## Presentation of Half Year Results for 31 December 2004

Michael Cameron Chief Financial Officer

9 February 2005


## Disclaimer

The material that follows is a presentation of general background information about the Bank's activities current at the date of the presentation, 9 February 2005. It is information given in summary form and does not purport to be complete. It 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. These should be considered, with or without professional advice when deciding if an investment is appropriate.

## Agenda

- Half Year Results - Michael Cameron (25 mins)
- Highlights
- Segment Results
- Financial Update on Which new Bank
- Progress of Which new Bank \& Outlook - David Murray (15 mins)
- Questions



## Highlights

- Underlying profit up 12\% from Dec 03
- Cash EPS growth of $40 \%$ from Dec 03
- Dividend increase to 85c (79c in Dec 03)
- Productivity improvements in all segments
- Market position successfully maintained
- Which new Bank delivering



## Highlights - 12\% underlying profit growth

Dec 04 Jun 04 Dec 03 Dec 04
Dec 03

| NPAT (statutory) |  |  | Dec 03 |  |
| :--- | ---: | ---: | ---: | ---: |
| add-back goodwill | $\mathbf{1 , 8 5 9}$ | $\mathbf{1 , 3 2 9}$ | $\mathbf{1 , 2 4 3}$ | $50 \%$ |
| less appraisal value movement | 162 | 162 | 162 |  |
| NPAT (cash) | -265 | -36 | -165 |  |
| add WnB expenses (after tax) | $\mathbf{1 , 7 5 6}$ | $\mathbf{1 , 4 5 5}$ | $\mathbf{1 , 2 4 0}$ | $42 \%$ |
| less shareholder investment returns (after tax) | 19 | 189 | 346 |  |
| NPAT (underlying) | $\mathbf{- 1 1 1}$ | -53 | -99 |  |



## Highlights - underlying profit growth



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## Highlights - increased dividend



11


## Highlights - shareholder returns

- Interim dividend per share has grown 6c to 85c
- Cash EPS is 133.5c, a 40\% increase on last December and a $20 \%$ increase on the June 2004 half
- ROE has grown to $16 \%$, significantly above last December's figure of $11.9 \%$

| Other Key Information |  |  |  |  | Notes |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Progressing to achieve 4-6\% CAGR (cash basis) productivity improvements |  |  |  |  |  |
| Balance of capitalised software costs (after amortisation) |  |  |  |  |  |
| \$million Dec 04 Jun 04 Dec 03 <br> Capitalised software 163 107 73 |  |  |  |  |  |
|  |  |  |  |  |  |
| Expense ratios |  |  |  |  |  |
| Banking |  |  |  |  |  |
| Expense to income | 50.1 | 56.4 | 62.1 | 54.9 |  |
| Underlying Expense to Income | 49.7 | 50.8 | 50.7 | 51.9 |  |
| Funds Management |  |  |  |  |  |
| Expense to Average FUA | 0.74 | 0.75 | 0.85 | 0.92 |  |
| Underlying Expense to Average FUA | 0.72 | 0.73 | 0.80 | 0.84 |  |
| Insurance |  |  |  |  |  |
| Underlying Expense to Average Inforce Premiums | 44.9 | 49.3 | 46.2 | 47.7 |  |
|  | 44.8 | 47.5 | 45.5 | 47.7 |  |
| Note: One-Off compliance costs of \$ 15 m include S S X , Basel II and IFRS. |  |  |  |  |  |
| Which Bank |  |  |  |  | Commonwe |


| Highlights - productivity improvements |  |  |
| :---: | :---: | :---: |
| Expense ratios ${ }^{(1)}$ |  |  |
| 54.7\% CAGR $=6 \%$ |  |  |
|  |  | $\xrightarrow{\text { 50.1\% }}$ Banking ${ }^{(2)}$ |
| 50.4\% | CAGR $=8 \%$ | $\rightarrow \text { Insurance }{ }^{(3)}$ |
| 0.87\% |  |  |
| $\text { CAGR }=11 \% \quad 0.7 \mathrm{Fu}$ |  |  |
| Jun 03 |  | Dec 04 |
| ${ }^{(1)}$ On a cash basis <br> ${ }^{(2)}$ Expense to income | ${ }^{(3)}$ Expense to average inforce premiums <br> ${ }^{(4)}$ Expense to average funds under administration |  |
| Which Bank | C | althBank 15 |


