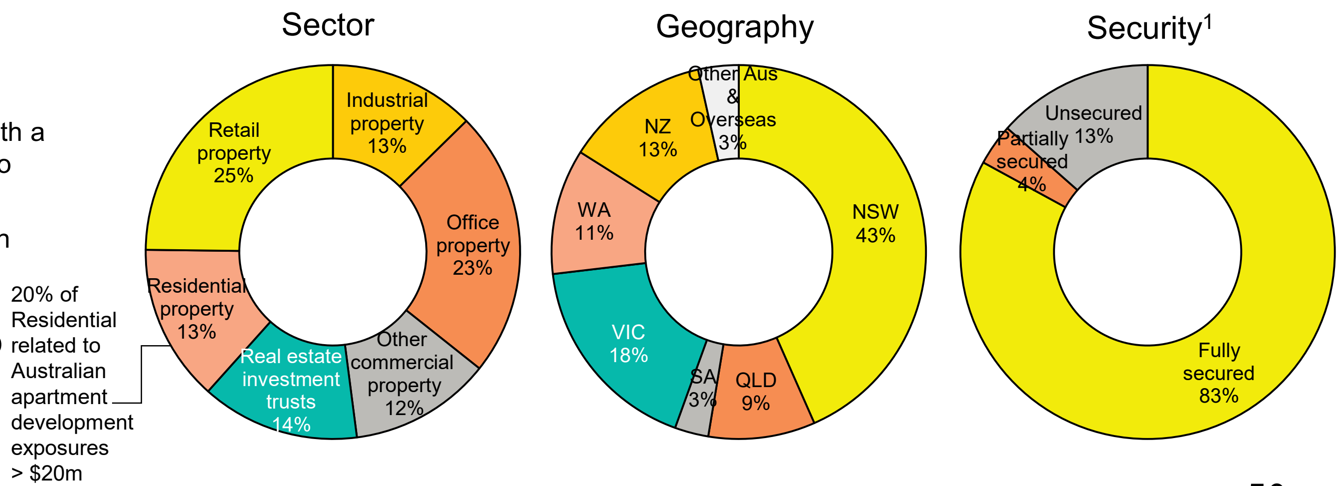
Commercial property

Portfolio weighted to NSW – impaired exposures low (0.03% of the portfolio)

- Exposure growth has continued to moderate consistent with broader market conditions which are evidencing low commercial property sales volumes, and low levels of development approvals and commencements.
- Growth has been predominantly to sectors with better credit quality or market conditions with exposure to REITS, Industrial and Premium/A-Grade Office growing, whilst exposure to Secondary Office decreased.
- Decrease in proportion rated investment grade driven by a combination of rating downgrades, and flat growth in the institutional segment. 94% of sub-investment grade exposures are fully secured.
- Exposure diversified across sectors and by counterparty, with the top 20 counterparties representing 12% of the portfolio.
- Retail origination criteria actively managed with tighter criteria for assets with predominantly discretionary retailers as tenants.
- Office exposures weighted toward Premium/A' and B' Grade property with credit metrics better than the Bank's minimum requirements.
- 93% of unsecured exposures are to investment grade customers.
- Development portfolio is not impacted by insolvencies in the construction sector, with a low level of exposure to Land Bank and pre-development sites (< 1% of exposure to the sector).
- Maintaining close portfolio oversight with serviceability criteria continuing to factor in forecast interest rate increases.
- Origination criteria actively managed with tightened settings introduced at the beginning of COVID, modified since but remain more conservative than pre-COVID settings.
- Valuation sensitivity exercises have demonstrated that the portfolio remains well secured under downside scenarios.



Profile



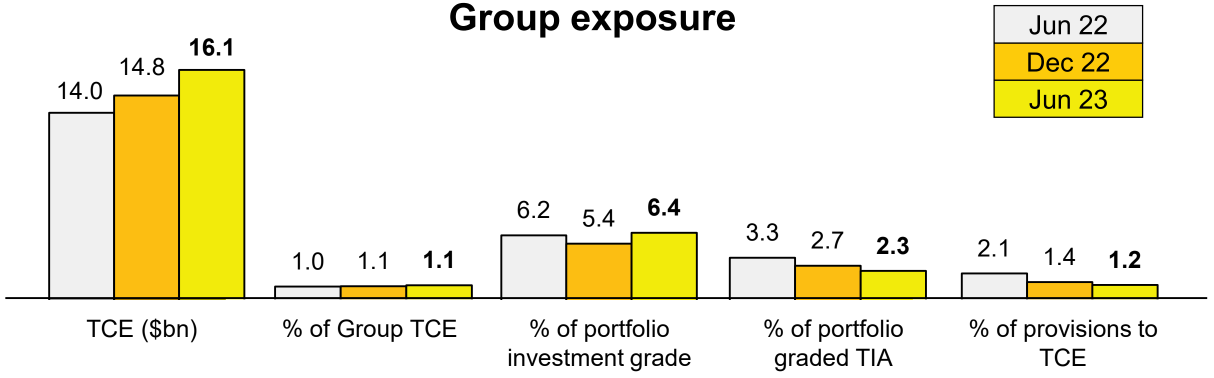
1. Fully Secured is where the exposure is less than 100% of the Bank extended value of the security, which is a discount to the market value of the security.

Entertainment, leisure & tourism

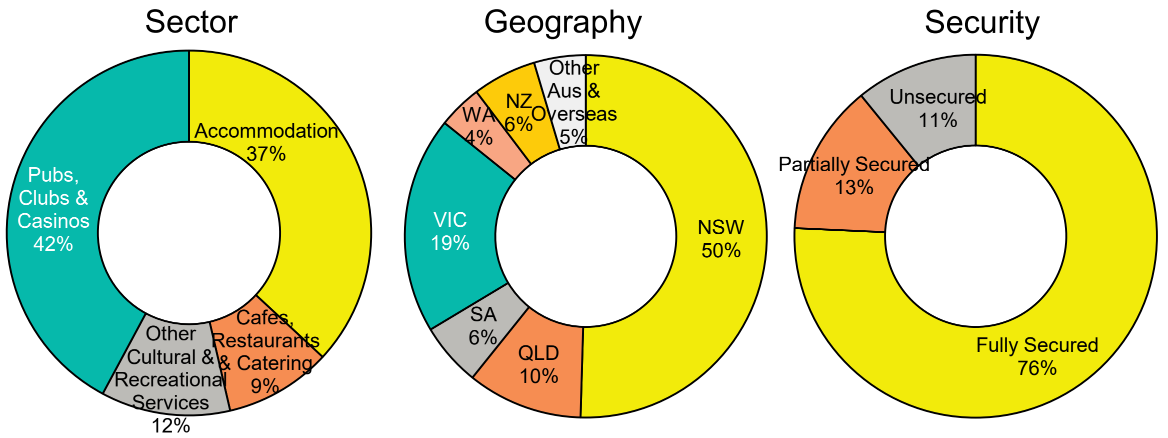
Improving trends evident but uncertainty remains

- Diverse industry with many sub-sectors with distinct challenges.
- Growth has been predominately in the accommodation and hospitality sectors, supported by well secured diversified portfolios.
- Pubs, clubs and restaurants generally experienced positive trends in performance to pre-Omicron levels through 1H23, although some softening was emerging during Q3 and Q4.
- Accommodation has benefitted from heightened domestic travel and improving business demand despite subdued inbound international tourism.
- Recent trading remains mixed with many operators across all sectors reporting challenges with labour availability, coupled with rising input costs. Recent minimum wage increase of 5.75% is generally being applied across industry awards by our Clients in order to retain staff.
- Operators have responded to cost of living and interest rate pressures via a range of practices, including increased prices, varied menus and/or portion sizes to preserve margins. Some evidence of Consumers shifting down the price curve on offerings.

Group exposure



Profile

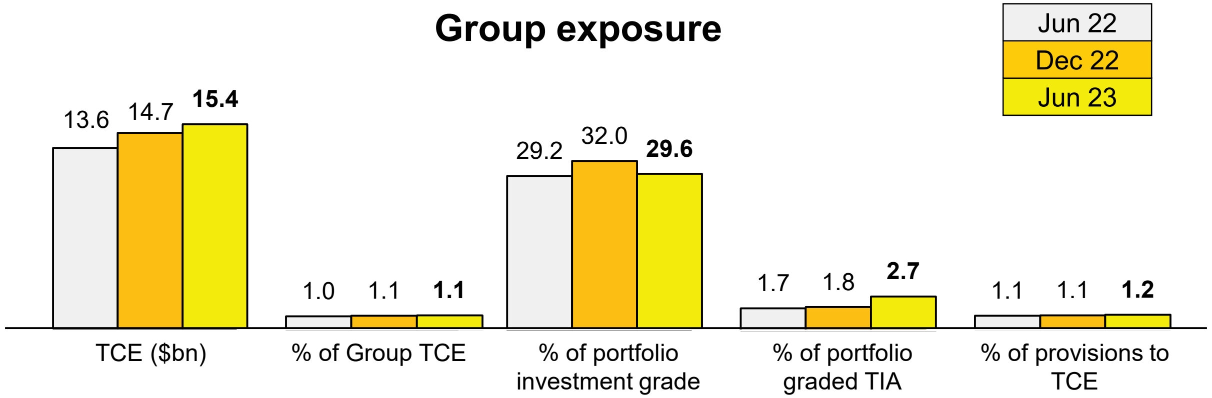


Retail trade

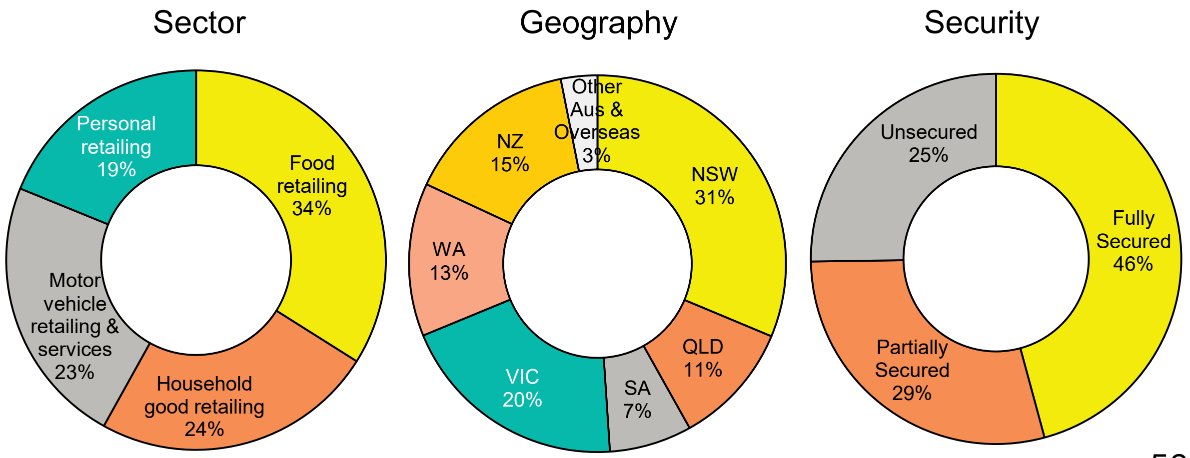
Household spending remains high despite cost of living pressures

- Household spending growth has moderated from high levels as interest rate rises temper demand in discretionary segments.
- Discretionary retail segments are most at risk, particularly those that experienced unusually high trading activity during COVID lockdowns.
- A number of retailers have advised of consumers shifting to affordable alternatives.
- Some retailers were left with excess inventory following decisions to stockpile to offset COVID related supply chain challenges. Overstocked inventory positions of non-perishable goods remains a risk, with discounting required among a number of retailers.
- Labour availability pressures have eased, though wage increases remain a risk for the sector.
- The portfolio remains weighted to non-discretionary sub-sectors.

