

Media Presentation

For the full year ended 30 June 2008

Ralph Norris

CHIEF EXECUTIVE OFFICER



13th August 2008

Commonwealth Bank of Australia ACN 123 123 124



Determined to be different

Disclaimer

The material that follows is a presentation of general background information about the Bank's activities current at the date of the presentation, 13 August 2008. 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.



Strength in uncertain times

- ▶ A solid operating result in a difficult environment
- ▶ Strong capital and funding positions
- ▶ Strong risk management = sound credit quality
- ▶ Prudent levels of provisioning
- ▶ Strategy on track and delivering – strong competitive position
- ▶ Continuing to invest for longer term growth



Market shares

	Jun 08	Dec 07	Jun 07
Retail Banking Services			
Home loans	19.3%	18.8%	18.5%
Credit cards	18.2%	18.5%	18.8%
Personal lending (APRA Other Households)	15.8%	16.7%	16.4%
Household deposits	29.1%	28.9%	29.0%
Retail deposits	22.3%	22.0%	21.6%
Premium Business Services			
Business lending - APRA	12.2%	12.5%	12.4%
Business lending - RBA	12.5%	12.8%	12.6%
Business Deposits - APRA	14.4%	13.7%	13.0%
Equities trading (CommSec): Total	5.9%	5.0%	4.3%
Equities trading (CommSec): On-line	58.3%	44.7%	41.4%
Wealth Management			
Australian retail funds - administrator view	14.2%	14.3%	14.1%
FirstChoice platform	9.6%	9.6%	9.0%
Australia life insurance (total risk)	14.3%	14.1%	14.3%
Australia life insurance (individual risk)	13.1%	13.0%	12.9%
International Financial Services			
NZ lending for housing	23.3%	23.1%	23.1%
NZ retail deposits	21.2%	21.3%	21.2%
NZ annual inforce premium	31.7%	31.8%	31.8%

Note

After adjusting for peer bank reclassifications (estimated), Jun 08 Household deposits market share would be 29.7% rather than the reported share of 29.1% and Retail deposits market share would be 22.5% rather than the reported 22.3%



A solid operating result

	Jun 08	Jun 08 vs Jun 07	
Operating Income (\$m)	14,358	↑	10%
Statutory NPAT (\$m)	4,791	↑	7%
Cash NPAT (\$m)	4,733	↑	5%
Cash EPS (cents)	356.9	↑	3%
Return on Equity – Cash (%)	20.4	↓	(130)bpts
Dividend per Share - Fully Franked (cents)	266.0	↑	4%



Targeted market share growth

	Market Share Jun 08	Jun 08 vs Jun 07		
Home Lending	19.3%	0.8%	↑	15 consecutive months of market share gains
Household Deposits*	29.7%	0.7%	↑	Strong growth in both retail and business deposits in a constrained funding environment
Business Deposits	14.4%	1.4%	↑	
FirstChoice	9.6%	0.6%	↑	Positive net flows despite difficult market conditions
Credit Cards	18.2%	0.6%	↓	Avoiding higher risk segments (eg zero rate balance transfers)
Business Lending	12.5%	0.1%	↓	Greater focus on profitable accounts



* Adjusted for peer bank reclassifications.



Determined to be better than we have ever been



Money Magazine Awards 2008

- Winner - Bank of the Year
- Winner - Margin Lender of the Year (Colonial Margin Lending)
- Winner – Banking Website of the Year



CANEX 5-Star Ratings 2008

- 24 of our products have received a CANEX 5-star rating



Australian Banking and Finance 2008

- Best Financial Services Executive – Ralph Norris
- Best Chief Financial Officer – David Craig
- Best Chief Information Officer – Michael Harte
- Best Website 2008



International Retail Banking Awards 2008

- Best Branch Strategy award



The Banker Magazine Awards

- Winner Bank of the Year award for New Zealand (ASB Bank)

