Commonwealth Bank of Australia

U.S. Disclosure Document

For the full year ended 30 June 2024

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1 Disclosures

Introduction

Certain material information about the Group, including information regarding the Group's risk management policies and procedures, use of derivative financial instruments and the market risk attributable to such instruments, liquidity and capital resources and other important information, is included in the Group's 2024 Financial Report and 2023 Financial Report (each as defined below). In particular, Note 9.1 of the 2024 Financial Report (Note 9.1 of the 2023 Financial Report) describes certain aspects of the Group's risk management policies and procedures. In addition, the Group prepares the Basel III Pillar 3 Capital Adequacy and Risk Disclosures report, which includes certain information about the Group's capital and assets. As a result, this Annual U.S. Disclosure Document for the Full Year ended 30 June 2024 (this "Document") should be read in conjunction with:

- The Commonwealth Bank of Australia Financial Report (U.S. Version) – Year Ended 30 June 2024, which contains the Financial Statements for the years ended 30 June 2022, 2023 and 2024 and as at 30 June 2023 and 2024 (the "2024 Financial Report");
- The Commonwealth Bank of Australia Financial Report (U.S. Version) – Year Ended 30 June 2023, which contains the Financial Statements for the years ended 30 June 2021, 2022 and 2023 and as at 30 June 2022 and 2023 (the "2023 Financial Report"); and
- The Commonwealth Bank of Australia Basel III Pillar 3 Capital Adequacy and Risks Disclosures as at 30 June 2024 (the "2024 Pillar 3 Report").

In each case, these are found on the U.S. Investor Website located at www.commbank.com.au/usinvestors (the "U.S. Investor Website").

Except as otherwise stated, references within this Document to the "Financial Report" or "Notes to the Financial Statements" are to the 2024 Financial Report and references to the "Financial Reports" are to the 2024 Financial Report and the 2023 Financial Report.

Except as otherwise stated, all figures herein relate to the financial year ended 30 June 2024 and comparatives for the Balance Sheet and Income Statement are to the financial year ended 30 June 2023, "$" and "AUD" refer to Australian dollars, "USD" refers to U.S. dollars, references to "CBA" refer to the Commonwealth Bank of Australia and references to the "Bank", the "Group", "our," "us" or "we" refer to the Bank and its subsidiaries on a consolidated basis. The Group's financial years end on 30 June of each year. References to the 2024 financial year or to the "current year" are to the financial year ended 30 June 2024, references to the 2023 financial year are to the financial year ended 30 June 2023, references to the 2022 financial year are to the financial year ended 30 June 2022, references to the "prior year" are to the Group's prior financial year and references to the "prior half" are to the half year ended 31 December 2023.

Segment Disclosure

The Group conducts its businesses through five segments: Retail Banking Services; Business Banking; Institutional Banking and Markets; New Zealand; and Corporate Centre and Other.

Balances disclosed in "Divisional Performance", are spot balances, unless otherwise stated. For an overview of each segment, see "Divisional Performance" in this Document and Note 2.7 of the 2024 Financial Report.

Special Note Regarding Forward-Looking Statements

Certain statements under the captions "Highlights", "Risk Factors", "Group Performance Analysis" , "Divisional Performance", "Retail Banking Services", "Business Banking", "Institutional Banking and Markets", "New Zealand", "Corporate Centre and Other", "Group Operations and Business Settings" and elsewhere in this Document constitute or could be deemed to constitute "forward-looking statements" within the meaning of the U.S. Private Securities Litigation Reform Act of 1995, with respect to the financial condition, operations and business of the Group and certain plans and objectives of the management of the Group. 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. Such forward looking statements, including economic forecasts and assumptions and business and financial projections, involve known and unknown risks, uncertainties and other factors that may cause the actual results, performance or achievements of the Group to be materially different from any future results, performance or achievements expressed or implied by such forward-looking statements.

Such factors include strategic risk arising from changes in the Group's external and internal operating environment, a downturn in the macroeconomic environment, particularly in the Australian or New Zealand economies, declines in the residential and commercial property sectors, being subject to extensive regulation and operating in an environment that is subject to political scrutiny, competition and digital disruption, environmental and social risks, organisational capability and culture risks, failure to maintain capital adequacy requirements, reputational risk, sub-optimal investment allocation and delivery risks, including through acquisitions or divestments of businesses, credit risk, operational risk associated with being a large financial institution, cyber-security risk, technology risk, data management risk, third party risk, transaction processing risk, non-technology business disruption risk, artificial intelligence risk, modelling risk, fraud risk, employment risk, accounting and taxation risk, compliance risk, the possibility of incurring substantial legal liability or regulatory action being taken against the Group, inappropriate staff conduct, financial crime legislation compliance risk, privacy legislation compliance risk, liquidity and funding risks, inability to access international debt markets due to adviser financial and credit market conditions, failure to maintain adequate levels of liquidity and funding, failure to maintain credit ratings, failure to hedge effectively against market risks (including adverse fluctuations in exchange rates) and various other factors, many of which may be beyond the Group's control. Given these risks, uncertainties and other factors, potential investors are cautioned not to place undue reliance on such forward-looking statements.

This Document should be read in conjunction with the risk factors applicable to the Group that are detailed on pages 15 to 25 of this Document.

Disclosure

Financial Information Definitions

Basis of preparation

The consolidated Financial Statements of the Group for the years ended 30 June 2024, 30 June 2023 and 30 June 2022 included in the Financial Reports comply with International Financial Reporting Standards (“IFRS”).

This Document and the Financial Reports are presented in Australian Dollars, unless otherwise stated.

Changes in comparatives

Unless otherwise stated, all 2023 financial year and 2022 financial year figures presented in this Document have not been restated. In some cases, comparative information has been restated to conform to the presentation in the current year. Such restatements have been footnoted throughout this Document.

In order to provide a meaningful comparison to the Group’s historical operations, certain “Restated” figures are presented for the 2023 financial year and “As reported” figures are presented for the 2023 financial year and 2022 financial year.

Disclosure (continued)

Changes to the presentation of discontinued operations

In line with accounting standards, the comparative results of discontinued operations are presented separately as a single line item 'net profit after tax from discontinued operations' for both Group and divisional results. Assets and liabilities of discontinued operations are presented separately as held for sale on the Balance Sheet, however in line with accounting standards prior periods remain unadjusted. Group Key Performance Indicators are presented on both a continuing operations basis and discontinued operations basis.

The income statement for discontinued operations (before transaction and separation costs) for the years ended 30 June 2024, 30 June 2023 and 30 June 2022, included Colonial First State ("CFS").

Prior period restatements

During the year ended 30 June 2024, the Group implemented certain changes that were applied retrospectively and impacted the prior years' financial statements. Appendix C and Note 1.1 of the 2024 Financial Report provide further detail on the prior period restatements.

Re-classification of Group's investment in Qilu Bank

During the year ended 30 June 2024, management reassessed the classification of the Group's investment in Qilu Bank in accordance with AASB 128 *Investments in Associates and Joint Ventures* and concluded that the Group had lost significant influence over financial and operating policy decision making at the time of the Qilu Bank initial public offering in June 2021. As a result, the Group revised the classification and measurement of our investment in Qilu Bank from investment in associate to fair value through other comprehensive income.

Discontinued operations and transaction update

On 16 November 2023, the Group announced that it entered into a binding agreement to sell its 99% shareholding in its Indonesian banking subsidiary, PT Bank Commonwealth (PTBC), to PT Bank OCBC NISP Tbk (OCBC Indonesia), a subsidiary of Oversea-Chinese Banking Corporation Limited (OCBC) for an upfront cash consideration of $188 million. The sale completed on 1 May 2024, resulting in a total post-tax loss of $298 million. The loss includes a $133 million impairment loss on remeasurement of PTBC's net assets to fair value, an additional $100 million loss recognised upon the completion of the sale, and $65 million of separation costs.

On 1 March 2022, the Group announced the sale of a 10% shareholding in Bank of Hangzhou Co., Ltd (HZB) to Hangzhou Urban Construction and Investment Group Co., Ltd and Hangzhou Communications Investment Group Co., Ltd, which are entities majority owned by the Hangzhou Municipal Government. As part of this sale, the Group agreed with HZB to retain its remaining shareholding in HZB of approximately 5.6% until at least 28 February 2025. The sale completed on 30 June 2022, resulting in a post-tax gain of $299 million (net of transaction and separation costs and including the gain on reclassification of the retained 5.6% interest from Investment in Associates to Investments at fair value through Other Comprehensive Income). Post-tax transaction and separation costs of $22 million were recognised during the year ended 30 June 2022.

On 28 July 2021, the Group entered into an agreement with AIA Australia for a partial transfer of the Commonwealth Financial Planning (CFP) business to AIA Financial Services Limited. The transaction completed on 30 November 2021. On 26 October 2021, the Group announced the closure of the remaining CFP business effective from 30 November 2021. During the year ended 30 June 2022, the Group recognised a post-tax loss of $73 million mainly related to the write-down of customer receivables and the provision for employee redundancy payments.

On 21 June 2021, the Group announced the sale of CommInsure General Insurance to Hollard Insurance Company Pty Ltd (Hollard). As part of the sale, the Group established an exclusive 15-year strategic alliance with Hollard for the distribution of home and motor vehicle insurance products. The sale of CommInsure General Insurance to Hollard completed on 30 September 2022, resulting in a post-tax gain of $66 million net of transaction and separation costs. This includes a $179 million post-tax gain recognised during the year ended 30 June 2023, and post-tax transaction and separation costs of $46 million and $67 million recognised during the years ended 30 June 2022 and 2021, respectively.

For further information on these transactions refer to Note 11.3 of the 2024 Financial Report. There have been no other significant changes in the nature of the activities of the Group during the current year.

Non-GAAP financial measures

In addition to its statutory financial results reported in this Document and the Financial Reports in accordance with IFRS, the Group reports and describes certain "non-GAAP financial measures" (as defined in U.S. Securities and Exchange Commission's Regulation G) of the financial performance and results of the Group. These non-GAAP financial measures are not calculated in accordance with IFRS. This Document contains reconciliations of these non-GAAP financial measures to the Group's financial results prepared in accordance with IFRS.

Net profit after tax

The management discussion and analysis in this Document presents Net profit after tax on both a "statutory basis" and a "cash basis".

Net profit after tax ("statutory basis") is prepared in accordance with the Corporations Act 2001 (the "Corporations Act") and the Australian Accounting Standards, which comply with IFRS. References to "statutory profit", "statutory net profit after tax" or "statutory earnings" in this Document have the same meaning as "Net profit after tax ("statutory basis")".

Net profit after tax ("cash basis") is a non-GAAP financial measure that is defined by management as net profit after tax and non-controlling interests before non-cash items including, hedging and IFRS volatility, and losses or gains on acquisition, disposal, closure and demerger of businesses. Net profit after tax ("cash basis") is management's preferred measure of the Bank's financial performance. This measure is used by management to present what it believes to be a clear view of the Group's underlying operating results, excluding certain items that the Group believes introduce volatility and/or one-off distortions of the Group's performance. These items, such as hedging and IFRS volatility, are calculated consistently period on period and do not discriminate between positive and negative adjustments. A reconciliation of the Net profit after tax ("cash basis") to Net profit after tax ("statutory basis") by business segment is provided in Note 2.7 of the 2024 Financial Report. A list of items excluded from Net profit after tax ("cash basis") and their description is set out on page 7 of this Document. References to "cash profit" or "cash earnings" in this Document have the same meaning as "Net profit after tax ("cash basis")".

Other non-GAAP financial measures included in this Document are:

- Earnings per share ("cash basis") – the Group presents its earnings per share on both a statutory and a cash basis. Earnings per share ("cash basis") is defined by management as Net profit after tax ("cash basis") as described above, divided by the weighted average number of the Group's ordinary shares ("cash basis") over the relevant period. The weighted average number of shares ("cash basis") incorporates an adjustment for the bonus element of any rights issue and excludes treasury shares related to investments in the Bank's shares held to settle employee share schemes; and
- The dividend payout ratio and dividend cover are presented on both a statutory and cash basis. The dividend payout ratio ("statutory basis") is calculated by dividing the dividends paid on the Group's ordinary shares by the Net profit after tax ("statutory basis"), net of dividends on other equity instruments. The dividend payout ratio ("cash basis") is calculated by dividing the dividends paid on the Group's ordinary shares by Net profit after tax ("cash basis"), net of dividends on other equity instruments. "Dividend cover – statutory" is calculated as Net profit after tax ("statutory basis") net of dividends on other equity instruments, divided by dividends on the Group's ordinary shares for the applicable period. "Dividend cover – cash" is calculated as Net profit after tax ("cash basis") net of dividends on other equity instruments, divided by dividends on the Group's ordinary shares for the applicable period. These ratios are provided on both a statutory and cash basis because Net profit after tax, the primary component of these ratios, is also presented on a statutory and cash basis, for the reasons described above.

Disclosure (continued)

Impact of foreign currency movements

The Group's consolidated financial results are presented in Australian dollars. In order to prepare the Group's consolidated financial results, the financial results of any reporting entities of the Group with a functional currency other than Australian dollars are translated into Australian dollars for each reporting period. As foreign exchange rates are subject to change, the Group's financial results can be affected by the prevailing rate of the Australian dollar at the time of such translations. The effects of these translations on various segments of the Group's business are noted throughout this Document.

The movement of the Australian dollar against the following currencies is highlighted in the table below.

		As at [1]		
Exchange Rates Utilised [2]	**Currency**	**30 Jun 24**	**31 Jun 23**	**30 Jun 22**
AUD 1.00 =	USD	**0.6628**	0.6627	0.6879
	EUR	**0.6198**	0.6102	0.6576
	GBP	**0.5245**	0.5253	0.5666
	NZD	**1.0929**	1.0887	1.1073
	JPY	**106.7477**	95.8254	93.8510

		Full Year Ended [1]		
Average Exchange Rates Utilised [3]	**Currency**	**30 Jun 24**	**30 Jun 23**	**31 Jun 22**
AUD 1.00 =	USD	**0.6557**	0.6734	0.7257
	EUR	**0.6062**	0.6437	0.6441
	GBP	**0.5206**	0.5595	0.5455
	NZD	**1.0808**	1.0926	1.0667
	JPY	**97.7882**	92.4549	85.1439

1 Rate rounded to four decimal places. Actual rate used for translation throughout the Document for the 30 June 2024 period is US$0.662846 = A$1.00.
2 Unless noted otherwise, rates are sourced from Reuters and are End of day rate (Sydney time).
3 Unless noted otherwise, rates are sourced from Reuters, and are the twelve month period average of End of day rate (Sydney time).

The Group hedges foreign currency exposures on debt issues and significant foreign currency earnings exposures in offshore locations.

For further information regarding the composition of the Group's income by location please refer to Note 2.7 of the 2024 Financial Report.

Non-cash Items in Statutory Profit

	Full Year Ended				
	30 Jun 24	30 Jun 23	30 Jun 22	Jun 24 vs	Jun 23 vs
Non-Cash Items Included in Statutory Profit	$M	$M	$M	Jun 23 %	Jun 22 %
(Loss)/gain on acquisition, disposal, closure and demerger of businesses [1]	**(372)**	32	(30)	(large)	large
Hedging and IFRS volatility	**17**	(8)	108	large	(large)
Non-cash items (after tax) from continuing operations	**(355)**	24	78	(large)	(69)
Loss on acquisition, disposal, closure and demerger of businesses [2]	**(98)**	(116)	985	16	(large)
Non-cash items (after tax) from discontinued operations	**(98)**	(116)	985	16	(large)
Total non-cash items (after tax)	**(453)**	(92)	1,063	(large)	(large)

1 Includes gains and losses net of transaction and separation costs associated with disposal of CommInsure General Insurance, Count Financial, PT Bank Commonwealth and other businesses.

2 Includes gains and losses net of transaction and separation costs associated with the disposal of CFS and the deconsolidation of CommInsure Life.

Non-cash items are excluded from Net profit after tax ("cash basis"), which is management's preferred measure of the Group's financial performance, as they tend to be non-recurring in nature or are not considered representative of the Group's ongoing financial performance. The impact of these items on the Group's Net profit after tax ("statutory basis") is outlined below and treated consistently with prior comparative period and prior half disclosures. A reconciliation of the Net profit after tax ("cash basis") to Net profit after tax ("statutory basis") by business segment is provided in Note 2.7 to the 2024 Financial Report.

Loss/(gain) on acquisition, disposal, closure and demerger of businesses

Losses and gains on these transactions are inclusive of foreign exchange impacts, impairments, restructuring, separation and transactions costs and cover both controlled businesses and associates.

Hedging and IFRS volatility

Hedging and IFRS volatility represents timing differences between fair value movements on qualifying economic hedges and the underlying exposure. Hedging and IFRS volatility does not affect the Group's performance over the life of the hedge relationship and are recognised over the life of the hedged transaction. To qualify as an economic hedge the terms and / or risk profile must match or be substantially the same as the underlying exposure.

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Contents

2 Highlights

Highlights

Group Performance Summary

Group Performance Summary	Full Year Ended ("statutory basis")				Full Year Ended ("cash basis")			
		Restated [1]	As reported			Restated [1]	As reported	
	30 Jun 24 $M	30 Jun 23 $M	30 Jun 23 $M	30 Jun 22 $M	30 Jun 24 $M	30 Jun 23 $M	30 Jun 23 $M	30 Jun 22 $M
Net interest income	**22,824**	23,056	23,056	19,473	**22,824**	23,056	23,056	19,473
Other operating income	**4,097**	4,372	4,474	5,463	**4,350**	4,079	4,181	5,216
Total operating income	**26,921**	27,428	27,530	24,936	**27,174**	27,135	27,237	24,689
Operating expenses	**(12,337)**	(12,079)	(12,079)	(11,609)	**(12,218)**	(11,858)	(11,858)	(11,428)
Loan impairment expense	**(802)**	(1,108)	(1,108)	357	**(802)**	(1,108)	(1,108)	357
Net profit before tax	**13,782**	14,241	14,343	13,684	**14,154**	14,169	14,271	13,618
Corporate tax expense	**(4,301)**	(4,145)	(4,155)	(4,011)	**(4,318)**	(4,097)	(4,107)	(4,023)
Net profit after tax from continuing operations	**9,481**	10,096	10,188	9,673	**9,836**	10,072	10,164	9,595
Net (loss)/profit after tax from discontinued operations [2]	**(87)**	(98)	(98)	1,098	**11**	18	18	113
Net profit after tax	**9,394**	9,998	10,090	10,771	**9,847**	10,090	10,182	9,708
Gain/(loss) on acquisition, disposal, closure and demerger of businesses [3]	**n/a**	n/a	n/a	n/a	**(470)**	(84)	(84)	955
Hedging and IFRS volatility [3]	**n/a**	n/a	n/a	n/a	**17**	(8)	(8)	108
Net profit after tax – "statutory basis"	**9,394**	9,998	10,090	10,771	**9,394**	9,998	10,090	10,771
Statutory net profit after tax, by division								
Retail Banking Services	**5,355**	5,723	5,339	4,783				
Business Banking	**3,774**	3,624	3,973	3,030				
Institutional Banking and Markets	**1,060**	1,048	1,031	1,058				
New Zealand	**1,345**	1,116	1,152	729				
Corporate Centre and Other	**(2,140)**	(1,513)	(1,405)	1,171				
Net profit after tax – "statutory basis"	**9,394**	9,998	10,090	10,771				

1 Comparative information has been restated to reflect the prior period restatements. For further details refer to Note 1.1 in the 2024 Financial Report and "Disclosures – Financial Information Definitions – Change in Comparatives" and Appendix C of this Document.

2 The financial results of discontinued operations are excluded from the individual account lines of the Bank's performance and are reported as a single cash net profit after tax line item. Discontinued operations mainly relates to transitional service agreement activities for divested entities such as CFS.

3 Please refer to "Disclosures – Non-cash Items Included in Statutory Profit" on page 7 of this Document for further details. Non-cash items are excluded from Net profit after tax ("cash basis"), which is management's preferred measure of the Group's financial performance, as they tend to be non-recurring in nature or not considered representative of the Group's ongoing financial performance. A reconciliation of the Net profit after tax ("cash basis") to Net profit after tax ("statutory basis") by business segment is provided in Note 2.7 of the 2024 Financial Report.

Key Performance Indicators

Key Performance Indicators	Full Year Ended 30 Jun 24	Restated [1] 30 Jun 23	As reported 30 Jun 23	As reported 30 Jun 22
Group Performance from continuing operations				
Statutory net profit after tax ($M)	**9,481**	10,096	10,188	9,673
Cash net profit after tax ($M)	**9,836**	10,072	10,164	9,595
Net interest margin (%)	**1.99**	2.07	2.07	1.90
Statutory operating expenses to total operating income (%)	**45.8**	44.0	43.9	46.6
Spot number of full-time equivalent staff (FTE)	**48,887**	49,454	49,454	48,906
Average number of FTE	**49,269**	49,122	49,122	46,997
Effective corporate tax rate – "statutory basis" (%)	**31.2**	29.1	29.0	29.3
Average interest earning assets ($M) [2]	**1,144,357**	1,111,254	1,111,254	1,026,910
Assets under management (AUM) - average ($M)	**18,893**	18,882	18,882	20,278
Group Performance including discontinued operations				
Statutory net profit after tax ($M)	**9,394**	9,998	10,090	10,771
Cash net profit after tax ($M)	**9,847**	10,090	10,182	9,708
Net interest margin (%)	**1.99**	2.07	2.07	1.90
Statutory operating expenses to total operating income (%)	**45.8**	44.0	43.9	46.7
Spot number of full-time equivalent staff (FTE)	**48,887**	49,454	49,454	48,906

1 Comparative information has been restated to reflect the prior period restatements. For further details refer to Note 1.1 in the 2024 Financial Report and “Disclosures – Financial Information Definitions – Change in Comparatives” and Appendix C of this Document.

2 Average interest earning assets are net of average mortgage offset balances.

Key Performance Indicators (continued)

Key Performance Indicators	Full Year Ended [1] 30 Jun 24	30 Jun 23	30 Jun 22
Shareholder Returns from continuing operations			
Earnings Per Share (EPS) (cents) [2]			
Statutory basis - basic	**566.6**	597.5	557.0
Return on equity (ROE) (%) [2]			
Statutory basis	**13.1**	14.0	12.7
Cash basis	**13.6**	13.9	12.6
Shareholder Returns including discontinued operations			
Earnings Per Share (EPS) (cents) [2]			
Statutory basis - basic	**561.4**	591.7	620.7
Return on equity (ROE) (%) [2]			
Statutory basis	**13.0**	13.8	14.2
Dividend per share - fully franked (cents)	**465**	450	385
Dividend cover - "statutory basis" (times)	**1.2**	1.3	1.6
Dividend payout ratio (%) [2]			
Statutory basis	**83**	76	62
Capital including discontinued operations			
Common Equity Tier 1 (APRA) (%)	**12.3**	12.2	11.5
Risk weighted assets (RWA) ($M)	**467,551**	467,992	497,892
Leverage Ratio including discontinued operations			
Leverage Ratio (APRA) (%)	**5.0**	5.1	5.2
Funding and Liquidity Metrics including discontinued operations			
Liquidity Coverage Ratio (%) [3]	**136**	131	130
Weighted Average Maturity of Long-Term Debt (years) [4]	**5.2**	5.3	4.7
Customer Deposit Funding Ratio (%)	**77**	75	74
Net Stable Funding Ratio (%)	**116**	124	130
Credit Quality Metrics including discontinued operations			
Loan impairment expense annualised as a % of average GLAAs	**0.09**	0.12	(0.04)
Gross impaired assets as as % of GLAAs	**0.41**	0.36	0.33
Credit risk weighted assets (RWA) ($M)	**370,444**	362,869	393,647

1 Comparative information has been restated to conform to presentation in the current period. For further details refer to Note 1.1 in the 2024 Financial Report and "Disclosures – Financial Information Definitions – Change in Comparatives" and Appendix C of this Document.
2 For definitions refer to Appendix B of this Document.
3 Quarterly average.
4 Represents the weighted average maturity (WAM) of outstanding long-term wholesale debt with a residual maturity greater than 12 months including drawdowns of the RBNZ Term Lending Facilities. WAM at 30 June 2023 includes drawdowns of the RBA Term Funding Facility. WAM excluding the RBNZ Term Lending Facilities is 5.2 years as at 30 June 2024 (WAM excluding RBA Term Funding Facility and RBNZ Term Lending Facilities was 5.5 years at 30 June 2023).

Highlights (continued)

Key Performance Indicators (continued)

Key Performance Indicators	Full Year Ended			
		Restated [1]	As reported	
	30 Jun 24	30 Jun 23	30 Jun 23	30 Jun 22
Retail Banking Services				
Statutory net profit after tax ($M) [2]	**5,355**	5,723	5,339	4,783
Net interest margin (%) [3]	**2.51**	2.70	2.64	2.40
Average interest earning assets (AIEA) ($M) [3] [4]	**442,487**	432,781	424,908	400,609
Statutory operating expenses to total operating income (%) [3]	**37.5**	35.0	36.4	39.4
Risk weighted assets ($M) [2]	**176,898**	175,627	164,977	166,565
Business Banking				
Statutory net profit after tax ($M)	**3,774**	3,624	3,973	3,030
Net interest margin (%)	**3.43**	3.53	3.60	2.97
Average interest earning assets (AIEA) ($M) [4]	**218,809**	205,117	213,014	197,026
Statutory operating expenses to total operating income (%)	**32.0**	31.5	30.1	37.6
Risk weighted assets ($M)	**143,055**	133,239	126,909	147,326
Institutional Banking and Markets				
Statutory net profit after tax ($M)	**1,060**	1,048	1,031	1,058
Net interest margin (%)	**0.84**	0.89	0.88	1.12
Average interest earning assets (AIEA) ($M)	**170,971**	162,173	161,385	137,843
Statutory operating expenses to total operating income (%)	**44.3**	43.6	43.7	42.8
Risk weighted assets ($M)	**71,996**	74,805	68,803	80,001
New Zealand				
Statutory net profit after tax (A$M)	**1,345**	1,116	1,152	729
Net interest margin (ASB) (%) [5]	**2.23**	2.39	2.44	2.22
Average interest earning assets (AIEA) (ASB) (NZ$M) [5]	**125,480**	123,215	123,215	116,397
Statutory operating expenses to total operating income (ASB) (%) [5]	**40.0**	37.3	36.7	35.2
Risk weighted assets - APRA basis (A$M) [6]	**59,652**	61,958	61,958	54,054
Risk weighted assets - RBNZ basis (NZ$M) [7]	**71,415**	70,780	70,780	68,301
AUM - average (ASB) (NZ$M) [5]	**20,461**	20,646	20,646	21,647

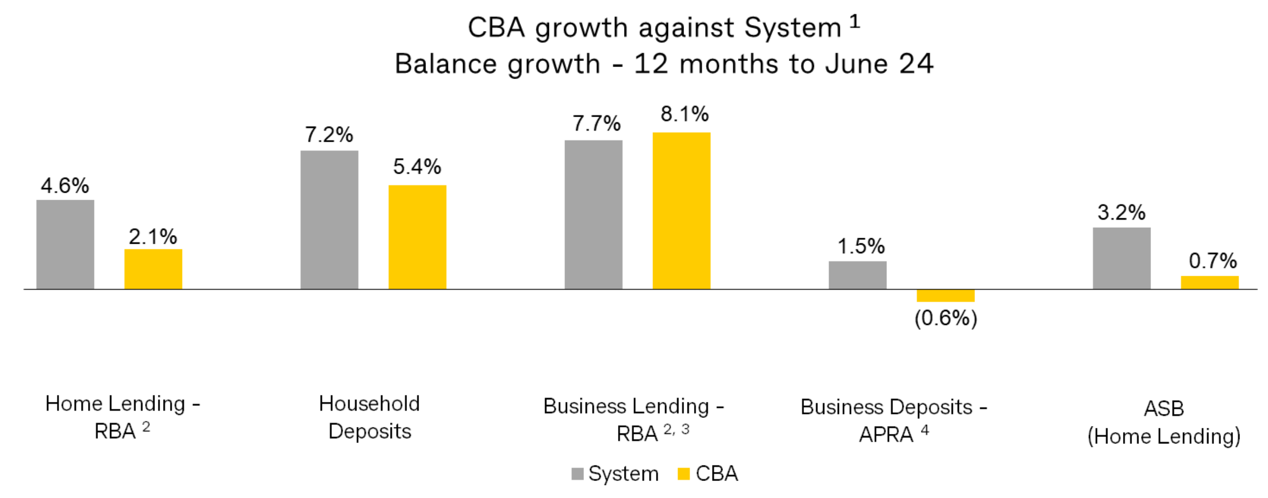
1 Comparative information has been restated to conform to presentation in the current period. Refer Note 1.1 of the 2024 Financial Report and "Disclosures – Financial Information Definitions – Change in Comparatives" and Appendix C of this Document for further details.
2 Includes General Insurance.
3 Excludes General Insurance.
4 Net of average mortgage offset balances.
5 Key financial metrics represent ASB only and are calculated in New Zealand dollar terms.
6 Risk weighted assets (A$M) calculated in accordance with APRA requirements.
7 Risk weighted assets (NZ$M) calculated in accordance with RBNZ requirements.

Highlights (continued)

Market Share

Market Share	30 Jun 24 %	31 Dec 23 %	30 Jun 23 %	Jun 24 vs Dec 23	Jun 24 vs Jun 23
	As at [1]				
Home loans – RBA [2]	**24.5**	24.5	25.1	–	(60)bpts
Home loans – APRA [3]	**25.2**	25.3	25.8	(10)bpts	(60)bpts
Credit cards – APRA [3]	**27.4**	29.0	28.9	(160)bpts	(150)bpts
Other household lending – APRA [3 4]	**21.8**	21.4	20.5	40 bpts	130 bpts
Household deposits – APRA [3]	**26.5**	26.6	26.9	(10)bpts	(40)bpts
Business lending – RBA [2]	**16.9**	16.8	16.8	10 bpts	10 bpts
Business lending – APRA [3 5]	**18.4**	18.2	18.0	20 bpts	40 bpts
Business deposits – APRA [3 5]	**22.4**	22.8	22.9	(40)bpts	(50)bpts
Equities trading [6]	**3.3**	3.3	3.5	–	(20)bpts
NZ home loans [7]	**20.9**	21.0	21.5	(10)bpts	(60)bpts
NZ customer deposits [7]	**18.7**	18.6	18.5	10 bpts	20 bpts
NZ business and rural lending [7]	**17.1**	17.1	17.2	–	(10)bpts

1 Comparative information has been updated to reflect market restatements. For further details on each Market Share category, refer to "Market Share Definitions" in Appendix B of this Document.
2 System source: RBA Lending and Credit Aggregates.
3 System source: APRA's Monthly Authorised Deposit-taking Institution Statistics (MADIS) publication.
4 Other Household Lending market share includes personal loans, margin loans and other forms of lending to individuals.
5 Represents business lending to and business deposits by non-financial businesses under APRA definitions.
6 Represents CommSec traded value as a percentage of total Australian Equities markets, on a 12 month rolling average basis.
7 System source: RBNZ.