Group exposure



Profile

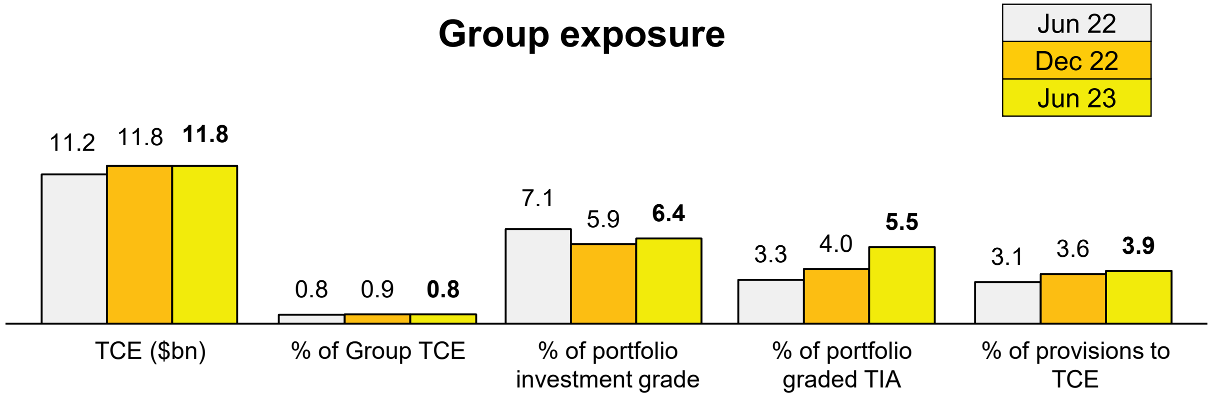


Construction

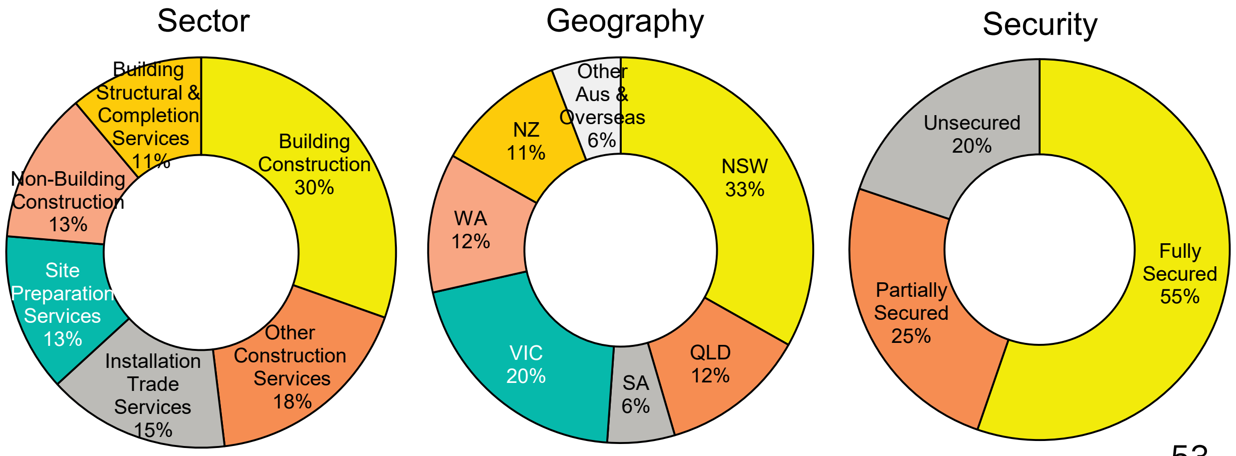
Sector remains challenged

- Building construction performance was challenged as low margin and in many cases non-profitable fixed-price contracts are digested.
- Labour shortages, raw material delays, weather events, rising costs and low margins have impacted financial performance for building construction in the past 18-24 months.
- The sector will benefit as less profitable fixed-price contracts conclude and are replaced with more viable contracts, though this will be a gradual process.
- Performance in non-building construction, site preparation and trade services has been more stable as demand remains high. New commencements and approvals have reduced and will likely impact demand in future periods.
- Pressures relating to supply chains and materials cost inflation are easing, though specialist labour remains tight and pockets of adverse weather impact some projects.
- Growth in new lending in the period has been modest and directed to sub-sectors that are performing well and not exposed to fixed price contracts.

Group exposure



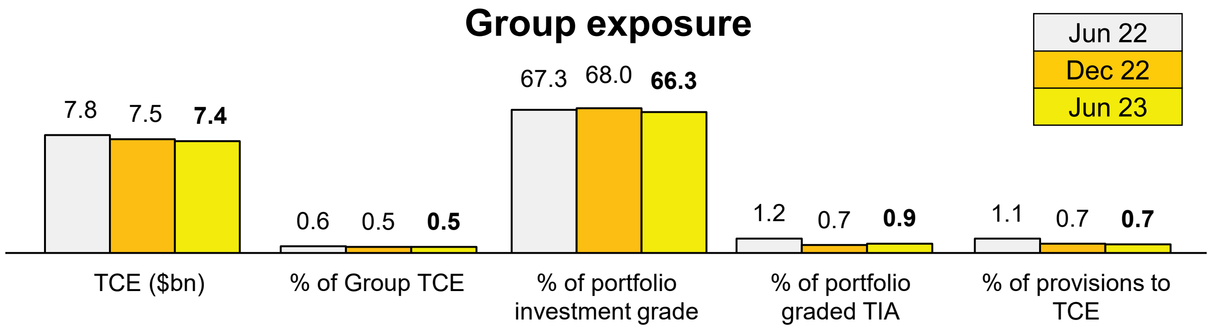
Profile

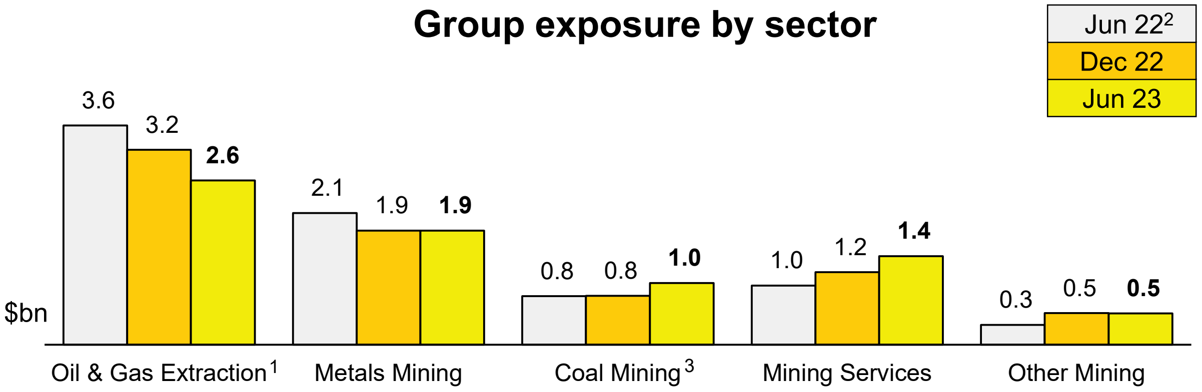


Mining, oil & gas

Managing sub-sector exposures in line with strategy, stable portfolio performance

- Exposures of $7.4bn (0.5% of Group TCE); overall exposure remained largely unchanged with further reductions in oil & gas facilities.
- Stable performance over the past 6 months:
  - Investment grade stable at 66% of portfolio
  - Diversified by commodity/customer/region
  - Focus on quality, low cost projects with strong fundamentals and sponsors
- Oil & Gas Extraction is the largest sub-sector (35% of total), 87% investment grade.
- Troublesome and impaired level up to 0.9%.



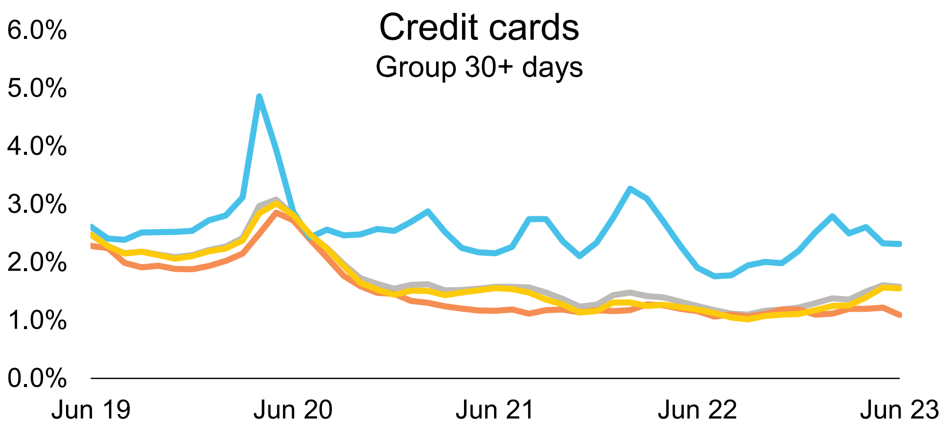


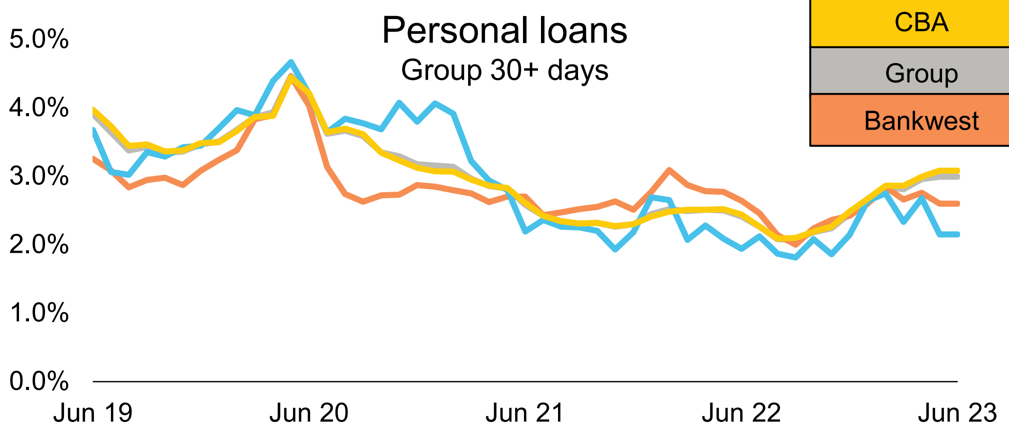
1, 2, 3. Refer to sources, glossary and notes at the back of this presentation for further details.