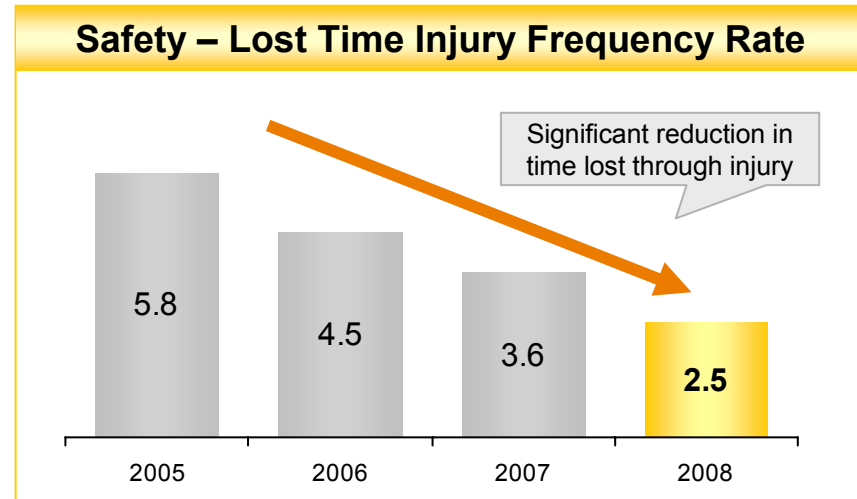
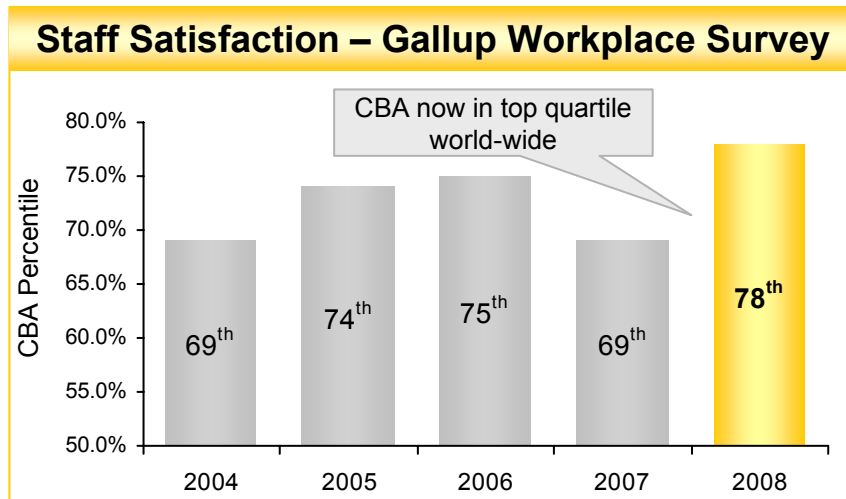
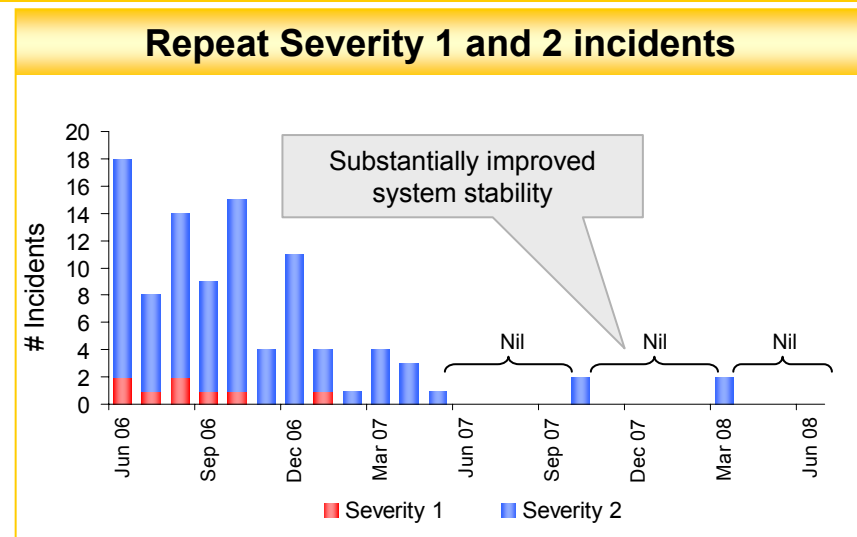
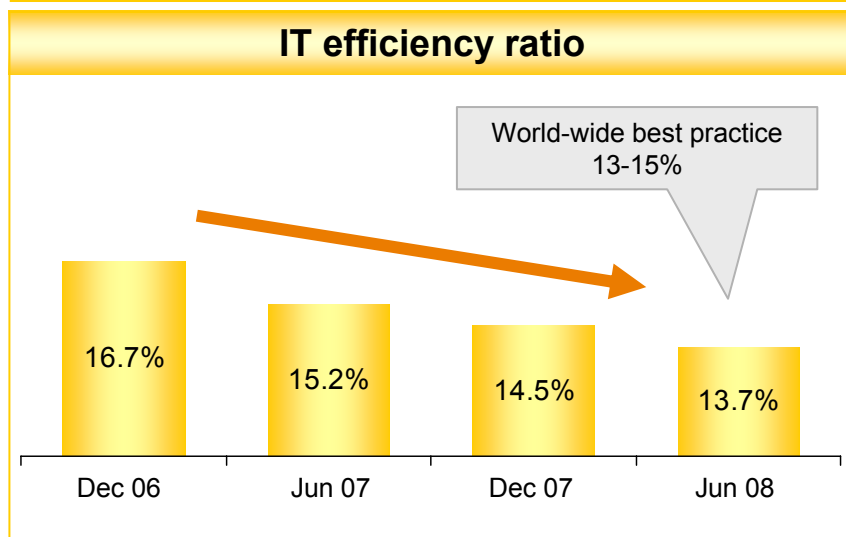