| Other Key Information |  |  |  | Notes |
| :---: | :---: | :---: | :---: | :---: |
|  | Dec 04 | Jun 04 | Dec 03 |  |
| Banking |  |  |  |  |
| Home loans | 19.6\% | 19.3\% | 19.3\% |  |
| Retail deposits | 23.4\% | 23.6\% | 24.1\% |  |
| Business lending | 13.5\% | 13.8\% | 13.7\% |  |
| Credit cards (Nov) | 23.2\% | 22.7\% | 22.7\% |  |
| Transaction services (commercial) | 24.4\% | 24.4\% | 22.7\% |  |
| Asset finance | 15.9\% | 16.0\% | 15.5\% |  |
| NZ lending | 22.7\% | 22.2\% | 21.6\% |  |
| NZ deposits | 18.7\% | 17.5\% | 17.2\% |  |
| Funds Management |  |  |  |  |
| Aust retail administrator view ${ }^{(1)}$ | 14.7\% | 14.4\% | 14.5\% |  |
| NZ Managed investments | 13.3\% | 13.2\% | 12.8\% |  |
| Insurance |  |  |  |  |
| Aus. Life insurance | 14.6\% | 14.8\% | 15.1\% |  |
| NZ Life insurance | 27.4\% | 27.5\% | 28.1\% |  |
| ${ }^{(1)}$ Note: Under the Administrator view, badged or white-labelled products are attributed to the underlying administrator of the product. The alternative Marketer view attributes such business to the marketer of the product |  |  |  |  |
| Which Bank |  |  |  |  |

Highlights - market position maintained

|  | Dec 04 | Jun 04 |
| :--- | :---: | :---: |
| Home Loans | $19.6 \%$ | $19.3 \%$ |
| Business lending | $13.5 \%$ | $13.8 \%$ |
| Credit Cards (Nov) | $23.2 \%$ | $22.7 \%$ |
| Retail Deposits | $23.4 \%$ | $23.6 \%$ |
| Funds Mgt. - Aust. Retail | $14.7 \%$ | $14.4 \%$ |
| Aust. Life Insurance | $14.6 \%$ | $14.8 \%$ |
| NZ lending | $22.7 \%$ | $22.2 \%$ |
| NZ deposits | $18.7 \%$ | $17.5 \%$ |





## Which new Bank - Expenditure

| P\&L Impact | Actual Dec 04 |
| :--- | ---: |
| Investment spend for the period (gross) | 255 |
| Less provision utilised | $(57)$ |
| Less investment capitalised | $(70)$ |
| Gross WnB expense | 128 |
| Less normal project spend | $(100)$ |
| Incremental WnB expense before tax | 28 |
| Less tax | $(9)$ |
| Incremental WnB expense after tax | 19 |

## Segment Results: Banking

Other Key Information

|  | Dec 04 | Jun 04 |
| :--- | :---: | :---: |
|  | 238,402 | 224,160 |
| Av. interest earning assets (\$m) | 2,933 | 2,739 |
| Net interest Income (\$m) | $2.44 \%$ | $2.46 \%$ |
| Net interest Margin (\%) |  |  |
|  |  |  |
| \% of Banking income | Dec 04 | Jun 04 |
| Net interest income | $68 \%$ | $65 \%$ |
| Other income | $32 \%$ | $35 \%$ |
| Total | $\mathbf{1 0 0 \%}$ | $\mathbf{1 0 0 \%}$ |
|  |  |  |