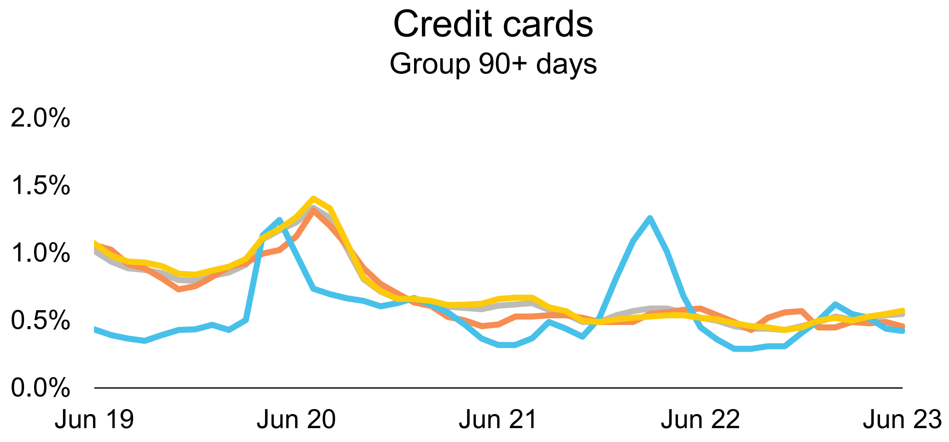
Consumer arrears[1]

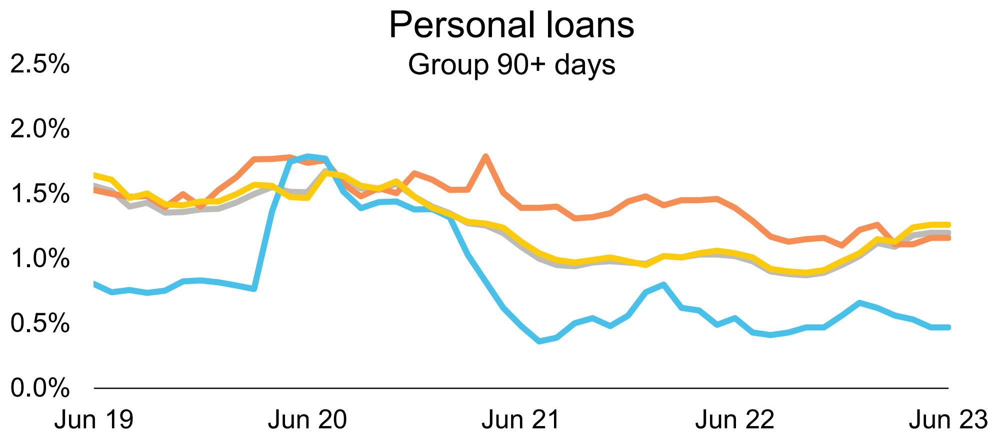
Uptick from historical lows

ASB
CBA
Group
Bankwest









1. ASB write-off credit card and personal loans typically around 90 days past due if no agreed repayment plan.

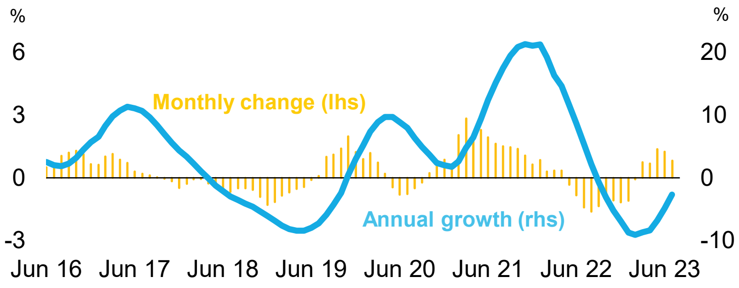
Home Lending

Housing sector

Home prices rising due to supply and demand imbalance

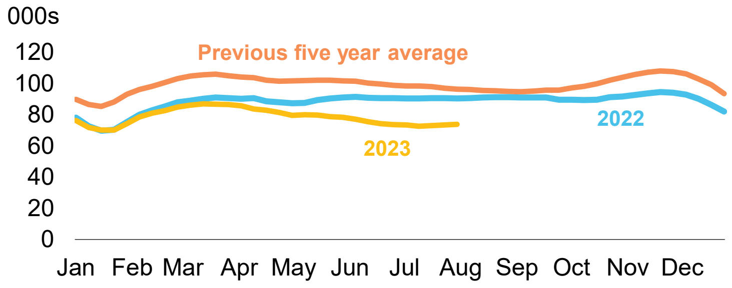
Monthly home prices rising since March[1]

Dwelling prices (8 capital cities)



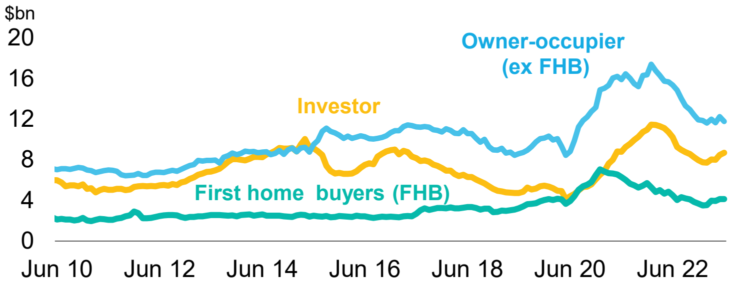
Driven by low stock on the market[1]

CoreLogic total listings (rolling 4 weeks, combined capitals)



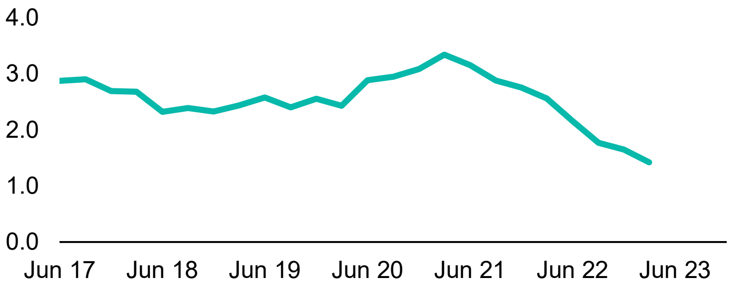
Home lending lower, but stabilising[2]

Housing loan approvals (excluding refinancing)



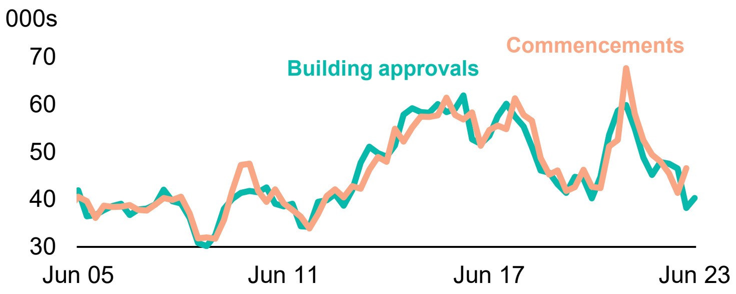
Very low rental vacancy rates[3]

Rental vacancy rate (8 capital city average)



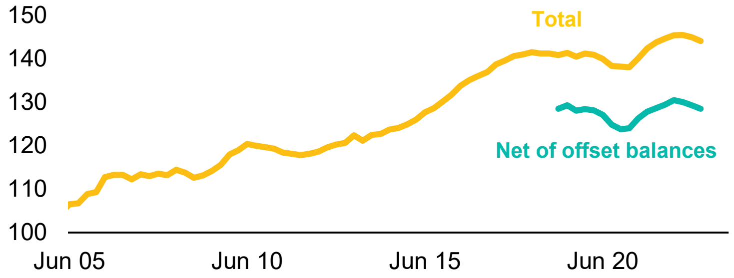
Weak housing construction[2]

Private residential approvals and commencements



Housing debt off its peak, but still high[4]

Housing debt to income

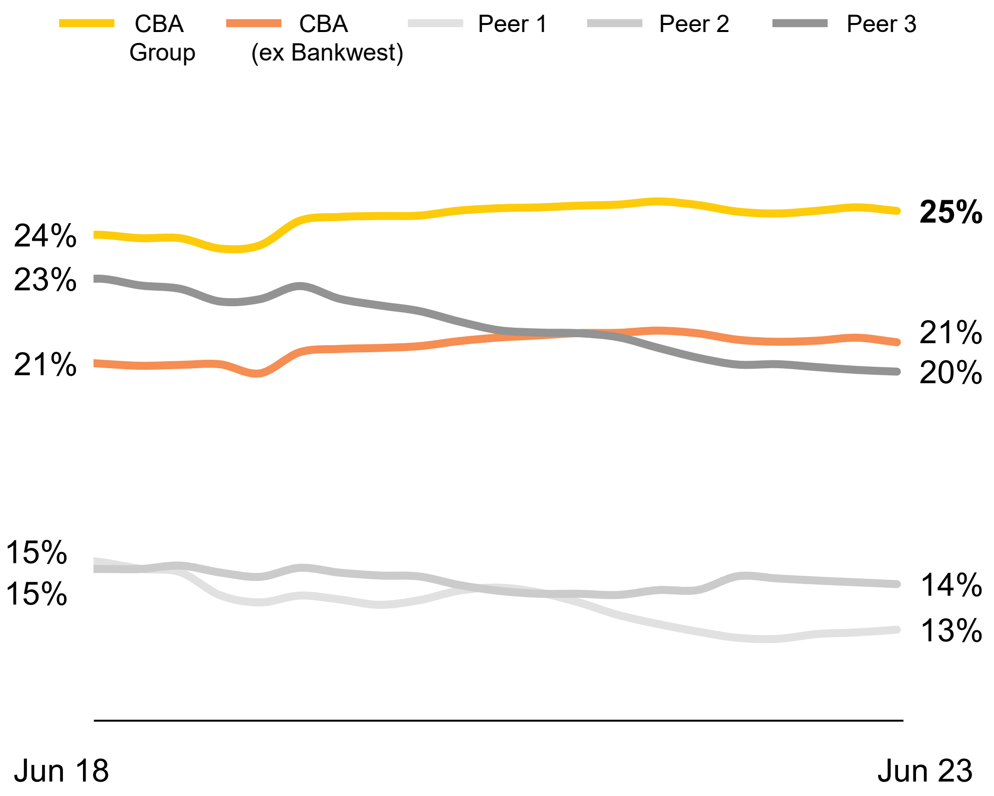


1. Source: CoreLogic. 2. Source: ABS. 3. Source: REIA. 4. Source: RBA, ABS, APRA and CBA.

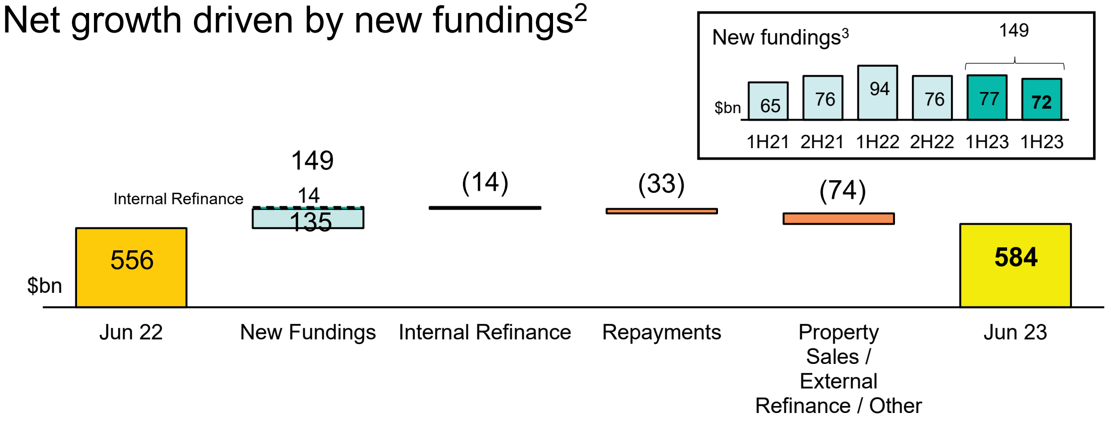
Home loans – growth

Strong market share position maintained in a challenging context

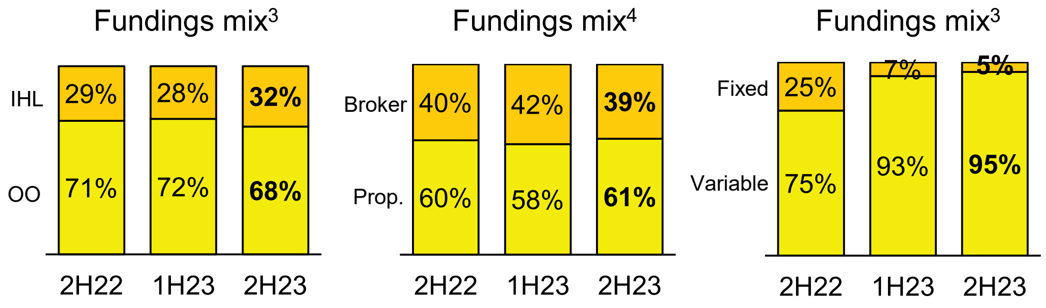
Consistent market share performance[1]