Determined to be different

- **Determined** to offer strength in uncertain times
- **Determined** to be better than we have ever been
- **Determined** to be Australia's finest financial services organisation
- **Determined** to continue to invest in the business



Other highlights



Determined to be different

Customer Service

- ▶ Customer Satisfaction reached 10 year highs
- ▶ Money Magazine “Bank of the Year” 2008

Business Banking

- ▶ New CommSec banking solutions + iPhone share trading
- ▶ Strongest customer satisfaction gains amongst peer banks

Technology and Operational Excellence

- ▶ Significant IT efficiency savings achieved (on a recurrent basis)
- ▶ \$580m investment in Core Banking Modernisation

Trust and Team Spirit

- ▶ Workplace survey results (Gallup) – in top quartile worldwide
- ▶ Improved safety outcomes

Profitable Growth

- ▶ Focus on profitable market share growth
- ▶ Effective risk management



Determined to be better than we have ever been



Smartinvestor Awards 2008

- Online Broker of the Year – Full Featured (CommSec)



Smartinvestor Awards 2007

- Retail Platform of the Year – non super (FirstChoice Wholesale)
- Retail Superfund of the Year (FirstChoice Personal Super–Growth Option)
- FundData Super Star Platform Award
- Highest Polling Online Broker Award (CommSec)



Plan for Life/Association of Financial Advisers Awards 2007

- Life Company of the Year 2007 (CommInsure)
- Annuity Provider of the Year 2007 (CommInsure)
- Income Protection Insurance Award 2007 (CommInsure)
- Trauma/Critical Illness Insurance Award 2007 (CommInsure)
- Income Protection Insurance Award 2007 (CommInsure)



Australian & New Zealand Insurance Industry Awards 2007

- Life Insurance Company of the Year 2007 (CommInsure)