1 System and CBA source: RBA/APRA/RBNZ.
2 System and CBA source: RBA Lending and Credit Aggregates.
3 CBA Domestic Business lending growth (including Institutional Lending but excludes Cash Management Pooling Facilities).
4 System and CBA source: APRA Deposits by non-financial businesses.

Credit Ratings

	Long-term	Short-term	Outlook
Fitch Ratings	AA-	F1+	Stable
Moody's Investors Service	Aa2	P-1	Stable
S&P Global Ratings	AA-	A-1+	Stable

A security rating is not a recommendation to buy, sell or hold securities and may be subject to suspension, reduction or withdrawal at any time by an assigning rating agency. Ratings should be evaluated independently of any other information.

Risk Factors

This section describes the principal risk factors that could materially affect the Group's businesses, its revenues, operating income, net income, net assets, liquidity, funding, reputation and capital resources. These risk factors should not be regarded as a complete and comprehensive statement of all the potential risks and uncertainties that the Group faces. Additional risks that may emerge in the future, or that the Group currently considers to be immaterial, may also become important risks that affect the Group. If any of the listed or unlisted risks eventuate, the Group's business, financial condition, liquidity, operations, prospects or reputation could be materially and adversely affected. The risk factors below should be considered in connection with the "Special Note Regarding Forward-Looking Statements" on page 5 of this Document. Notes 9.1 through 9.4 of the 2024 Financial Report provide details on how the Group manages its credit, market and liquidity and funding risks.

Strategic Risk

The Group's results could be adversely impacted by changes in the Group's external and internal operating environment

Strategic risk is the risk of material value destruction or less than planned value creation, due to changes in the Group's external and internal operating environment. Evolving current or emerging risks, such as the impact of high inflation levels and rising interest rates, cost of living pressures, the competitive landscape, emerging technologies and the regulatory and political environment, can challenge the business model and profitability assumptions underlying the Group's strategy. While the Board regularly monitors and discusses the Group's operating environment, strategic objectives and implementation of major strategic initiatives, there can be no assurance that such objectives and initiatives will be successful or that they will not adversely impact the Group.

The Group may be adversely impacted by a downturn in the macroeconomic environment, particularly in the Australian or New Zealand economies

The Group can give no assurances as to the likely future conditions of the economies of Australia, New Zealand or other jurisdictions in which the Group operates or obtains funding, which can be influenced by many factors within and outside these countries, which are outside the Group's control, including domestic and international economic events, political events, natural disasters and any other event that impacts global financial markets.

The Group's performance is largely dependent on the economies of the jurisdictions in which it operates or obtains funding, customer and investor confidence, and prevailing market conditions, which in turn are impacted by global events.

By the nature of its operations in various financial markets, the Group has previously been adversely impacted, both directly and indirectly, by unfavourable business, economic and market conditions. The impact of any changes in political and macroeconomic conditions in Australia and New Zealand or globally remains uncertain. The Group may be materially adversely affected by such conditions where those conditions directly affect the Group's business or result in a protracted downturn in economic conditions globally and, in particular, in Australia and New Zealand, or result in systemic shock due to market volatility, political or economic instability or catastrophic events associated with such conditions.

Such events include:

- The risk of persistent inflation and uncertainty about the size and timing of monetary policy easing globally which may exacerbate market volatility, lead to slow economic growth, higher unemployment and continued cost of living pressures, each of which may cause further declines in business and investor confidence, and increase the risk of customer defaults;
- The risk of contagion and consequent loss of investor confidence from the failure of a bank or other financial institution, which due to the interdependency of financial market participants may cast doubt on the ability of other vulnerable banks globally to weather pressures on their businesses, cause regulators to impose changes to capital and other regulatory requirements, destabilise global markets and negatively affect economic activity;
- Regional and global economic conditions stemming from any current and future public health crises;
- Further escalations in trade restrictions and disruptions to global supply chains and consequential global inflationary impacts associated with the Russian invasion of Ukraine, the Israel-Hamas war and broader conflict in the Middle East and the possibility of those wars expanding into wider regional conflicts in Eastern Europe and the Middle East or any other potential geopolitical conflict;
- Any geopolitical tension or other event that adversely affects China's economic growth or Australia or New Zealand's economic relationship with China, including the implementation of tariffs or other protectionist trade policies and measures;
- Further weakening of the Chinese economy, including as a result of its prolonged downturn in the property market, subdued household consumption, credit growth and savings rates, slowing demand for its exports, and ongoing trade tensions with major economies such as the US and Europe;
- Any escalation in tensions between the United States and China, including with respect to the status of Taiwan, the South China Sea and China's trade and technology policies, leading to increased protectionist policies and further global re-alignment of trading partners by nations;
- The continued consumer and institutional adoption of stablecoin cryptocurrencies which are backed by reserves of fiat currency and liquid financial assets such as bonds. These are largely unregulated with limited transparency over their reserves. As the use of stablecoin grows, a crash could result in a fire sale of reserve assets, destabilising the real economy and possibly impacting access to short-term credit; or
- Advanced economies running larger budget deficits and increasing debt positions, resulting in the risk of higher borrowing costs into the future as well as financial market volatility.

External economic and geopolitical impacts may also be further affected by election results in major economies in 2024, including in the United States. The effect of such events is difficult to predict, but a shock to, or deterioration in, the global economy could result in currency and interest rate fluctuations and operational disruptions that negatively impact the Group.

For example, global economic conditions may deteriorate to the extent that counterparties default on their debt obligations, countries re-denominate their currencies or introduce capital controls, major economies collapse, or global financial markets cease to operate or cease to operate efficiently. Sovereign defaults may adversely impact the Group directly, through adversely impacting the value of the Group's assets, or indirectly through destabilising global financial markets, adversely impacting the Group's liquidity, financial performance or ability to access capital. The strength of the Australian and New Zealand economies is influenced by the strength of the Australian dollar and New Zealand dollar, respectively. Significant movements in these currencies may adversely impact parts of the relevant economy and, in turn, the results of the Group's operations.

Events of the kind referred to above could cause a reduction in demand for the Group’s products and services and/or an increase in loan and other credit defaults, bad debts and impairments and/or an increase in the cost of the Group’s operations. Should these occur, the Group’s business, results of operations, financial condition and prospects may be materially adversely affected, and the other risk factors described herein may be aggravated as a result.

The Group may be adversely impacted by declines in the residential and commercial property sectors

A material downturn in the Australian or New Zealand economies could adversely impact the Group's future results by reducing customers’ demand for the Group’s products and borrowers’ ability to repay their loans to the Group (i.e. credit risk). In particular, given the Group’s concentration of earnings from home loans, a significant or sustained decrease in the Australian and New Zealand housing markets or property valuations, including from external factors, could adversely affect the Group’s home and commercial mortgage portfolio, resulting in a decrease in the amount of new lending the Group is able to undertake and/or an increase in the losses that the Group may experience from existing loans. These factors could adversely affect the Group’s business, financial condition, operations and prospects.

The demand for residential property may also decline due to buyer concerns about decreases in value, regulatory or tax changes or concerns about rising interest rates, which could impact demand for the Group’s home lending products. If regulators impose supervisory measures that impact the Group’s mortgage lending practices, or if Australian or New Zealand housing price growth significantly subsides or property valuations decline, the demand for the Group’s home lending products may decrease and loan defaults could increase due to declining collateral values. This would adversely affect the Group’s business, financial condition, operations and prospects.

A material decline in residential housing prices could also cause increased losses from the Group’s exposures to residential property developers, particularly if such developers’ customers that are pre-committed to purchase the completed dwellings are unable or unwilling to complete their contracts and the Group is forced to sell these dwellings for less than the pre-committed contract price.

Conditions remain challenging in commercial real estate markets globally, including in Australia. Weak leasing demand, reflected in higher vacancy rates and weak rental growth, and higher interest rates are weighing on many commercial real estate owners’ profitability and asset valuations, particularly for lower grade office properties. The Group’s portfolio of commercial property loans may be susceptible to asset price deflation, tenancy risk (comprising of underlying income generation from tenancy mix and vacancy levels), delivery risk and settlement risk, which may result in higher credit losses, refinance risk and deteriorating security values. Adverse impacts on the Group’s commercial loan portfolio could emanate from lower levels of new origination activity and increased losses due to deteriorating security values and a less active refinancing market. A significant decrease in commercial property valuations or a significant slowdown in the commercial real estate markets in Australia or New Zealand, or specific regions or sectors (such as New South Wales), could result in a decrease in lending growth.

The Group is subject to extensive regulation and operates in an environment that is subject to political scrutiny, which could adversely impact its operations and financial condition

The Group and its businesses are subject to extensive regulation in Australia and across multiple regulatory bodies as well as by other regulators in jurisdictions in which the Group operates or obtains funding, including New Zealand, the UK, the Netherlands, the United States, China, Japan, Singapore, Hong Kong and India.

Key domestic regulators include the Australian Prudential Regulation Authority (“APRA”), the Australian Securities and Investments Commission (“ASIC”), the Reserve Bank of Australia (the “RBA”), the Australian Taxation Office (the “ATO”), the Australian Transaction Reports and Analysis Centre (“AUSTRAC”), the Office of the Australian Information Commissioner (the “OAIC”), the Australian Competition and Consumer Commission (the “ACCC”), the Fair Work Ombudsman (“FWO”), the Australian Communications and Media Authority (“ACMA”) and the Cyber and Infrastructure Security Centre (“CISC”). Other key bodies with specialised roles that impact on bank practices and operations include the Australian Financial Complaints Authority, the Australian Securities Exchange (“ASX”), the Banking Code Compliance Committee, and the National Anti-Scams Centre.

In particular, APRA, as the Group’s prudential regulator in Australia has very wide powers under the Banking Act, including in limited circumstances to direct banks (including the Bank) to hold additional capital if it identifies deficiencies in the risk management practices of a regulated entity.

In addition to its key Australian regulators, a range of international regulators and authorities supervise and regulate the Group in respect of, among other areas, capital adequacy, liquidity levels, funding, provisioning, insurance, risk management, compliance with prudential regulation and standards, accounting standards, remuneration, data access, stock exchange listing requirements, and the Group’s compliance with relevant financial crime, sanctions, privacy, taxation, competition, consumer protection and securities trading laws.

The Group and the wider financial services industry are facing continued scrutiny in many of these areas and jurisdictions and changes or new regulation in one part of the world could lead to changes elsewhere.

Any change in law, regulation, taxation, accounting standards, policy or practice of regulators, or failure to comply with laws, regulations or policy, may adversely affect the Group’s business, financial condition, liquidity, operations, prospects and reputation, and its ability to execute its strategy, either on a short or long-term basis. The potential impacts of regulatory change are wide-ranging, and could include increasing the levels and types of capital that the Group is required to hold and restricting the way the Group can conduct its business and the nature of that business, such as the types of products that it can offer to customers.

The Group is exposed to the risk of a change in tax laws or changes in the interpretation of tax laws in the jurisdictions in which it operates. Any such changes may be adverse to the Group’s interests and may result in the Group incurring larger tax liabilities than expected, which could adversely affect the Group’s results of operations.

The Group may also be adversely affected if the pace or extent of regulatory change exceeds its ability to adapt to such changes and embed appropriate compliance processes adequately. The pace of regulatory change means that the regulatory context in which the Group operates is often uncertain and complex.

Prudential regulatory reforms

APRA has announced that its policy priorities for the short term are governance, culture, remuneration and accountability, operational resilience, climate risk, cyber resilience and recovery and resolution. Examples of recent significant regulatory reform from a prudential perspective that have impacted or may impact the Group include the following:

- In January 2023, APRA implemented its revisions to the ADI capital framework. These revisions include an increase to the minimum Common Equity Tier 1 ("CET1") capital ratio from 8 per cent to 10.25 per cent, which is comprised of a minimum prudential capital requirement of 4.5 per cent, and a capital conservation buffer of 5.75 per cent, which includes a domestic systemically important banks ("D-SIB") buffer of 1 per cent and a baseline countercyclical capital buffer ("CCyB") set at 1 per cent The CCyB, which may be varied by APRA in the range of 0 per cent. to 3.5 per cent, can be released in times of systemic stress and post-stress recovery. The objectives of these reforms and revisions are to increase the risk sensitivity within the capital framework, to enhance the ability of ADIs to respond flexibly to future stress events, and to improve the comparability of the Australian framework with international standards.
- In addition, APRA's approach to loss absorbing capacity for D-SIBs such as the Bank, required an additional total capital requirement of 3 per cent of risk-weighted assets ("RWA") from 1 January 2024. This will increase to 4.5 per cent from 1 January 2026. The loss absorbing capacity requirement in combination with revisions to the ADI capital framework has resulted in a total capital ratio requirement of 16.75 per cent. since 1 January 2024. The total capital requirement will increase to 18.25 per cent. from 1 January 2026.

  • On 9 December 2022, APRA released its final versions of the transitional and new Prudential Standard APS 330 Public Disclosure (APS 330). APRA has updated the transitional APS 330 so that ADIs may continue to make public disclosures from 1 January 2023 that are consistent with the new capital framework until the new disclosure standard becomes effective on 1 January 2025. The new standard has been designed to ensure alignment with both APRA's new capital framework and the Basel Committee's internationally agreed minimum requirements for public disclosures
- On 18 May 2023, APRA released its final Prudential Standard CPS 900 Resolution Planning, which requires that significant financial institutions, such as the Group, develop a resolution plan in cooperation with APRA so the entity can be managed by APRA in an orderly manner, where the entity is unable to, or is likely to be unable to, meet its obligations or suspends, or is likely to suspend, payments. CPS 900 came into effect on 1 January 2024, however APRA has indicated the compliance requirements will be finalised over the course of 2024.
- On 17 July 2023, APRA released the final CPS 230 Operational Risk Management. CPS 230 will apply to all APRA regulated entities from 1 July 2025 and sets out significant new requirements in relation to operational risk management, including in relation to service provider risk management and business continuity planning. On 13 June 2024, APRA published its final Prudential Practice Guide CPG 230 Operational Risk Management, to help banks and superannuation trustees strengthen their management of operational risk and improve business continuity planning.

  • On 8 July 2024, APRA finalised its standard relating to Capital Adequacy Interest Rate Risk in the Banking Book APS 117 and the guidance associated with the standard, APG 117. The revised standards will be effective from 1 October 2025 and are designed to address lessons learned from the large interest rate movements and last year's international banking crisis, create better incentives for ADIs (in particular larger ADIs like the Group) in managing their interest rate risk, including raising standards of governance and the measurement of risk, and simplify the IRRBB framework and ensuring a proportionate approach across ADIs.
- The RBNZ's finalised Banking Prudential Requirements ("BPR") require the RWA of New Zealand IRB banks, such as ASB, to increase to approximately 90% of that required under a standardised approach. In addition, for those banks deemed systemically important, including ASB, the Tier 1 capital requirement will increase to 16% of RWA, of which 13.5% must be in the form of CET1 capital. Tier 2 capital will remain in the framework and can contribute up to 2% of the 18% minimum total capital ratio. Existing Additional Tier 1 and Tier 2 instruments issued by New Zealand banks will no longer be eligible under the RBNZ's new capital criteria. These reforms began being phased in on 1 October 2021 with full implementation on 1 July 2028. The net impact on the Group's Level 1 CET1 capital by the end of the transition period in 2028 is dependent on the additional capital required by ASB to comply with the increased capital requirements. Whether the additional capital requirement for ASB results in financial implications for the Group will also depend on whether the Group's Level 1 CET1 ratio is lower than the Group's Level 2 CET1 ratio in 2028. The implementation of these new requirements could impact the Bank's capital minimums and targets. However, given the level of uncertainty of these outcomes, the future financial impact of the RBNZ's revised capital adequacy requirements is not able to be quantified currently.

The Group is subject to competition and digital disruption which may adversely affect its business and financial results

The Group faces competition in all of its principal areas of operation. Competition is expected to increase, especially from non-Australian financial services providers who continue to expand in Australia, and from new non-bank entrants or smaller providers who may be unregulated or subject to lower or different prudential and regulatory standards than the Group, allowing them to operate more efficiently. These entrants may seek to disrupt the financial services industry by offering bundled propositions and utilising new technologies such as blockchain and digital currencies.

Given the importance of a functioning and competitive banking sector, it is anticipated that over the longer-term, the level of competition in financial services will remain a focus area for the Australian Government and the New Zealand Government. For example, in August 2023, the Australian Government commenced a review of its competition laws and institutions which is expected to last at least two years. In addition, the Australian Senate Rural and Regional Affairs and Transport References Committee conducted an inquiry into branch closures in regional areas, and recommended in May 2024 that the Australian Government commission an expert panel to investigate the feasibility of establishing a publicly owned bank. In May 2024, the New Zealand Government introduced to Parliament a Customer and Product Data Bill, which contemplates the introduction of a consumer data right that would seek to improve consumers' ability to compare and switch products. Possible future policy reform in this area may result in increased competitive pressure in the Group's key markets, which may adversely affect the Group's business, results of operations, financial condition and prospects.

The emergence, adoption and evolution of new technologies, including distributed ledgers, such as digital currencies and blockchain, may require the Group to invest resources to adapt its existing products and services and may increase the Group's compliance and regulatory costs. Regulatory limitations on the Group's involvement in products and platforms involving technologies such as digital currencies may not apply equally or, in some cases, at all to certain of the Group's competitors. The Group may not be as timely or successful in developing or integrating, or even able to develop or integrate, new products and technologies, such as digital currencies, into its existing products and services, adapting to changes in consumer preferences or achieving market acceptance of the Group's products and services, any of which could affect the Group's ability to attract or retain clients, cause the Group to lose market share or result in service disruptions and in turn reduce the Group's revenues or otherwise adversely affect the Group.

If poorly implemented or managed in areas such as lending decisions, the use of these technologies could also create data privacy concerns or deliver incorrect results with potentially poor financial, regulatory, conduct or reputational outcomes.

The Group relies on deposits to fund a significant portion of its balance sheet. The Group competes with banks and other financial services firms for such deposits. Increased competition for deposits may increase the Group's cost of funding. To the extent that the Group is not able to successfully compete for deposits, the Group would be forced to rely more heavily on other, less stable or more expensive forms of funding, or to reduce lending, which may adversely impact the Group's business, financial condition, operations, prospects and liquidity.

In addition, a material portion of the Group's earnings is derived from mortgages. The Group faces increased competition for mortgages, with the current high interest rate environment driving higher volumes of refinancing activities as customers shop around for more favourable rates. If the Group is unable to compete effectively in its various businesses and markets, its market share may decline and increased competition may also adversely affect the Group's results by diverting business to competitors or creating pressure to lower margins to maintain market share.

The Group could suffer losses due to environmental and social risks

Climate change is systemic in nature, and can be a significant driver of financial, non-financial and strategic risk to the Group.

Shareholders, community stakeholders and local and global regulators have increased their focus on climate change, and nature related matters (such as, biodiversity loss, all forms of pollution, and deforestation), increasing the risk of compliance breaches, shareholder activism and litigation risk (including class actions). Examples of this increased focus include the proposed Australian climate-related financial disclosure regime and the introduction of similar specific climate-related disclosure requirements in New Zealand. Risk may arise due to the failure or perceived failure of the Group to manage climate change-related risks appropriately; align the Group's policy actions or decisions to the Group's public commitments or disclosures; accurately or adequately disclose the extent and management of environmental and social risks, apply appropriate climate-related standards to its customers or meet climate change-related commitments, goals or targets. This may increase the risk that third parties (including activist shareholders as well as regulators) commence litigation against the Group or its Directors, with this type of climate-related litigation becoming more common in Australia, New Zealand and other jurisdictions. The Group is aware of such litigation and regulatory risks through its receipt of information requests relating to environmental, social and governance matters and its engagement with activists, shareholders and regulators.

Such litigation may adversely affect the Group's reputation and may result in regulatory fines or penalties or other more indirect financial impacts, including loss of revenue.

A failure to respond adequately to the potential and expected impacts of climate change would affect the Group's long-term performance and could be expected to have impacts for the Group in its lending (retail and business), procurement and investment portfolios. The financial performance of the Group could also be impacted if revenue foregone from carbon intense customers is not offset by financing opportunities in new 'green' or renewable industries. Further, any actual, or perceived inadequate climate commitments by Australia could result in loss of, or increased cost of capital or funding, carbon border adjustment taxes, and exclusion of Australian businesses (including the Group's customers) from the significant global transition economy.

There is an increasing risk that the Group's assets, including those held as collateral or investments, could become impaired where customers are unable to secure adequate insurance cover against permanent damage arising from more frequent and severe weather events and longer-term shifts in climate patterns. In particular, there is a risk of the home lending portfolio accumulating an increased exposure to high risk areas over time if appropriate action is not taken in the shorter term. Permanent damage to assets of customers could impact the probability of default and losses arising from defaults, valuations and collateral as well as portfolio performance, which may adversely impact the Group's business, financial conditions, operations, prospects and liquidity. The Group's assets held in certain industries and/or locations, or those held in investment portfolios, could also become less valuable as a result of being misaligned with low-carbon policy or community expectations.

Disruption is also likely to occur from the adjustment to a low-carbon economy. This may be due to the nature and volume of regulatory policy, market, technological or community-led transition requirements, and changing expectations.

A disorderly transition to a low carbon economy, or the occurrence of a single or series of severe physical events could result in a disruption to the global or local economy. A macro-economic downturn triggered by these events could lead to credit losses for the Group from industries or regions not directly exposed to physical or transition risks.

The physical impacts of climate change and the transition to a low carbon economy have the potential to increase the number of vulnerable customers and hardship cases to be managed by the Group through: damage to assets of customers affecting their ability to repay loans, house value declines and insurance affordability issues in higher risk zones; inflation increases from higher energy prices as nations seek to meet emission targets; unemployment in regions or industries previously dependent on non-renewable energy production; and customers impacted by severe weather events.

The Group's reputation could also be adversely impacted by: continuing to finance certain industries or customers that are carbon intense or environmentally unfriendly; setting portfolio emission reduction targets and strategies that do not meet community expectations; failing to support the generation of renewable energy to ensure the maintenance of a secure energy platform in Australia or in any other jurisdiction in which the Group operates; failing to provide appropriate products or services to support our customers to adapt to and become more resilient to the impacts of climate change; failing to reduce the Group's own emissions or manage its own environmental footprint; failing to meet regulatory and reporting requirements, or not adhering to public commitments. Reputation risks could be heightened by decisions the Bank makes in relation to pricing and lending practices in high risk regions or industries to limit its own risk exposure. The Group's reputation could also be impacted by: financing or partnering with organisations that negatively impact human rights and the rights of Australian First Nation peoples; engage in modern slavery or have modern slavery in their supply chains; or have corrupt, unethical or weak governance practices.

The Group may be exposed to conduct risk if decisions made in regard to pricing or lending in high risk regions or industries are assessed as unfair to existing or future customers.

Extended disruption to our business could occur due to electricity outages from severe weather events, or a disorderly energy transition where the increase in renewables and firming capacity fails to keep pace with potential early closure of coal power stations.

Social risk may increase as community expectations shift in relation to how the financial sector interacts with people in vulnerable circumstances and marginalised members of the community. The number of customers in vulnerable circumstances has the potential to accelerate in the near-term, exacerbated by the increased cost of living and economic pressures; a significant increase in losses to fraud and scams; a housing and rental affordability crisis due to lack of housing supply; and greater number of communities impacted by extreme weather events. This could lead to potential reputational risk arising from actions taken by the Group in situations of increased customer vulnerability, hardship and default.

Organisational capability and culture risks may adversely affect the Group's business, operations and financial condition

The Group may be unable to execute effectively on its strategy due to inadequate skills and capabilities and a misaligned organisational culture.

The Group's ability to attract and retain qualified and skilled executives, employees and Board members is an important factor in achieving the strategic objectives of the Bank and its subsidiaries. The Chief Executive Officer, the management team of the Chief Executive Officer and the Board have skills that are critical to setting the strategic direction, driving an appropriate organisational culture, successfully managing growth of the Group, and whose loss due to resignation, retirement, death or illness may adversely affect the Group's business, operations and financial condition.

The progression of new technologies, such as artificial intelligence ("AI"), changing macroeconomic conditions, and increasing regulatory expectations, requires leaders, employees and partners with new and different skill sets, (particularly in engineering, technology, environment, data and analytics) and deep banking expertise to deliver the performance expected by shareholders.

With historically low unemployment rates in Australia and New Zealand across the corporate sector, these skills are becoming increasingly difficult to attract and retain, particularly with the emergence of new non-traditional technology competitors who aim to compete directly in the banking sector.

The Group's business, operations and financial condition could be adversely affected if it has difficulty driving the appropriate organisational culture necessary to achieve its strategy, retaining or attracting highly qualified people for important roles, including key executives and Board members, particularly in times of strategic change.

Failure to maintain capital adequacy requirements would adversely affect the Group's financial condition

Capital adequacy risk is the risk that the Group does not hold sufficient capital and reserves to capitalise on strategic opportunities, cover exposures and withstand losses from extreme events. The current market volatility creates the need for the Group to closely monitor its capital position.

The Group must satisfy substantial capital requirements, subject to qualitative and quantitative review and assessment by its regulators. Regulatory capital requirements influence how the Group uses its capital and can restrict its ability to manage capital across the entities in the Group, to pay dividends and Additional Tier 1 distributions, or to make stock repurchases, or require the Group to raise more capital, or restrict balance sheet growth. The Group's capital ratios may be affected by a number of factors, including earnings, asset growth and quality, movements in the Group's RWA, changes in the value of the Australian dollar against other currencies in which the Group conducts its business, changes in regulatory requirements, and changes in business strategy (including acquisitions, divestments, investments and changes in capital intensive businesses). Additionally, if the information, models, or the assumptions upon which the Group's capital requirements are assessed prove to be inaccurate, this may adversely impact the Group's operations, financial performance and financial position.

The Group operates an Internal Capital Adequacy Assessment Process (the "ICAAP") to manage its capital levels and to maintain them above the regulatory requirements. The ICAAP includes forecasting and stress testing of capital levels, which guides the Group in selecting any capital management initiatives it may undertake.

Should the ICAAP forecasts or stress tests prove to be ineffective, the Group may not be holding sufficient capital and may need to raise capital to manage balance sheet growth and/or stress.

Damage to the Group's reputation could undermine the trust of stakeholders, erode the Group's brand and harm its business, financial condition, operations and prospects

The Group's reputation is a valuable asset and a key contributor to the support that it receives from the community for its business initiatives and its ability to raise funding or capital. Damage to the Group's reputation may arise where there are differences between stakeholder expectations and the Group's actual or perceived practices. Reputational damage may also be a secondary outcome of other sources of risk.

Various issues, including a number of the risks described herein, may give rise to reputational damage and cause harm to the Group's business, financial condition, operations and prospects. These issues include the conduct of the Group (for example, inadequate sales and trading practices, inappropriate management of conflicts of interest, inappropriate management of emerging categories of vulnerable customers from cost of living pressures and increasingly severe weather events, and other ethical issues), breaches of legal and regulatory requirements (such as money laundering, counter-terrorism financing, trade sanctions, privacy and anti-hawking laws), technology and information security failures, unsuccessful strategies or strategies that are not in line with community expectations and non-compliance with internal policies and procedures. The Group's reputation may also be adversely affected by community perception of the broader financial services industry, or from the actions of its competitors, customers, suppliers or companies in which the Group holds strategic investments.

The Group has in the past, and may in the future, be challenged on its strategy by shareholders, including institutional shareholders, and special interest groups. Areas which have attracted investor activism in Australia include making socially responsible investments and avoiding financing or interacting with businesses that do not demonstrate responsible management of environmental and social issues. The prevalence of investor activism could impact management's decision-making and implementation of the Group's initiatives, which in turn could adversely affect its financial results.

Reputational damage could also arise from the Group's failure to effectively manage risks, enforcement or supervisory action by regulators, adverse findings from regulatory reviews and failure or perceived failure to adequately respond to community, environmental, social and ethical issues.

Failure, or perceived failure, to address these issues appropriately could also give rise to additional legal or regulatory risk, subjecting the Group to regulatory enforcement actions, fines and penalties, or further damage the Group's reputation and integrity among its stakeholders including customers, investors and the community.

Acquisitions, divestments and investments may adversely affect the Group

The Group regularly considers a range of corporate opportunities, including acquisitions, divestments, joint ventures, and investments. Pursuit of corporate opportunities inherently involves transaction risks, including the risk that the Group over-values an acquisition or investment, or under-values a divestment, as well as exposure to reputational damage or regulatory intervention. The Group may encounter difficulties in integrating or separating businesses, including failure to realise expected synergies, disruption to operations, diversion of management resources, or higher than expected costs. In addition, the Group may incur unexpected financial losses following an acquisition, joint venture, or investment if the business it invests in does not perform as planned or causes unanticipated changes to the Group's risk profile. These risks and difficulties may ultimately have an adverse impact on the Group's financial performance and position.

Credit Risk

The Group may incur losses associated with credit risk exposures

The Group assumes counterparty risk in connection with its lending, trading, derivatives and other businesses as it relies on the ability of its counterparties to satisfy their financial obligations to the Group on a timely basis. For example, customers may default on their home, personal and business loans, and trades may fail to settle due to non-payment by a counterparty or a systems failure by clearing agents, exchanges or other financial intermediaries. This risk also arises from the Group's exposure to lenders' mortgage insurance and re-insurance providers. There is also a risk that the Group's rights against counterparties may not be enforceable in certain circumstances.