Net growth driven by new fundings[2]



Fundings weighted towards owner-occupied loans, with reduction in fixed rate lending

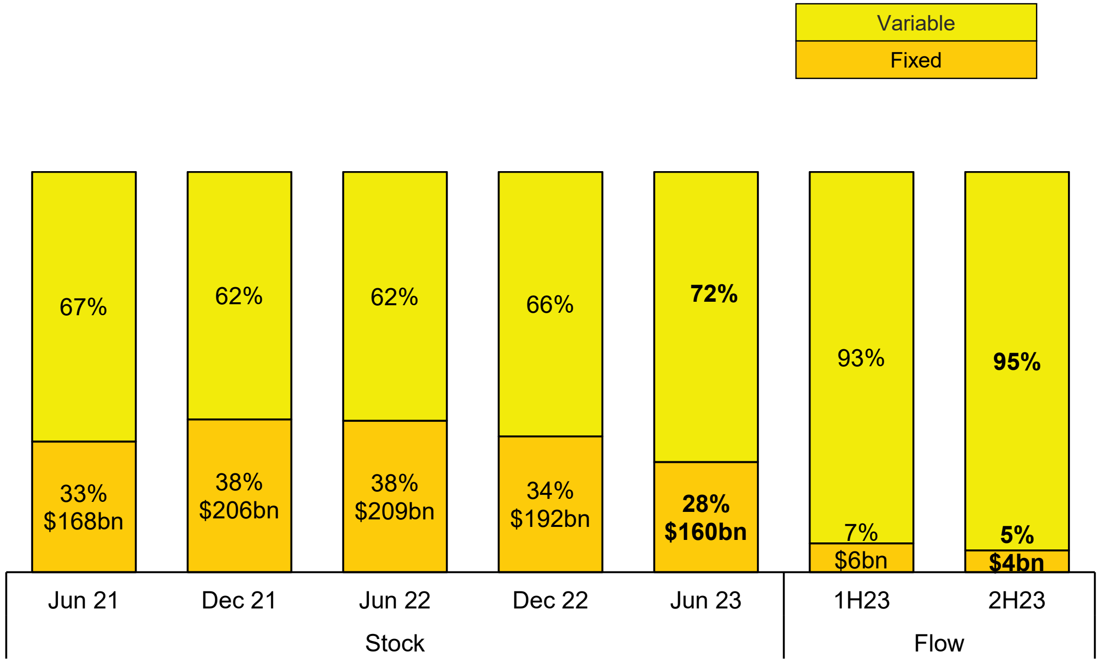


1, 2, 3, 4. Refer to sources, glossary and notes at the back of this presentation for further details.

Home loans – mix[1]

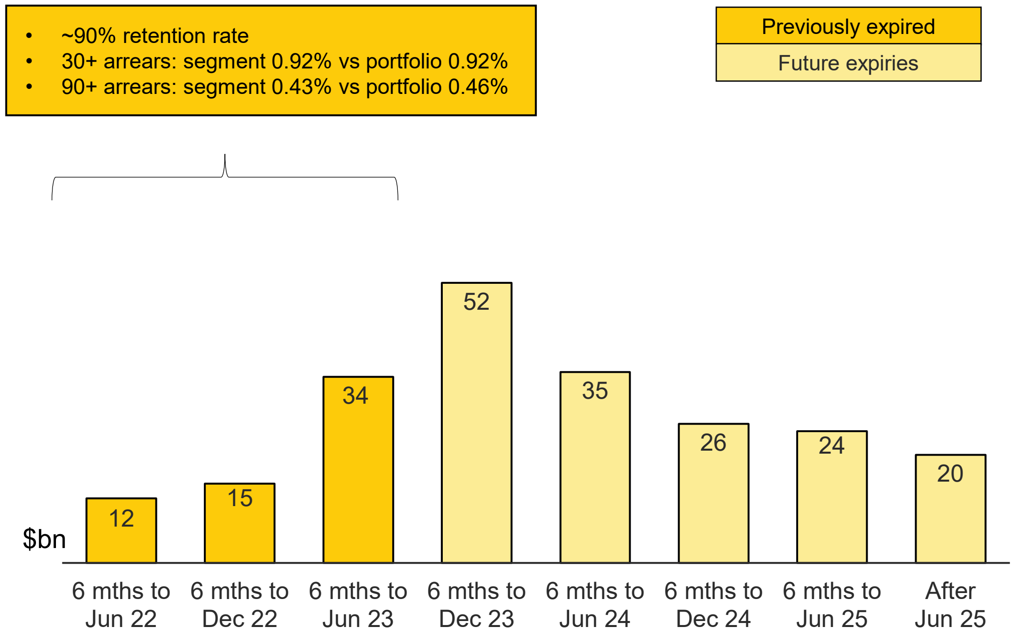
Rising interest rates have driven a shift from fixed to variable loans – fixed rate expiries set to peak in 1H24

Fixed vs variable rate stock and flow[2]



Fixed rate expiry schedule

- ~90% retention rate
- 30+ arrears: segment 0.92% vs portfolio 0.92%
- 90+ arrears: segment 0.43% vs portfolio 0.46%



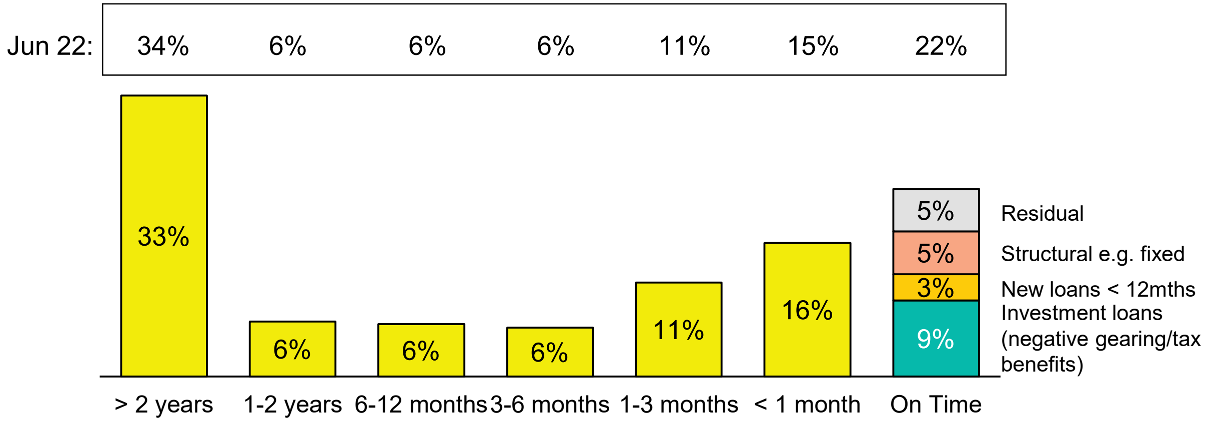
1. CBA including Bankwest. Excludes Lines of Credit, Reverse Mortgages, Commonwealth Portfolio Loans, Residential Mortgage Group (RMG) and Unloan, unless otherwise stated. 2. Includes RMG and Unloan. Flow metrics are based on 6 months to Dec 22 and Jun 23.

Home loans – resilience

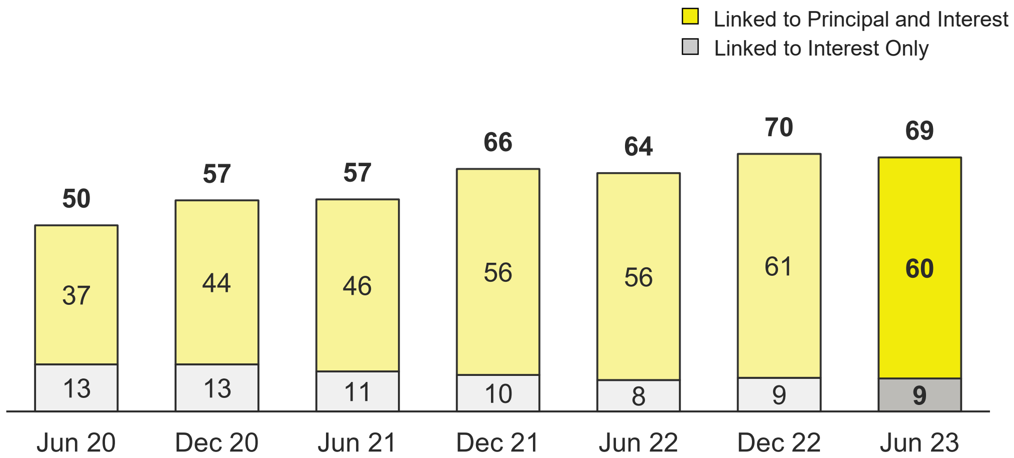
Strong repayment and savings buffers in place

Repayment buffers – 33% more than 2 years in advance[1]

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

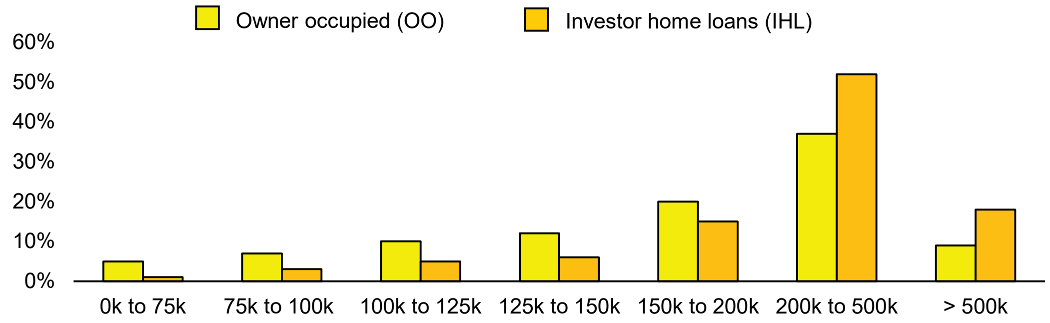


Offset account balances ($bn)



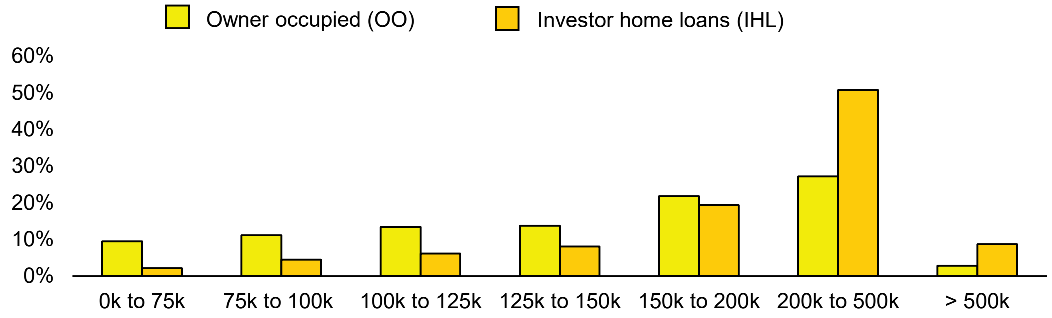
Application gross income band

6 months to Jun 23 – Funding $



Application gross income band

6 months to Jun 23 – Funding #



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

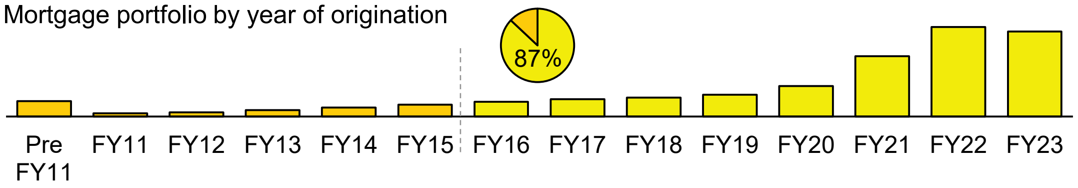
Home loans – resilience[1]