## One-off differences in other income

| $(\$ m)$ | Dec 04 | Jun 04 Change |  |
| :--- | ---: | ---: | ---: |
| Banking other income | 1,412 | 1,471 | $-4 \%$ |
| Profit on sale of Fleetlease | - | -43 |  |
| Profit on sale of BoQ shares | - | -28 |  |
| Adjusted banking other income | 1,412 | 1,400 | $1 \%$ |
| Adjust for trading income | -219 | -230 |  |
| Total | 1,193 | 1,170 | $2 \%$ |

## Upfront and trailing commissions

The Bank expenses all commissions paid against lending fee income (other banking income) on an upfront basis. All trailing commissions are charged against net interest income over the life of the loan.
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## Banking - underlying profit result




## Banking - Margins stable




## Banking - Domestic home lending

| CBA balances up 10\% in the half | CBA Balances (Spot)* |  |  |  |
| :---: | :---: | :---: | :---: | :---: |
|  |  | \$98bn | \$105bn | \$115bn |
| - New fundings up 10\% on |  |  |  |  |
|  | Dec 03 |  | Jun 04 | Dec 04 |
| - Retention improvements |  |  |  |  |
| sustained | Market Share (Balances) |  |  |  |
| - 11 consecutive monthly | 20.5\% |  |  |  |
| share increases | 19.5\% | 20.2\% |  |  |
| Stable margins since June 04 | 18.5\% |  |  |  |
|  | Jun 02 |  | Jan 04 | Dec 04 |
| Which/Bank | CommonwealthBank |  |  |  |



## Banking - retail deposits



## Other Key Information

- Relationship-managed client segments reduced from seven to three
- Dedicated national Agribusiness team created
- The Bank raised over \$34bn in debt and equity during the six months
- The Bank funded over \$21bn for business clients and \$3bn of new loans for premium high net worth individuals


## CommSec

- CommSec continues to receive over 400 m hits per month

Note: APRA excludes Bills and RBA includes Bills in Market Share data

## Notes

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## Banking - Business lending is competitive

CBA Business, Corporate and Institutional Lending Balances

- Increasingly competitive market
- Balances increased by 6\% since June


CBA Business Lending Market Share (1)

- Stable margins
- Credit quality of the book is strong




Segment Results: Funds Management


## Funds Management - result

- Operating income growth of 6\%
- Positive trends in funds flow
- Positive trends in performance
- Margins maintained
- Market shares have increased

Underlying profit (\$m)
$+35 \%$ Dec 03 to Dec 04


| Other Key Information |  |  |  |  |  | Notes |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Total net flows |  |  |  |  |  |  |
|  | Dec 04 | Jun 04 | Dec 0 |  |  |  |
| FirstChoice \& Avanteos Cash Mat. | $\begin{array}{r} 3142 \\ -6 \end{array}$ | $\begin{array}{r} 2220 \\ -360 \end{array}$ | 184 -392 |  |  |  |
| Other retail ${ }^{(1)}$ | -1357 | -2095 | -183 |  |  |  |
| Wholesale | -1869 | -127 | -100 |  |  |  |
| Property | -44 984 | 16 86 | -729 |  |  |  |
| International | 984 | 86 | 256 |  |  |  |
| Total 850 <br> (1) $\mathbf{- 2 6 0}$ to a funds management product (eg premiums from risk products). These amounts do not appear in retail market share data. |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| Retail flows and sales |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| Retail Sales ${ }^{(3)}$ <br> \% total retail sales sourced from CBA Network <br> $\%$ total retail sales managed by CBA |  |  |  |  |  |  |
|  |  |  | 48\% 6 | $\begin{aligned} & 45 \% \\ & 70 \% \end{aligned}$ | 43\% ${ }^{40 \%}$ |  |
| ${ }^{(2)}$ Net flows (sales less withdrawals) for retail products. Source: Plan for Life <br> ${ }^{(3)}$ Excludes legacy products. Source: CBA |  |  |  |  |  |  |
| Which Bank |  |  |  |  |  | Comm |

## Funds Management - Positive net flows



| Other Key Information | Notes |
| :--- | :--- |
|  | $\bar{\square}$ |
|  | $\square$ <br> Which Bank |