Less favourable business or economic conditions, whether generally or in a specific industry sector or geographic region, as well as the occurrence of events such as natural disasters or geopolitical events, could cause customers or counterparties to fail to meet their obligations in accordance with agreed terms.

Counterparties may default on their obligations due to insolvency, lack of liquidity, operational failure or other reasons. This risk may be increased by a deterioration in economic conditions and a sustained high level of unemployment. In assessing whether to extend credit or enter into other transactions, the Group relies on counterparties providing information that is accurate and not misleading, including financial statements and other financial information, information and undertakings in relation to any collateral pledged as security for credit risk exposures and increasingly, disclosures relating to counterparties' exposure to material environmental and social risks. The Group's financial performance could be negatively impacted to the extent that it relies on information that is inaccurate or materially misleading.

Rapid consecutive rises to higher than previously anticipated terminal interest rates could lead to business insolvencies, increased mortgage stress and defaults. In addition, the Reserve Bank of Australia has projected that the majority of all Australian home loans which were on a fixed interest rate in early 2022 will transition to a variable rate by the end of 2024. As the interest rates on these loans transition from fixed to materially higher variable rates, homeowners will face an increase in their mortgage repayments, increasing the potential for mortgage stress and defaults amongst those mortgage holders most highly exposed.

Substantial aggregate unexpected credit losses could have a significant adverse effect on the Group's business, financial condition, operations and prospects.

Operational Risk

The Group may incur losses from operational risks associated with being a large financial institution

Operational risk is defined as the risk of economic gain or loss resulting from (i) inadequate or failed internal processes and methodologies; (ii) people; (iii) systems and models used in making business decisions; or (iv) external events. The continuity and resilience of the Group's operations is crucial for serving its customers, upholding community trust and maintaining its reputation.

The Group is exposed to operational risk through a number of specific risk types that require specific skills, infrastructure, procedures and governance to ensure their effective oversight and management. The Group may also be adversely impacted by failures in the efficacy, adequacy or implementation of these risk-management strategies, frameworks and processes. The emergence of unexpected risks or unanticipated impacts of identified risks may result in financial or reputational losses for the Group.

The Group may be adversely affected by cyber-security risks

The Group's information technology systems, including those supplied by external service providers, are subject to information security risks. Cyber-attacks have the potential to cause financial system instability and could result in serious disruption to customer banking services, or compromise customer data privacy.

Information security risks for the Group have continued to evolve in recent years, in line with: (i) the pervasiveness of technology to conduct financial transactions; (ii) the evolution and development of new technologies, including the widespread adoption of AI; (iii) the Group's increasing usage of digital channels; (iv) customers' increasing use of personal devices that are beyond the Group's control systems; (v) increased remote working by the Group's employees; and (vi) more well-organised and resourced cyber criminals employing new technologies, such as AI to exploit vulnerabilities on an ever-increasing attack surface.

Cyber-attacks have the potential to cause financial system instability and geopolitical tensions more recently present an elevated threat environment in which the Group may be targeted for denial-of-service attacks, phishing attacks, ransomware attacks, computer viruses or other malicious code and other events. These threats could result in the unauthorised access, release, gathering, monitoring, misuse, loss or destruction of confidential, proprietary and other information of the Group, its employees, customers or third parties or otherwise adversely impact network access or business operations.

An information security failure (including the impact of any cyber-attack), or more general mishandling of data, could have serious consequences for the Group, including operational disruption, financial losses, a loss of customer or business opportunities, litigation, regulatory penalties or intervention, reputational damage, theft of intellectual property, loss or theft of customer data, and could result in violations of applicable privacy laws.

A number of large Australian enterprises have experienced significant cyber-attacks in recent years. Intense public response to these attacks has led to increased political and regulatory focus, including the release of the 2023-2030 Australian Cyber Security Strategy and subsequent discussions and consultation on legislation reforms, with the potential for future significant increases in penalties for privacy breaches. Should the Group be the target of such an attack, then in addition to the risks discussed above, there is a risk of reputational damage in light of the public response to such an attack and/or penalties imposed by a regulator which may materially adversely affect the Group's operations. The theft of customers' personal information in cyber-attacks more broadly presents the potential for identity theft, which in turn has effects for Group know your customer ("KYC") procedures.

The Group may be adversely affected by technology risks

The Group's businesses are highly dependent on its information technology network of systems, including those supplied by external service providers, to safely and securely process, store, keep private and transmit information.

The Group provides numerous services to customers through a complex technology infrastructure that requires ongoing updates, maintenance, monitoring and configuration to ensure its network, software applications and hardware, including those supplied by external service providers, are resilient and not disrupted by physical damage, malicious or unintentional acts, or ineffective change management processes.

Disruption to business systems from failure of technology infrastructure and governance can materially impact customers, communities and shareholders, resulting in significant financial and reputational losses for the Bank, and result in material fines and penalties.

The Group may be adversely affected by data management risks

The Group manages a large volume of data. There is a risk that poor decisions may be made due to data quality issues or failing to appropriately manage and maintain the Group's data. This includes the capture, processing, distribution, retention and disposal of data. Failure to appropriately manage and maintain the Group's data, including use of data in a manner inconsistent with the Group's obligations and values, or not complying with data management regulatory obligations, may result in a loss of trust, operational disruptions, financial losses or regulatory action.

The Group may be adversely affected by third party risks

The Group's use of third party suppliers and partnerships, especially those that supply the Group with critical services such as key technology systems or support, expose it to operational risks potentially severe in nature. A number of IT systems that the Group utilises are provided by third parties, on either a subscription basis referred to as Software-as-a-Service (e.g. CRM SaaS Service) or foundational platforms (e.g. AWS or Microsoft Azure). Any system failures, outages, cyber-attack or data breach on the side of the vendor may adversely affect the Group's business, operations, financial position and/or performance.

Further, financial instability and geopolitical tensions across the global landscape have led to general uncertainty over the stability of global supply chains. This context is likely to persist with possible impacts on third-party suppliers of the Group.

The Group may be adversely affected by transaction processing risks

The Group's businesses are highly dependent on their ability to process and monitor a very large number of transactions, many of which are highly complex, across multiple markets and in many currencies. The Group's payment, settlement, collateral management, financial, accounting, record keeping, data processing or other operating systems, processes and facilities may fail to function properly or may become disabled as a result of events that are wholly or partially beyond its control, such as a spike in transaction volumes, damage to critical utilities, environmental hazards, natural disaster, or a failure of a vendor's systems.

The Group may be adversely affected by business disruption risks

The Bank is exposed to the risk of disruption to business processes from internal technology issues, including cybersecurity issues, the loss of service providers, the loss of the Group's staff or workplaces, or natural disaster.

Disruptions can impact customers' ability to consume critical business services, including access to funds and ability to make payments and transfers. Prolonged or repeated business disruptions could adversely affect the Group's reputation, result in regulatory compliance failures and ultimately require the Group to enter into enforceable undertakings to rectify the failures.

The Group may be adversely affected by artificial intelligence risks

Artificial intelligence ("AI") are machine-based systems that independently learn from data and can, for a given set of human-defined objectives, generate outputs such as content, predictions, recommendations, or decisions. AI includes technologies such as machine learning (identifies patterns and relationships in data, including supervised, unsupervised and reinforcement learning), dynamic or adaptive models, speech recognition, natural language processing and computer image recognition. AI is being used more often in banking across a range of business processes, including lending, customer service and financial modelling.

Not adopting AI within business processes could pose a strategic disadvantage to the Group relative to its competitors who deploy AI tools to increase the speed and quality of decisions. Inadequate adoption and management of AI in business processes by the Group, or by third parties it relies upon (including the inability to understand or explain AI decisions), can result in unwanted financial and non-financial consequences, such as decisions deemed unethical or not in line with the Group's policies and values which could adversely affect the Group's reputation.

The Group may be adversely affected by modelling risks

As a large financial institution, the Group relies on a number of models for material business decisions. Incorrect model design or improper model implementation, maintenance and application can result in incorrect business decisions.

The Group may be adversely affected by fraud and scam risks

All businesses, organisations and individuals are confronted by the growing risk of fraud and scam activity. The Group is also exposed to this risk on an ongoing basis, through its interactions with customers, third party suppliers and internally in the course of its day to day operations. This can include the theft of funds, loss of funds through deceptive means (including emerging malicious use of GenAI), unauthorised trading or the theft of assets and non-electronic information.

Since 2023 the Group has seen a growing interest in and awareness of scams, with some overseas jurisdictions introducing tighter regulation of the Banking sector to protect customers who have lost their money to scams. The Australian Government has raised the profile of scam activity by launching the National Anti-Scams Centre to lead coordination of intelligence and prevention measures and announced its intention to implement a new mandatory industry codes to better define the responsibilities of private sector parties (Banks, Telecommunication Providers and Digital Platform Providers) when a scam occurs. It is possible that the Group will need to meet increased standards with respect to the identification, prevention and remediation of scam activity that concerns its customers. This may include standards or expectations concerning when the Group will be liable to reimburse or compensate customers for losses arising from scam activity. The Treasury Scams Code is currently being drafted, with active participation from the Group in the consultation process held from November 2023 – January 2024. Upon release, the Group would be subject to liability measures under the Treasury Scams Code and may face the risk of incurring higher losses in relation to scams.

The Group may be adversely affected by employment risks

The Group employs a large workforce and is therefore exposed to the risk of breaches of employment legislation, mismanagement of employee relations, and physical or mental injury or death of employees or people on Group premises where the Group is liable.

Due to the size and complexity of the Group's workforce, developments or decisions in labour law may have an impact on the Group's employment arrangements, causing a change in the Group's workforce or the labour cost base, any of which may have an adverse impact on the Group's financial performance and reputation. In addition, if employees take industrial action, the Group could be exposed to loss to the extent the industrial action impairs the Group's ability to provide services or causes disruptions to the Group's operations.

The Group may be adversely affected by accounting and taxation risks

The Group may be exposed to risks from not meeting statutory and regulatory reporting, tax payment and filing requirements.

Management must exercise judgement in selecting and applying the Group's accounting policies so that not only do they comply with generally accepted accounting principles but they also reflect the most appropriate manner in which to record and report on the financial position and results of operations of the Group. Inappropriate application of and changes to accounting policies may adversely impact the Group's results.

Compliance Risk

The Group is subject to compliance risks, which could adversely impact the Group's results and reputation

Compliance risk is the risk of legal or regulatory sanctions, material financial loss or loss of reputation that the Group may suffer as a result of its failure to comply, or perceived failure to comply, with the requirements of relevant laws, regulatory bodies, industry standards and codes. Compliance risk may also arise where the Group interprets its obligations differently from regulators or a court.

Increasing volume, complexity and global reach of such requirements, and the increased propensity for sanctions and the level of financial penalties for breaches of requirements, could adversely impact the Group's results and reputation.

This includes for example, financial crime related obligations such as anti-money laundering and counter-terrorism financing laws, anti-bribery and corruption laws, modern slavery laws, and economic and trade sanctions laws in the jurisdictions in which the Group operates. The number and wide reach of these obligations, combined with the increasing global focus on compliance with and enforcement of these obligations, presents a risk of adverse impacts on the Group, including to its reputation.

Substantial legal liability or regulatory action against the Group may adversely affect the Group's business, financial condition, operations, prospects and reputation

Due to the nature of the Group's business, it is involved in litigation proceedings, principally in Australia and New Zealand. Such matters are subject to many uncertainties, and the outcome of individual matters cannot be predicted with certainty. If the Group is ordered to pay money (for example, damages, fines, penalties or legal costs), has orders made against its assets (for example, a charging order or writ of execution), is ordered to carry out actions which adversely affect its business operations or reputation (for example, corrective advertising) or is otherwise subject to adverse outcomes of litigation proceedings, or of any arbitration or regulatory proceedings which may commence, the Group's business, financial condition, operations, prospects and reputation may be adversely affected.

The Group is defending (a) two separate shareholder class action proceedings which alleged breaches of CBA's continuous disclosure obligations and misleading or deceptive conduct relating to the subject matter of the civil penalty proceedings brought against CBA by the Australian Transaction Reports and Analysis Centre (AUSTRAC) in 2017 (judgment was determined in CBA's favour on 10 May 2024 and the applicants have filed an appeal from that judgment), (b) two class actions in relation to superannuation products, (c) two class actions related to financial advice (one of which had an initial trial in March 2024 with judgment reserved), and (d) a class action commenced in New Zealand against ASB Bank Limited ("ASB") regarding disclosure of loan variations. Settlements were reached, with no admissions as to liability in a third superannuation class action and a class action in relation to consumer credit insurance for credit cards and personal loans.

Further details about each of these claims can be found in the "Description of Business Environment – Legal Proceedings and Investigations" section of this Document and Note 7.1 of the 2024 Financial Report.

Furthermore, in recent years there have been increases in the number and scale of regulatory investigations and reviews, enforcement actions (whether by court action or otherwise) and the quantum of fines issued by regulators, particularly against financial institutions both in Australia and globally. The nature of these investigations and reviews can be wide ranging, and may require the Group to incur significant compliance costs. There are also ongoing matters where regulators or other bodies are investigating whether the Bank, ASB or another Group entity has breached laws, regulatory or other obligations.

Where a breach has occurred, regulators or other bodies may impose, or apply to a Court for, fines and/or other sanctions, or may require remediation.

The Group is also party to certain enforceable undertakings and one compliance program with a regulator. These include an enforceable undertaking with the Office of Australian Information Commissioner, an enforceable undertaking with the Australian Communications and Media Authority and a compliance program ordered by the Federal Court of Australia as part of the proceedings which ASIC commenced against Commonwealth Securities Limited (CommSec). Further details about these enforceable undertakings can be found in the "Description of Business Environment – Legal Proceedings and Investigations" section of this Document and Note 7.1 of the 2024 Financial Report. Although the Group is currently in compliance with each of these enforceable undertakings, if the regulator determines the Group is no longer in compliance additional sanctions could be levied or additional rectification steps could be required. The Group also continues to receive various notices and requests for information from its regulators as part of both industry-wide and Group-specific reviews. The Group continues to address the underlying causes of the *Anti-Money Laundering and Counter-Terrorism Financing Act* failings that resulted in AUSTRAC commencing its proceedings against the Bank in 2017. The Group provides updates to AUSTRAC on its Anti-Money Laundering and Counter-Terrorism Financing Program and other financial crime compliance capabilities, related enhancements and remediation activities. However, there is no assurance that AUSTRAC or other regulators will agree that the Group's enhancements to its financial crime compliance capabilities, including through the multi-year Program of Action and Financial Crime Domain, are adequate or will effectively enhance the Group's financial crime compliance programs across its business units and the jurisdictions in which it operates.

In addition to possible regulatory actions and reviews by regulators or other bodies, there may also be financial exposure to claims by customers, third parties and shareholders and this could include further class actions, customer remediation or claims for compensation or other remedies. The outcomes and total costs associated with such regulatory actions and reviews by regulators or other bodies, and possible claims remain uncertain. The Group has incurred operating expenses for customer refunds and program costs in relation to remediation issues impacting customers of its wealth management and banking businesses, including Aligned Advice remediation. As at 30 June 2024, the provision held by the Group in relation to Aligned Advice remediation was $40 million (30 June 2023: $262 million). For more details on these remediation costs, see the "Description of Business Environment – Legal Proceedings and Investigations" section of this Document and Note 7.1 of the 2024 Financial Report. Although the Group believes these provisions are sufficient to provide all necessary customer remediation, it is possible further provisions may be required.

Additionally, investigations, actions, claims and proceedings may harm the Group's business and results by negatively impacting the Group's reputation among the Group's customers, investors and other stakeholders. Reputational harm could result in the loss of customers or restrict the Group's ability to access the capital markets on favourable terms, which could have a material adverse effect on the Group's business, financial condition, operations, prospects and reputation.

The Group may incur losses as a result of the inappropriate conduct of its staff

The Group could be adversely affected if an employee, contractor or external service provider does not act in accordance with regulations or its policies and procedures, engages in inappropriate or fraudulent conduct, or unintentionally fails to meet a professional obligation to specific clients. Examples are inadequate or defective financial advice, product defects and unsuitability, market manipulation, insider trading, privacy or data security breaches and misleading or deceptive conduct in advertising. As a result, the Group could incur losses, financial penalties and reputational damage, and could be subject to legal or regulatory action.

The Group may incur losses as a result of not complying with financial crime legislation

Banks have a critical role to play in protecting our customers, the community and the integrity of the financial system from financial crimes. The Group is required to comply with legislation targeting financial criminal activities globally, including: sanctions, anti-money laundering and counter-terrorism financing (AML/CTF), anti-bribery and corruption and anti-tax evasion facilitation. The Group continues to address its AML/CTF failings including those that resulted in AUSTRAC commencing enforcement action against CBA in 2017. The Group continues to invest in risk assessment tools, data and processes to better understand and detect financial crime risks. As this work progresses, further compliance issues may be identified and reported to regulators, and additional enhancements of systems and processes may be required. The Group works closely with AUSTRAC and international regulators, law enforcement bodies and the Fintel Alliance to detect and deter financial crimes. The Group has initiatives to build capability on the frontlines to help in identifying criminal activity. However, there is no assurance that AUSTRAC or the Group's other regulators will agree that the Group's enhancements to its financial crime compliance capabilities are adequate or will effectively enhance the Group's financial crime compliance programs across its business units and the jurisdictions in which it operates.

The Bank may incur losses as a result of not complying with privacy legislation

The Bank collects and handles a large volume of personal information of individuals. Failure to appropriately collect, handle and protect this data in line with local and international privacy laws can expose the Bank to material reputational damage, fines and penalties. For example, in June 2019, the Australian Information and Privacy Commissioner accepted an Enforceable Undertaking ("EU") offered by CBA, which required further enhancements to the management and retention of customer personal information within CBA and certain subsidiaries. CBA has completed the formal obligations under the EU as at 30 June 2024.

Liquidity Risk

The Group's results may be adversely affected by liquidity and funding risks

The Group is subject to liquidity and funding risks, which could adversely impact the Group's future results. Liquidity risk is the risk of being unable to meet financial obligations as and when they fall due. Funding risk is the risk of over-reliance on a funding source to the extent that a change or increased competition in that funding source could increase overall funding costs or cause difficulty in raising funds. A loss of investor and/or customer confidence in the financial resilience of the Group may exacerbate the Group's liquidity and funding risks.

Further information on liquidity and funding risk is outlined in Note 9.4 of the 2024 Financial Report which provides an overview of the Group's liquidity and funding risk management framework.

Adverse financial and credit market conditions may significantly affect the Group's ability to access international debt markets, on which it relies for a substantial amount of its wholesale funding

While the majority of the Group's funding comes from deposits, it remains reliant on offshore wholesale funding markets to source a significant amount of its wholesale funding and to grow its business.

Global market volatility may adversely impact the cost of, and the Group's ability to access wholesale funding markets and may also result in increased competition for, and therefore the cost of, deposits in Australia.

Geopolitical uncertainties remain elevated and may have a significant impact on the global economy and global markets. See "-*The Group may be adversely impacted by a downturn in the macroeconomic environment, particularly in the Australian or New Zealand economies*". The end of fiscal and monetary stimulus and liquidity measures provided during the COVID-19 pandemic may result in increased competition for deposits and other funding sources, and therefore increased funding costs.

If the Group is unable to pass its increased funding costs on to its customers, its financial performance will be impacted due to lower net interest margins. If the Group is forced to seek alternative sources of funding, the availability of such alternative funding and the terms on which it may be available will depend on a variety of factors, including prevailing financial and credit market conditions. Even if available, the cost of these alternatives may be more expensive or they may only be available on unfavourable terms, which may adversely impact the Group's cost of borrowing and the Group's ongoing operations and funding.

If the Group is unable to source appropriate and timely funding, it may also be forced to reduce its lending or consider selling assets.

The Group may not be able to maintain adequate levels of liquidity and funding, which would adversely affect the Group's business, financial condition, operations and prospects

The Group's liquidity and funding policies are designed to ensure that it will meet its debts and other obligations as and when they fall due. Although the Group actively monitors and manages its liquidity and funding positions, there are factors outside of its control which could adversely affect these positions. For example, if financial markets are closed for an extended period of time, if there is a change in customer behaviour, or if there is a loss of investor and/or customer confidence in the financial resilience of the Group, it may lead to an outflow of deposits which will adversely impact the Group's liquidity and funding position.

If the Group fails to maintain adequate levels of liquidity and funding, it would adversely affect the Group's business, financial condition, operations and prospects.

Failure to maintain credit ratings could adversely affect the Group's cost of funds, liquidity, access to debt and capital markets, and competitive position

The Bank's credit ratings (which are strongly influenced by Australia's sovereign credit rating) affect the cost and availability of its funding from debt and other funding sources. Credit ratings could be used by potential customers, lenders and investors in deciding whether to transact with or invest in the Group.

A downgrade to the Bank's credit ratings, or the ratings of the Commonwealth of Australia, could adversely affect the Group's cost of funds, liquidity, access to debt and capital markets, collateralisation requirements and competitive position.

Market Risk

Failure to hedge effectively against market risks (including adverse fluctuations in exchange rates) could negatively impact the Group's results of operations

The Group is exposed to market risks, including the potential for losses arising from adverse changes in interest rates, foreign exchange rates, commodity and equity prices, credit spreads, basis risk and implied volatility levels for assets and liabilities. This exposure is split between traded market risks, primarily through providing services to customers on a global basis, and non-traded market risks, predominantly interest rate risk in the Group's banking book.

Changes in market factors such as potential developments or future changes in the administration of financial benchmark interest rates could result in adverse consequences to the return on, value of and market for, securities and other instruments whose returns are linked to any such benchmark, including those securities or other instruments issued by the Group. If the Group was to suffer substantial losses due to any market volatility, it may adversely affect the Group's financial performance or financial condition.

Additionally, a significant proportion of the Group's wholesale funding and some of its profits and investments are in commodities and currencies other than the Australian dollar, primarily the U.S. dollar, the Euro and the New Zealand dollar. This exposes the Group to exchange rate risk on these activities, as the Group's functional and financial reporting currency is the Australian dollar. These activities are hedged where appropriate; however there are also risks associated with hedging. For example, a hedge counterparty may default on its obligations to the Group. For a description of these specific risks, refer to Note 9.3 to the 2024 Financial Report. There can be no assurance that the Group's exchange rate hedging arrangements or hedging policy will be sufficient or effective. The Group's results of operations may be adversely affected if its hedges are not effective to mitigate exchange rate risks, if the Group is inappropriately hedged or if a hedge provider defaults on its obligations under the Group's hedging agreements.

Highlights (continued)

Financial Review

Selected Consolidated Income Statement Data - "statutory basis"	2024 USD$M [2]	2024	2023 [1]	2022 [1]	2021	2020
		Full Year Ended 30 June (AUD$ millions, except where indicated)				
Interest income:						
Effective interest income	**38,045**	**57,397**	43,182	23,987	24,804	30,053
Other	**2,417**	**3,647**	1,293	306	317	514
Interest expense	**(25,334)**	**(38,220)**	(21,419)	(4,820)	(5,819)	(11,552)
Net interest income	**15,129**	**22,824**	23,056	19,473	19,302	19,015
Impairment expense	**(532)**	**(802)**	(1,108)	357	(554)	(2,518)
Net other operating income [1]	**2,716**	**4,097**	4,372	5,373	4,904	4,911
Operating expenses	**(8,178)**	**(12,337)**	(12,079)	(11,609)	(11,277)	(11,030)
Net profit before income tax	**9,135**	**13,782**	14,241	13,594	12,375	10,378
Corporate tax expense	**(2,851)**	**(4,301)**	(4,145)	(4,002)	(3,532)	(2,990)
Net profit after tax	**6,284**	**9,481**	10,096	9,592	8,843	7,388
Net profit attributable to equity holders of the Bank from continuing operations	**6,284**	**9,481**	10,096	9,592	8,843	7,388
Dividend declared [3]	**5,160**	**7,784**	7,568	6,559	6,209	5,275
Weighted average number of shares (basic) (M)	**1,673**	**1,673**	1,690	1,722	1,771	1,768
Earnings per share, basic (cents)	**372.1**	**561.4**	591.7	620.7	574.8	542.4
Earnings per share, fully diluted (cents)	**369.7**	**557.8**	578.7	597.0	539.7	521.0
Dividends per share (cents)	**308.2**	**465.0**	450.0	385.0	350.0	298.0
Dividend payout ratio (%) [4]	**83**	**83**	76	62	61	55

1 Comparative information has been restated to conform to presentation in the current period as detailed in Note 1.1 of the 2024 Financial Report. Refer to "Disclosures – Financial Information Definitions – Change in Comparatives" and Appendix C of this Document for further details.
2 USD translated from AUD using the 30 June 2024 End of day rate (Sydney time), refer to exchange rates under "Financial Review - Exchange Rates" below.
3 Represents final dividend declared for each respective year ended 30 June.
4 Dividends paid on ordinary shares divided by statutory earnings (earnings are net of dividends on other equity instruments).

Exchange Rates

For each of the Bank's financial years indicated, as well as for July and August (to date) of 2024, the period end and average exchange rates are set out below, together with the high, low and month end rates (unless otherwise indicated) for recent months. All rates referred to are sourced from Bloomberg, using the End of day rate (Sydney time).

To calculate the USD figures provided herein for comparison purposes as at and for the year ended 30 June 2024, the 30 June 2024 period end rate has been used.

	Full Year Ended 30 June [1] 2024	2023	2022	2021	2020
	(expressed in USD$ per AUD$1.00)				
Period End	**0.6628**	0.6627	0.6879	0.7521	0.6854
Average Rate	**0.6557**	0.6734	0.7257	0.7467	0.6715

	Month Ended 2024 [1] August [2]	July	June	May	April	March
	(expressed in USD$ per AUD$1.00)					
High	**0.6635**	0.6769	0.6682	0.6700	0.6625	0.0629
Low	**0.6429**	0.6496	0.6591	0.6477	0.6411	0.6496
Month End Rates	**0.6635**	0.6496	0.6628	0.6640	0.6518	0.6507

1 Rate rounded to four decimal places. Actual rate used for translation throughout the Document for the 30 June 2024 period is US$0.662846 = A$1.00.
2 Represents the most current August 2024 exchange rate data ended 16 August 2024.

Highlights (continued)

Financial Review (continued)

Consolidated Balance Sheet Data	2024 USD$M [2]	2024	2023 [1]	2022 [1]	2021	2020
	Full Year Ended 30 June (AUD$ millions, except where indicated)					
Assets						
Cash and liquid assets	**55,069**	**83,080**	116,619	161,154	100,041	44,165
Receivables from financial institutions	**3,886**	**5,862**	6,079	6,845	5,085	8,547
Assets at fair value through Income Statement	**52,387**	**79,033**	67,627	25,315	36,970	46,545
Derivative assets	**11,970**	**18,058**	23,945	35,736	21,449	30,285
Investment securities:						
At amortised cost	**821**	**1,239**	2,032	3,217	4,278	5,173
At fair value through Other Comprehensive Income	**64,146**	**96,774**	84,671	79,865	86,560	79,549
Assets held for sale	**577**	**870**	5	1,322	1,201	1,770
Loans and other receivables	**624,540**	**942,210**	926,082	878,854	811,356	772,980
Property, plant and equipment	**2,437**	**3,676**	4,950	4,887	5,284	5,602
Investments in associates and joint ventures	**1,108**	**1,671**	1,827	1,844	3,941	3,034
Intangible assets	**5,038**	**7,600**	7,393	6,899	6,942	6,891
Deferred tax assets	**2,500**	**3,771**	3,811	3,173	2,080	2,104
Other assets	**6,782**	**10,232**	7,382	5,971	6,788	8,839
Total assets	**831,259**	**1,254,076**	1,252,423	1,215,082	1,091,975	1,015,484
Liabilities						
Deposits and other public borrowings	**585,241**	**882,922**	864,995	857,586	766,381	703,432
Payables to financial institutions	**16,328**	**24,633**	21,910	26,052	19,059	14,929
Liabilities at fair value through Income Statement	**31,380**	**47,341**	40,103	7,271	8,381	4,397
Derivative liabilities	**12,495**	**18,850**	25,347	33,899	18,486	31,347
Current tax liabilities	**333**	**503**	671	263	135	795
Deferred tax liabilities	**74**	**111**	88	125	228	30
Liabilities held for sale	**–**	**–**	–	1,183	405	594
Provisions	**1,928**	**2,908**	3,013	3,636	3,776	3,504
Term funding from central banks	**2,803**	**4,228**	54,220	54,807	51,856	1,500
Debt issues	**95,801**	**144,530**	122,267	116,902	103,003	142,503
Bills payable and other liabilities	**12,610**	**19,024**	15,578	12,656	12,217	13,188
	758,991	**1,145,050**	1,148,192	1,114,380	983,927	916,219
Loan capital [3]	**23,821**	**35,938**	32,598	28,017	29,360	27,357
Total liabilities	**782,813**	**1,180,988**	1,180,790	1,142,397	1,013,287	943,576
Net assets	**48,446**	**73,088**	71,633	72,685	78,688	71,908
Shareholders' Equity						
Ordinary share capital	**22,295**	**33,635**	33,913	36,467	38,420	38,131
Reserves	**(1,423)**	**(2,147)**	(2,295)	(918)	3,249	2,666
Retained profits	**27,574**	**41,600**	40,010	37,131	37,014	31,106
Shareholders' Equity attributable to equity holders of the Bank	**48,446**	**73,088**	71,628	72,680	78,683	71,903
Non-controlling interests	**–**	**–**	5	5	5	5
Total Shareholders' Equity	**48,446**	**73,088**	71,633	72,685	78,688	71,908

1 Comparative information has been restated to conform to presentation in the current period. Refer to Note 1.1 of the 2024 Financial Report and "Disclosures – Financial Information Definitions – Change in Comparatives" and Appendix C of this Document for further details.

2 USD translated from AUD using the 30 June 2024 End of day rate (Sydney time), (refer to exchange rates under "Financial Review - Exchange Rates" on page 26 of this Document.