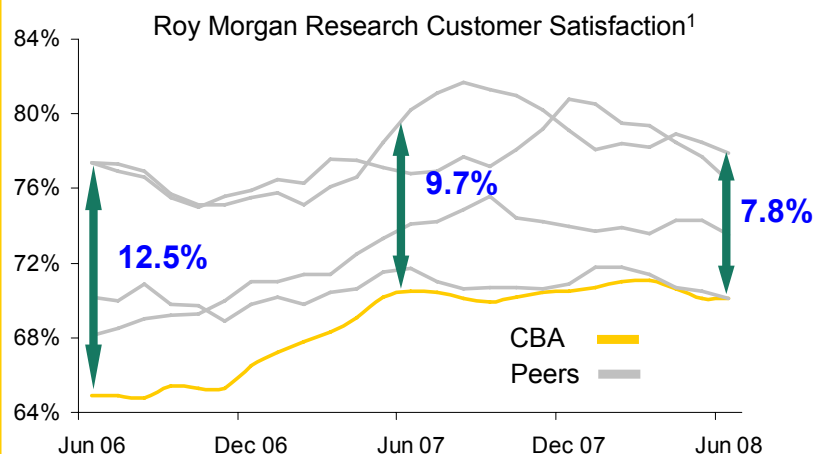
Insto Distinction Awards

- Best Bond House 2007

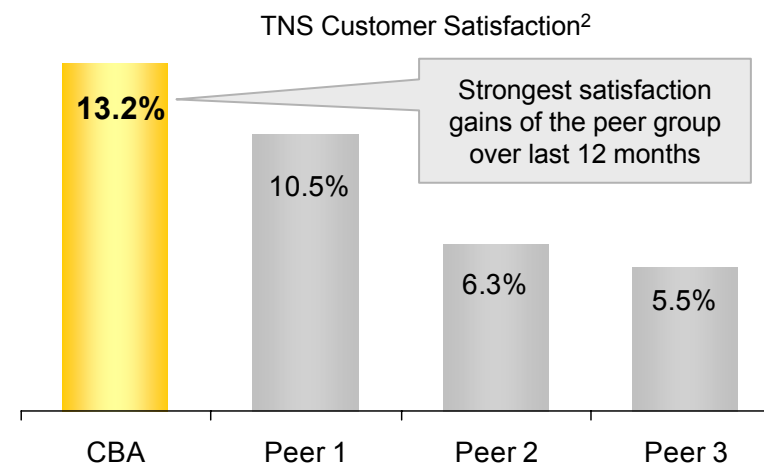


Strong customer satisfaction gains

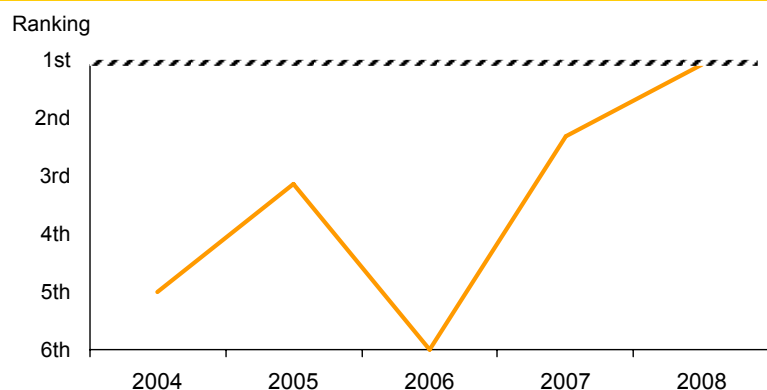
Closing the gap to top rated peer



Strong gains in Business Customer Satisfaction



FirstChoice ranked No. 1 for Service³



Continued strong growth in referrals

Group-Wide Converted Referrals (No.)
Movement 2008 vs 2007

Retail to Premium	63%	↑
Premium to Retail	69%	↑
Wealth Management to Retail	95%	↑



- Source: Roy Morgan Research Customer Satisfaction. Aust MFI Population 14+, % "Very" or "Fairly Satisfied". Six month rolling average.
- Source: TNS Business Finance Monitor Jun 08. Customer satisfaction with MFI – businesses with annual turnover to \$100m (ex Agribusinesses). All time periods refer to a 12 month rolling average. Percentage point change refers to the increase / decrease of each bank's customers who are satisfied. Satisfaction is based on business customers who said they were Very or Fairly Satisfied with their relationship with their MF.
- Source: Wealth Insights 2004-08 Mastertrust Service Level Survey - as ranked by financial advisers.



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Wealth Insights - Service Level Survey Awards 2008

- Best Fund Manager (Colonial First State)
- Best Master Trust/Wrap provider (FirstChoice)



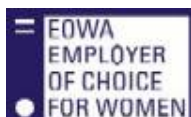
EuroWeek Awards 2008

- Best Overall MTN Issuer
- Best Structured Note Issuer
- Best Financial Institution MTN Issuer

THE ASIAN BANKER SUMMIT 2008

Asian Banker Summit 2008

- Achievement in Technology and Operations for 2007



Equal Opportunity for Women in the Workplace Agency Award 2008

- Employer of Choice for Women



Traders' Choice Awards 2008

- Best Online Broker (CommSec)
- Best Margin Lender (CommSec)



Gallup Organisation

- Winner of Great Workplace Award 2007 (ASB Bank)



Determined to be different

Core Banking our next key step

Our Journey so far

Improving the Front-End

- Sales & service training
- Over 1,000 new frontline staff
- New design branches
- Market-leading systems:
 - CommSee
 - NetBank
 - CommSec
 - CommBiz
 - FirstChoice

Core Banking Modernisation

Addressing the Back-End

- A step change in customer service
- Faster systems and processes
- Productivity and efficiency gains
- The time is right:
 - First mover advantage
 - Next generation systems
 - Strong technical expertise



Outlook

- Challenging global conditions dominate 2009 outlook for banking sector
- Australian economy expected to experience modest growth
- Group remains cautious with conservative approach to capital, provisioning and funding
- Core businesses well positioned
- Continuing to focus on driving strategic priorities
- **Determined** to offer strength in uncertain times



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- Follow your favourite stocks
- Earn 7.5%pa* on your cash
- Access floats and new issues



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