## Fund performance trend is improving

CFS Investments : Improving trends
June vs Dec 12 month excess return over benchmark (smallest to largest funds)


## Segment Results: Insurance



## Insurance - Australian sales up 22\%

- Improved insurance
experience
- Insurance operating margins increased 26\% since June 04
- General insurance premium income impacted by storm related claims





## Capital Management

| Other K | formation | Notes |
| :---: | :---: | :---: |
| Credit Ratings Long Term Short Term Affirmed <br> Standard \& Poors' AA- A-1+ Dec-04 <br> Moody's Investor Services Aa3 P-1 Dec-04 <br> Fitch Ratings AA F1+ Dec-04 <br>     <br>  $31 / 12 / 2004$ $30 / 06 / 2004$ $31 / 12 / 2003$ <br>  $\$ M$ SM SM |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
| Adjusted Common Equity Ratio${ }^{1}$ Net of OEI component deducted from Tier One capital Net of intangible component deducted from Tier One capita |  |  |
|  |  |  |
|  |  |  |
| Which Bank |  |  |

## Capital ratios




Generation and use of Tier 1 capital


| Other Key Information | Notes |
| :--- | :--- |
|  | $\square$ |
| Which Bank | CommonwealthBank $/{ }_{56}$ |

## Compliance projects

- Implementation for IFRS, Sarbanes Oxley and Basel II is on target
- Investment for all three projects in total is $\$ 30-\$ 40 \mathrm{~m}$ per year (2005 and 2006), which included $\$ 15 \mathrm{~m}$ in this period
- IFRS will first impact the December 2005 half year result


## Highlights

- Underlying profit up 12\% from Dec 03
- Cash EPS growth of $40 \%$ from Dec 03
- Dividend increase to 85c (79c in Dec 03)
- Productivity improvements in all segments
- Market position successfully maintained
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## Supplementary materials

Economy

## GDP, unemployment and cash rates




## Credit growth




## Banking

## Strong growth in key retail markets <br> Source: APRA - Growth in balances June 2004 to December 2004







## Funds Management



## Insurance

## Funds Management \& Insurance Investment Mandate Structure

The Bank has $\$ 2.5$ bn of shareholders funds across its insurance and funds management business, which is invested in:

|  | Australia | New Zealand | Asia | Total |
| :--- | ---: | ---: | ---: | ---: |
| Local equities | $8 \%$ | $1 \%$ | $5 \%$ | $6 \%$ |
| International equities | $4 \%$ | $7 \%$ | $10 \%$ | $6 \%$ |
| Property | $21 \%$ | $4 \%$ | $1 \%$ | $13 \%$ |
| Other Growth | $0 \%$ | $3 \%$ | $3 \%$ | $1 \%$ |
| Growth: | $33 \%$ | $15 \%$ | $19 \%$ | $26 \%$ |
| Fixed Interest | $24 \%$ | $50 \%$ | $56 \%$ | $36 \%$ |
| Cash | $43 \%$ | $26 \%$ | $8 \%$ | $32 \%$ |
| Other Income | $0 \%$ | $9 \%$ | $17 \%$ | $6 \%$ |
| Income: | $67 \%$ | $85 \%$ | $81 \%$ | $74 \%$ |
| Total | $100 \%$ | $100 \%$ | $100 \%$ | $100 \%$ |
|  |  |  |  |  |
| Which Bank |  |  | CommonwealthBank |  |

## Capital Management

## Preference share information

Preference share dividends paid

|  | 31/12/2004 | 30/06/2004 | 31/12/2003 | 30/06/2003 | Franked I Imputed |
| :---: | :---: | :---: | :---: | :---: | :---: |
| PERLS | 20 | 20 | 18 | 18 | F |
| PERLS II | 17 | 15 | - | - | F |
| Trust Preferred Securities | 20 | 23 | 17 | - | - |
| ASB Capital prefs | 4 | 4 | 4 | 4 | 1 |
| ASB Capital No. 2 prefs | - | - | - | - | 1 |
| TOTAL | 61 | 62 | 39 | 22 |  |