3 Represents interest bearing liabilities qualifying as regulatory capital.

Financial Review (continued)

Consolidated Ratios and Operating Data	2024 USD$M [2]	2024	2023 [1]	2022 [1]	2021	2020
		Full Year Ended 30 June (AUD$ millions, except where indicated)				
Profitability from continuing operations						
Net interest margin (%) [3]		**1.99**	2.07	1.90	2.08	2.12
Interest spread (%) [4]		**1.40**	1.67	1.80	1.95	1.91
Return on average Shareholders' Equity (%) [5]		**13.1**	14.1	12.8	11.8	10.5
Return on average total assets (%) [5]		**0.7**	0.8	0.8	0.9	0.7
Profitability including discontinued operations						
Net interest margin (%) [3]		**1.99**	2.07	1.90	2.08	2.12
Interest spread (%) [4]		**1.40**	1.67	1.80	1.95	1.91
Return on average Shareholders' Equity (%) [5]		**13.0**	13.8	14.2	13.5	13.5
Return on average total assets (%) [5]		**0.7**	0.8	0.9	1.0	1.0
Productivity from continuing operations						
Total operating income per full-time staff equivalent	**368,445**	**555,853**	548,692	502,985	544,038	568,744
Employee expense/Total operating income (%) [6]		**27.6**	26.4	26.8	25.3	24.2
Total operating expenses/Total operating income (%) [6]		**45.0**	43.7	46.5	46.6	46.3
Productivity including discontinued operations						
Total operating income per full-time staff equivalent	**368,999**	**556,689**	550,136	510,785	539,131	568,361
Employee expense/Total operating income (%) [6]		**27.5**	26.4	26.7	25.4	24.5
Total operating expenses/Total operating income (%) [6]		**45.0**	43.8	46.5	47.4	47.4
Capital Adequacy (at year end) Basel III						
Risk weighted assets	**309,914**	**467,551**	467,992	497,892	450,680	454,948
Tier 1 capital	**44,386**	**66,963**	67,771	67,558	70,874	63,392
Tier 2 capital	**20,434**	**30,828**	26,009	19,992	18,472	16,429
Total capital [7]	**64,820**	**97,791**	93,780	87,550	89,346	79,821
Tier 1 capital/risk weighted assets (%)		**14.3**	14.5	13.6	15.7	13.9
Tier 2 capital/risk weighted assets (%)		**6.6**	5.5	4.0	4.1	3.6
Total capital/risk weighted assets (%)		**20.9**	20.0	17.6	19.8	17.5
Average Shareholders' Equity/average total assets (%)		–	–	–	7.2	7.1

1 Comparative information has been restated to conform to presentation in the current period. Refer to Note 1.1 of the 2024 Financial Report and "Disclosures – Financial Information Definitions – Change in Comparatives" and Appendix C of this Document for further details.

2 USD translated from AUD using the 30 June 2024 End of day rate (Sydney time), refer to exchange rates under "Financial Review - Exchange Rates" on page 26 of this Document.

3 Net interest income divided by average interest earning assets for the year.

4 Difference between the average interest rate earned and the average interest rate paid on funds.

5 Calculations based on net profit after tax ("statutory basis"), net of dividends on other equity investments, divided by average shareholders' equity and average total assets respectively.

6 Total operating income represents net interest income before deducting loan impairment expense plus non-interest income.

7 Represents Tier 1 capital and Tier 2 capital, less deductions under statutory guidelines imposed by APRA. Refer to "Group Operations and Business Settings" for further details.

Financial Review (continued)

Consolidated Ratios and Operating Data	2024 USD$M [1]	2024	2023	2022	2021	2020
	Full Year Ended 30 June					
		(AUD$ millions, except where indicated)				
Asset Quality Data [2]						
Non-accrual loans [3]	**1,151**	**1,736**	1,647	1,477	2,228	2,535
Gross impaired assets [4]	**2,585**	**3,900**	3,326	2,951	3,409	3,548
Individually assessed provisions for impairment	**472**	**712**	754	736	900	967
Collective provisions for impairment	**3,595**	**5,423**	5,196	4,611	5,311	5,396
Net impaired assets	**1,829**	**2,760**	2,219	1,928	2,250	2,293
Total provisions for impairment/average credit risk (%) [5]		**–**	0.4	0.4	0.5	0.5
Loan impairment expense/average credit risk (%) [5]		**–**	0.1	–	–	0.2
Gross impaired assets/credit risk (%) [6]		**–**	0.2	0.2	0.3	0.3
Net impaired assets/total Shareholders' Equity (%)		**–**	3.1	2.6	2.9	3.2
Collective provision for impairment/credit risk weighted assets (%) Basel III		–	1.4	1.2	1.4	1.4

1 USD translated from AUD using the 30 June 2024 End of day rate (Sydney time), refer to exchange rates under “Financial Review - Exchange Rates” on page 26 of this Document.
2 All impaired asset balances and ratios are net of interest reserved.
3 Non-accrual loans comprise any credit risk exposure where a specific provision for impairment has been raised, or is maintained on a cash basis because of significant deterioration in the financial position of the borrower, or where loss of principal or interest is anticipated.
4 Gross impaired assets comprise non-accrual loans, restructured loans, other real estate owned assets and other assets acquired through security enforcement.
5 Average credit risk is based on gross credit risk. Averages are based on current and previous year-end balances.
6 Gross impaired assets as a percentage of credit risk.

Summary Cash Flow Data

Further details of the Bank’s cash flows are found in the 2023 Financial Report and Notes to the Financial Statements.

Summary Cash Flows	2024 USD$M [1]	2024	2023	2022	2021	2020
	Full Year Ended 30 June					
		(AUD$ millions, except where indicated)				
Net Cash (used in)/provided by operating activities	**(16,984)**	**(25,623)**	(8,390)	23,240	41,312	37,307
Net Cash (used in)/provided by investing activities	**(738)**	**(1,114)**	(873)	2,669	871	3,749
Net Cash (used in)/provided by financing activities [2]	**(21,949)**	**(33,114)**	(2,920)	6,066	17,846	(30,715)
Net (decrease)/increase in cash and cash equivalents	**(39,672)**	**(59,851)**	(12,183)	31,975	60,029	10,341
Cash and cash equivalents at beginning of period	**71,038**	**107,172**	119,355	87,380	27,351	17,010
Cash and cash equivalents at end of period	**31,367**	**47,321**	107,172	119,355	87,380	27,351

1 USD translated from AUD using the 30 June 2024 End of day rate (Sydney time), sourced from Bloomberg (refer to exchange rates under “Financial Review - Exchange Rates” on page 26 of this Document).
2 Includes the balance ‘Effect of foreign exchange rates on cash and cash equivalents’ as disclosed in the 2024 Financial Report.

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Contents

3 Group Performance Analysis

Group Performance Analysis

Financial Performance and Business Review

Comments are versus prior year unless stated otherwise (continuing operations basis [1]).

The Bank's statutory net profit after tax (NPAT) from continuing operations for the full year ended 30 June 2024 decreased $615 million or 6% on the prior year to $9,481 million. The Bank's statutory NPAT (including discontinued operations) decreased $604 million or 6% on the prior year to $9,394 million.

Cash net profit after tax ("cash NPAT" or "cash profit") from continuing operations decreased $236 million or 2% on the prior year to $9,836 million. The result was driven by flat operating income, a 4% increase in operating expenses [2] and a $306 million decrease in loan impairment expense.

Operating income was flat on the prior year. Key movements included:

- Net interest income decreased 1%, primarily driven by an 8 basis point decrease in Net Interest Margin (NIM), partly offset by a 3% or $33 billion increase in Average Interest Earning Assets (AIEA). NIM decreased by 8 basis points, primarily driven by the impact on lending margins from increased competition, reduced deposit earnings from competition, unfavourable portfolio mix mainly from customers switching to higher yielding deposits, and increased wholesale funding costs, partly offset by higher earnings on capital hedges. The increase in AIEA was mainly due to growth in home and business loans, and increased non-lending interest earning assets including higher reverse sale and repurchase agreements and liquid assets.
- Other operating income increased 7%, primarily driven by higher volume driven commissions and lending fee income, higher Markets trading and sales income, partly offset by lower merchants revenue due to an increase in card merchant scheme costs and reduced equities income from reduced trading volumes.

Operating expenses [2] increased 4% mainly driven by higher staff costs due to inflation and additional technology spend to support the delivery of our strategic priorities, partly offset by productivity initiatives.

Loan impairment expense (LIE) decreased $306 million, primarily driven by lower collective provisions reflecting rising house prices, slowing interest rate rises and an improved outlook for Consumer finance. Home loan 90+ day arrears were 0.65%, an increase of 13 basis points on the prior half reflecting the impact of higher interest rates on some borrowers. Credit Cards and Personal Loans arrears were 0.74% and 1.50%, an increase of 14 basis points and 36 basis points respectively on the prior half, reflecting ongoing cost of living pressures. Total provisions to CRWA is 1.66%, up 2 basis points on the prior half, reflecting an increase in collective provisioning compared to the prior half driven by the impact on corporate profits from ongoing inflationary pressures and higher interest rates.

CET1 remained stable from 31 December 2023 at 12.3%, well above the regulatory minimum of 10.25%. The movement was driven by capital generated from earnings, offset by the payment of the 2024 interim dividend, higher other regulatory adjustments, higher total RWAs, and the impact of the on-market share buy-back.

Earnings per share ("cash basis") decreased 1% on the prior year to 587.8 cents per share, primarily driven by the decrease in cash profit partly offset by the reduction of shares on issue as a result of share buy-backs.

Return on equity ("cash basis") decreased 30 basis points to 13.6% due to the impact of lower cash profit.

The final dividend determined was $2.50 per share, bringing the total for the year to $4.65 which is equivalent to 79% of the Bank's cash profit.

Balance sheet strength and resilience is a key priority for the Bank. The Bank has managed key balance sheet risks in what it believes to be a sustainable and conservative manner, and has made strategic decisions designed to ensure strength in capital, funding, and liquidity. In particular, the Bank has:

- Fulfilled a significant proportion of its funding requirements from customer deposits, accounting for 77% of total funding at 30 June 2024 (up from 75% at 30 June 2023);
- Issued new long-term wholesale funding of $23 billion and repaid the RBA Term Funding Facility (TFF) of $50 billion. The portfolio Weighted Average Maturity (WAM)[3] was 5.2 years (down from 5.3 years at 30 June 2023);
- Maintained a strong funding position, with long-term wholesale funding accounting for 61% of total wholesale funding (down from 74% at 30 June 2023) due to an increase in short-term wholesale funding in order to the manage maturity of the TFF; and
- Managed the level of liquid assets and customer deposit growth to maintain our strong funding and liquidity positions, as illustrated by the Liquidity Coverage Ratio (LCR) and Net Stable Funding Ratio (NSFR) being well above the regulatory minimum.

1 The financial results of discontinued operations are excluded from the individual account lines of the Bank's performance and are reported as a single cash net profit after tax line item. Discontinued operations mainly includes transitional service agreements relating to divested entities such as CFS.

2 Reflecting underlying performance within operating expenses, excluding the impact from: $89 million of restructuring provision in FY24 and $212 million of restructuring and one-off regulatory provision in FY23.

3 The portfolio WAM excluding the RBNZ Term Lending Facilities as at 30 June 2024 was 5.2 years. In prior periods this metric included RBA TFF drawdowns (excluding RBA TFF and RBNZ Term Lending Facility: 31 December 2023: 5.3 years; 30 June 2023: 5.5 years).

Financial Performance and Business Review (continued)

In order to present a transparent view of the business' performance, operating performance and expenses are shown both on an underlying and headline basis.

	Full Year Ended [1]			Half Year Ended		
Group Performance Summary	30 Jun 24 $M	30 Jun 23 $M	Jun 24 vs Jun 23 %	30 Jun 24 $M	31 Dec 23 $M	Jun 24 vs Dec 23 %
Total operating income	**27,174**	27,135	–	**13,525**	13,649	(1)
Operating expenses	**(12,129)**	(11,646)	4	**(6,118)**	(6,011)	2
Restructuring and one-off item [2]	**(89)**	(212)	(58)	**(89)**	–	n/a
Total operating expenses	**(12,218)**	(11,858)	3	**(6,207)**	(6,011)	3
Underlying operating performance	**15,045**	15,489	(3)	**7,407**	7,638	(3)
Operating performance	**14,956**	15,277	(2)	**7,318**	7,638	(4)
Loan impairment expense	**(802)**	(1,108)	(28)	**(387)**	(415)	(7)
Net profit before tax	**14,154**	14,169	–	**6,931**	7,223	(4)
Corporate tax expense	**(4,318)**	(4,097)	5	**(2,114)**	(2,204)	(4)
Net profit after tax from continuing operations – "cash basis"	**9,836**	10,072	(2)	**4,817**	5,019	(4)
Non-cash items – continuing operations [3]	**(355)**	24	(large)	**(173)**	(182)	(5)
Net profit after tax from continuing operations – "statutory basis"	**9,481**	10,096	(6)	**4,644**	4,837	(4)
Net profit after tax from discontinued operations ("cash basis")	**11**	18	(39)	**5**	6	(17)
Non-cash items – discontinued operations [3]	**(98)**	(116)	(16)	**(14)**	(84)	(83)
Net profit after tax – "statutory basis"	**9,394**	9,998	(6)	**4,635**	4,759	(3)

1 Comparative information has been restated to conform to presentation in the current period as detailed in Note 1.1 of the 2024 Financial Report and "Disclosures – Financial Information Definitions – Change in Comparatives" and Appendix C of this Document for further details.
2 Relates to restructuring provision of $89 million in FY24 and restructuring and one-off regulatory provision of $212 million in FY23.
3 Refer to page 7 for further information.

Group Performance Analysis (continued)

Net Interest Income (continuing operations basis)

	Full Year Ended				
	30 Jun 24 $M	30 Jun 23 $M	30 Jun 22 $M	Jun 24 vs Jun 23 %	Jun 23 vs Jun 22 %
Net interest income – "statutory basis"	**22,824**	23,056	19,473	(1)	18
Average interest earning assets					
Home loans [1]	**575,318**	565,189	538,122	2	5
Consumer finance	**17,121**	16,681	16,319	3	2
Business and corporate loans	**260,289**	254,731	230,101	2	11
Total average lending interest earning assets	**852,728**	836,601	784,542	2	7
Non-lending interest earning assets	**92,459**	77,434	62,484	19	24
Total average interest earning assets (excl. liquid assets)	**945,187**	914,035	847,026	3	8
Liquid assets [2]	**199,170**	197,219	179,884	1	10
Total average interest earning assets	**1,144,357**	1,111,254	1,026,910	3	8
Net interest margin (%) – "statutory basis"	**1.99**	2.07	1.90	(8)bpts	17bpts

1 Net of average mortgage offset balances of $74,730 million for the full year ended 30 June 2024 ($69,717 million for the full year ended 30 June 2023). While these balances are required to be grossed up under accounting standards, they are netted down for the calculation of customer interest payments and the calculation of the Bank's net interest margin.

2 Average non-lending interest earning assets held by the Group for liquidity purposes and included in LCR liquid assets.

Year Ended June 2024 versus June 2023

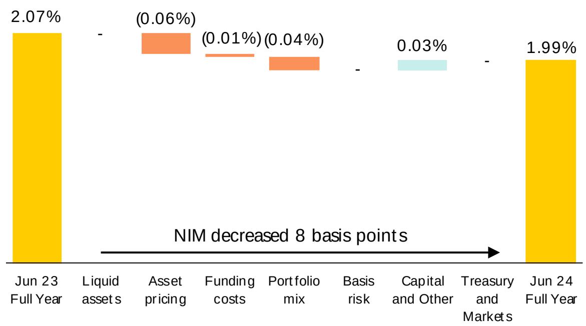
Net interest income ("statutory basis") was $22,824 million, a decrease of $232 million or 1% on the prior year. The result was driven by an 8 basis point decrease in net interest margin to 1.99%, partly offset by a $33 billion or 3% increase in average interest earning assets to $1,144 billion.

Average Interest Earning Assets

Average interest earning assets increased $33 billion or 3% on the prior year to $1,144 billion. The key drivers of the movement were:

- Home loan average balances increased $10 billion or 2% on the prior year to $575 billion. Proprietary mix for CBA and Unloan branded home loans increased from 59% to 66% of new business flows;
- Consumer finance average balances increased 3% on the prior year to $17 billion, driven by growth in personal loans from higher new business volumes and increased credit card accounts;
- Business and corporate loan average balances increased $6 billion or 2% on the prior year to $260 billion, driven by growth in Business Banking lending across a number of industries, partly offset by a decline in institutional pooled facilities;
- Non-lending interest earning assets (excl. liquids) average balances increased $15 billion or 19% on the prior year to $92 billion, primarily driven by higher reverse sale and repurchase agreements in Institutional Banking and Markets; and
- Liquid asset average balances increased $2 billion or 1% on the prior year to $199 billion.

NIM Movement since June 2023



Net Interest Margin

The Bank's net interest margin decreased 8 basis points on the prior year to 1.99%. The key drivers of the movement were:

Asset pricing: Decreased margin by 6 basis points driven by home lending pricing and lower consumer finance margins. Home lending pricing reduced margin by 5 basis points reflecting the impact of increased competition, partly offset by positive portfolio mix effects and timing of cash rate changes. Consumer finance margins were down 1 basis point reflecting the impact of higher cash rates.

Funding costs: Decreased margin by 1 basis point driven by increased deposit price competition (down 6 basis points) and higher wholesale funding costs (down 1 basis point), partly offset by higher earnings on the Replicating Portfolio in a rising rate environment (up 6 basis points).

Net Interest Income (continued)

Portfolio mix: Decreased margin by 4 basis points driven by unfavourable deposit mix as customers switch to higher yielding deposits (down 5 basis points), partly offset by favourable asset mix from a reduction in lower margin pooled facilities and an increase in business lending (up 1 basis point).

Basis risk: Basis risk arises from the spread between the 3 month bank bill swap rate and the 3 month overnight index swap rate. The impact on the Bank's margin was flat reflecting an ongoing low spread.

Capital and other: Increased margin by 3 basis points driven by higher earnings on capital hedges (up 4 basis points), partly offset by reduced contribution from New Zealand (down 1 basis point) due to unfavourable deposit mix and increased competition.

Treasury and Markets: Flat.

Year Ended June 2023 versus June 2022

Net interest income ("statutory basis") was $23,056 million, an increase of $3,583 million or 18% on the prior year. The result was driven by a 17 basis point increase in net interest margin to 2.07% and an $84 billion or 8% increase in average interest earning assets to $1,111 billion. Excluding the impact of higher liquid assets in the current year, average interest earning assets increased by $67 billion or 8%, and the net interest margin increased by 20 basis points on the 2022 financial year.

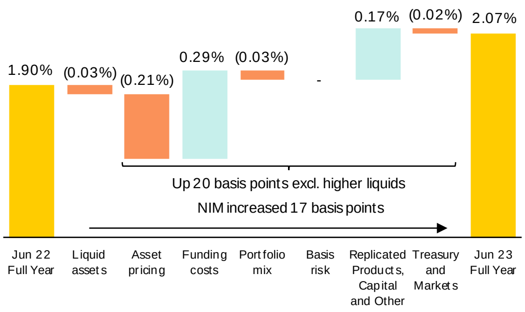
Average Interest Earnings Assets

Average interest earning assets increased $84 billion or 8% on the prior year to $1,111 billion. The key drivers of the movement were:

- Home loan average balances increased $27 billion or 5% on the 2022 financial year to $565 billion, reflecting a focus on customer retention in a highly competitive environment and growth in our new digital-only proprietary offering, Unloan. Proprietary mix for CBA and Unloan branded home loans remained at 59% of new business flows;
- Consumer finance average balances increased by 2% on the prior year to $17 billion, driven by growth in personal loans from higher new business volumes, and increased credit card accounts and spend;
- Business and corporate loan average balances increased $25 billion or 11% on the 2022 financial year to $255 billion, driven by growth in Business Banking lending across a number of industries, and increased institutional lending balances in corporate lending, and warehouse and pooled facilities;
- Non-lending interest earning assets (excl. liquids) average balances increased $15 billion or 24% on the 2022 financial year to $77 billion, primarily driven by higher reverse sale and repurchase agreements in Institutional Banking and Markets; and
- Liquid asset average balances increased $17 billion or 10% on the 2022 financial year to $197 billion, primarily due to strong customer deposit growth.

For further details on the balance sheet movements refer to the 'Group Assets and Liabilities' on page 45.

NIM Movement since December 2023



Net Interest Margin

The Bank's net interest margin increased 17 basis points on the 2022 financial year to 2.07%. Excluding a 3 basis point reduction in margin from increased lower yielding liquid assets, net interest margin increased by 20 basis points. The key drivers of the movement were:

Asset pricing: Decreased margin by 21 basis points mainly driven by competitive pricing in home and business lending, and lower consumer finance margins. Home loan pricing reduced margin by 16 basis points due to increased competition (down 12 basis points) and the impact of higher swap and cash rates (down 4 basis points). Business loan pricing reduced margin by 1 basis point due to the impact of competition. Lower consumer finance margins (down 4 basis points) reflects the impact of higher cash rates, and a reduction in the proportion of interest earning credit card balances.

Funding costs: Increased margin by 29 basis points driven by higher earnings on deposits in a rising interest rate environment.

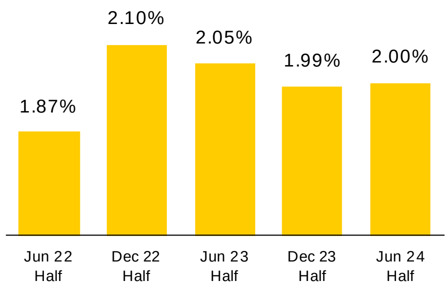
Portfolio mix: Decreased margin by 3 basis points driven by unfavourable deposit mix as customers switch to higher yielding deposits (down 2 basis points), and unfavourable asset mix from an increase in lower margin non-lending interest earning asset balances and pooled facilities (down 1 basis point).

Basis risk: The impact on the Bank's margin was flat reflecting a low average spread in the current year.

Replicated Products, Capital and other: Increased margin by 17 basis points driven by higher earnings on replicated products, capital and other hedges (up 14 basis points) and increased contribution from New Zealand (up 3 basis points) in a rising rate environment.

Treasury and Markets: Decreased margin by 2 basis points due to higher funding costs in Markets from the Fixed Income, and Commodities and Carbon portfolios (offset by gains in Other Operating Income).

NIM (Half Year Ended)



Other Operating Income (continuing operations basis)

	Full Year Ended					
		Restated [1]		As reported		
	30 Jun 24 $M	30 Jun 23 $M	Jun 24 vs Jun 23 %	30 Jun 23 $M	30 Jun 22 $M	Jun 23 vs Jun 22 %
Commissions	**2,116**	1,980	7	1,980	2,078	(5)
Lending fees	**821**	753	9	753	736	2
Trading income	**1,125**	1,095	3	1,095	806	36
Funds management and insurance income	**111**	82	35	82	208	(61)
Other income	**177**	169	5	271	872	(69)
Underlying other operating income	**4,350**	4,079	7	4,181	4,700	(11)
Gain of sale of HZB shares	**–**	–	–	–	516	n/a
Other operating income – "cash basis"	**4,350**	4,079	7	4,181	5,216	(20)
Hedging and IFRS volatility	**18**	1	large	1	175	(99)
(Loss)/gain on disposal and acquisition of controlled entities	**(271)**	292	(large)	292	72	large
Other operating income – "statutory basis" [2]	**4,097**	4,372	(6)	4,474	5,463	(18)

1 Comparative information has been restated to conform to presentation in the current period as detailed in Note 1.1 of the 2024 Financial Report and "Disclosures – Financial Information Definitions – Change in Comparatives" and Appendix C of this document for further details.

2 For further details refer to "Disclosures – Non-Cash Items Included in Statutory Profit" on page 7 of this Document. A reconciliation of the Net profit after tax ("cash basis") to Net profit after tax ("statutory basis") by business segment is provided in Note 2.7 of the 2024 Financial Report.

Year Ended June 2024 versus Restated June 2023

Other operating income ("statutory basis") was $4,097 million, a decrease of $275 million or 6% on the prior year.

Commissions increased by $136 million or 7% to $2,116 million, mainly due to higher volume driven foreign exchange and cards income and an increase in institutional fees, partly offset by lower merchants revenue due to an increase in scheme costs and lower equities income from reduced trading volumes.

Lending fees increased by $68 million or 9% to $821 million, mainly due to higher volume driven retail, business and institutional lending fees.

Trading income increased by $30 million or 3% to $1,125 million, mainly driven by higher trading gains and sales volumes in Markets and favourable derivative valuation adjustments, partly offset by lower gains from Treasury risk management activities.

Funds management and insurance income increased by $29 million or 35% to $111 million, due to the non-recurrence of weather-related insurance losses in the prior year. The General Insurance business was sold on 30 September 2022.

Other income increased by $8 million or 5% to $177 million, mainly due to non-recurrence of losses on minority interests in the prior year and higher operating lease revenue in the Structured Asset Finance aircraft lease portfolio, partly offset by lower Treasury income and non-recurrence of Structured Asset Finance asset sales in the prior year.

Hedging and IFRS volatility increased by $17 million to $18 million, primarily driven by gains on non-trading derivatives that are held for risk management purposes.

Loss on disposal and acquisition of entities net of transaction costs increased by $563 million from a gain of $292 million to a loss of $271 million, primarily due to losses associated with the sale of PTBC in the current period and non-recurrence of gains associated with previously announced divestments in the prior year.

As Reported Year Ended June 2023 versus June 2022

Other operating income ("statutory basis") was $4,474 million, a decrease of $989 million or 18% on the 2022 financial year.

Commissions decreased by $98 million or 5% to $1,980 million, mainly due to lower equities income from reduced trading volumes, partly offset by higher volume driven foreign exchange and deposit fee income.

Lending fees increased by $17 million or 2% to $753 million, mainly driven by volume growth in business lending, partly offset by lower institutional loan syndication fees and the impact of removing certain lending fees in NZ.

Trading income increased by $289 million or 36% to $1,095 million, mainly driven by higher trading gains and customer sales in Markets, and gains from Treasury interest rate risk management activities, partly offset by unfavourable derivative valuation adjustments.

Funds management and insurance income decreased by $126 million or 61% to $82 million, due to lower insurance premiums as a result of the sale of the General Insurance business on 30 September 2022, and reduced funds management income from NZ mainly reflecting unfavourable market performance, the sale of management rights for the Superannuation Master Trust and the removal of KiwiSaver administration fees.

Other income decreased by $601 million or 69% to $271 million, mainly driven by lower equity accounted profits from minority investments, including the impact from the sale of a 10% shareholding in Bank of Hangzhou, equity accounted losses from CFS reflecting challenging investment market conditions and increased investment spend, and the non-recurrence of receipt of the final AIA milestone payment in the 2022 financial year.

Gain on disposal and acquisition of entities net of transaction costs increased by $220 million to $292 million, mainly driven by gains associated with previously announced divestments.

Hedging and IFRS volatility decreased by $174 million to $1 million, primarily driven by the non-recurrence of gains on non-trading derivatives that are held for risk management purposes

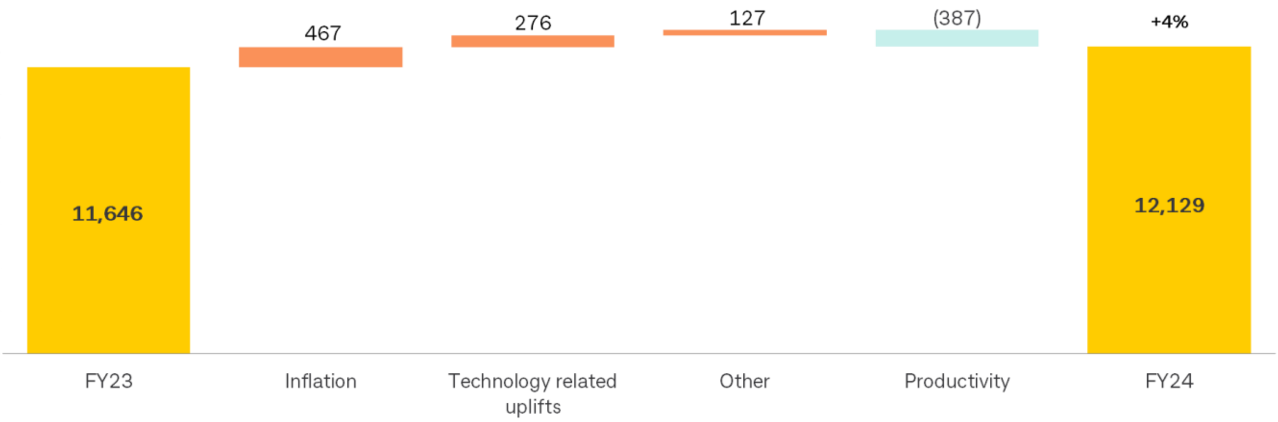
Group Performance Analysis (continued)

Operating Expenses (continuing operations basis)

	Full Year Ended					
		Restated [1]		As reported		
	30 Jun 24 $M	30 Jun 23 $M	Jun 24 vs Jun 23 %	30 Jun 23 $M	30 Jun 22 $M	Jun 23 vs Jun 22 %
Staff expenses	**7,448**	7,177	4	7,177	6,582	9
Occupancy and equipment expenses	**995**	950	5	950	978	(3)
Information technology services expenses	**2,225**	2,036	9	2,036	1,970	3
Other expenses	**1,461**	1,483	(1)	1,483	1,509	(2)
Underlying operating expenses – "cash basis"	**12,129**	11,646	4	11,646	11,039	5
Separation and transaction costs	**119**	221	(46)	221	181	22
Restructuring and one-off item [2]	**89**	212	(58)	212	389	(46)
Operating expenses – "statutory basis"	**12,337**	12,079	2	12,079	11,609	4
Operating expenses to total operating income (%) – "statutory basis"	**45.8**	44.0	180 bpts	43.9	46.6	(270)bpts
Spot number of full-time equivalent staff (FTE)	**48,887**	49,454	(1)	49,454	48,906	1

1 Comparative information has been restated to conform to presentation in the current period. Refer to Note 1.1 of the 2024 Financial Report and "Disclosures – Financial Information Definitions – Change in Comparatives" and Appendix C of this Document for further details.
2 Relates to a restructuring provision of $89 million in the current period, and restructuring and one-off regulatory levy provision of $212 million in the prior year.