87% of the book originated under tightened standards since FY16

Key serviceability changes by year[2]

FY16-19	• Increased serviceability buffer & buffers on existing debts • Removed Low doc and EQFS products • Tightened lending requirements for non-residents and use of foreign currency • Tightened lending requirements in high risk areas • Reduced IO maximum term limits
FY20	• Changes to serviceability buffer and floor assessment rate • Removed LMI/LDP waivers for construction, land loans • Temporary COVID-19 tightening on verification
FY21	• Restrictions on family guarantor arrangements • Rental expense capture (net rental income) • Expenses excluded from HEM added to higher of declared expenses or HEM • Increased serviceability floor rate • Reduced max LVR for construction and bridging loans
FY22	• Enhanced self employed & investment income calculations • Increased serviceability buffer
FY23	• Tightened LVR limits for high value properties • Update post code level appetite to current economic cycle • Updated rental income shading and maximum yield to market cycle • Allowed latest year financials for high quality self employed segments • Increased serviceability floor rate

Mortgage portfolio by year of origination



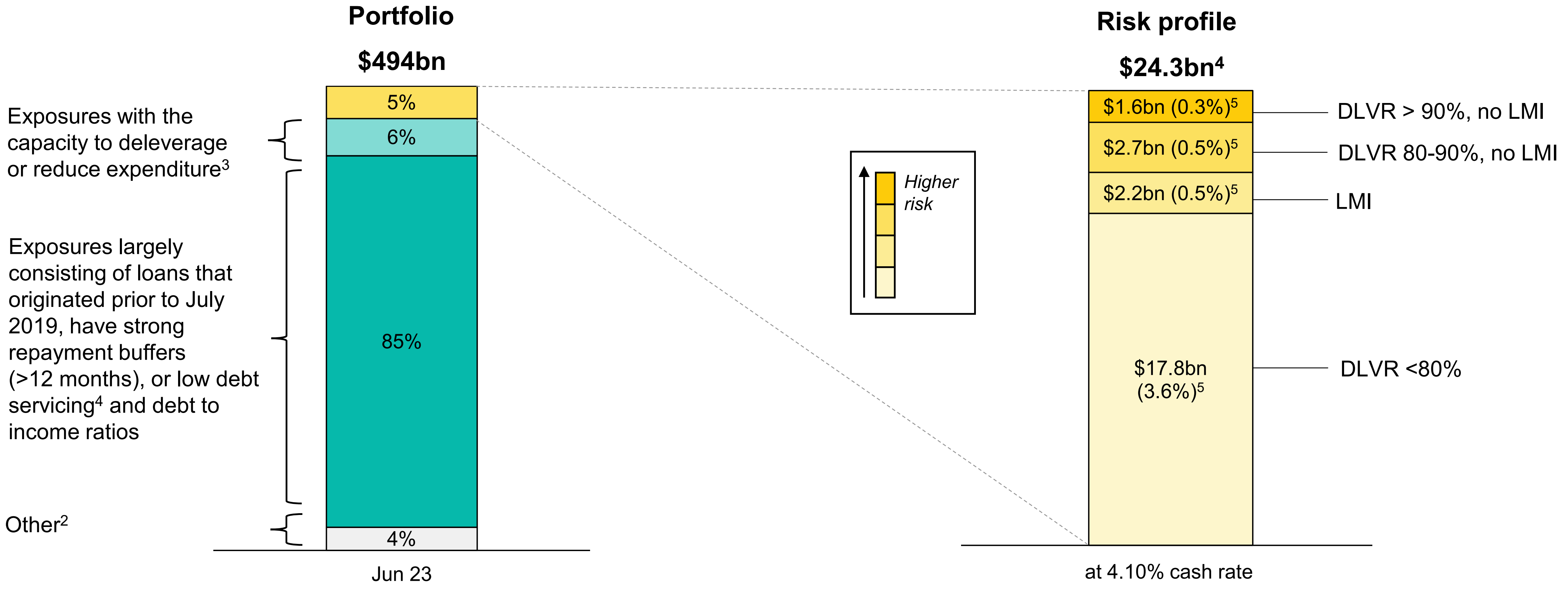
New loan assessment (from FY16)[3]

Income	• All income used in application to assess serviceability is verified • 80% or lower cap on less stable income sources (e.g. 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 • 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	• Existing customer commitments are verified through Comprehensive Credit Reporting (CCR) or CBA transaction accounts data • CBA transaction accounts and CCR data used to identify undisclosed customer obligations • For repayments on existing debt: – CBA & OFI repayments recalculated using the higher of the actual rate plus a buffer or minimum floor over remaining principal and interest loan term – Credit card repayments calculated at an assessment rate of 3.8% – Other debt repayments calculated based on actual rate + buffer

1. CBA excluding Bankwest unless stated otherwise. Excludes Line of Credit, Reverse Mortgage, Commonwealth Portfolio Loan and Residential Mortgage Group. 2. Serviceability changes are reflective of changes made within the financial year and may have changed since implementation or may not be in currently in place. 3. Indicative loan assessment and is subject to change.

Home loans – resilience[1,2]

Targeted support for those customers in the highest risk segment (~0.3% of book)



1. CBA excluding Bankwest. Unless otherwise stated. 2. Includes Line of Credit, Reverse Mortgage, Commonwealth Portfolio Loan, Residential Mortgage Group and Unloan. 3. Predominantly investors or have lower repayments. 4. Monthly repayments have been estimated at 4.10% cash rate for variable rate loans and fixed rate loans scheduled to roll-off by December 2023. 5. Proportion of overall portfolio of $494bn.

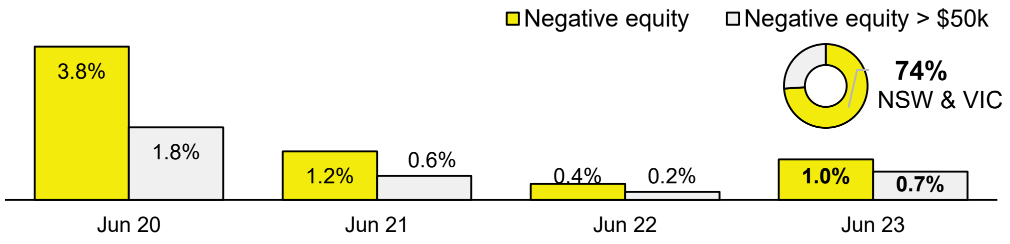
Home loans – resilience[1]

Portfolio DLVR remains strong at 45%

Negative equity[2]

Proportion of balances in negative equity

- 56% of customers ahead of repayments
- 24% of home loans in negative equity have Lenders Mortgage Insurance

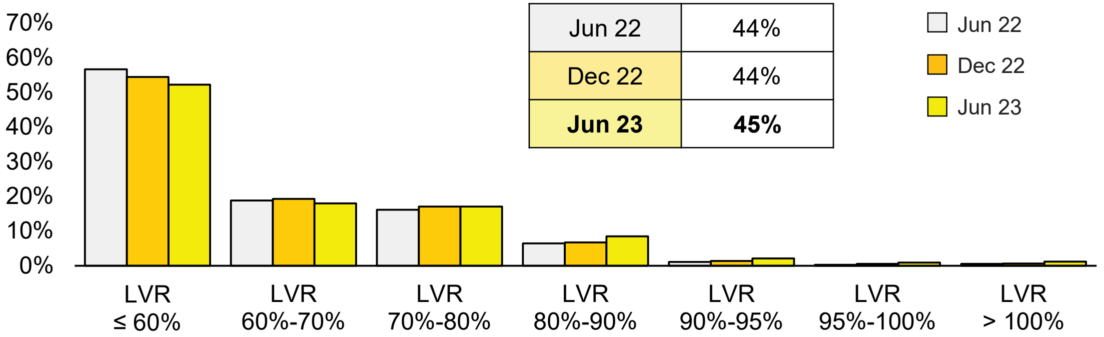


Dynamic LVR bands[3]

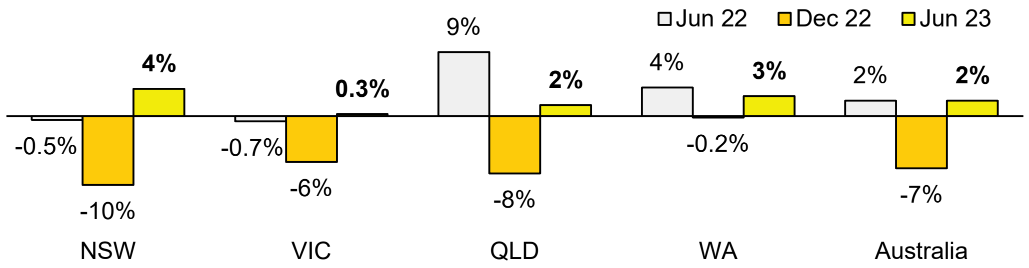
% of total portfolio balances

Average dynamic LVR[4]:

Jun 22	44%
Dec 22	44%
Jun 23	**45%**

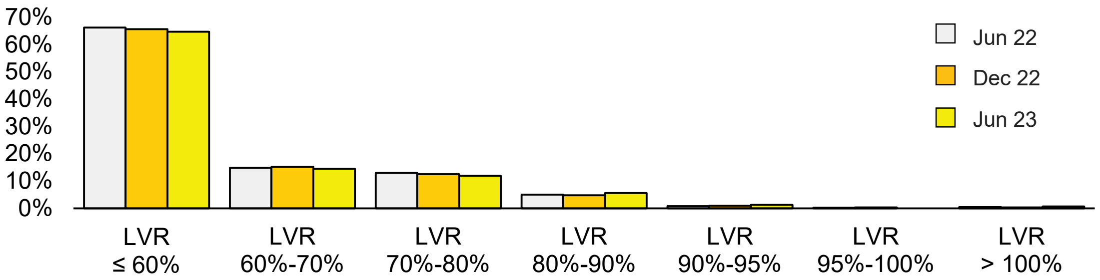


House price movements by state[5]



Dynamic LVR bands[3]

% of total portfolio accounts



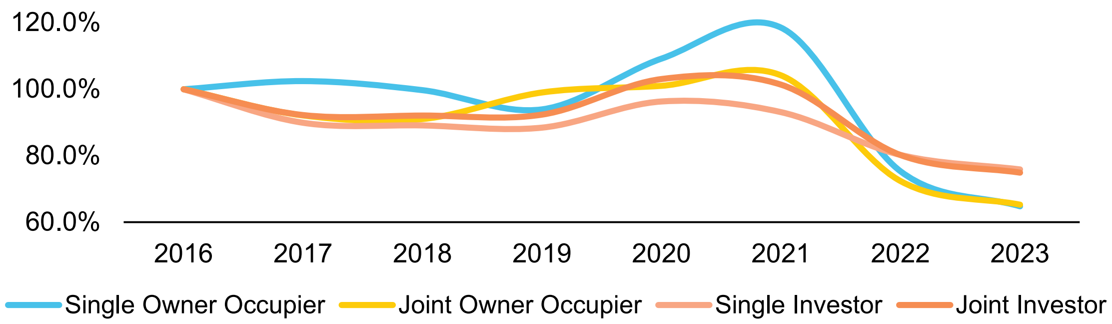
1, 2, 3, 4, 5. Refer to sources, glossary and notes at the back of this presentation for further details.