Preference shares - breakdown

|  | Issue Date | Currency | Amount (\$M) | Equivalent <br> AUD * | Maturity | Balance Sheet <br> Classification |
| :--- | :---: | :---: | ---: | ---: | ---: | ---: |
| PERLS |  |  |  |  |  |  |
| PERLS II | 06-Apr-01 | AUD | $\$ 700$ | $\$ 687$ | Perpetual Preference share capital |  |
| Trust Preferred Securities | 06-Jan-04 | O6-Aug-03 | USD | $\$ 750$ | $\$ 741$ | Perpetual |
| ASB Capither equity instruments |  |  |  |  |  |  |
| ASB Capital No.2 prefs | 10-Dec-02 | NZD | $\$ 550$ | $\$ 832$ | 12 years | Other equity instruments |
| TOTAL | 22-Dec-04 | NZD | $\$ 350$ | $\$ 182$ | Perpetual | Outside equity interests |
|  |  |  |  | $\boxed{\$ 2,765}$ | Perpetual | Outside equity interests |

* Net of issuance costs


## Credit Risk Management

The Bank remains well provisioned


| $\square$ | General Provision |
| :--- | :--- |
| $\square$ | Specific Provision |
| - | Total Provisions/Gross Impaired Assets (axis on right) |




## Banking <br> Arrears in consumer book remain low

| Consumer arrears |  |  |  |  |  |
| :--- | ---: | ---: | ---: | ---: | :---: |
|  | $31 / 12 / 2004$ | $30 / 06 / 2004$ | $31 / 12 / 2003$ | $30 / 06 / 2003$ |  |
|  | $\$ \mathrm{~m}$ | $\$ \mathrm{~m}$ | $\$ \mathrm{~m}$ | $\$ \mathrm{~m}$ |  |
| Home lending | 176 | 168 | 147 | 157 |  |
| Other Loans | 94 | 78 | 66 | 91 |  |
| Total | 270 | 246 | 213 | 248 |  |

Home lending arrears rate (\$m)
31/12/2004 30/06/2004 31/12/2003 30/06/2003

| Home lending loans accruing |  |  |  |  |
| :--- | ---: | ---: | ---: | ---: |
| 90 days or more | 176 | 168 | 147 | 157 |
| Net home lending* | 134,258 | 121,850 | 112,228 | 100,203 |
| Arrears rate $\%$ | $0.13 \%$ | $0.14 \%$ | $0.13 \%$ | $0.16 \%$ |

* Net of securitisation

Which Bank

## Banking - Total geographic exposure* (commercial + consumer)




New Zealand 11\%

*Total exposure = balance for uncommitted, greater of limit or balance for committed.


## Banking - International commercial exposures*

International exposure by Industry
Total Exposure
\$48bn


Total non-finance off-shore outstandings = \$7.6bn of which over 90\% are investment grade.
*Total exposure $=$ balance for uncommitted, greater of limit or balance for committed. Excludes ASB

## Banking Credit Exposure - selected industries Automotive manufacturing

Total exposure: \$506m


## Banking Credit Exposure - selected industries Agriculture

## Total exposure: \$9,090m

| Rating | $\mathbf{\$ m}$ |
| :--- | ---: |
| AAA to A- | 307 |
| BBB+ to BBB- | 1,397 |
| BB to BB- | 2,766 |
| < BB- | 4,620 |
| TOTAL | $\mathbf{9 , 0 9 0}$ |



## Banking Credit Exposure - selected industries Aviation

## Total exposure: \$1,802m



## Banking Credit Exposure - selected industries Energy

## Total exposure: \$5,049m

| Rating | $\mathbf{\$ m}$ |
| :--- | ---: |
| AAA to A- | 1,205 |
| BBB+ to BBB- | 2,981 |
| BB to BB- | 545 |
| < BB- | 318 |
| TOTAL | $\mathbf{5 , 0 4 9}$ |




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