Underlying Operating Expenses



Operating Expenses (continued)

Year Ended June 2024 versus Restated June 2023

Operating expenses (“statutory basis”) were $12,337 million, an increase of $258 million or 2% on the prior year.

Underlying operating expenses (“cash basis”) were $12,129 million, an increase of $483 million or 4% on the prior year.

Staff expenses increased by $271 million or 4% to $7,448 million, mainly driven by wage inflation, partly offset by higher leave usage, and productivity initiatives. The average number of FTE increased by 147 from 49,122 to 49,269, primarily due to insourcing to reduce reliance on external vendors, and enhancement of our technology and engineering capabilities including fraud and cyber security, largely offset by the completion of the PT Bank Commonwealth (PTBC) sale.

Occupancy and equipment expenses increased by $45 million or 5% to $995 million, primarily reflecting inflation, increased office attendance and relocation costs.

Information technology services expenses increased by $189 million or 9% to $2,225 million, primarily due to higher amortisation, increased software licensing costs, growth in cloud computing volumes and inflation, partly offset by productivity initiatives including reduction in the use of third party service providers and contractors.

Other expenses decreased by $22 million or 1% to $1,461 million.

Separation and transaction costs decreased $102 million or 46% to $119 million, primarily due to a decrease in indemnity provided in connection with the sale of Count Financial Limited to cover remediation of past conduct partly offset by increase in separation costs related to sale of PTBC.

Group expense to income ratio increased 180 basis points from 44.0% to 45.8%.

Underlying operating expenses (“cash basis”) to underlying operating income ratio (“cash basis”) increased 170 basis points from 42.9% to 44.6%.

As Reported Year Ended June 2023 versus June 2022

Operating expenses (“statutory basis”) were $12,079 million an increase of $470 million or 4% on the 2022 financial year.

Underlying operating expenses (“cash basis”) were $11,646 million, an increase of $607 million or 5% on the 2022 financial year.

Staff expenses increased by $595 million or 9% to $7,177 million, mainly driven by wage inflation and increased full-time equivalent staff (FTE), partly offset by higher annual leave usage as COVID-19 restrictions eased, and productivity initiatives. The average number of FTE increased by 2,125 or 5% from 46,997 to 49,122, primarily due to insourcing to reduce reliance on external vendors, and enhancement of our IT and engineering capabilities including fraud and cyber security uplifts.

Occupancy and equipment expenses decreased by $28 million or 3% to $950 million, primarily reflecting benefits from the consolidation of our commercial property footprint, and branch and ATM optimisation.

Information technology services expenses increased by $66 million or 3% to $2,036 million, primarily due to inflation and increased software licensing and infrastructure costs, including growth in cloud computing volumes, partly offset by productivity initiatives including reduction in third party service providers and contractors.

Other expenses decreased by $26 million or 2% to $1,483 million, primarily driven by productivity initiatives, partly offset by increased travel spend as COVID-19 restrictions eased, and higher marketing spend and scam costs.

Separation and transaction costs increased $40 million or 22% to $221 million, primarily due to a increase in the indemnity provided in connection with the sale of Count Financial Limited to cover remediation of past conduct.

Group expense to income ratio decreased 270 basis points from 46.6% to 43.9%.

Underlying operating expenses (“cash basis”) to underlying total operating income ratio (“cash basis”) decreased 290 basis points from 45.7% to 42.8%.

Staff Numbers

	Full Year Ended		
	30 Jun 24	**30 Jun 23**	**30 Jun 22**
	$M	**$M**	**$M**
Australia	**36,572**	36,697	38,153
Total	**48,887**	49,454	48,906

Operating Expenses (continued)

	Full Year Ended			
		Restated [1]	As reported	
	30 Jun 24	30 Jun 23	30 Jun 23	30 Jun 22
	$M	$M	$M	$M
Staff expenses				
Salaries and related on-costs	**6,757**	6,563	6,563	5,955
Share-based compensation	**130**	123	123	111
Superannuation	**601**	553	553	516
Total staff expenses	**7,488**	7,239	7,239	6,582
Occupancy and equipment expenses				
Lease expenses [2]	**160**	159	159	141
Depreciation of property, plant and equipment	**623**	602	602	640
Other occupancy expenses	**212**	189	189	197
Total occupancy and equipment expenses	**995**	950	950	978
Information technology services				
System development and support	**998**	1,068	1,068	990
Infrastructure and support	**300**	331	331	335
Communications	**110**	129	129	156
Amortisation and write-offs of software assets	**685**	395	395	761
IT equipment depreciation	**132**	113	113	117
Total information technology services	**2,225**	2,036	2,036	2,359
Other expenses				
Postage and stationery	**145**	138	138	131
Transaction processing and market data	**107**	93	93	94
Fees and commissions				
Professional fees	**410**	403	454	538
Other	**92**	92	92	127
Advertising and marketing	**297**	262	262	227
Non-lending losses	**208**	274	274	292
Other	**251**	371	320	100
Total other expenses	**1,510**	1,633	1,633	1,509
Operating expenses before separation and transaction costs [3]	**12,218**	11,858	11,858	11,428
Separation and transaction costs	**119**	221	221	181
Total operating expenses – "statutory basis"	**12,337**	12,079	12,079	11,609

1 Comparative information has been restated to conform to presentation in the current period. Refer to Note 1.1 of the 2024 Financial Report and “Disclosures – Financial Information Definitions – Change in Comparatives” and Appendix C of this Document for further details.

2 The full year ended 30 June 2024 includes rentals of $32 million in relation to short-term and low value leases (full year ended 30 June 2023: $56 million), and variable lease payments based on usage or performance of $3 million (full year ended 30 June 2023: $5 million).

3 The full year ended 30 June 2024 includes in the impact of $89 million of restructuring provision. The full year ended 30 June 2023 includes the impact of $212 million of restructuring and regulatory provision.

Investment Spend (continuing operations basis)

	Full Year Ended				
	30 Jun 24 $M	30 Jun 23 $M	30 Jun 22 $M	Jun 24 vs Jun 23 %	Jun 23 vs Jun 22 %
Expensed investment spend [1]	**995**	990	987	1	–
Capitalised investment spend [2]	**1,015**	1,008	891	1	13
Investment spend	**2,010**	1,998	1,878	1	6
Comprising:					
Productivity and growth	**926**	924	771	–	20
Risk and compliance	**618**	630	696	(2)	(9)
Infrastructure and branch refurbishment	**466**	444	411	5	8
Investment spend	**2,010**	1,998	1,878	1	6

1 Included within the operating expenses disclosure on page 37.
2 Includes capitalised software investment spend and capitalised non-software investment spend, primarily related to branch refurbishments and the development of the corporate and supporting offices.

Year Ended June 2024 versus June 2023

The Bank has continued to invest in our purpose of building a brighter future for all with $2,010 million of investment spend incurred in the full year ended 30 June 2024, an increase of $12 million or 1% on the prior year. This was driven by an increase of $22 million in infrastructure and branch refurbishment spend, and a $2 million increase in productivity and growth initiatives, partly offset by a $12 million reduction in risk and compliance spend.

In the current year, productivity and growth initiatives accounted for 46% of investment spend. The Bank is continuing its focus on strengthening our capabilities and extending our leadership in digital, technology and customer-centric product offerings through ongoing modernisation of our platforms and interfaces to provide integrated and personalised experiences for our customers. The Bank is also continuing to invest in initiatives to simplify and enhance our systems, automate and digitise processes, and uplift internal engineering capabilities.

Risk and compliance projects accounted for 31% of investment spend, a decrease of 1% from 32% in the prior year. Risk and compliance initiatives remain a priority for the Bank as the Bank continues to build simpler and better foundations.

Infrastructure and branch refurbishment initiatives accounted for 23% of investment spend, an increase of 1% from 22% in the prior year, with the Bank continuing to uplift cyber security and enhance IT infrastructure.

Key areas of investment across each of the categories are outlined below.

Productivity and Growth

The Bank has continued to invest in the following:

- Ongoing development and personalisation of CommBank applications and digital channels to improve the customer service experience and continuously innovate in sustainable finance, digital banking and equity trading;
- Simplifying and automating manual back-end processes and systems including the use of generative AI models to improve customer experience, reduce operating costs and digitise end-to-end processes;
- Commercial lending systems to simplify the end-to-end process for loan origination and maintenance, and improve business customer experiences;
- Reducing reliance on external vendors by bringing more functions in-house and delivering cost savings while enhancing quality by building world-class engineering capabilities; and
- Ongoing modernisation and simplification of the technology stack to accelerate migration to cloud, in order to reduce the cost of IT ownership, reduce risk and improve delivery agility for faster response to changing customer needs.

Risk and Compliance

The Bank has continued to increase Group wide capability in the management of financial and non-financial risks, including:

- Strengthening the Bank's operating model and processes for monitoring, managing, reporting and controlling financial crime across all of its operations, including upgrading technology, uplifting capabilities, and how the Bank engages with and informs AUSTRAC and other regulators;
- Upgrading processes and systems for additional functionality, automation of controls, protecting against privacy breaches, reducing scam losses, and ensuring compliance with regulations including Open Banking, ISO 20022 messaging standards and various Markets related regulatory reform requirements such as the Fundamental Review of the Trading Book; and
- Enhancing Customer Risk Assessment capability and strengthening data controls and processes.

Infrastructure and Branch Refurbishment

The Bank has continued to invest in the following:

- Protecting customers and the Bank against cyber security risks and data breaches;
- Improving the resilience and simplicity of the Bank's IT infrastructure and data centres;
- Retail branch design, refurbishment and technology upgrades to reflect evolving changes in customer preferences; and
- Refurbishment of commercial office spaces including the replacement of existing offices as leases expire.

Investment Spend (continued)

Year Ended June 2023 versus June 2022

In the 2023 financial year, the Bank continued to invest in our purpose of building a brighter future for all with $1,998 million of investment spend incurred in the full year ended 30 June 2023, an increase of $120 million or 6% on the 2022 financial year. This was mainly driven by an increase of $153 million in productivity and growth initiatives and an increase of $33 million in infrastructure and branch refurbishment spend, partly offset by a $66 million reduction in risk and compliance spend.

In the 2023 financial year, productivity and growth initiatives accounted for 46% of investment spend, an increase of 5% from 41% in the 2022 financial year. The Bank had increased its focus on strengthening our capabilities and extending our leadership in digital, technology and customer-centric product offerings through the ongoing modernisation of our platforms and interfaces to provide integrated and personalised experiences for our customers. The Bank also continued to focus on initiatives to simplify and enhance our systems, automate and digitise processes, and uplift internal engineering capabilities.

Risk and compliance projects accounted for 32% of investment spend, a decrease of 5% from 37% in the 2022 financial year. Risk and compliance initiatives remained a priority for the Bank as we continued to build simpler and better foundations.

Infrastructure and branch refurbishment initiatives accounted for 22% of investment spend, with the Bank continuing to uplift cyber security and enhance IT infrastructure.

Key areas of investment across each of the categories are outlined below.

Productivity and Growth

In the 2023 financial year, the Bank continued to invest in the following:

- Ongoing development of CommBank applications and digital channels to improve the customer service experience and maintain leadership in digital banking and equity trading;
- Simplifying and automating manual back-end processes and systems to improve customer experience, reduce operating costs and digitise end-to-end processes;
- Commercial lending systems to simplify the end-to-end process for loan origination and maintenance, and improve business customer experiences;
- Reducing reliance on external vendors by bringing more functions in-house; delivering cost savings while enhancing quality by building world-class engineering capabilities; and
- Ongoing modernisation and simplification of the technology stack to accelerate migration to cloud, in order to reduce the cost of IT ownership, reduce risk and improve delivery agility for faster response to changing customer needs.

Risk and Compliance

In the 2023 financial year, the Bank continued to increase Group wide capability in the management of financial and non-financial risks, including:

- Strengthening the Bank’s operating model and processes for monitoring, managing, reporting and controlling financial crime across all of its operations, including upgrading technology, uplifting capabilities, and how the Bank engages with and informs AUSTRAC and other regulators;
- Upgrading processes and systems for additional functionality, automation of controls, protecting against privacy breaches, and ensuring compliance with regulations including Open Banking, NZ’s Banking Standard 11, Basel III capital reforms and various Markets related regulatory reform requirements such as the Fundamental Review of the Trading Book; and
- Enhancing Customer Risk Assessment capability and strengthening data controls and processes.

Infrastructure and Branch Refurbishment

In the 2023 financial year, the Bank continued to invest in the following:

- Protecting customers and the Bank against cyber security risks and data breaches;
- Improving the resilience and simplicity of the Bank’s IT infrastructure and data centres;
- Retail branch design, refurbishment and technology upgrades to reflect evolving changes in customer preferences; and
- Refurbishment of commercial office spaces including the replacement of existing offices as the leases expire.

Capitalised Software

	Full Year Ended				
	30 Jun 24 $M	30 Jun 23 $M	30 Jun 22 $M	Jun 24 vs Jun 23 %	Jun 23 vs Jun 22 %
Opening Balance	**1,912**	1,409	1,427	36	(1)
Additions	**932**	898	743	4	21
Amortisation and write-offs	**(685)**	(395)	(761)	73	(48)
Reclassified to assets held for sale	**(30)**	–	–	n/a	n/a
Closing balance	**2,129**	1,912	1,409	11	36

Year Ended June 2024 versus June 2023

Capitalised software balance increased $217 million or 11% on the prior year to $2,129 million.

Additions increased by $34 million or 4% to $932 million, due to higher capitalised investment spend, reflecting increased productivity and growth and IT infrastructure related spend as the Bank continues to enhance its product offering and customer experiences, strengthen its digital capabilities, modernise, and uplift its technology platforms and innovate for future growth.

Amortisation and write-offs increased by $290 million or 73% to $685 million, primarily driven by higher capitalised software balances.

Reclassified to assets held for sale of $30 million due to the reclassification of capitalised software in PT Bank Commonwealth (PTBC) to assets held for sale, following the announced sale to PT Bank OCBC NISP Tbk (OCBC Indonesia), a subsidiary of Oversea-Chinese Banking Corporation Limited (OCBC).

Year Ended June 2023 versus June 2022

Capitalised software balance increased $503 million or 36% on the 2022 financial year to $1,912 million.

Additions increased by $155 million or 21% to $898 million, due to higher capitalised investment spend, reflecting increased productivity and growth and IT infrastructure related spend as the Bank continues to enhance its product offering and customer experiences, strengthen its digital capabilities, modernise and uplift its technology platforms and innovate for future growth.

Amortisation and write-offs decreased by $366 million to $395 million, mainly driven by the non-recurrence of accelerated amortisation on certain capitalised software of $389 million in the 2022 financial year.

Loan Impairment Expense (continuing operations basis)

	Full Year Ended					
		Restated [1]		As reported		
	30 Jun 24 $M	30 Jun 23 $M	Jun 24 vs Jun 23 %	30 Jun 23 $M	30 Jun 22 $M	Jun 23 vs Jun 22 %
Retail Banking Services	**317**	587	(46)	583	(406)	large
Business Banking	**437**	492	(11)	496	115	large
Institutional Banking and Markets	**(4)**	(36)	89	(36)	(111)	68
New Zealand	**64**	59	8	59	37	59
Corporate Centre and Other	**(12)**	6	(large)	6	8	(25)
Loan impairment expense/(benefit) – (statutory basis)	**802**	1,108	(28)	1,108	(357)	large

1 Comparative information has been restated to conform to presentation in the current period. Refer to Note 1.1 of the 2024 Financial Report and “Disclosures – Financial Information Definitions – Change in Comparatives” and Appendix C of this Document for further details.

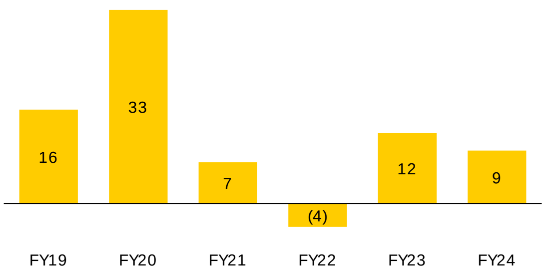
Year Ended June 2024 versus Restated June 2023

Loan impairment expense (“statutory basis”) was $802 million, a decrease of $306 million on the prior year. This was driven by:

- A decrease in Retail Banking Services expenses of $270 million of $317 million, mainly driven by lower collective provisions reflecting rising house prices, slowing interest rate rises and an improved outlook for consumer finance, partly offset by ongoing cost of living pressures;
- A decrease in Business Banking of $55 million to an expense of $437 million, driven by lower specific provision charges partly offset by higher collective provisions; and
- A decrease in Corporate Centre and Other of $18 million to a benefit of $12 million; partly offset by
- An increase in Institutional Banking and Markets of $32 million to a benefit of $4 million, primarily driven by higher collective provisions due to forward looking adjustments and the non-recurrence of prior year provision releases, partly offset by higher writebacks, recoveries and lower individual provisions for single name exposures; and
- An increase in New Zealand expense of $5 million to an expense of $64 million, driven by higher individually assessed provisions in the business portfolio and write-offs in the consumer finance portfolio, partly offset by lower collective provisions predominantly reflecting an improvement in house price outlook compared to the prior year.

Loan impairment expense as a percentage of average gross loans and acceptances (GLAAs) decreased 3 basis points to 9 basis points.

Full Year Loan Impairment Expense as a percentage of average GLAA (bpts)



As Reported Year Ended June 2023 versus June 2022

Loan impairment expense (“statutory basis”) was $1,108 million, an increase of $1,465 million on the 2022 financial year. This was driven by:

- An increase in Retail Banking Services of $989 million to $583 million, mainly driven by higher collective provision charges reflecting cost of living pressures, rising interest rates, decline in house prices, as well as the non-recurrence of COVID-19 collective provision releases in the 2022 financial year;
- An increase in Business Banking of $381 million to $496 million, driven by higher individual and collective provision charges reflecting the impact of rising interest rates and inflationary pressures on a number of industries of concern, including those exposed to consumer discretionary spend and the construction sector, as well as the non-recurrence of COVID-19 collective provision releases in the 2022 financial year;
- An increase in Institutional Banking and Markets of $75 million to a benefit of $36 million, primarily driven by higher collective provision releases in the 2022 financial year related to the aviation sector;
- An increase in New Zealand of $22 million to $59 million, mainly driven by higher collective and individually assessed provision charges reflecting the impact of rising interest rates, inflationary pressures and a decline in house prices; and
- Corporate Centre and Other impairment expense of $6 million was broadly flat on the 2022 financial year.

Loan impairment expense as a percentage of GLAAs increased 16 basis points to 12 basis points.

Taxation Expense (continuing operations basis)

	Full Year Ended					
		Restated [1]		As reported		
Income Tax	**30 Jun 24 $M**	**30 Jun 23 $M**	**Jun 24 vs Jun 23 %**	**30 Jun 23 $M**	**30 Jun 22 $M**	**Jun 23 vs Jun 22 %**
Retail Banking Services	**2,316**	2,371	(2)	2,203	2,087	6
Business Banking	**1,619**	1,555	4	1,701	1,291	32
Institutional Banking and Markets	**325**	356	(9)	350	371	(6)
New Zealand	**464**	508	(9)	523	487	7
Corporate Centre and Other	**(406)**	(693)	41	(670)	(213)	(large)
Total income tax expense – "cash basis"	**4,318**	4,097	5	4,107	4,023	2
Non-cash tax expense	**(17)**	48	large	48	(12)	large
Total income tax expense – "statutory basis"	**4,301**	4,145	4	4,155	4,011	4

	Full Year Ended					
		Restated [1]		As reported		
Effective Tax Rate	**30 Jun 24 %**	**30 Jun 23 %**	**Jun 24 vs Jun 23 %**	**30 Jun 23 %**	**30 Jun 22 %**	**Jun 23 vs Jun 22 %**
Retail Banking Services	**30.2**	30.2	–	30.2	29.8	40 bpts
Business Banking	**30.0**	30.0	–	30.0	29.6	40 bpts
Institutional Banking and Markets	**22.7**	25.4	(270)bpts	25.3	26.0	(70)bpts
New Zealand	**28.0**	28.0	–	28.1	27.5	60 bpts
Total corporate – "statutory basis"	**31.2**	29.1	210 bpts	29.0	29.3	(30)bpts

1 Comparative information has been restated to conform to presentation in the current period. Refer to Note 1.1 of the 2024 Financial Report and “Disclosures – Financial Information Definitions – Change in Comparatives” and Appendix C of this Document for further details.

Year Ended June 2024 versus Restated June 2023

Income tax expense (“statutory basis”) was $4,301 million, an increase of $156 million, or 4% on the prior year, reflecting a 31.2% effective tax rate.

The rate is above the Australian company tax rate of 30% primarily as a result of non-deductible hybrid capital distributions on the Group’s issued PERLS Capital Notes and the loss on disposal from the sale of PTBC being non-deductible for tax purposes.

The 210 basis point increase in effective tax rate from 29.1% to 31.2% was primarily due to an increase in hybrid capital distributions that are non-deductible for tax purposes, the loss on disposal from the sale of PTBC being non-deductible for tax purposes during the year ended 30 June 2024 and a one-off impact relating to the finalisation of prior year tax matters during the year ended 30 June 2023.

As Reported Year Ended June 2023 versus June 2022

Income tax expense (“statutory basis”) was $4,155 million, an increase of $144 million or 4% on the 2022 financial year, reflecting a 29.0% effective tax rate.

The rate is below the Australian company tax rate of 30% primarily as a result of the profit earned by the offshore jurisdictions that have lower corporate tax rates, and profits from associates which are reflected on an after tax basis.

The 30 basis point decrease in effective tax rate from 29.3% to 29.0% was primarily due to a one-off impact from the finalisation of 2022 financial year tax matters.

Group Assets and Liabilities

Total Group Assets and Liabilities	As at 30 Jun 24 $M	Restated [1] 30 Jun 23 $M	Jun 24 vs Jun 23 %	As reported 30 Jun 23 $M	As reported 30 Jun 22 $M	Jun 23 vs Jun 22 %
Interest earning assets						
Home loans [2]	**664,701**	652,218	2	652,218	621,993	5
Consumer finance	**16,762**	17,042	(2)	17,042	16,494	3
Business and corporate loans	**266,025**	261,512	2	261,512	244,380	7
Loans and other receivables [3]	**947,488**	930,772	2	930,772	882,867	5
Non-lending interest earning assets [4]	**261,598**	272,007	(4)	272,007	269,827	1
Total interest earning assets	**1,209,086**	1,202,779	1	1,202,779	1,152,694	4
Other assets [3]	**44,120**	49,639	(11)	50,061	61,244	(18)
Assets held for sale [5]	**870**	5	large	5	1,322	(large)
Total assets	**1,254,076**	1,252,423	–	1,252,845	1,215,260	3
Interest bearing liabilities						
Transaction deposits [6]	**193,948**	196,617	(1)	196,617	188,917	4
Savings deposits [6]	**290,143**	276,518	5	276,518	275,997	–
Investment deposits	**237,773**	225,502	5	225,502	169,401	33
Other demand deposits	**50,324**	46,183	9	79,328	79,513	–
Total interest bearing deposits	**772,188**	744,820	4	777,965	713,828	9
Debt issues	**144,530**	122,267	18	122,267	116,902	5
Term funding from central banks [7]	**4,228**	54,220	(92)	54,220	54,807	(1)
Other interest bearing liabilities [4]	**110,334**	97,785	13	64,640	64,251	1
Total interest bearing liabilities	**1,031,280**	1,019,092	1	1,019,092	949,788	7
Non-interest bearing transaction deposits	**109,433**	118,475	(8)	118,475	142,103	(17)
Other non-interest bearing liabilities	**40,275**	43,223	(7)	43,273	49,348	(12)
Liabilities held for sale [5]	**–**	–	–	–	1,183	(large)
Total liabilities	**1,180,988**	1,180,790	–	1,180,840	1,142,422	3

1 Comparative information has been restated to conform to presentation in the current period. Refer to Note 1.1 of the 2024 Financial Report and “Disclosures – Financial Information Definitions – Change in Comparatives” and Appendix C of this Document for further details.
2 Home loans are presented gross of $74,532 million of mortgage offset balances (30 June 2023: $69,136 million). These balances are required to be grossed up under accounting standards, but are netted down for the calculation of customer interest payments.
3 Loans and other receivables exclude provisions for impairment which are included in other assets.
4 Non-lending interest earning assets include reverse sale and repurchase agreements. Other interest bearing liabilities include sale and repurchase agreements.
5 As at 30 June 2024, the Group’s assets held for sale include certain structured asset finance items and properties held for sale of $870 million. Balances at 31 December 2023 were impacted by the announced divestment of PT Bank Commonwealth. For details on the Group’s discontinued operations and businesses held for sale, refer to Note 11.3 in the 2024 Financial Report.
6 Transaction and savings deposits includes $74,532 million of mortgage offset balances (30 June 2023: $69,136 million).
7 Term funding from central banks includes the drawn balances of the RBA Term Funding Facility and the RBNZ Funding for Lending Programme and Term Lending Facility.

Year Ended June 2024 versus Restated June 2023

Total assets were $1,254 billion, an increase of $2 billion on the prior year, driven by an increase in home loans, business and corporate loans, and assets held for sale, partly offset by lower non-lending interest earning assets, other assets and consumer finance balances.

Total liabilities were $1,181 billion, flat on the prior year, driven by an increase in interest bearing deposits, debt issues and other interest bearing liabilities, offset by a decrease in term funding from central banks, non-interest bearing transaction deposits, and other non-interest bearing liabilities.

The Bank continued to fund a significant portion of lending growth from customer deposits. Customer deposits represented 77% of total funding (30 June 2023: 75%).

Group Assets and Liabilities (continued)

Home loans

Home loan balances increased $12 billion to $665 billion, a 2% increase on the prior year. Growth was driven by Retail Banking Services and New Zealand (excluding the impact of FX). Domestic home loan growth was 2% (below system [1]). Proprietary mix for CBA and Unloan branded home loans increased from 59% to 66% of new business flows. Australian home loans amount to $596 billion (30 June 2023: $584 billion) of which 70% were owner occupied, 29% were investment home loans and 1% were lines of credit (30 June 2023: 71% were owner occupied, 28% were investment home loans and 1% were lines of credit).

Consumer finance

Consumer finance balances were $17 billion, a 2% decline on the prior year, in line with system [1] decline. The decrease was driven by higher repayments relative to credit card spend, partly offset by growth in new credit card and personal loan accounts.

Business and corporate loans

Business and corporate loans increased $5 billion to $266 billion, a 2% increase on the prior year. This was driven by a $13 billion or 8% increase in business lending balances mainly due to a $15 billion or 11% increase in Business Banking (above system [1]) reflecting diversified lending across a number of industries, offset by a $9 billion or 9% decline in Institutional Banking and Markets lending balances primarily due to a decrease in pooled facilities. New Zealand business and rural lending increased 1% (excluding the impact of FX).

Non-lending interest earning assets

Non-lending interest earning assets decreased $10 billion to $262 billion, a 4% decline on the prior year. This was mainly driven by decreases in cash and liquids as the drawdowns of the RBA Term Funding Facility were repaid, partly offset by increases in reverse sale and repurchase agreement balances in Global Markets and higher government securities holdings.

Other assets

Other assets, including derivative assets, property, plant and equipment and intangibles, decreased $6 billion to $44 billion, an 11% decrease on the prior year, mainly driven by a reduction in derivative assets from movements in foreign currency and interest rates.

Total interest bearing deposits

Total interest bearing deposits increased $27 billion to $772 billion, a 4% increase on the prior year. Growth was driven by a $14 billion or 5% increase in savings deposits and a $12 billion or 5% increase in investment deposits, reflecting greater demand for higher yielding deposits. Transactions deposits decreased $3 billion or 1% on the prior year, primarily due to a reduction in pooled facilities.

Domestic household deposits grew at 5% (below system [1]).

Debt issues

Debt issues increased $22 billion to $145 billion, an 18% increase on the prior year, to meet the Group's funding requirements following repayment of the RBA Term Funding Facility.

Deposits satisfied the majority of the Bank's funding requirements, however the Group continued to regularly access both domestic and international wholesale debt markets.

Refer to pages 65-66 for further information on debt programs and issuance for the year ended 30 June 2024.

Term funding from central banks

Term funding from central banks includes the drawn balance of the RBA Term Funding Facility and the RBNZ Funding for Lending Programme and Term Lending Facility. Term funding from central banks decreased $50 billion to $4 billion, a 92% decrease on the prior year, as the drawdowns on the RBA Term Funding Facility matured and were repaid.

Other interest bearing liabilities

Other interest bearing liabilities, including loan capital, liabilities at fair value through income statement and amounts due to other financial institutions, increased to $110 billion, a $13 billion or 13% increase on the prior year. The increase was mainly driven by higher sale and repurchase agreements, loan capital from new issuances, and collateral balances from other financial institutions.

Non-interest bearing transaction deposits

Non-interest bearing transaction deposits decreased $9 billion to $109 billion, an 8% decrease on the prior year. The decrease was driven by customer switching to higher yielding deposits.

Other non-interest bearing liabilities

Other non-interest bearing liabilities, including derivative liabilities, decreased $3 billion to $40 billion, a 7% decrease on the prior year. The decrease was mainly driven by lower derivative liabilities due to movements in foreign currency and interest rates.

1 System source: RBA/APRA.

Group Assets and Liabilities (continued)

As Reported Full Year Ended June 2023 versus June 2022

Total assets as at 30 June 2023 were $1,253 billion, an increase of $38 billion or 3% on the 2022 financial year, driven by an increase in home loans, business and corporate loans, non-lending interest earning assets and consumer finance balances, partly offset by lower other assets and assets held for sale.

Total liabilities as at 30 June 2023 were $1,181 billion, an increase of $38 billion or 3% on the 2022 financial year, driven by an increase in deposits, debt issues and other interest bearing liabilities, partly offset by a decrease in other non-interest bearing liabilities, liabilities held for sale and term funding from central banks. The Bank continued to fund a significant portion of lending growth from customer deposits.

Customer deposits represented 75% of total funding (30 June 2022: 74%).

Home loans

Home loan balances increased $30 billion to $652 billion, a 5% increase on the 2022 financial year. Growth was driven by Retail Banking Services, Business Banking and New Zealand (excluding the impact of FX). Domestic home loan growth was 5% (in line with system [1]). Proprietary mix for CBA and Unloan branded home loans remained flat at 59% of new business flows.