Home loans – capacity[1]

Higher serviceability buffers and interest rates are impacting borrowing capacity

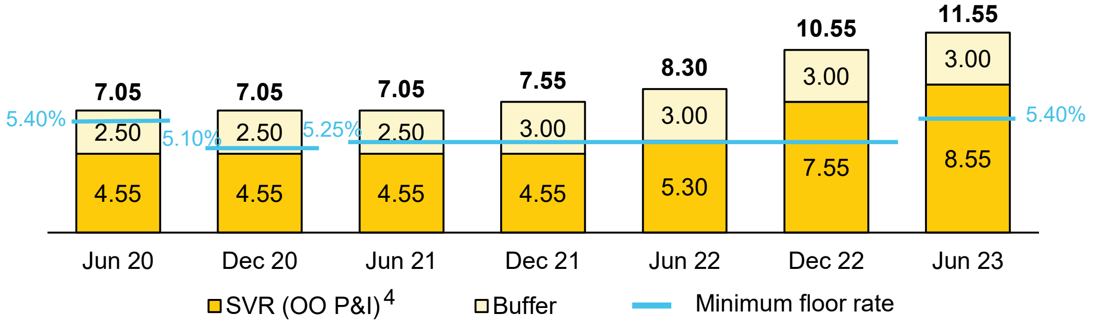
Borrowing capacity reducing[2]

Change in maximum borrowing capacity[2] – Indexed Dec 16



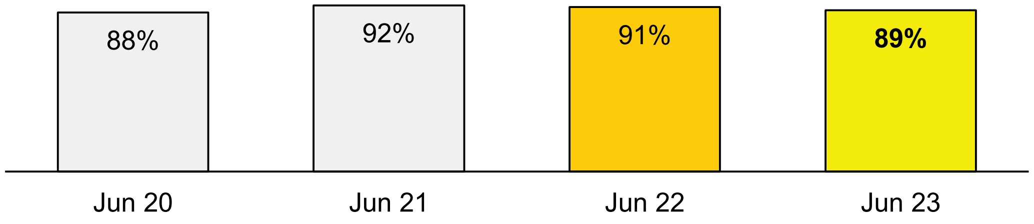
Driven by increase in serviceability buffer and interest rates

(Loans assessed based on the higher of the customer rate[3] + buffer, or minimum floor rate)



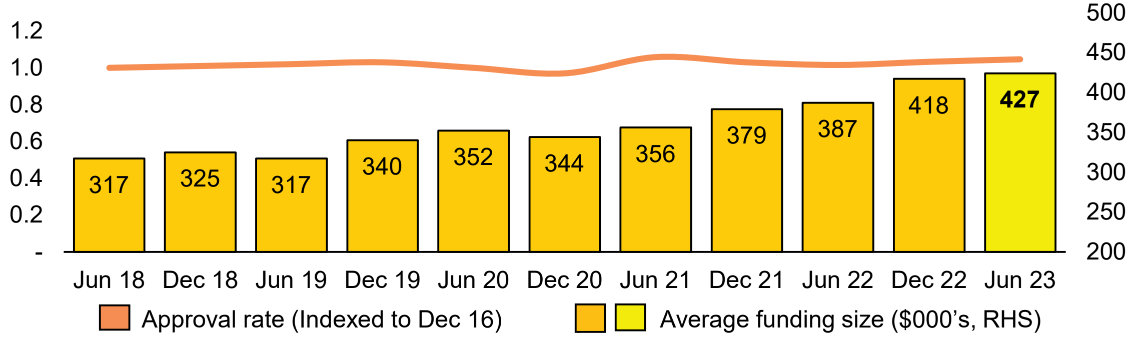
Borrowing capacity[5]

% of applicants with additional capacity to borrow



With average loan size[6] increasing

Indexed



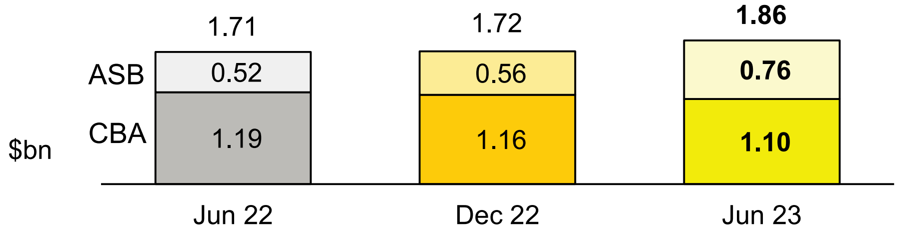
1, 2, 3, 4, 5, 6. Refer to sources, glossary and notes at the back of this presentation for further details.

Home loans – resilience[1]

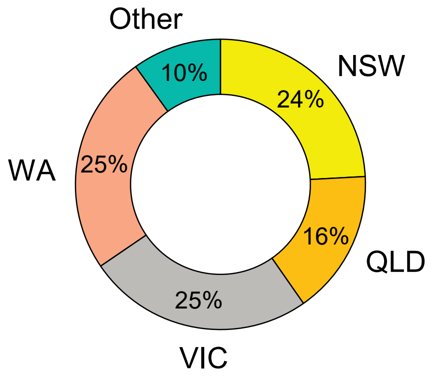
Impaired loans and portfolio losses remain low

Impaired home loans[2]

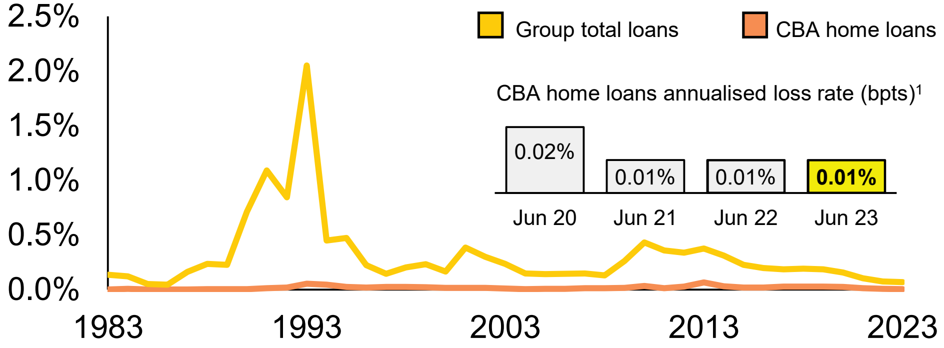
Increased impaired home loans mainly driven by ASB impairments (+$245m) due to increased hardship support mainly driven by the rising rate environment and cyclone/flood support.



Impaired home loans – by State[3]

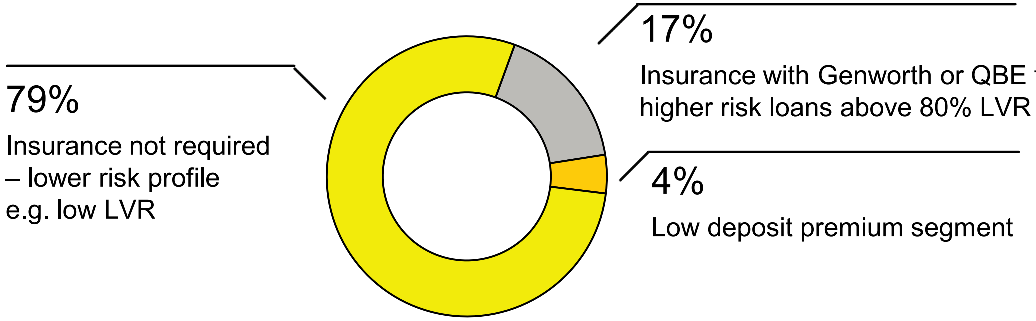


Losses to average gross loans and acceptances (GLAA)[4]



Portfolio insurance profile[5]

% of home loan portfolio

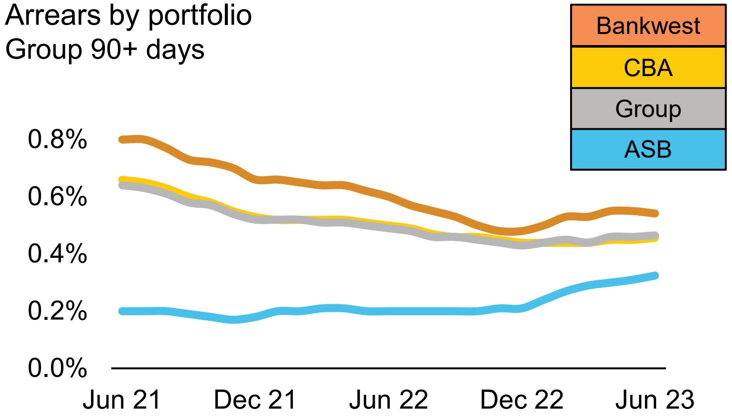


1, 2, 3, 4, 5. Refer to sources, glossary and notes at the back of this presentation for further details.

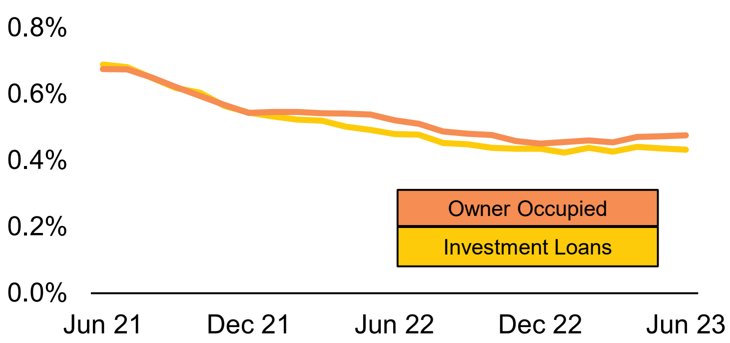
Home loans – resilience

Arrears remain low

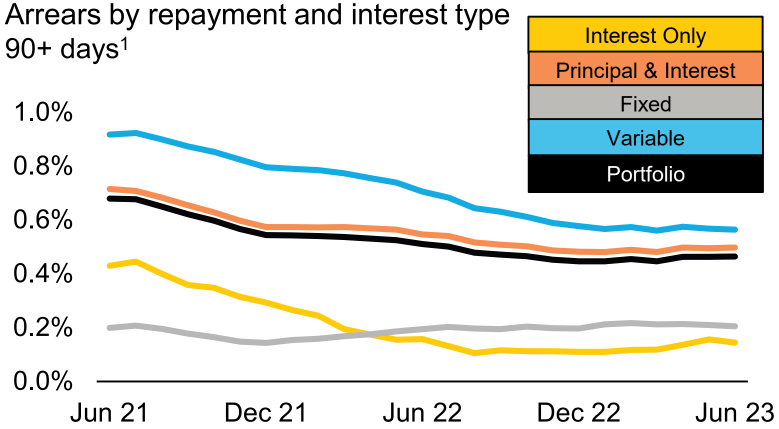
Arrears by portfolio
Group 90+ days



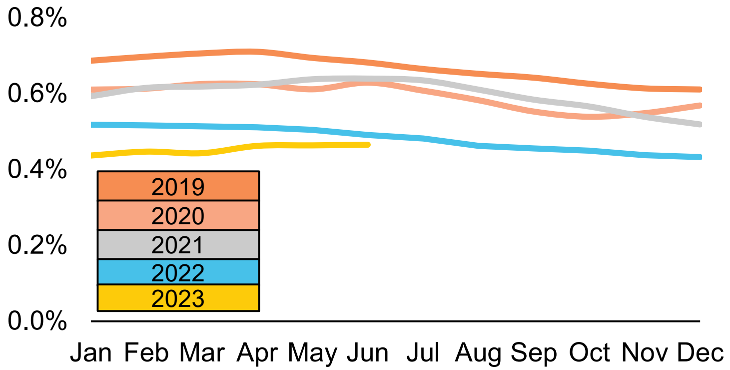
Arrears by product
90+ days[1]