Australian home loans amount to $584 billion (30 June 2022: $556 billion) of which 71% were owner occupied, 28% were investment home loans and 1% were lines of credit (30 June 2022: 71% were owner occupied, 28% were investment home loans and 1% were lines of credit).

Consumer finance

Consumer finance balances increased $1 billion to $17 billion, a 3% increase on the 2022 financial year (while system [1] declined). The increase was driven by growth in personal loans from higher new business volumes, and increased credit card accounts and spend.

Business and corporate loans

Business and corporate loans increased $17 billion to $262 billion, a 7% increase on the 2022 financial year. This was driven by a $14 billion or 12% increase in Business Banking (above system [1]) reflecting diversified lending across a number of industries. Institutional lending balances increased $1 billion or 1% primarily due to an increase in pooled facilities and growth in the real estate and commodities financing portfolios. New Zealand business and rural lending increased $2 billion or 5% (excluding the impact of FX).

Domestic business lending (excluding institutional lending) increased 11% (above system [1]).

Non-lending interest earning assets

Non-lending interest earning assets increased $2 billion to $272 billion, a 1% increase on the prior year. This was mainly driven by an increase in Government securities holdings and reverse sale and repurchase agreements in Markets.

Other assets

Other assets, including derivative assets, property, plant and equipment and intangibles, decreased $11 billion to $50 billion, an 18% decrease on the prior year, mainly driven by a reduction in derivative assets due to movements in foreign currency and interest rates.

Total interest bearing deposits

Total interest bearing deposits increased $64 billion to $778 billion, a 9% increase on the 2022 financial year. Growth was driven by a $56 billion or 33% increase in investment deposits and a $1 billion increase in savings deposits, reflecting greater demand for higher yielding deposits. Transactions deposits increased $8 billion or 4% on the 2022 financial year, reflecting growth in mortgage offset balances and pooled facilities.

Domestic household deposits grew at 5% (below system [1]).

Debt issues

Debt issues increased $5 billion to $122 billion, a 5% increase on the 2022 financial year.

Deposits satisfied the majority of the Bank's funding requirements, however the Group continued to regularly access both domestic and international wholesale debt markets.

Refer to pages 65-66 for further information on debt programs and issuance for the year ended 30 June 2023.

Term funding from central banks

Term funding from central banks includes the drawn balance of the RBA TFF and the RBNZ Funding for Lending Programme and Term Lending Facility. Term funding from central banks decreased $1 billion to $54 billion, a 1% decrease on the 2022 financial year, as the initial drawdowns on the RBA Term Funding Facility matured and were repaid.

Other interest bearing liabilities

Other interest bearing liabilities, including loan capital, liabilities at fair value through income statement and amounts due to other financial institutions, increased to $65 billion, a 1% increase on the 2022 financial year. The increase was mainly driven by the issuance of additional Tier 2 Capital instruments, PERLS XV and PERLS XVI, partly offset by the maturity of PERLS VII and lower collateral balances from other financial institutions.

Non-interest bearing transaction deposits

Non-interest bearing transaction deposits decreased $24 billion to $118 billion, a 17% decrease on the 2022 financial year. The decrease was driven by customer switching to higher yielding deposits.

Other non-interest bearing liabilities

Other non-interest bearing liabilities, including derivative liabilities, decreased $6 billion to $43 billion, a 12% decrease on the 2022 financial year. The decrease was mainly driven by lower derivative liabilities due to movements in foreign currency and interest rates, partly offset by higher accrued interest.

1 System source: RBA/APRA.

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Contents

4 Group Operations & Business Settings

Group Operations and Business Settings

Loan Impairment Provisions and Credit Quality

Provisions for Impairment

	As at				
	30 Jun 24 $M	30 Jun 23 $M	30 Jun 22 $M	Jun 24 vs Jun 23 %	Jun 23 vs Jun 22 %
Provisions for impairment losses					
Collective provisions	**5,423**	5,196	4,611	4	13
Individually assessed provisions	**712**	754	736	(6)	2
Total provisions for impairment losses	**6,135**	5,950	5,347	3	11
Less: Provision for off Balance Sheet exposures	**(223)**	(159)	(117)	40	36
Total provisions for loan impairment	**5,912**	5,791	5,230	2	11

Year Ended June 2024 versus June 2023

Total provisions for impairment losses as at 30 June 2024 were $6,135 million, an increase of $185 million or 3% on the prior year.

Collective provisions

- Consumer collective provisions increased $45 million or 2% to $2,969 million. This mainly reflects ongoing cost of living pressures, partly offset by rising house prices and lower expected losses within consumer finance.
- Corporate collective provisions increased $182 million or 8% to $2,454 million. This reflects business lending growth as well as the impact of ongoing inflationary pressures and higher interest rates on corporate profits.

Individually assessed provisions

- Corporate individually assessed provisions decreased $27 million or 4% to $616 million. This mainly reflects and write-backs for a small number of exposures which were partly offset by write-offs for a small number of exposures.
- Consumer individually assessed provisions decreased $15 million or 14% to $96 million, reflecting rising house prices.

Year Ended June 2023 versus June 2022

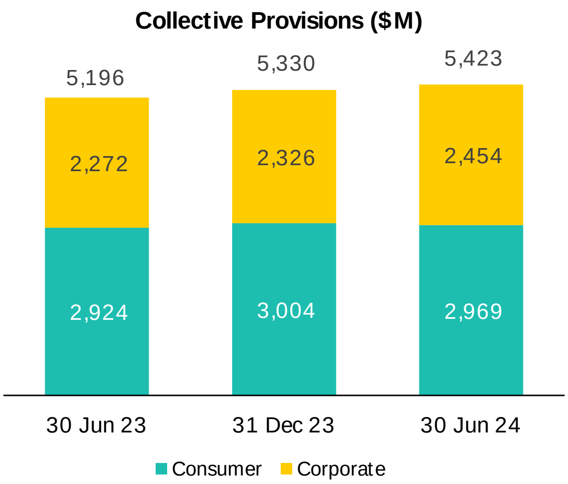
Total provisions for impairment losses as at 30 June 2023 were $5,950 million an increase of $603 million or 11% on the 2022 financial year.

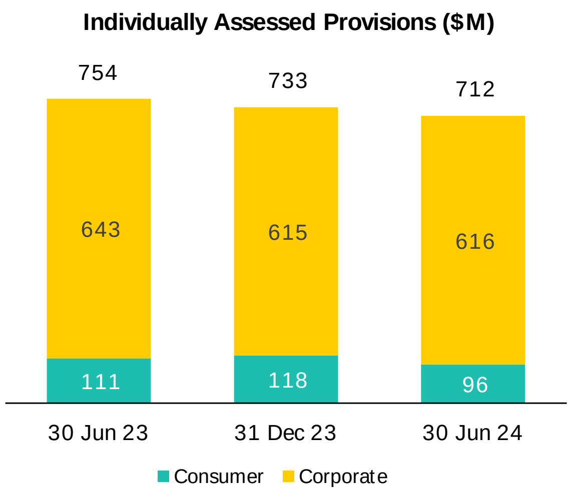
Collective provisions

- Consumer collective provisions increased $507 million or 21% to $2,924 million. This mainly reflects ongoing cost of living pressures, rising interest rates and a decline in house prices.
- Corporate collective provisions increased $78 million or 4% to $2,272 million. This mainly reflects the impact on corporate profits of ongoing inflationary pressures and rising interest rates, and an expected reduction in consumer discretionary spend.

Individually assessed provisions

- Corporate individually assessed provisions increased $31 million or 5% to $643 million. This reflects impairment of a number of exposures across various sectors, in particular construction, partly offset by write-offs and write-backs.
- Consumer individually assessed provisions decreased $13 million or 10% to $111 million. This was mainly driven by the continuation of low levels of arrears in the Australian home lending portfolio.





Loan Impairment Provisions and Credit Quality (continued)

Credit Quality

	Full Year Ended [1]					Half Year Ended		
Credit Quality Metrics	**30 Jun 24**	**30 Jun 23**	**Jun 24 vs Jun 23 %**	**30 Jun 22**	**Jun 23 vs Jun 22 %**	**30 Jun 24**	**31 Dec 23**	**Jun 24 vs Dec 23 %**
Gross loans and acceptances (GLAA) ($M)	**949,948**	933,251	2	884,963	5	**949,948**	929,609	2
Credit RWA ($M)	**370,444**	362,869	2	393,647	(8)	**370,444**	368,735	–
Gross impaired assets ($M)	**3,900**	3,326	17	2,951	13	**3,900**	3,237	20
Net impaired assets ($M)	**2,760**	2,219	24	1,928	15	**2,760**	2,154	28
Provision Ratios								
Collective provision as a % of credit RWA	**1.46**	1.43	3 bpts	1.17	26 bpts	**1.46**	1.45	1 bpt
Total provisions as a % of credit RWA	**1.66**	1.64	2 bpts	1.36	28 bpts	**1.66**	1.64	2 bpts
Total provisions for impaired assets as a % of gross impaired assets	**29.24**	33.28	(404)bpts	34.67	(139)bpts	**29.24**	33.46	(422)bpts
Total provisions for impaired assets as a % of gross impaired assets (corporate)	**49.82**	54.89	(large)	58.80	(391)bpts	**49.82**	55.24	(large)
Total provisions for impaired assets as a % of gross impaired assets (consumer)	**17.56**	19.28	(172)bpts	20.74	(146)bpts	**17.56**	19.90	(234)bpts
Total provisions for impairment losses as a % of GLAAs	**0.65**	0.64	1 bpt	0.60	4 bpts	**0.65**	0.65	–
Asset Quality Ratios								
Gross impaired assets as a % of GLAAs	**0.41**	0.36	5 bpts	0.33	3 bpts	**0.41**	0.35	6 bpts
Loans 90+ days past due but not impaired as a % of GLAAs	**0.41**	0.33	8 bpts	0.36	(3)bpts	**0.41**	0.35	6 bpts
Loan impairment expense annualised as a % of average GLAAs	**0.09**	0.12	(3)bpts	0.12	–	**0.08**	0.09	(1)bpt
Net write-offs annualised as a % of GLAAs	**0.07**	0.06	1 bpt	0.06	–	**0.07**	0.07	–
Non-retail total committed exposures rated investment grade (%) [2]	**64.75**	69.27	(452)bpts	69.70	(43)bpts	**64.75**	67.72	(297)bpts
Troublesome and impaired assets as a % of total committed exposures	**0.63**	0.51	12 bpts	0.51	12 bpts	**0.63**	0.49	14 bpts
Australian Home Loan Portfolio								
Portfolio dynamic LVR (%) [3]	**42.78**	44.86	(208)bpts	44.02	84 bpts	**42.78**	44.54	(176)bpts
Customers in advance (%) [4]	**79.78**	77.95	183 bpts	77.95	–	**79.78**	79.11	67 bpts

1 Comparative information has been restated to reflect the prior period restatements. For further details refer to Note 1.1 in the 2024 Financial Report and "Disclosures – Financial Information Definitions – Change in Comparatives" and Appendix C of this Document.
2 Investment grades based on CBA grade in S&P equivalent.
3 Loan to value ratio (LVR) defined as current balance as a percentage of the current valuation on Australian home loan portfolio.
4 Any amount ahead of monthly minimum repayment (including offset facilities).

Provision Ratios and Impaired Assets

Half year ended 30 June 2024 versus Half Year Ended 31 December 2023

As at 30 June 2024, total provisions as a proportion of credit RWA increased 2 basis points on the prior half to 1.66%. This was mainly driven by higher collective provisions in the corporate portfolio reflecting business lending growth as well as the impact on corporate profits from ongoing inflationary pressures and higher interest rates.

Gross impaired assets were $3,900 million, an increase of $663 million or 20% on the prior half, mainly driven by increased restructures and arrears in the home lending portfolio in addition to the restructure of a small number of exposures in the corporate portfolio. Gross impaired assets as a proportion of GLAAs were 0.41%, an increase of 6 basis points on the prior half.

Provision coverage for the impaired asset portfolio was 29.24%, a decrease of 422 basis points on the prior half. This was mainly driven by increased restructures in the home lending and corporate portfolios, which typically have lower provision coverage.

Half year ended 31 December 2023 versus Half Year Ended 30 June 2023

As at 31 December 2023, total provisions as a proportion of credit RWA was flat on the prior half at 1.64%, reflecting a proportionate increase in collective provisions and credit RWAs.

Gross impaired assets were $3,237 million, a decrease of $89 million or 3% on the prior half year ended 30 June 2023, mainly driven by a reduction in restructures in the New Zealand home lending portfolio. Gross impaired assets as a proportion of GLAAs were 0.35%, a decrease of 1 basis point on the prior half.

Provision coverage for the impaired asset portfolio was 33.46%, an increase of 18 basis points on the prior half year ended 30 June 2023, driven by a reduction in New Zealand home loan impairments partly offset by the write-off of a small number of exposures in the corporate portfolio.

Loan Impairment Provisions and Credit Quality (continued)

Retail Portfolio Asset Quality

Half year ended 30 June 2024 versus Half Year Ended 31 December 2023

Consumer loan impairment expense (LIE) as a percentage of average GLAAs was 4 basis points, a decrease of 3 basis points on the prior half, mainly driven by rising house prices and lower expected losses within consumer finance, partly offset by ongoing cost of living pressures.

Home loan 90+ days arrears were 0.65%, an increase of 13 basis points on the prior half, as higher interest rates continue to impact some borrowers. Credit cards and personal loans 90+ days arrears were 0.74% and 1.50% respectively, an increase of 14 basis points and 36 basis points on the prior half, reflecting the impact on customers more susceptible to ongoing cost of living pressures.

The home loan dynamic LVR was 42.78%, a decrease of 176 basis points on the prior half. The home lending book remains well secured and the majority of home lending customers remain in advance of scheduled repayments.

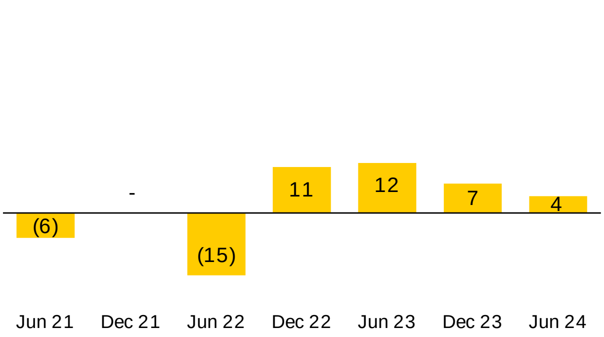
Half year ended 31 December 2023 versus Half Year Ended 30 June 2023

Consumer LIE as a percentage of GLAAs was 7 basis points, a decrease of 5 basis points on the prior half year ended 30 June 2023, driven by higher collective provision charges in the prior half year ended 30 June 2023 reflecting higher forward looking adjustments to reflect the expected impact of cost of living pressures and rising interest rates.

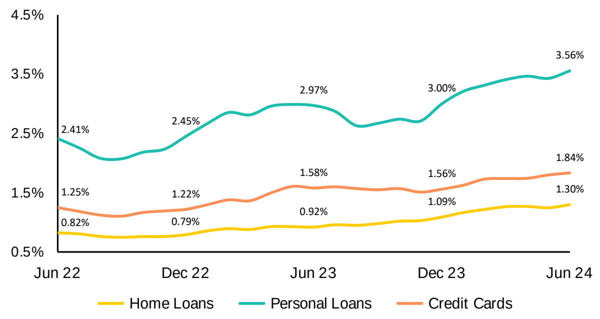
Home loan 90+ days arrears were 0.52%, an increase of 5 basis points on the prior half year ended 30 June 2023, reflecting ongoing pressures from higher interest rates and cost of living. Credit cards 90+ days arrears were 0.60%, an increase of 5 basis points on the half year ended 30 June 2023, reflecting cost of living pressures. Personal loans 90+ days arrears were 1.14%, a decrease of 5 basis points on the half year ended 30 June 2023, reflecting improvements in origination quality.

The home loan dynamic LVR was 44.54%, a decrease of 32 basis points on the half year ended 30 June 2023.

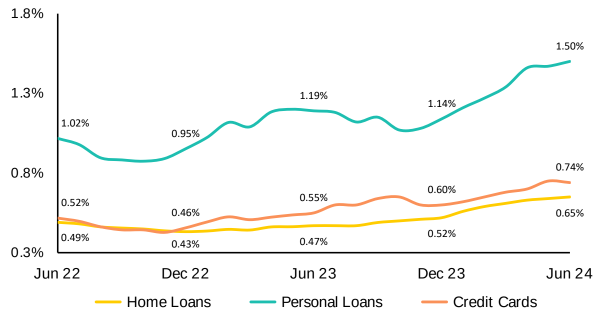
Consumer LIE
Half Year Loan impairment expense
annualised as percentage of average GLAAs (bpts)



30+ Days Arrears Ratios (%) [1]



90+ Days Arrears Ratio (%) [1]



1 Includes retail portfolios of Retail Banking Services, Business Banking and New Zealand.

Loan Impairment Provisions and Credit Quality (continued)

Corporate Portfolio Asset Quality

Half year ended 30 June 2024 versus Half Year Ended 31 December 2023

Corporate troublesome exposures were $4.8 billion, an increase of $1.1 billion on the prior half, mainly driven by downgrades of a small number of single name exposures.

Investment grade rated exposures reduced 297 basis points on the prior half to 64.75% of overall portfolio risk rated counterparties in line with pre-COVID levels, mainly due to a reduction in exposure to institutional grade counterparties due to the utilisation of liquid assets held with high quality counterparties to repay the maturing tranches of the RBA Term Funding Facility.

Corporate LIE as a percentage of GLAAs was 19 basis points, an increase of 6 basis points on the prior half, mainly driven by higher collective and individual provision charges in the current half.

Half year ended 31 December 2023 versus Half Year Ended 30 June 2023

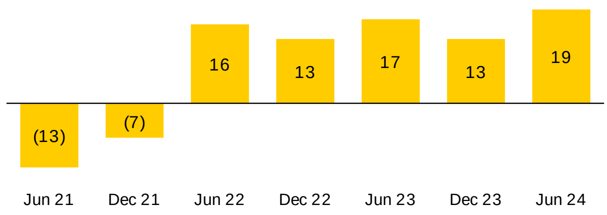
Corporate troublesome exposures were $3.7 billion, a decrease of $0.1 billion or 3% on the prior half year ended 30 June 2023, mainly driven by upgrades and repayments across a small number of exposures.

Investment grade rated exposures decreased 155 basis points on the prior half year ended 30 June 2023 to 67.72% of overall portfolio risk rated counterparties, principally due to a reduction in exposure to institutional grade counterparties.

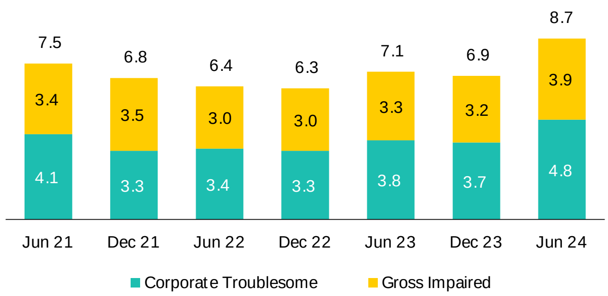
Corporate LIE as a percentage of average GLAAs was 13 basis points, a decrease of 4 basis points on the prior half year ended 30 June 2023, mainly driven by lower individual provision charges in the half year ended 31 December 2023.

Corporate LIE

Half Year Loan impairment expense annualised as percentage of average GLAA (bpts)

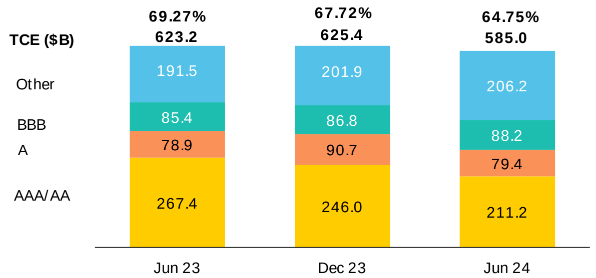


Troublesome and Impaired Assets ($B)



Corporate Portfolio Quality

% of book rated investment grade [1]



1 CBA grades in S&P equivalent

Loan Impairment Provisions and Credit Quality (continued)

Industry Exposure and Asset Quality

Half year ended 30 June 2024 versus Half Year Ended 31 December 2023

The distribution of the Bank's credit exposures by sector remained relatively consistent during the half. The most material movements in total committed exposures (TCE) by sector were for:

- Government which reduced by 2.1% ($32,388 million) to $174,493 million, primarily due to balance sheet liquidity management activities including repaying maturing tranches of the RBA Term Funding Facility; and
- Consumer which increased by 2.1% ($16,775 million) to $793,025 million, primarily due to increased home lending exposures.

Movements in troublesome and impaired assets (TIA) were mixed across sectors, as total TIA increased $1,839 million on the prior half to $8,729 million.

TIA as a percentage of TCE has increased 14 basis points to 0.63% on the prior half.

The increase in TIAs over the half was concentrated in:

- Commercial Property (up 60 basis points or $581 million) driven by the downgrade of three large exposures. These exposures are secured with no significant losses expected;
- Consumer (up 5 basis points or $493 million) driven by the higher interest rates and cost of living pressures;
- Wholesale Trade (up 230 basis points or $383 million) driven by a single client being downgraded to TIA status;
- Manufacturing (up 83 basis points or $142 million) driven by increased troublesome names impacted by weaker consumer demand, inflation and higher labour costs;
- Transport & Storage (up 31 basis points or $101 million) driven by a single client being downgraded to TIA status; and
- Agriculture & Forestry (up 40 basis points or $165 million) driven by downgrades in the farming and dairy sector in Australia and New Zealand driven by higher interest rates, input costs and moderation in commodity prices.

There were notable improvements in the level of TIAs in the Construction sector (down 105 basis points or $103 million) driven by a large client being restructured and upgraded to a pass grade. However, the level of TIAs remain high given the structural challenges facing the sector.

Management is closely monitoring sectors of continued or potential increased stress, including Construction, Health & Community Service, Commercial Property, Manufacturing, Retail Trade, Wholesale Trade, Entertainment, Leisure & Tourism and Agriculture & Forestry.

Half year ended 31 December 2023 versus Half Year Ended 30 June 2023

The distribution of the Bank's credit exposures by sector remained relatively consistent during the half year ended 31 December 2023 compared to the half year ended 30 June 2023.

Movements in TIA were mixed across sectors, as total TIA decreased $209 million on the prior half on the half year ended 30 June 2023 to $6,890 million.

TIA as a percentage of TCE was 0.49%, a decrease of 2 basis points on the half year ended 30 June 2023. The decrease in TIA over the half year ended 31 December 2023 was concentrated in:

- Commercial Property (down 27 basis points or $241 million) driven by repayments across a small number of exposures;
- Electricity, Gas & Water (down 81 basis points or $110 million) driven by upgrade of a single name exposure;
- Retail Trade (down 79 basis points or $110 million) driven by partial repayment of a large single name exposure and reduced exposures to a number of small TIA exposures; partly offset by
- Agriculture & Forestry (up 39 basis points or $150 million) due to falling sheep and cattle prices in Australia and weaker dairy prices in New Zealand; and
- Construction (up 32 basis points or $79 million) due to cost escalations and the level of fixed price contracts, which have affected liquidity, as well as labour shortage.

Loan Impairment Provisions and Credit Quality (continued)

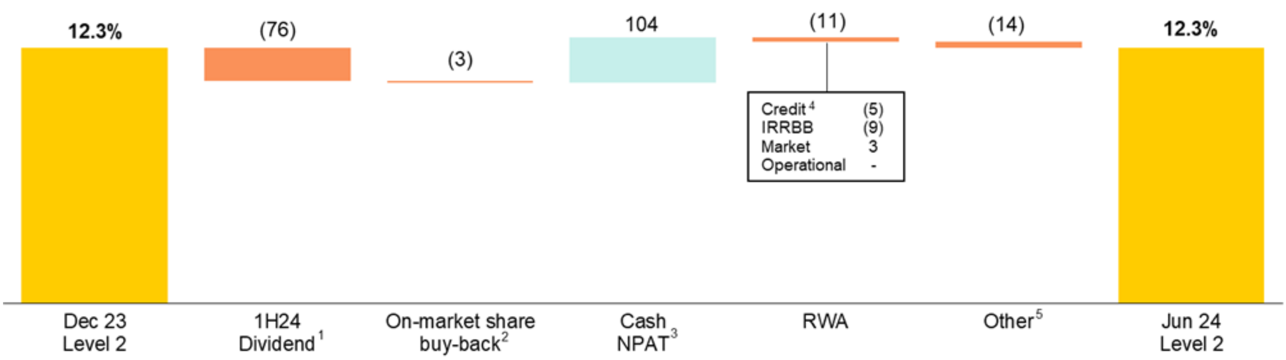
	Total Committed Exposures (TCE)			Troublesome and Impaired Assets (TIA)			TIA % of TCE		
	30 Jun 24	31 Dec 23	30 Jun 23	30 Jun 24	31 Dec 23	30 Jun 23	30 Jun 24	31 Dec 23	30 Jun 23
Sector	%	%	%	$M	$M	$M	%	%	
Consumer	**57.5**	55.4	55.5	**2,488**	1,995	2,018	**0.31**	0.26	0.26
Government, Admin. & Defence	**12.7**	14.8	16.5	**–**	–	–	**–**	–	–
Finance & Insurance	**7.2**	8.1	7.0	**51**	89	98	**0.05**	0.08	0.10
Commercial Property	**6.9**	6.7	6.6	**1,227**	646	887	**1.29**	0.69	0.96
Agriculture & Forestry	**2.4**	2.2	2.1	**952**	787	637	**2.92**	2.52	2.13
Transport & Storage	**2.0**	1.9	1.8	**303**	202	208	**1.09**	0.78	0.84
Manufacturing	**1.4**	1.5	1.4	**543**	401	368	**2.79**	1.96	1.91
Entertainment, Leisure & Tourism	**1.3**	1.2	1.1	**394**	361	373	**2.16**	2.18	2.33
Wholesale Trade	**1.2**	1.2	1.1	**773**	390	394	**4.60**	2.30	2.48
Business Services	**1.2**	1.1	1.0	**291**	228	237	**1.77**	1.48	1.62
Electricity, Water & Gas	**1.2**	1.1	1.0	**9**	8	118	**0.06**	0.05	0.86
Retail Trade	**1.1**	1.1	1.1	**293**	300	410	**1.87**	1.87	2.66
Health & Community Service	**1.1**	1.1	1.0	**441**	376	337	**2.87**	2.44	2.30
Construction	**1.0**	0.9	0.8	**625**	728	649	**4.77**	5.82	5.50
Mining	**0.5**	0.5	0.5	**30**	33	63	**0.43**	0.49	0.86
Media & Communications	**0.4**	0.4	0.4	**73**	73	58	**1.38**	1.32	1.01
Education	**0.3**	0.3	0.3	**66**	47	18	**1.74**	1.30	0.49
Personal & Other Services	**0.3**	0.2	0.2	**45**	67	33	**1.27**	2.01	1.00
Other	**0.3**	0.3	0.6	**125**	159	193	**2.14**	2.97	3.24
Total	**100.0**	100.0	100.0	**8,729**	6,890	7,099	**0.63**	0.49	0.51

Group Operations and Business Settings (continued)

Capital

Summary Group Capital Adequacy Ratios	As at 30 Jun 24 %	31 Dec 23 %	30 Jun 23 %	Jun 24 vs Dec 23 %	Jun 24 vs Jun 23 %
Common Equity Tier 1	**12.3**	12.3	12.2	–	10 bpts
Additional Tier 1	**2.0**	2.4	2.3	(40)bpts	(30)bpts
Tier 1	**14.3**	14.7	14.5	(40)bpts	(20)bpts
Tier 2	**6.6**	5.8	5.5	80 bpts	110 bpts
Total Capital (APRA)	**20.9**	20.5	20.0	40 bpts	90 bpts

Capital – CET1 (APRA)



1 The 2024 interim dividend included the on-market purchase of $481 million of shares (CET1 impact of -10 bpts) in respect of the Dividend Reinvestment Plan.
2 On 9 August 2023, the Group announced its intention to conduct an on-market share buy-back of up to $1 billion of CBA ordinary shares. As at 30 June 2024, the Group has repurchased $282 million of shares (2,588,964 ordinary shares at an average price of $108.84). $128 million of this was completed across the six months ended 30 June 2024 (1,071,576 ordinary shares bought back at an average price of $119.24 per share).
3 Excludes net equity accounted profits/losses and impairments from associates as they are capital neutral with offsetting changes in regulatory capital deductions.
4 Excludes impact of foreign exchange movements which is included in 'Other'.
5 Includes the impact of intangibles, FX impact on Credit RWA, equity accounted profits/losses and impairments from associates, movements in reserves and other regulatory adjustments.

Capital Position

Half year ended 30 June 2024 versus Half Year Ended 31 December 2023

The Group's CET1 ratio (APRA) was 12.3% as at 30 June 2024, in line with 31 December 2023 and an increase of 10 basis points from 30 June 2023. The CET1 ratio was well above APRA's regulatory requirement at all times throughout the full year ended 30 June 2024.

Key drivers of the change in CET1 for the 6 months ended 30 June 2024 were:

- Capital generated from earnings; offset by
- The payment of the 2024 interim dividend;
- Higher Credit Risk and IRRBB RWA, partly offset by lower Traded Market Risk RWA;
- Completion of a further $128 million of the previously announced $1 billion on-market share buy-back; and
- Other regulatory adjustments and movement in reserves.

Half year ended 31 December 2023 versus Half Year Ended 30 June 2023

The Group's CET1 ratio was 12.3% as at 31 December 2023, compared with 12.2% as at 30 June 2023. The CET1 ratio was well above APRA's regulatory requirement at all times throughout the half year ended 31 December 2023.

Key drivers of the change in CET1 for the half year ended 31 December 2023 were:

- Capital generated from earnings;
- Lower total RWA from decreases in IRRBB and Traded Market Risk RWA, partly offset by higher Credit Risk and Operational Risk RWA; partly offset by
- The payment of the 2023 interim dividend;
- Completion of $0.2 billion of the $1 billion on-market share buy-back; and
- Other regulatory adjustments and movement in reserves.

Further details on the movements in RWA are provided on page 59.

Group Operations and Business Settings (continued)

Capital (continued)

Capital Initiatives

In addition to the on-market share buy-back, the following significant capital initiatives were undertaken during the year ended 30 June 2024:

Common Equity Tier 1 Capital

The Dividend Reinvestment Plan (DRP) in respect of both the 2023 final dividend and the 2024 interim dividend, was satisfied in full by the on-market purchase of shares. The participation rates were 18.1% and 13.4%, respectively.

Additional Tier 1 Capital

In April 2024, the Group redeemed $1,590 million of CommBank PERLS XI Capital Notes that are Basel III compliant Additional Tier 1 Capital.

Tier 2 Capital

The Group issued the following Basel III compliant subordinated notes:

- AUD85 million in September 2023;
- Two subordinated notes totalling AUD1,250 million in October 2023;
- AUD300 million in December 2023;
- USD1,250 million in March 2024; and
- EUR1,000 million in June 2024.

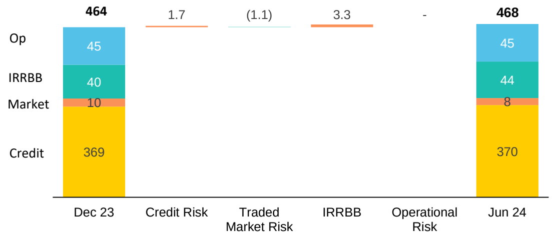
Risk Weighted Assets (RWA) [1]

Total Group Risk Weighted Assets

Half year ended 30 June 2024 versus Half Year Ended 31 December 2023

Total RWA increased $3.9 billion or 0.8% on the prior half to $467.6 billion, mainly driven by higher IRRBB and Credit RWA, partly offset by lower Traded Market Risk RWA.

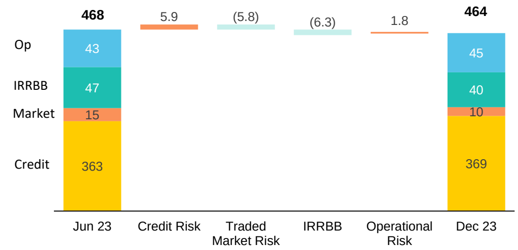
Total Risk Weighted Assets ($B)



Half year ended 31 December 2023 versus Half Year Ended 30 June 2023

Total RWA decreased $4.4 billion or 1.0% on the prior half to $463.6 billion, driven by decreases in IRRBB RWA and Traded Market Risk RWA; partly offset by higher Credit Risk and Operational Risk RWA.

Total Risk Weighted Assets ($B)



1 Due to rounding, numbers presented in this section may not sum precisely to the totals provided.

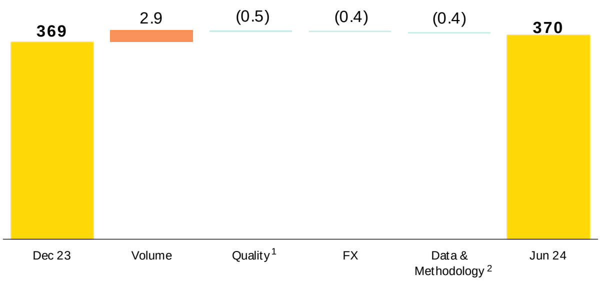
Credit Risk Weighted Assets

Half year ended 30 June 2024 versus Half Year Ended 31 December 2023

Credit Risk RWA increased $1.7 billion or 0.5% on the prior half to $370.4 billion, primarily driven by:

- Volume growth (increase of $2.9 billion) across domestic residential mortgages, commercial portfolios, and unsecured retail portfolios; partly offset by reductions in financial institution and sovereign exposures, divestment of PTBC, and other assets; partly offset by
- Credit quality (decrease of $0.5 billion), driven by improvement in loan-to-valuation ratios (LVR) for domestic residential mortgages; partly offset by higher risk weights across commercial portfolios, lower holdings of investment grade bonds following repayment of the Term Funding Facility, and New Zealand portfolios;
- Foreign currency movements (decrease of $0.4 billion); and
- Data & methodology (decrease of $0.4 billion).

Credit Risk Weighted Assets ($B)



1 Credit quality includes portfolio mix.
2 Includes data and methodology, credit risk estimates changes and regulatory treatments.

Capital (continued)

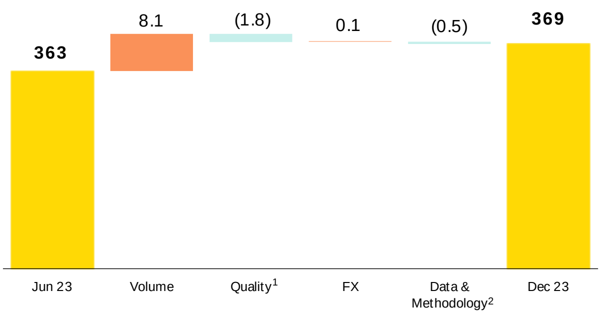
Credit Risk Weighted Assets (continued)

Half year ended 31 December 2023 versus Half Year Ended 30 June 2023

Credit Risk RWA increased $5.9 billion or 2% on the half year ended 30 June 2023 to $368.7 billion. Key drivers include:

- Volume growth (increase of $8.1 billion) across commercial portfolios, financial institutions, unsecured retail portfolios, standardised exposures and derivatives; partly offset by lower domestic residential mortgages; and
- Foreign currency movements (increase of $0.1 billion); partly offset by
- Credit quality (decrease of $1.8 billion), primarily driven by improvements in retail, commercial and institutional portfolios; and
- Data and methodology (decrease of $0.5 billion), primarily relating to residential mortgages.

Credit Risk Weighted Assets ($B)



1 Credit quality includes portfolio mix.
2 Includes data and methodology, credit risk estimates changes and regulatory treatments.

Traded Market Risk Weighted Assets

Half year ended 30 June 2024 versus Half Year Ended 30 December 2023

Traded Market Risk RWA decreased by $1.1 billion or 12% on the prior half year to $8.5 billion primarily driven by the removal of the APRA RNIV capital overlay.

Half year ended 31 December 2023 versus Half Year Ended 30 June 2023

Traded Market Risk RWA decreased $5.8 billion or 37% on the half year ended 30 June 2023 to $9.6 billion, driven by the implementation of a new APRA accredited market risk engine on 3 July 2023.

Interest Rate Risk Weighted Assets

Half year ended 30 June 2024 versus Half Year Ended 31 December 2023

IRRBB RWA increased by $3.3 billion or 8% on the prior half to $43.6 billion, driven by higher basis risks.

Half year ended 31 December 2023 versus Half Year Ended 30 June 2023

IRRBB RWA decreased $6.3 billion or 13% on the prior half year ended 30 June 2023 to $40.3 billion. This was driven by lower embedded losses due to lower swap rates.

Operational Risk Weighted Assets

Half year ended 30 June 2024 versus Half Year Ended 31 December 2023

As required by APS 115, Operational Risk RWA as at 30 June 2024 and 31 December 2023 were determined based on the annual average value of the relevant components of the Group's net income over the years ended 30 June 2023, 2022 and 2021. Operational Risk RWA are flat on the prior half.

Half year ended 31 December 2023 versus Half Year Ended 30 June 2023

Operational Risk RWA increased $1.8 billion or 4% on the half year ended 30 June 2023 to $45.0 billion. This was primarily driven by higher average net interest income over the past 3 years under the new standardised measurement approach.

Capital (continued)

Regulatory Framework

On 1 January 2023, APRA implemented revisions to the capital framework for Authorised Deposit-taking Institutions (ADIs), to increase the risk sensitivity within the capital framework, to enhance the ability of ADIs to respond flexibly to future stress events, and to improve the comparability of the Australian framework with international standards.

The APRA prudential standards prescribe a minimum CET1 capital ratio of 10.25% for Internal Ratings-based (IRB) ADIs such as CBA, comprising of a minimum Prudential Capital Requirement (PCR) of 4.5% and a capital conservation buffer (CCB) of 5.75%, which includes a Domestic Systemically Important Bank (D-SIB) buffer of 1% and a baseline countercyclical capital buffer (CCyB) set at 1%[1]. The CCyB, which may be varied by APRA in the range of 0%-3.5%, can be released in times of systemic stress and post-stress recovery.

The Group expects to operate with a post-dividend CET1 capital ratio of greater than 11%, compared to the APRA minimum of 10.25%, except in circumstances of unexpected capital volatility.

The Tier 1 requirement as at 30 June 2024 was 11.75%.

To satisfy APRA's loss-absorbing capacity requirements, the minimum Total capital ratio requirement for D-SIBs, including CBA, has increased from 13.75% to 16.75% effective from 1 January 2024. From 1 January 2026, the requirement will increase to 18.25%.

1 In July 2024, APRA announced that the CCyB for Australian exposures will remain at 1%. The Bank has limited exposures to those offshore jurisdictions in which a CCyB in excess of 0% has been imposed.

As at 30 June 2024, the CET1, Tier 1 and Total capital ratio requirements for ASB were 9%, 10.5% and 12.5%, respectively. Effective 1 July 2024, the Tier 1 and Total capital ratio requirements for ASB increased to 11.5% and 13.5% respectively.

Resolution Planning

On 18 May 2023, APRA released its final Prudential Standard CPS 900 "Resolution Planning" in final, which aims to ensure that an APRA-regulated entity can be managed by APRA in an orderly manner where that entity is unable to, or is likely to be unable to, meet its obligations or suspends, or is likely to suspend, payments. In such circumstances, the aim of the resolution is to protect beneficiaries, minimise disruption to the financial system and provide continuity of functions that are critical for the economy. CPS 900 came into effect on 1 January 2024.

Recovery and Exit Planning

On 1 December 2022, APRA released its final Prudential Standard CPS 190 "Recovery and Exit Planning" in final, aimed at reinforcing the resilience of the financial system. The new standard aims to ensure that APRA regulated entities are better prepared to manage periods of severe financial stress. CPS 190 came into effect on 1 January 2024 for banks.

Prudential framework for groups

On 24 October 2022, APRA released a letter to all APRA regulated entities indicating that it is reviewing the prudential framework for groups operating in the Australian banking sector to ensure it caters for the increasing array of new groups and it is consistently applied across different structures. APRA is yet to formally consult on any revisions to the relevant standards.

APRA Discussion Paper: "Enhancing Bank Resilience: Additional Tier 1 Capital in Australia"

On 21 September 2023, APRA released a discussion paper outlining potential options for, and seeking feedback from stakeholders on, the effectiveness of Additional Tier 1 Capital in Australia. APRA intends to follow this process with a formal consultation in 2024 on any proposed amendments to prudential standards.

Targeted changes to ADI liquidity and capital standards

On 24 July 2024, APRA finalised its targeted revisions to ADIs' liquidity and capital requirements following the November 2023 consultation, which aims to ensure ADIs have strong crisis preparedness, prudently value their liquid assets and minimise potential contagion risks. The changes will come into effect on 1 July 2025.

Regulatory Developments

IRRBB Consultation

On 8 July 2024, APRA released the final revised APS 117 "Capital Adequacy: Interest Rate Risk in the Banking Book", which sets out the requirements that an ADI must meet in managing its Interest Rate Risk in the Banking Book (IRRBB), following the November 2022 and December 2023 consultations on proposed changes to the standard. The revised APS117 will come into effect on 1 October 2025.

Traded Market Risk and Counterparty Credit Risk

APRA is expected to commence consultation on revisions to APS 116 "Capital Adequacy: Market Risk", and APS 180 "Capital Adequacy: Counterparty Credit Risk" with revisions to both standards expected to be implemented in 2026.

New Zealand bank capital adequacy requirements

The Reserve Bank of New Zealand's revisions to bank capital adequacy requirements are being implemented in stages during a transition period from October 2021 to July 2028. By the end of the transition period, the minimum Tier 1 and Total capital requirements for banks deemed systemically important, including ASB, will increase to 16% and 18% of RWA respectively, of which 13.5% must be in the form of CET1 capital while Tier 2 Capital can contribute up to a maximum of 2% of the Total capital requirement.

Pillar 3 Disclosures

Details on the market disclosures required under Pillar 3, per APRA Prudential Standard APS 330 "Public Disclosure", are provided on the US Investor Website.

Capital (continued)

The tables below show the APRA Basel III capital adequacy calculation at 30 June 2024 together with prior period comparatives.

	30 Jun 24 $M	31 Dec 23 $M	30 Jun 23 $M
Ordinary share capital and treasury shares			
Ordinary Share Capital	**33,635**	33,774	33,913
Treasury Shares [1]	**158**	147	162
Ordinary share capital and treasury shares	**33,793**	33,921	34,075
Reserves	**(2,147)**	(1,583)	(2,295)
Retained Earnings and Current Period Profits			
Retained earnings and current period profits	**41,600**	40,643	40,010
Retained earnings adjustment from non-consolidated subsidiaries [2]	**(54)**	(45)	(45)
Net Retained Earnings	**41,546**	40,598	39,965
Non-controlling interests			
Non-controlling interests [3]	**–**	5	5
Less other non-controlling interests not eligible for inclusion in regulatory capital	**–**	(5)	(5)
Non-controlling Interests	**–**	–	–
Common Equity Tier 1 Capital before regulatory adjustments	**73,192**	72,936	71,745

1 Represents eligible employee share scheme arrangements.
2 Cumulative current period profit and retained earnings adjustments for subsidiaries not consolidated for regulatory purposes.
3 Non-controlling interests include external equity interests in the Group's subsidiary.

Capital (continued)

	As at		
	30 Jun 24	31 Dec 23	30 Jun 23
	$M	$M	$M
Common Equity Tier 1 regulatory adjustments			
Goodwill [1]	**(5,285)**	(5,289)	(5,295)
Other intangibles (including software) [2]	**(2,259)**	(2,165)	(2,042)
Capitalised costs and deferred fees	**(1,231)**	(1,239)	(1,230)
Defined benefit superannuation plan surplus [3]	**(305)**	(367)	(453)
Deferred tax asset	**(3,320)**	(3,155)	(3,331)
Cash flow hedge reserve	**1,510**	936	1,820
Employee compensation reserve	**(117)**	(79)	(99)
Equity investments [4]	**(4,214)**	(4,046)	(3,947)
Equity investments in non-consolidated subsidiaries [5]	**(89)**	(89)	(89)
Unrealised fair value adjustments [6]	**(41)**	(48)	(89)
Shortfall of provisions to expected losses [7]	**–**	–	–
Other	**(150)**	(164)	(81)
Common Equity Tier 1 regulatory adjustments	**(15,501)**	(15,705)	(14,836)
Common Equity Tier 1 Capital	**57,691**	57,231	56,909
Additional Tier 1 Capital			
Basel III complying instruments [8]	**9,272**	10,862	10,862
Total Additional Tier 1 Capital	**9,272**	10,862	10,862
Total Tier 1 Capital	**66,963**	68,093	67,771
Tier 2 Capital			
Basel III complying instruments [9]	**29,179**	25,371	24,320
Holding of Tier 2 Capital	**(425)**	(386)	(467)
Prudential general reserve for credit losses [10]	**2,074**	2,162	2,156
Total Tier 2 Capital	**30,828**	27,147	26,009
Total Capital	**97,791**	95,240	93,780

1 Includes goodwill from discontinued operations.
2 Other intangibles (including capitalised software costs), net of any associated deferred tax liability.
3 Represents the surplus in the Group's defined benefit superannuation fund, net of any deferred tax liability.
4 Represents the Group's non-controlling interest in other entities.
5 Non-consolidated subsidiaries consist of an insurance entity and qualifying securitisation vehicles that meets APRA's operational requirement for regulatory capital relief under APS 120 "Securitisation".
6 Includes gains due to changes in the Group's credit risk on fair valued liabilities and other prudential valuation adjustments.
7 Represents the shortfall between the regulatory Expected Losses (EL) and Eligible Provisions (EP) with respect to credit portfolios which are subject to the AIRB approach. The adjustment is assessed separately for both defaulted and non-defaulted exposures. Where there is an excess of EL over EP in either assessments, the difference must be deducted from CET1. For non-defaulted exposures, where the EL is lower than the EP, this may be included in Tier 2 Capital up a maximum of 0.6% of total credit RWAs.
8 As at 30 June 2024, comprises PERLS XVI $1,550 million (June 2023), PERLS XV $1,777 million (November 2022), PERLS XIV $1,750 million (March 2022), PERLS XIII $1,180 million (April 2021), PERLS XII $1,650 million (November 2019) and PERLS X $1,365 million (April 2018).
9 In the half year ended 30 June 2024, the Group issued USD1,250 million and EUR1,000 million subordinated notes, all of which were Basel III compliant.
10 Represents provisions for credit losses eligible for inclusion in Tier 2 Capital.

Capital (continued)

Risk Weighted Assets (RWA)	As at 30 Jun 24 $M	31 Dec 23 $M	30 Jun 23 $M
Credit Risk			
Subject to AIRB approach [1]			
Corporate (incl. SME corporate) [2]	**86,125**	83,483	80,251
SME retail	**10,819**	10,235	10,189
Residential mortgage [3]	**145,229**	143,896	147,716
Qualifying revolving retail	**5,372**	5,336	5,584
Other retail	**9,105**	8,746	8,554
Total RWA subject to AIRB approach	**256,650**	251,696	252,294
Subject to FIRB approach [1]			
Corporate - large [2]	**27,048**	26,216	22,466
Sovereign	**2,378**	2,349	2,173
Financial Institution	**10,184**	12,633	10,857
Total RWA subject to FIRB approach	**39,610**	41,198	35,496
Specialised lending	**3,660**	3,514	3,868
Subject to Standardised approach			
Corporate (incl. SME corporate)	**1,023**	779	530
SME retail	**628**	642	937
Sovereign	**1**	227	261
Residential mortgage	**6,953**	6,885	7,046
Other retail	**237**	519	604
Other assets	**6,686**	8,298	8,303
Total RWA subject to Standardised approach	**15,528**	17,350	17,681
Securitisation	**3,214**	3,247	3,316
Credit valuation adjustment	**2,873**	2,846	2,226
Central counterparties	**160**	165	101
RBNZ regulated entities	**48,749**	48,719	47,887
Total RWA for Credit Risk Exposures	**370,444**	368,735	362,869
Traded market risk	**8,488**	9,627	15,390
Interest rate risk in the banking book	**43,644**	40,307	46,578
Operational risk	**44,975**	44,975	43,155
Total risk weighted assets	**467,551**	463,644	467,992

1 Pursuant to APRA requirements, RWA amounts derived from the risk weighted functions of AIRB, FIRB and the advanced portfolio of RBNZ regulated entities have been multiplied by a scaling factor of 1.10.
2 Includes Corporate PD model overlays of $4.2 billion as at 30 June 2024 and 31 December 2023 (30 June 2023: $3.5 billion).
3 As a condition of APRA's approval of the Residential Mortgage LGD model, a $7.4 billion RWA overlay has been applied at 30 June 2024, 31 December 2023 and 30 June 2023.

Group Operations and Business Settings (continued)

Leverage Ratio

Summary Group Leverage Ratio	As at 30 Jun 24 $M	31 Dec 23 $M	30 Jun 23 $M	Jun 24 vs Dec 23 %	Jun 24 vs Jun 23 %
Tier 1 Capital ($M)	**66,963**	68,093	67,771	(2)	(1)
Total Exposures ($M) [1]	**1,339,175**	1,362,098	1,334,426	(2)	–
Leverage Ratio (APRA) (%)	**5.0**	5.0	5.1	–	(10)bpts

1 Total exposures is the sum of on balance sheet exposures, derivatives, securities financing transactions (SFTs), and off balance sheet exposures, net of any Tier 1 regulatory deductions, as outlined in APS 110 "Capital Adequacy".

The Group's leverage ratio, defined as Tier 1 Capital as a percentage of total exposures, was 5.0% at 30 June 2024. The ratio was flat on the prior half with the capital generated from earnings and lower exposures offset by redemption of PERLS XI and payment of the 2024 interim dividend.

Under APRA's revised capital framework effective 1 January 2023, the minimum leverage ratio requirement for IRB banks, such as CBA, is 3.5%.

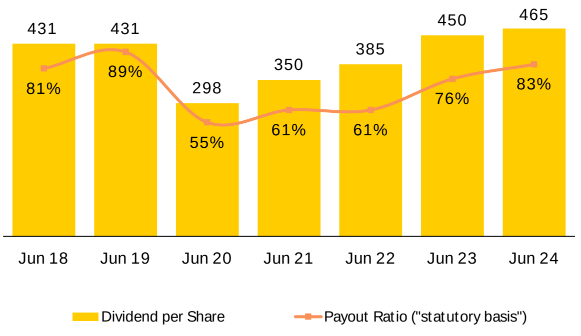
Dividends

Final dividend for the Year Ended 30 June 2024

The final dividend determined was $2.50 per share, bringing the total dividend for the year ended 30 June 2024 to $4.65, an increase of 15 cents compared to the prior full year dividend. The dividend payout ratio ("statutory basis") for the full year ended 30 June 2024 was 83% and for the half year ended 30 June 2024 was 90%.

The final dividend will be fully franked and is expected be paid on or around 27 September 2024 to owners of ordinary shares at the close of business on 22 August 2024 (record date). Shares were quoted ex-dividend on 21 August 2024.

Full Year Dividend History (cents per share) [1]



1 Comparative information has been restated to conform to presentation in the current period. Refer to "Disclosures-Financial Information Definitions-Basis of Preparation" and Appendix C of this Document and Note 1.1 of the 2024 Financial Report for more information on the related restatements.

Dividend Reinvestment Plan (DRP)

The DRP will continue to be offered to shareholders, and no discount will be applied to shares allocated under the plan for the final dividend. The DRP for the 2024 final dividend is anticipated to be satisfied in full by an on-market purchase of shares.

Dividend Policy

In determining the dividend, the Board considers a range of factors in accordance with the Bank's dividend policy including:

- Paying cash dividends at sustainable levels;
- Targeting a full-year payout ratio of 70% to 80%; and
- Maximising the use of its franking account by paying fully franked dividends.

Liquidity

Level 2	Quarterly Average Ended [1] 30 Jun 24 $M	30 Jun 23 $M	30 Jun 22 $M	Jun 24 vs Jun 23 %	Jun 23 vs Jun 22 %
High Quality Liquid Assets (HQLA) [2]	**177,231**	189,419	191,415	(6)	(1)
Net Cash Outflows (NCO)					
Customer deposits	**106,048**	108,871	110,616	(3)	(2)
Wholesale funding	**14,246**	17,828	16,265	(20)	10
Other net cash outflows [3]	**10,459**	17,958	20,916	(42)	(14)
Total NCO	**130,753**	144,657	147,797	(10)	(2)
Liquidity Coverage Ratio (%)	**136**	131	130	500 bpts	100 bpts
LCR Surplus	**46,478**	44,762	43,618	4	3

1 The averages presented are calculated as simple averages of daily observations over the quarter.
2 Includes all repo-eligible securities with the Reserve Bank of New Zealand. The amount of open-repo of Internal Residential Mortgage-Backed Securities and Exchange Settlement Account (ESA) cash balance held by the Reserve Bank of Australia to facilitate intra-day cash flows is shown net.
3 Includes cash inflows.

Liquidity Coverage Ratio (LCR)

Year ended 30 June 2024 vs Year Ended 30 June 2023

The Group holds what management believes to be high quality, well diversified liquid assets to meet Balance Sheet liquidity needs, and regulatory requirements, including APRA's Liquidity Coverage Ratio (LCR). The LCR requires Australian Authorised Deposit-taking Institutions (ADIs) to hold sufficient liquid assets to meet 30 day Net Cash Outflows (NCOs) projected under a prescribed stress scenario. LCR liquid assets consist of High Quality Liquid Assets (HQLA) in the form of cash, deposits with central banks and government securities.

The Group's June 2024 quarterly average LCR was 136%, flat compared to the quarterly average ended 31 December 2023, and an increase of 5% from the quarterly average ended 30 June 2023. The LCR remains well above the regulatory minimum of 100%.

Compared to the quarterly average ended 31 December 2023, the Group's LCR liquid assets decreased $9.5 billion or 5%, primarily driven by the repayment of the RBA Term Funding Facility (TFF). 30 day modelled NCOs decreased $6.4 billion or 5%, driven by an increase in total cash inflows primarily due to increased liquidity management activities in advance of the repayment of the final tranche of the RBA TFF. This was partly offset by an increase in NCOs from the repayment of the final tranche of the RBA TFF.

Year ended 30 June 2023 vs Year Ended 30 June 2022

Prior to January 2023, HQLA also consisted of other repo-eligible securities with the Reserve Bank of Australia (RBA) under the Committed Liquidity Facility (CLF).

In September 2021, APRA announced a sector-wide phased reduction in the reliance on the CLF to zero by the end of calendar year 2022, subject to financial market conditions, as APRA and the RBA expect there will be sufficient HQLA for ADIs to meet their LCR requirements without the need to utilise the CLF. The Group's access to CLF was fully phased-out as of 1 January 2023 (31 December 2022: $7.5 billion; 30 June 2022: $15 billion).

The Group's June 2023 quarterly average LCR was 131%, flat compared to the quarterly average ended 31 December 2022, and an increase of 1% from the quarterly average ended 30 June 2022.

Compared to the quarterly average ended 31 December 2022, the Group's LCR liquid assets decreased $3.5 billion or 2%, primarily driven by the CLF being fully phased-out. 30 day modelled NCOs decreased $2.4 billion or 2%, due to lower customer deposit NCOs including the impact from strong growth in term deposits.

Debt Issues

	As at		
	30 Jun 24 $M	30 Jun 23 $M	30 Jun 22 $M
Medium-term notes	**81,865**	74,855	61,271
Commercial paper	**20,657**	7,800	19,306
Securitisation notes	**6,902**	7,241	7,472
Covered bonds	**35,106**	32,371	28,852
Total debt issues [1]	**144,530**	122,267	116,902
Short-term debt issues by currency			
USD	**21,600**	7,855	19,231
AUD	**3,150**	900	575
GBP	**3,693**	2,551	709
Other currencies	**2,770**	870	76
Total short-term debt issues	**31,213**	12,176	20,591
Long-term debt issues by currency [2]			
USD [3]	**41,043**	39,335	34,395
EUR	**26,205**	25,077	25,650
AUD	**30,068**	29,302	23,019
GBP	**4,439**	4,404	3,796
NZD	**2,468**	2,822	3,063
JPY	**1,120**	1,602	1,259
Other currencies	**7,974**	7,549	5,129
Total long-term debt issues	**113,317**	110,091	96,311
Maturity distribution of debt issues [4]			
Less than twelve months	**49,357**	28,540	36,876
Greater than twelve months	**95,173**	93,727	80,026
Total debt issues	**144,530**	122,267	116,902

1 Debt issues include a $662 million increase from unrealised movements due to a fair value hedge adjustment partly offset by foreign exchange gains (30 June 2023: $2,128 million increase from unrealised movements due to foreign exchange losses partly offset by fair value hedge adjustments).
2 Long-term debt disclosed relates to debt issues which have a maturity at inception of greater than 12 months.
3 Includes US$600 million notes issued by the Group in June 2022 through ASB, its New Zealand subsidiary. While the issuance qualifies as Tier 2 capital under Reserve Bank of New Zealand requirements, it does not qualify for inclusion in the Group's Tier 2 capital due to the lack of contractual features that give rise to conversion or write-off at the point of non-viability.
4 Represents the remaining contractual maturity of the underlying instrument.

For further information on the Bank's Debt Issues please see Note 4.3 of the 2024 Financial Report.

An analysis of our borrowings and outstandings from existing debt programs and issuing shelves including the maturity profile, currency and interest rate structure can be found in Notes 4.3 and 8.2 of the 2024 Financial Report.

Debt Issues (continued)

The following table details the current debt programmes along with size as at 30 June 2024. Access in a timely and flexible manner to a diverse range of debt markets and investors is provided by the following programmes.

Programme	Programme Type
Australia	
Unlimited	Domestic Debt Issuance Programme
Euro Market	
EUR 7 billion	ASB Covered Bond Programme [1]
USD 7 billion	ASB Euro Commercial Paper Programme [1]
USD 10 billion	CBA Euro Commercial Paper and Certificate of Deposit Programme
USD 70 billion	Euro Medium-Term Note Programme [2]
New Zealand	
Unlimited	ASB Domestic Medium-Term Note Programme [1]
Unlimited	ASB Registered Certificate of Deposit Programme [1]
United States	
USD 7 billion	ASB US Commercial Paper Programme [1]
USD 10 billion	ASB US Rule 144A/Regulation S Medium-Term Note Programme [1]
USD 35 billion	CBA US Commercial Paper Programme
USD 50 billion	CBA U.S. Rule 144A/Regulation S Medium-Term Note Programme
USD 40 billion	CBA Covered Bond Programme
USD 25 billion	CBA 3(a)(2) Medium-Term Note Programme

1 ASB Bank Limited is the issuer under these programmes.
2 This is a joint programme between CBA and ASB Bank Limited.

Funding

Group Funding [1]	30 Jun 24 $M	30 Jun 23 $M	30 Jun 22 $M	Jun 24 vs Jun 23 %	Jun 23 vs Jun 22 %
	As at				
Customer deposits	**834,259**	818,974	777,763	2	5
Short-term wholesale funding [2]	**95,863**	71,087	82,239	35	(14)
Long-term wholesale funding - less than or equal to one year residual maturity [3]	**24,770**	67,683	24,696	(63)	large
Long-term wholesale funding - more than one year residual maturity [3]	**135,299**	138,409	161,427	(2)	(14)
IFRS MTM and derivative FX revaluations	**(7,549)**	(8,828)	(5,684)	(14)	55
Total wholesale funding	**248,383**	268,351	262,678	(7)	2
Short-term collateral deposits [4]	**4,285**	4,871	6,316	(12)	(23)
Total funding	**1,086,927**	1,092,196	1,046,757	–	4

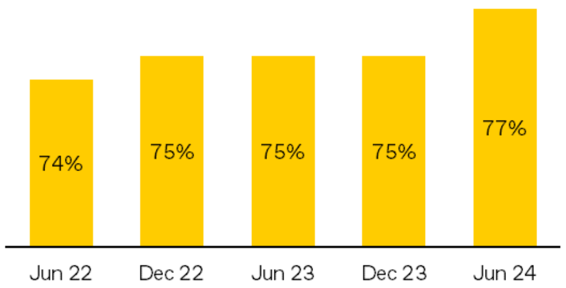
1 Shareholders' equity is excluded from this view of funding sources.
2 Short-term wholesale funding includes debt with an original maturity or call date of less than or equal to 12 months, and consists of certificates of deposit and bank acceptances, debt issued under the Euro Medium Term Note (EMTN) programme and the domestic, Euro and US commercial paper programmes of Commonwealth Bank of Australia and ASB. Short-term wholesale funding also includes deposits from banks and central banks as well as net securities that are not classified as high quality liquid assets sold or purchased under repurchase agreements.
3 Long-term wholesale funding includes debt with an original maturity or call date of greater than 12 months. Comparative periods included the drawn balances of the TFF (31 December 2023: $32 billion; 30 June 2023: $50 billion).
4 Short-term collateral deposits includes net collateral received and Vostro balances.