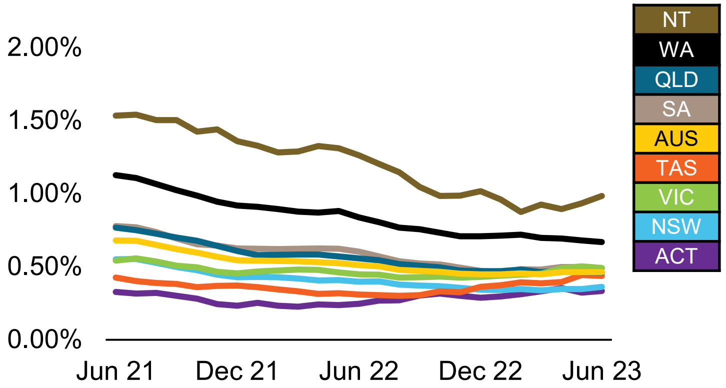
Arrears by repayment and interest type
90+ days[1]



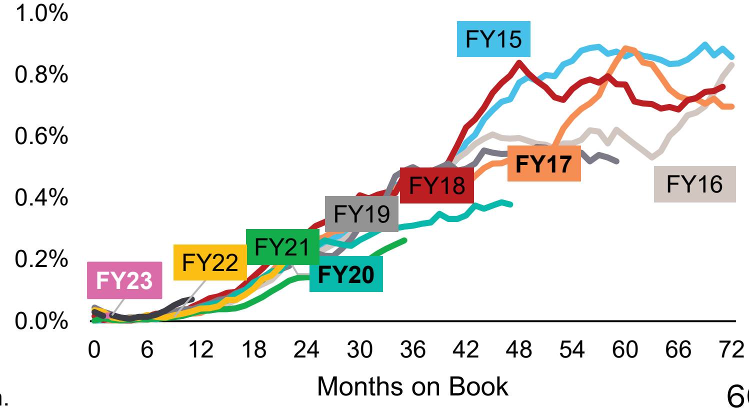
Arrears by year
Group 90+ days



Arrears by state
90+ days[1]



Arrears by vintage
90+ days[1]



1. CBA including Bankwest. Excludes Lines of Credit, Reverse Mortgages, Commonwealth Portfolio Loan, Residential Mortgage Group and Unloan.

Sources, Glossary & Notes

Sources and notes

Slide 11

1. Home lending source: RBA Lending and Credit Aggregates. Business lending source: Business including select financial businesses. From April 2023 RBA Lending and Credit Aggregates excludes lending to warehouse trusts. Historical RBA data has been restated to reflect this change. Household deposits source: APRA Monthly Authorised Deposit-taking Institution Statistics (MADIS). CBA Business lending multiple is based on Business Banking growth rate (excluding Institutional Banking and Markets) over published APRA and RBA Total Business Lending data (excluding estimated Institutional Lending balances). Business deposits source: FY23 spot balance growth of total interest bearing and non-interest bearing deposits.
2. Growth calculated using unrounded numbers.
3. Total retail transaction accounts excluding offset accounts, includes CBA and Bankwest.
4. Cumulative funding contribution is calculated as the difference between the spot balance growth in interest earning lending assets and transactions, savings and investment deposits, as reported over the 5 year period from Jun 18 to Jun 23.
5. ASB and RBNZ system data includes institutional deposits which are excluded from the ASB division balance sheet.
6. Total StepPay new accounts opened since launch 18 August 2021.

Slide 16

1. The Group uses four alternative macro-economic scenarios to reflect a range of possible future outcomes in estimating the ECL for significant portfolios, scenarios are updated based on changes in both the macroeconomic and geopolitical environment.
2. Revised APRA capital framework effective 1 Jan 2023 added 12bpts to TP to CRWA ratio.
3. Assuming 100% weighting holding all assumptions including forward looking adjustments constant and includes individually assessed provisions.
4. Central scenario is based on Group’s internal economic forecasts and market consensus as well as other assumptions used in business planning and forecasting.
5. The downside scenario contemplates the potential impact of possible, but less likely, adverse macroeconomic conditions, resulting from significant inflationary pressures exacerbated by supply chain disruptions, shortages of goods and labour, and heightened energy prices compounded by geopolitical risks.

Slide 17

1. Refer to the glossary for source information.
2. CBA source: RBA Lending and Credit Aggregates, Peer source: Peer APRA Monthly Authorised Deposit-taking Institution Statistics balance divided by RBA Lending and Credit Aggregates system balance.
3. Source: APRA Monthly Authorised Deposit-taking Institution Statistics (MADIS).
4. Calculated as total customer deposits divided by total funding excluding equity. Peer data as derived from publicly available disclosures.
5. Total provisions divided by credit risk weighted assets. Peer 2 excludes estimated impairment provisions for derivatives at fair value for consistency.
6. Binding constraint is the lower of Level 1 and Level 2 CET1 capital ratio.
7. On a continuing operations and cash basis where applicable.
8. Source: Bloomberg. Total Shareholder Return as at 30 June 2023.

Sources and notes

Slide 21

1. Refer to the glossary for source information.
2. CBA won Canstar's Bank of the Year – Digital Banking award for 2023 (for the 14th year in a row). Awarded June 2023.
3. The Forrester Digital Experience Review^{TM}: Australian Mobile Banking Apps, Q2 2022. Commonwealth Bank of Australia was named the overall digital experience leader (for the 6th year in a row) among mobile apps in Australia in Forrester's proprietary Digital Experience Review^{TM}. Forrester Research does not endorse any company included in any Digital Experience Review^{TM} report and does not advise any person or organisation to select the products or services of any particular company based on the ratings included in such reports. Received August 2022.
4. CBA was awarded both the 'Most Innovative Major Bank' and 'Best Major Digital Bank' (for the 5th year in a row) at the DBM Australian Financial Awards 2023. Presented March 2023. Award is based on information collected from the DBM Atlas research program – feedback from over 80,000 business and/or retail customers January through December 2022.
5. The total value ($) of transfers and BPAY payments made via the CommBank app in the month of June 2023.
6. The total number of customer who have logged into a core digital asset (NetBank or CommBank Mobile app. Excludes CommBiz) at least once in the month of June for years 2021-2023.
7. The total value ($) of transfers and BPAY payments made in digital channels (NetBank and the CommBank Mobile app. Excludes CommBiz) as a proportion of the total value ($) of transactions across ATM, EFTPOS/Cards, Branch and digital channels over the 12 months to June for the years 2021-2023.
8. The total number of logins to core digital assets (NetBank or CommBank Mobile app. Excludes CommBiz) divided by the number of customers who have logged into a core digital asset in the month of June for the years 2021-2023.
9. The total number of customers that have logged into the CommBank Mobile app at least once in the month of June for years 2021-2023.
10. The percentage of new credit cards (exc. StepPay) sold and activated via a digital channel versus branch and contact centres during June 2021 and 2023. The percentage of new personal loans by value ($) established via digital channels versus branch and contact centres during June 2021 and 2023.

Slide 27

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. WAM and long-term % includes TFF and RBNZ term lending facilities drawdowns.
3. Maturities may vary quarter to quarter due to FX revaluation.
4. Includes Senior Bonds and Structured MTN.
5. Additional Tier 1 and Tier 2 Capital.
6. Pillar 3 Quarter Average.
7. NSFR numerator (ASF) excludes the size of CBA's TFF drawdowns. Denominator (RSF) increases weighting for CLF and TFF collateral by 55%, such that it receives the 65% RSF weighting applicable to unencumbered residential mortgages.
8. Indicative weighted senior and covered bond funding costs (excluding Tier 2 costs), across major currencies. Updated and restated in FY23 for portfolio mix. Represents the spread over BBSW equivalent on a swapped basis.
9. Includes debt buybacks and reported at historical FX rates.

Slide 28

1. CBA data as at 30 June 2023. Peer data based on Regulatory Disclosures as at 31 March 2023.
2. Total retail transaction accounts, excluding offset accounts, includes Bankwest.
3. Transactions include non-interest bearing deposits and transaction offsets. Online includes NetBank Saver, Goal Saver, Business Online Saver, Bankwest Hero Saver, Smart eSaver, and Telenet Saver and Easy Saver. Savings and Investments includes savings offset accounts. Presented on a net basis after value attribution to other business units.
4. Includes at-call interest bearing deposits, term deposits and non-interest bearing deposits.
5. Includes non-interest bearing deposits and other customer funding.

Sources and notes

Slide 35

1. Presented on a continuing operations basis, all movements on the prior year unless otherwise stated.
2. Includes discontinued operations.
3. On an underlying basis.
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).
6. International capital – refer glossary for definition.
7. As at 30 June 2023, Weighted Average Maturity (WAM) includes TFF and RBNZ term lending facilities drawdowns. WAM excluding TFF and RBNZ term lending facilities drawdowns is 5.5 years (-0.8yrs from 30 Jun 2022).
8. Quarterly average.
9. S&P, Moody's and Fitch. S&P affirmed CBA's ratings and stable outlook on 9 February 2023. Moody's affirmed CBA's ratings and stable outlook on 3 April 2023. Fitch affirmed CBA's ratings and stable outlook on 21 March 2023.

Slide 39

1. Components of total provisions have been simplified for illustration purposes. Individually assessed provisions (IAPs) are raised for non-performing exposures.
2. If economic conditions are expected to recover following a recession, then the MES overlay would reduce as economic variables improve and/or the probability weighting towards more benign scenarios increases. This may not be the case where further deterioration in economic conditions is expected (e.g. a double-dip recession).

Slide 41

1. AASB 9 classifies loans into stages; Stage 1 – Performing, Stage 2 – Performing but significantly increased credit risk, Stage 3 – Non-performing. 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. Excludes estimated impairment provisions for derivatives at fair value. Revised APRA capital framework effective 1 Jan 2023 added 12bpts to TP to CRWA ratio.
3. 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 (refer Pillar 3), reflecting a counterparty's ability to meet their credit obligations.
4. 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 2023 (31 December 2022: 59%, 30 June 2022: 62%).
5. Following the adoption of APRA's revised capital framework from 1 January 2023, the Group implemented a number of new models for the domestic home lending portfolio, including new provisioning models which resulted in a higher proportion of exposures allocated to Stage 2 as at 30 June 2023, closer to industry averages. These exposures remain performing and well secured resulting in a low likelihood of loss and no significant change in total provisioning levels.

Slide 43

1. Home lending source: RBA Lending and Credit Aggregates. Business lending source: Business including select financial businesses. From April 2023 RBA Lending and Credit Aggregates excludes lending to warehouse trusts. Historical RBA data has been restated to reflect this change. Household deposits source: APRA Monthly Authorised Deposit-taking Institution Statistics (MADIS). CBA Business lending multiple is based on Business Banking growth rate (excluding Institutional Banking and Markets) over published APRA and RBA Total Business Lending data (excluding estimated Institutional Lending balances). Business deposits source: FY23 spot balance growth of total interest bearing and non-interest bearing deposits.
2. Growth calculated using unrounded numbers.
3. Total retail transaction accounts excluding offset accounts, includes CBA and Bankwest.
4. Cumulative funding contribution is calculated as the difference between the spot balance growth in interest earning lending assets and transactions, savings and investment deposits, as reported over the 5 year period from Jun 18 to Jun 23.
5. ASB and RBNZ system data includes institutional deposits which are excluded from the ASB division balance sheet.
6. Total StepPay new accounts opened since launch 18 August 2021.

Sources and notes

Slide 44
1. Comparatives have been updated to reflect market restatements.
2. CBA source: RBA Lending and Credit Aggregates. Home lending peer source: Peer APRA Monthly Authorised Deposit-taking Institution Statistics balance divided by RBA Lending and Credit Aggregates system balance.
3. Business including select financial businesses. From April 2023 RBA Lending and Credit Aggregates excludes lending to warehouse trusts. Historical RBA data has been restated to reflect this change.
4. System source: APRA's MADIS.
5. Series break from Jun 21 relating to restatements.
6. Other household lending market share includes personal loans, margin loans and other forms of lending to individuals.
7. Represents business lending to and business deposits by non-financial businesses under APRA definitions.
8. Represents CommSec traded value as a percentage of total Australian equities markets, on a 12 month rolling average basis.
9. System source: RBNZ.

Slide 54
1. '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.
2. Metals Mining and Coal Mining comparatives have been restated to reflect the ANZSIC code reclassification of an existing client during the period. Please see our Environmental and Social Framework commbank.com.au/policies and our 2023 Climate Report commbank.com.au/ClimateReport2023 to learn more about our sector-level commitments and 2030 sector-level targets.
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.

Slide 58
1. CBA source: RBA Lending and Credit Aggregates, Peer source: Peer APRA Monthly Authorised Deposit-taking Institution Statistics balance divided by RBA Lending and Credit Aggregates system balance. 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. Additional series break from June 21 relating to restatements.
2. Presented on a gross basis before value attribution to other business units and includes capitalised fees. New fundings includes internal refinancing ($14bn), Unloan, Viridian Line of Credit (VLOC), Residential Mortgage Group and Bankwest.
3. Includes internal refinancing, Unloan, Residential Mortgage Group and Bankwest and excludes Viridian Line of Credit (VLOC).
4. Excludes Bankwest and Residential Mortgage Group.

Slide 63
1. CBA including Bankwest. Excludes Line of Credit, Reverse Mortgage, Commonwealth Portfolio Loan, Residential Mortgage Group, and Unloan.
2. Negative equity arises when the outstanding loan (less offsets) exceeds house value. Based on outstanding balances, taking into account cross-collateralisation and offset balances. CBA updates house prices monthly using internal and external valuation data.
3. Taking into account cross-collateralisation. Offset balances not considered.
4. CBA including Bankwest, Line of Credit & Reverse Mortgages. Excludes Commonwealth Portfolio Loans and Residential Mortgage Group and Unloan. Average calculations based on collateral grouping.
5. Six month change sourced from CoreLogic Home Value Index released 3rd July 2023.

Sources and notes

Slide 64

1. CBA excluding Bankwest and Unloan, unless noted otherwise.
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. SVR (OO P&I) reflects the advertised reference rate and does not include any customer pricing concessions.
5. Applications that have passed system serviceability test; borrowed with excess capacity reflects applicants above minimal net income surplus.
6. Based on fundings 6 months ending. Average funding size defined as funded amount/number of funded accounts. Includes Unloan and Dec 22 has been restated.

Slide 65

1. CBA including Bankwest.
2. Process for identification of impairments: impairment assessments are carried out at 90 days past due for not well secured loans or at observed events e.g. bankruptcy, and takes into account cross-collateralisation, impairment is triggered where refreshed security valuation is less than the loan balance by ≥ $1, impaired accounts 90+ days past due are included in 90+ arrears reporting and where the shortfall is greater than or equal to $20,000 an Individually Assessed Provision (IAP) is raised.
3. Excludes ASB.
4. Bankwest included from FY09.
5. Excludes Line of Credit, Reverse Mortgage, Commonwealth Portfolio Loan, Residential Mortgage Group and Unloan.

Images

Glossary

Cash Profit	The Profit Announcement (PA) 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, capital repatriation 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 2023 PA, which can be accessed at our website: www.commbank.com.au/results
Level 1	CBA parent bank, offshore branches and extended licence entities approved by APRA.
Level 2	Consolidated banking group including banking subsidiaries such as ASB Bank, PT Bank Commonwealth (Indonesia) and CBA Europe N.V.
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.
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.
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.
Funding Valuation Adjustment (FVA)	The expected funding cost or benefit over the life of the uncollateralised derivative portfolio.
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.
International Capital	Based on the Australian Banking Association publication 'Basel 3.1 Capital Comparison Study' (March 2023), which compares APRA's revised capital framework, including RBNZ prudential requirements, with the finalised post-crisis Basel III reforms.
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.
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.
Main Financial Institution (MFI) Share – Consumer	MFI Share measures the proportion of Banking and Finance MFI Customers that nominated each bank as their MFI. 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 2023), 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.

MFI Share – Business	RFI-DBM Atlas Business MFI Share. Data on a 6 month roll weighted to the Australian business population. MFI Customer Share is the proportion of all businesses with any business banking, that nominate the FI as their main financial institution. Share based on grouped brands as follows: CBA Group includes CBA and Bankwest, ANZ Group includes ANZ, NAB Group includes NAB, Westpac Group includes Westpac, St George, BankSA and Bank of Melbourne.
Merchant Acquiring Share – Rank	RFI-DBM Atlas Business Merchant Facility Penetration. Data on a 6 month roll weighted to the Australian business population. Merchant Facility Penetration is the proportion of all businesses with turnover below $40m (SME) with a merchant facility issued by the FI. Share based on grouped brands as follows: CBA Group includes CBA and Bankwest, ANZ Group includes ANZ, NAB Group includes NAB and HICAPS, Westpac Group includes Westpac, St George, BankSA and Bank of Melbourne.
NPS – Consumer	RFI-DBM Atlas Consumer MFI NPS. Based on Australian population aged 14+ years old rating their likelihood to recommend their MFI. NPS results are shown as a six-month rolling average.
NPS – Business	RFI-DBM Atlas Business MFI NPS: Based on Australian businesses rating their likelihood to recommend their MFI for Business Banking. NPS results are shown as a six-month rolling average.
NPS – Institutional	RFI-DBM Atlas Institutional $300M+ Business MFI NPS: Based on Australian businesses with an annual revenue of $300M or more for the previous financial year rating their likelihood to recommend their MFI for Business Banking. NPS results are shown as a twelve-month rolling average.
NPS – Consumer Mobile App	RFI-DBM Atlas Consumer MFI Mobile Banking App NPS: Based on MFI customers rating their likelihood to recommend their MFI's Mobile Banking App used in the last 4 weeks. NPS results are shown as a six-month rolling average.
NPS – Consumer Digital Banking	RFI-DBM Atlas Consumer MFI Digital Banking NPS: Based on MFI customers rating their likelihood to recommend their MFI's Mobile Banking App or Online Banking used in the last 4 weeks. Overall Digital NPS is then calculated by weighting Online Banking: Mobile Banking App by a factor of 30:70. NPS results are shown as a six-month rolling average.
NPS – Business Digital Banking	RFI-DBM Atlas Business MFI Digital Banking NPS: Based on MFI customers (turnover below $40m) rating their likelihood to recommend their MFI's Mobile Banking App or Online Banking used in the last 4 weeks. Overall Digital NPS is then calculated by weighting Online Banking: Mobile Banking App by a factor of 45:55. NPS results are shown as a six-month rolling average.
NPS – Business Branch	RFI-DBM Atlas Business MFI Branch NPS: Based on MFI customers (turnover below $40m) rating their likelihood to recommend their MFI's Branch used in the last 4 weeks. NPS results are shown as a six-month rolling average.
NPS & Share Ranks	NPS, MFI Share, and Merchant Share ranks are based on absolute scores, or simple comparisons of incidences among major banks, not statistically significant differences.
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.
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.
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.
Troublesome and Impaired Assets (TIA)	Corporate troublesome and Group gross impaired exposures.

Important information

The material in this presentation is general background information about the Group and its activities current as at the date of the presentation, 9 August 2023. It is information given in summary form and does not purport to be complete. Information in this presentation is not intended to be relied upon as advice to investors or potential investors and does not take into account the investment objectives, financial situation or needs of any particular investor. Investors should consider these factors, and consult with their own legal, tax, business and/or financial advisors in connection with any investment decision.

This presentation contains certain forward-looking statements with respect to the financial condition, capital adequacy, operations and business of the Group and certain plans and objectives of the management of the Group. Such forward-looking statements speak only as at the date of this presentation and undue reliance should not be placed upon such statements. Although the Group currently believes the forward-looking statements have a reasonable basis, they are not certain and involve known and unknown risks and assumptions, many of which are beyond the control of the Group, which may cause actual results, conditions or circumstances to differ materially from those expressed or implied in such statements. Readers are cautioned not to place undue reliance on forward-looking statements particularly in light: of current economic uncertainties, recent bank failures (including the regulatory, government and central bank responses to stabilise the banking system), disruption caused by the ongoing impacts of the COVID-19 pandemic, and the conflict in Ukraine and geo-political uncertainty.

Forward-looking statements can generally be identified by the use of forward-looking words such as “may”, “will”, “would”, “could”, “expect”, “intend”, “plan”, “aim”, “estimate”, “target”, “anticipate”, “believe”, “continue”, “objectives”, “outlook”, “guidance” or other similar words, and include statements regarding the Group’s intent, belief or current expectations with respect to the Group’s business and operations, market conditions, results of operations and financial condition, capital adequacy and risk management. To the maximum extent permitted by law, responsibility for the accuracy or completeness of any forward-looking statements, whether as a result of new information, future events or results or otherwise, is disclaimed. The Group is under no obligation to update any of the forward-looking statements contained within this presentation, subject to applicable disclosure requirements.

The material in this presentation does not constitute an offer to sell, or a solicitation of an offer to buy, any securities in the United States or in any other jurisdiction in which such an offer would be illegal. Any securities of the Group to be offered and sold have not been, and will not be, registered under the U.S. Securities Act of 1933, as amended (U.S. Securities Act), or the securities laws of any state or other jurisdiction of the United States. Accordingly, any securities of the Group may not be offered or sold, directly or indirectly, in the United States unless they have been registered under the U.S. Securities Act or are offered and sold pursuant to an exemption from, or in a transaction not subject to, the registration requirements of the U.S. Securities Act and any other applicable U.S. state securities laws.

Readers should also be aware that certain financial data in this presentation may be considered “non-GAAP financial measures” under Regulation G of the U.S. Securities and Exchange Act of 1934, as amended, and “non-IFRS financial measures” under Regulatory Guide 230 ‘disclosing non-IFRS financial information’ published by ASIC, including Net Profit After Tax (“statutory basis”), Net Profit After Tax (“cash basis”), earnings per share (“cash basis”), dividend payout ratio (“statutory basis”), dividend payout ratio (“cash basis”), dividend cover (“statutory basis”) and dividend cover (“cash basis”). The disclosure of such non-GAAP/IFRS financial measures in the manner included in this presentation may not be permissible in a registration statement under the U.S. Securities Act. Although the Group believes that these non-GAAP/IFRS financial measures provide a useful means through which to examine the underlying performance of the business, such non-GAAP/IFRS financial measures do not have a standardised meaning prescribed by Australian Accounting Standards or International Financial Reporting Standards (IFRS) and therefore may not be comparable to similarly titled measures presented by other entities. They should be considered as supplements to the financial statement measures that have been presented in accordance with the Australian Accounting Standards or IFRS and not as a replacement or alternative for them. Readers are cautioned not to place undue reliance on any such measures.

This presentation includes credit ratings and is only for distribution to persons who are entitled to receive such a presentation and anyone who receives this presentation must not distribute it to any person who is not entitled to receive it. A credit rating is not a recommendation to buy, sell or hold any securities and may be changed at any time by the applicable credit ratings agency. Each credit rating should be evaluated independently of any other credit rating. Credit ratings are for distribution only to a person (a) who is not a “retail client” within the meaning of section 761G of the Corporations Act 2001 (Cth) and is also a sophisticated investor, professional investor or other investor in respect of whom disclosure is not required under Part 6D.2 or 7.9 of the Corporations Act, and (b) who is otherwise permitted to receive credit ratings in accordance with applicable law in any jurisdiction in which the person may be located.

The release of this announcement was authorised by the Board.