Year ended 30 June 2024 vs Year Ended 30 June 2023

Customer Deposits

Customer deposits accounted for 77% of total funding at 30 June 2024 (31 December 2023: 75%; 30 June 2023: 75%). The Group satisfied a significant proportion of its funding requirements from retail, business and institutional customer deposits.

Customer Deposits to Total Funding Ratio

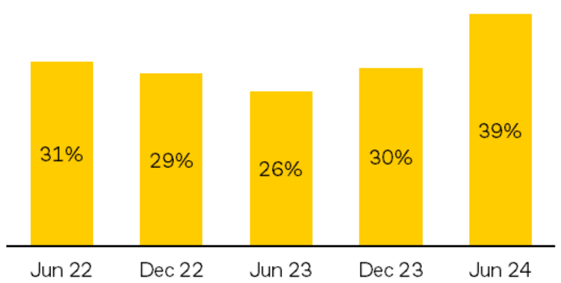


Short-Term Wholesale Funding

Short-term wholesale funding includes debt with an original maturity or call date of less than 12 months, and consists of Certificates of Deposit and Bank Acceptances, as well as debt issued under domestic, Euro and US Commercial paper programs by the Bank and ASB.

Short-term wholesale funding (excluding short-term collateral deposits) accounted for 39% of total wholesale funding at 30 June 2024 (31 December 2023: 30%; 30 June 2023: 26%). The increase in short-term wholesale funding was in part, driven by the refinancing of the final tranche of the RBA TFF. The Group continues to maintain what management believes to be a conservative funding mix.

Short-Term to Total Wholesale Funding Ratio



Group Operations and Business Settings (continued)

Funding (continued)

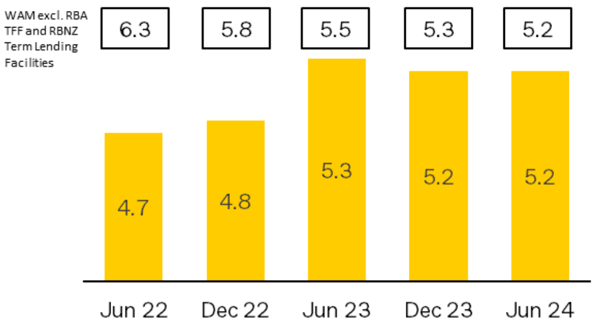
Long-Term Wholesale Funding

Long-term wholesale funding (including IFRS MTM and derivative FX revaluations) accounted for 61% of total wholesale funding at 30 June 2024 (31 December 2023: 70%; 30 June 2023: 74%).

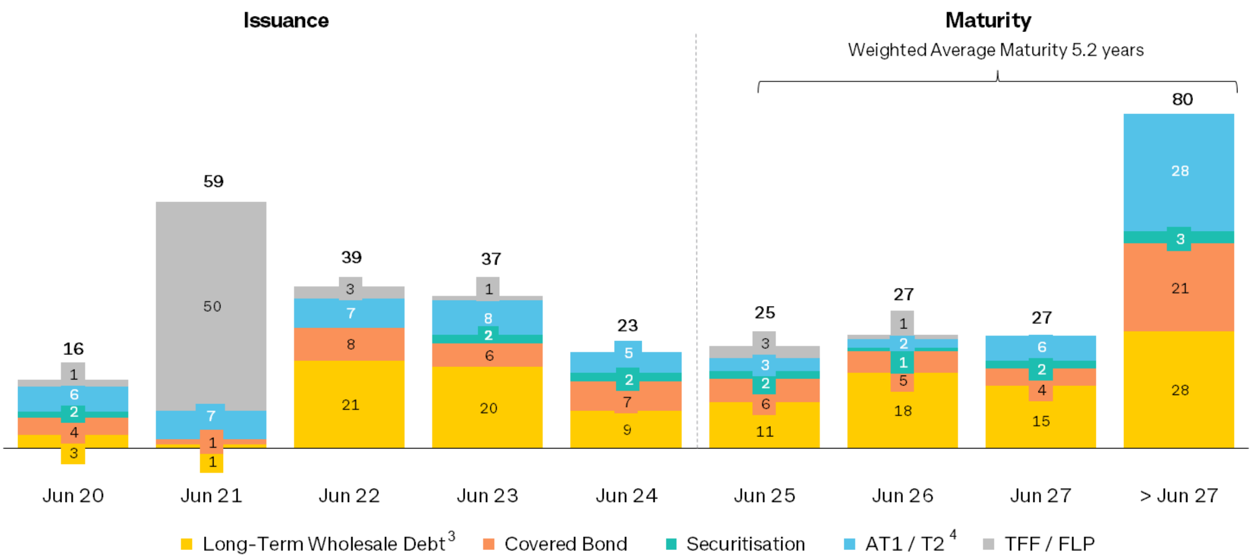
During the full year to 30 June 2024, the Group raised $23 billion of long-term wholesale funding across various instruments and repaid the TFF of $50 billion.

The Weighted Average Maturity (WAM) of outstanding long-term wholesale debt with a residual maturity greater than 12 months at 30 June 2024 was 5.2 years.

Weighted Average Maturity of Long-Term Wholesale Debt (years) [1]



Long-Term Wholesale Funding Profile ($B) [2]



1 Represents the weighted average maturity of outstanding long-term wholesale debt with a residual maturity greater than 12 months at 30 June 2024 including the RBNZ term lending facilities drawdowns. In prior periods this metric included the RBA Term Funding Facility drawdowns.
2 Maturities may vary to previous disclosure due to FX revaluation.
3 Includes Senior Bonds and Structured MTN.
4 Additional Tier 1 and Tier 2 Capital.

Year ended 30 June 2023 vs Year Ended 30 June 2022

Customer Deposits

Customer deposits accounted for 75% of total funding at 30 June 2023 (31 December 2022: 75%; 30 June 2022: 74%). The Group satisfied a significant proportion of its funding requirements from retail, business, and institutional customer deposits.

Short-Term Wholesale Funding

Short-term wholesale funding accounted for 26% of total wholesale funding at 30 June 2023 (31 December 2022: 29%; 30 June 2022: 31%).

Long-Term Wholesale Funding

Long-term wholesale funding (including IFRS MTM and derivative FX revaluations) accounted for 74% of total wholesale funding at 30 June 2023 (31 December 2022: 71%; 30 June 2022: 69%).

During the full year to 30 June 2023, the Group raised $37 billion of long-term wholesale funding across various instruments.

The Weighted Average Maturity (WAM) of outstanding long-term wholesale debt with a residual maturity greater than 12 months at 30 June 2023 was 5.3 years (5.5 years excluding the RBA TFF and RBNZ term lending facilities).

Net Stable Funding Ratio (NSFR)

	As at				
	30 Jun 24	31 Dec 23	30 Jun 23	Jun 24 vs	Jun 24 vs
Level 2	$M	$M	$M	Dec 23 %	Jun 23 %
Required Stable Funding					
Residential Mortgages	**298,710**	268,853	258,869	11	15
Other Loans	**385,946**	376,895	369,159	2	5
Liquid and Other Assets	**64,365**	77,146	65,425	(17)	(2)
Total Required Stable Funding	**749,021**	722,894	693,453	4	8
Available Stable Funding					
Capital	**113,293**	110,945	108,987	2	4
Retail and SME Deposits	**525,480**	520,766	500,416	1	5
Wholesale Funding and Other	**233,674**	242,586	251,596	(4)	(7)
Total Available Stable Funding	**872,447**	874,297	860,999	–	1
Net Stable Funding Ratio (NSFR) (%)	**116**	121	124	(500)bpts	(large)

Net Stable Funding Ratio (NSFR)

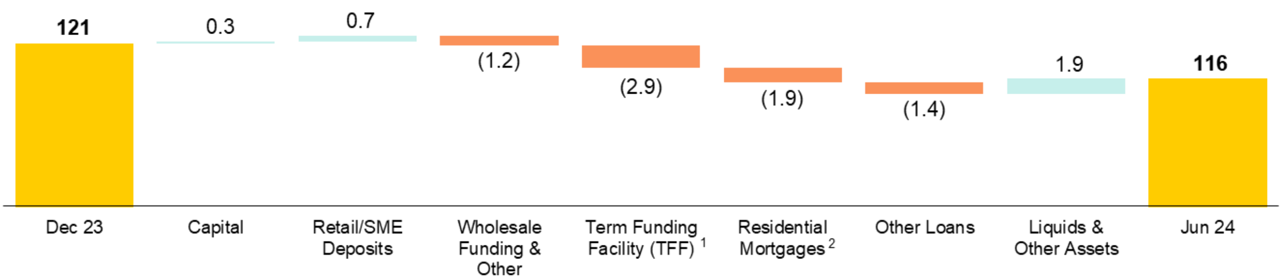
The Net Stable Funding Ratio (NSFR) requirement is designed to encourage stable funding of core assets. APRA prescribed factors are used to determine the stable funding requirement of assets and the stability of funding sources.

The Group's NSFR was 116% at 30 June 2024, a decrease of 5% from 121% at 31 December 2023 and a decrease of 8% from 124% at 30 June 2023. The NSFR remains well above the regulatory minimum of 100%.

The 4% increase in Required Stable Funding (RSF) over the half primarily reflects growth in lending and the impact of an increase in the RSF factor applied to residential mortgage securities previously utilised as collateral for TFF drawings[1], partly offset by a decrease in liquid and other assets.

The change in Available Stable Funding (ASF) over the half was mainly driven by lower wholesale funding mostly offset by growth in Retail and SME deposits and an increase in capital.

NSFR Movement (%)



1 This includes RSF impact from TFF. Residential mortgages that have been pledged as collateral for the TFF received a lower RSF factor. The repayment of the facility resulted in an increased RSF factor for these mortgages (as they are no longer pledged as collateral) and therefore increased the RSF, reducing NSFR.

2 Primarily relate to unencumbered residential mortgages that are subject to application of the 65% RSF factor when calculating NSFR. The residential mortgages that no longer qualify for the 65% RSF factor are included in Other Loans.

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Contents

5 Divisional Performance

Divisional Performance

Divisional Summary

	Retail Banking Services [2] $M	Business Banking $M	Institutional Banking and Markets $M	New Zealand $M	Corporate Centre and Other $M	Total $M
	Full Year Ended 30 June 2024					
Net interest income	11,119	7,511	1,434	2,491	269	**22,824**
Total other operating income	1,671	1,062	1,072	434	111	**4,350**
Total operating income	**12,790**	**8,573**	**2,506**	**2,925**	**380**	**27,174**
Operating expenses	(4,802)	(2,743)	(1,088)	(1,203)	(2,382)	**(12,218)**
Loan impairment (expense)/benefit	(317)	(437)	4	(64)	12	**(802)**
Net profit/(loss) before tax	**7,671**	**5,393**	**1,422**	**1,658**	**(1,990)**	**14,154**
Corporate tax (expense)/benefit	(2,316)	(1,619)	(325)	(464)	406	**(4,318)**
Net profit/(loss) after tax from continuing operations – "cash basis"	**5,355**	**3,774**	**1,097**	**1,194**	**(1,584)**	**9,836**
Net profit after tax from discontinued operations	–	–	–	–	11	**11**
Net profit/(loss) after tax – "cash basis" [1]	**5,355**	**3,774**	**1,097**	**1,194**	**(1,573)**	**9,847**
Gain/(loss) on disposal of entities net of transaction costs	–	–	(37)	–	(433)	**(470)**
Hedging and IFRS volatility	–	–	–	151	(134)	**17**
Net profit/(loss) after tax – "statutory basis"	**5,355**	**3,774**	**1,060**	**1,345**	**(2,140)**	**9,394**

	Retail Banking Services [2] %	Business Banking %	Institutional Banking and Markets %	New Zealand %	Corporate Centre and Other %	Total %
	Full Year Ended 30 June 2024 vs Full Year Ended 30 June 2023 [1]					
Net interest income	(5)	4	(1)	(5)	large	**(1)**
Other operating income	13	3	9	2	(48)	**7**
Total operating income	**(3)**	**4**	**3**	**(4)**	**44**	**–**
Operating expenses	4	5	3	4	(1)	**3**
Loan impairment expense	(46)	(11)	89	8	(large)	**(28)**
Net profit before tax	**(4)**	**4**	**1**	**(9)**	**8**	**–**
Corporate tax expense	(3)	4	(9)	(9)	41	**5**
Net profit after tax from continuing operations – "cash basis"	**(4)**	**4**	**5**	**(10)**	**(8)**	**(2)**
Net profit after tax from discontinued operations	–	–	–	–	(39)	**(39)**
Net profit after tax – "cash basis"	**(4)**	**4**	**5**	**(10)**	**(9)**	**(2)**
Gain/loss on disposal of entities net of transaction costs	(large)	–	(large)	–	63	**large**
Hedging and IFRS volatility	–	–	–	large	(large)	**large**
Net profit after tax – "statutory basis"	**(7)**	**4**	**1**	**21**	**(41)**	**(6)**

1 Comparative information has been restated to conform to presentation in the current period. Refer to Note 1.1 of the 2024 Financial Report and "Disclosures – Financial Information Definitions – Change in Comparatives" and Appendix C of this Document for further details.
2 Retail Banking Services excluding General Insurance.

Retail Banking Services

OVERVIEW

Retail Banking Services provides simple, convenient, sustainable and affordable banking products and services to personal and private bank customers, helping them manage their everyday banking needs, buy a home or invest for the future. We support our customers through an extensive network of approximately 700 branches and 1,900 ATMs, leading online services and the most popular banking app, as well as customer call and messaging centres, mobile banking specialists, private bankers and support teams. Retail Banking Services also include the financial results of retail banking activities conducted under the Bankwest and Unloan brands.

On 30 September 2022, CBA completed the sale of its Australian general insurance business (CommInsure General Insurance) to Hollard Group (Hollard). As CommInsure General Insurance does not constitute a major line of the Group's business, the financial results of CommInsure General Insurance are treated as continuing operations and included separately as an account line of Retail Banking Services' performance.

	Full Year Ended					
	Excluding General Insurance					
		Restated [1]		As reported		
	30 Jun 24 $M	30 Jun 23 $M	Jun 24 vs Jun 23 %	30 Jun 23 $M	30 Jun 22 $M	Jun 23 vs Jun 22 %
Net interest income	**11,119**	11,697	(5)	11,235	9,602	17
Other operating income	**1,671**	1,473	13	1,350	1,356	–
Total operating income	**12,790**	13,170	(3)	12,585	10,958	15
Operating expenses	**(4,802)**	(4,615)	4	(4,585)	(4,321)	6
Loan impairment expense	**(317)**	(587)	(46)	(583)	406	large
Net profit before tax	**7,671**	7,968	(4)	7,417	7,043	5
Corporate tax expense	**(2,316)**	(2,387)	(3)	(2,220)	(2,100)	6
Net profit after tax excluding General Insurance – "cash basis"	**5,355**	5,581	(4)	5,197	4,943	5
Gain/(loss) on acquisition, disposal, closure and demerger of businesses	**–**	181	(large)	181	(130)	large
Net profit after tax excluding General Insurance – "statutory basis"	**5,355**	5,762	(7)	5,378	4,813	12
Net loss after tax from General Insurance	**–**	(39)	large	(39)	(30)	(30)
Total net profit after tax – "statutory basis"	**5,355**	5,723	(6)	5,339	4,783	12

1 Comparative information has been restated to conform to presentation in the current period. Refer to "Disclosures – Financial Information Definitions – Change in Comparatives" and Appendix C of this Document and Note 1.1 of the 2024 Financial Report for further details.

Divisional Performance (continued)

Retail Banking Services (continued)

Income analysis	30 Jun 24 $M	Restated [1] 30 Jun 23 $M	Jun 24 vs Jun 23 %	As reported 30 Jun 23 $M	As reported 30 Jun 22 $M	Jun 23 vs Jun 22 %
	Full Year Ended – Excluding General Insurance					
Net interest income						
Home loans	**4,615**	5,126	(10)	4,957	6,004	(17)
Consumer finance & other [2]	**958**	930	3	897	1,105	(19)
Deposits	**5,546**	5,641	(2)	5,381	2,493	large
Total net interest income	**11,119**	11,697	(5)	11,235	9,602	17
Other operating income						
Home loans	**267**	270	(1)	266	278	(4)
Consumer finance [3]	**444**	328	35	321	332	(3)
Deposits	**545**	486	12	479	439	9
Distribution & other [4]	**415**	389	7	284	297	(4)
Funds management and insurance income	**–**	–	–	–	10	(large)
Total other operating income	**1,671**	1,473	13	1,350	1,356	–
Total operating income	**12,790**	13,170	(3)	12,585	10,958	15

Balance Sheet	30 Jun 24 $M	Restated [1] 30 Jun 23 $M	Jun 24 vs Jun 23 %	As reported 30 Jun 23 $M	As reported 30 Jun 22 $M	Jun 23 vs Jun 22 %
	As at – Excluding General Insurance					
Home loans [5]	**500,522**	487,995	3	481,578	456,481	5
Consumer finance [3]	**12,008**	11,969	–	11,846	11,024	7
Other interest earning assets	**3,946**	3,726	6	2,240	2,303	(3)
Total interest earning assets	**516,476**	503,690	3	495,664	469,808	6
Other assets	**8,421**	6,955	21	6,183	5,756	7
Total assets	**524,897**	510,645	3	501,847	475,564	6
Transaction deposits [6]	**61,543**	56,311	9	55,304	51,751	7
Savings deposits [6]	**186,529**	174,671	7	167,492	159,594	5
Investment deposits & other	**89,054**	81,059	10	80,337	63,639	26
Total interest bearing deposits	**337,126**	312,041	8	303,133	274,984	10
Non-interest bearing transaction deposits	**46,608**	50,473	(8)	48,229	57,343	(16)
Other non-interest bearing liabilities	**7,178**	6,763	6	6,677	5,499	21
Total liabilities	**390,912**	369,277	6	358,039	337,826	6

1 Comparative information has been restated to conform to presentation in the current period. Refer to Note 1.1 of the 2024 Financial Report and "Disclosures – Financial Information Definitions – Change in Comparatives" and Appendix C of this Document.
2 Consumer finance and other includes personal loans, credit cards, business lending and margin lending.
3 Consumer finance includes personal loans and credit cards.
4 Distribution includes income associated with the sale of foreign exchange and wealth products. Other includes merchants, business lending and CommSec brokerage.
5 Home loans are presented gross of $61,819 million of mortgage offset balances (30 June 2023: $57,101 million). These balances are required to be grossed up under accounting standards but are netted down for the calculation of customer interest payments.
6 Transaction and Savings deposits includes $61,819 million of mortgage offset balances (30 June 2023: $57,101 million).

Retail Banking Services (continued)

	Full Year Ended					
		Restated [1]		As reported		
Key Financial Metrics (excl. General Insurance)	30 Jun 24	30 Jun 23	Jun 24 vs Jun 23 %	30 Jun 23	30 Jun 22	Jun 23 vs Jun 22 %
Performance indicators						
Net interest margin (%)	**2.51**	2.70	(19)bpts	2.64	2.40	24 bpts
Return on assets (%)	**1.0**	1.1	(10)bpts	1.0	1.0	–
Statutory operating expenses to total operating income (%)	**37.5**	35.0	250 bpts	36.4	39.4	(300)bpts
Statutory impairment expense annualised as a % of average GLAAs (%)	**0.06**	0.12	(6)bpts	0.12	(0.09)	21 bpts
Other information						
Average interest earning assets ($M) [2]	**442,487**	432,781	2	424,908	400,609	6
Risk weighted assets ($M) [3]	**176,898**	175,627	1	164,977	166,565	(1)
90+ days home loan arrears (%)	**0.64**	0.46	18 bpts	0.46	0.51	(5)bpts
90+ days consumer finance arrears (%)	**1.01**	0.80	21 bpts	0.80	0.70	10 bpts
Spot number of full-time equivalent staff (FTE)	**16,098**	16,597	(3)	16,718	16,947	(1)

1 Comparative information has been restated to conform to presentation in the current period. Refer to Note 1.1 of the 2024 Financial Report and "Disclosures – Financial Information Definitions – Change in Comparatives" and Appendix C of this Document for further details

2 Average interest earning assets are presented net of mortgage offset balances, which reduce customer interest payments. Average interest earning assets are also used in the calculation of divisional net interest margin.

3 Includes General Insurance.

Financial Performance and Business Review [1]

Year Ended June 2024 versus Restated June 2023

Retail Banking Services net profit after tax ("statutory basis") for the full year ended 30 June 2024 was $5,355 million, a decrease of $368 million or 6% on the prior year. The result reflected a 3% decrease in operating income and a 4% increase in operating expenses, partly offset by a $270 million decrease in loan impairment expense.

Net Interest Income

Net interest income was $11,119 million, a decrease of $578 million or 5% on the prior year. This was driven by a 19 basis point decrease in net interest margin, partly offset by a 2% increase in average interest earning assets.

Net interest margin decreased by 19 basis points on the prior year, reflecting:

- Lower home lending margins principally reflecting increased competition;
- Lower deposit margins mainly due to competition and unfavourable mix as customers shift to higher yielding savings and term deposits, partly offset by the benefit from the rising interest rate environment; and
- Lower consumer finance margins mainly reflecting cash rates increasing more than customer rates; partly offset by
- Higher earnings on equity; and
- Favourable portfolio mix primarily due to the benefit of strong growth in deposits relative to assets.

Other Operating Income

Other operating income was $1,671 million, an increase of $198 million or 13% on the prior year, reflecting increased volume driven foreign exchange, cards and lending fee income.

Operating Expenses

Operating expenses were $4,802 million, an increase of $187 million or 4% on the prior year. This was primarily driven by inflation, higher staff costs including investment in call centre and scam management resources, higher amortisation and technology spend, partly offset by productivity initiatives including workforce and branch optimisation.

The number of full-time equivalent staff (FTE) decreased by 499 FTE or 3% on the prior year, from 16,597 to 16,098. This was driven by workforce optimisation including fewer branch, home loan processing and head office resources, partly offset by additional resources to support increased call centre and scam volumes.

Investment spend focused on strategic growth and productivity initiatives including product and service innovation, digital enhancements, the Yello loyalty program (The CommBank Yello program provides eligible customers a range of cashbacks, discounts and prize draws, as well as unique experiences via a new CommBank Yello hub available in the latest version of the CommBank app) and home buying process optimisation. We have also continued to invest in risk and compliance initiatives such as upgrading processes to reduce scam losses and to comply with regulations including Open Banking.

The operating expenses to operating income ratio was 37.5%, an increase of 250 basis points on the prior year, reflecting lower operating income and higher operating expenses.

1 In order to provide an underlying view of performance, the commentary has been presented excluding the impact of the General Insurance business following the sale on 30 September 2022.

Retail Banking Services (continued)
Financial Performance and Business Review (continued)

Loan Impairment Expense

Loan impairment expense was $317 million, a decrease of $270 million or 46% on the prior year. The result was mainly driven by lower collective provisions reflecting rising house prices, slowing interest rate rises and lower expected losses within consumer finance, partly offset by ongoing cost of living pressures.

Loan impairment expense as a percentage of GLAAs decreased by 6 basis points on the prior year to 0.06%.

Home loan 90+ days arrears increased by 18 basis points from 0.46% to 0.64%, as higher interest rates have impacted borrowers.

Consumer finance 90+ days arrears increased by 21 basis points from 0.80% to 1.01%, as customers continue to be impacted by cost of living pressures.

Balance Sheet

Key spot balance sheet movements included:

- Home loan growth of $12.5 billion or 3%, below system [1] growth of 5%, reflecting ongoing competition and a disciplined approach to managing margins to deliver sustainable returns. Proprietary mix for CBA and Unloan branded home loans increased from 59% to 66% of new business flows;
- Consumer finance balances remained broadly flat, driven by growth in personal loans from higher new business volumes, offset by higher credit card repayments relative to spend; and
- Total deposits growth of $21.2 billion or 6% (interest and non-interest bearing). Growth was driven by savings deposits (up 7%), investment deposits (up 10%) and transaction deposits (up 1% including non-interest bearing balances) due to higher offset balances, partly offset by customer switching to higher yielding deposits.

Risk Weighted Assets

Risk weighted assets were $176.9 billion, an increase of $1.3 billion on the prior year. This was primarily driven by higher IRRBB and Operational risk RWAs, partly offset by reductions in home loan risk weights from rising house prices and increased levels of prepayment.

As Reported Year Ended June 2023 versus June 2022

Retail Banking Services net profit after tax ("statutory basis") for the full year ended 30 June 2023 was $5,339 million, an increase of $556 million or 12% on the 2022 financial year. The result reflected a 15% increase in operating income, a 6% increase in operating expenses and a $989 million increase in loan impairment expense.

Net Interest Income

Net interest income was $11,235 million, an increase of $1,633 million or 17% on the 2022 financial year. This was driven by a 24 basis point increase in net interest margin and a 6% increase in average interest earning assets.

Net interest margin increased by 24 basis points on the 2022 financial year, reflecting:

- Improved deposit margins, including earnings on replicated products, due to the rising interest rate environment; and
- Higher earnings on equity; partly offset by
- Lower home lending margins reflecting increased competition and the impact of cash and swap rates on pricing;
- Lower consumer finance margins mainly reflecting impacts from increases in the cash rate and a reduction in the proportion of credit card balances earning interest; and
- Higher wholesale funding costs.

Other Operating Income

Other operating income was $1,350 million, a decrease of $6 million on the 2022 financial year, reflecting:

- Non-recurrence of AIA partnership payments received in the prior year; partly offset by
- Increased volume driven foreign exchange and deposit fee income.

Operating Expenses

Operating expenses were $4,585 million, an increase of $264 million or 6% on the 2022 financial year. This was primarily driven by inflation, higher IT spend and amortisation, additional resources to support increased call centre volumes and strategic initiatives, and increased scams and fraud related losses, partly offset by productivity initiatives including workforce and branch optimisation.

The number of full-time equivalent staff (FTE) decreased by 229 FTE or 1% on the 2022 financial year, from 16,947 to 16,718. This was driven by workforce optimisation including fewer loan application processing resources, partly offset by additional resources to support call centre volumes, and investment in lenders.

Investment spend focused on strategic growth and productivity initiatives including product and service innovation, digital enhancements, partnership integration, and home buying process optimisation. We have also continued to invest in risk and compliance initiatives.

The operating expenses to operating income ratio was 36.4%, a decrease of 300 basis points on the 2022 financial year, reflecting higher operating income.

1 System source: RBA/APRA.

Retail Banking Services (continued)
Financial Performance and Business Review (continued)

Loan Impairment Expense

Loan impairment expense was $583 million, an increase of $989 million on the prior year. The result was mainly driven by higher collective provisions reflecting ongoing cost of living pressures, rising interest rates and a decline in house prices, as well as the non-recurrence of COVID-19 collective provision releases in the prior year.

Loan impairment expense as a percentage of average gross loans and acceptances increased 21 basis points on the prior year to 0.12%.

Home loan 90+ days arrears decreased by 5 basis points from 0.51% to 0.46%, supported by a strong labour market.

Consumer finance 90+ days arrears increased by 10 basis points from 0.70% to 0.80%, largely within personal loans as cost of living pressures increase.

Balance Sheet

Key spot balance sheet movements included:

- Home loan growth of $25.1 billion or 5%, broadly in line with system [1], reflecting a focus on customer retention in a highly competitive environment and growth in our new digital-only proprietary offering, Unloan. Proprietary mix for CBA and Unloan branded home loans remained at 59% of new business flows;
- Consumer finance growth of $0.8 billion or 7%, driven by growth in personal loans from higher new business volumes, and increased credit cards accounts and spend; and
- Total deposits growth of $19.0 billion or 6% (interest and non-interest bearing). Growth was driven by investment deposits (up 26%) and savings deposits (up 5%), partly offset by decline in transaction deposits (down 5% including non-interest bearing balances) reflecting greater customer demand for higher yielding deposits.

Risk Weighted Assets

Risk weighted assets were $165.0 billion, a decrease of $1.6 billion or 1% on the prior year.

- Credit risk weighted assets decreased by $1.5 billion or 1%, primarily reflecting regulatory approval of new capital models; partly offset by lending volume growth and the implementation of APRA's revised capital framework from 1 January 2023. For more information on APRA's revisions to the ADI capital framework that became effective on 1 January 2023, see page 59 of this Document.
- Operational risk weighted assets decreased by $0.1 billion or 1%.

1 System source: RBA/APRA.

Divisional Performance (continued)

Business Banking

OVERVIEW

Business Banking serves the banking needs of business, corporate and agribusiness customers across the full range of financial services solutions. We also provide equities trading and margin lending services through our CommSec business. Business Banking includes the financial results of business banking activities conducted under the Bankwest brand.

	Full Year Ended					
		Restated [1]		As reported		
	30 Jun 24 $M	30 Jun 23 $M	Jun 24 vs Jun 23 %	30 Jun 23 $M	30 Jun 22 $M	Jun 23 vs Jun 22 %
Net interest income	**7,511**	7,248	4	7,666	5,845	31
Other operating income	**1,062**	1,029	3	1,157	1,232	(6)
Total operating income	**8,573**	8,277	4	8,823	7,077	25
Operating expenses	**(2,743)**	(2,606)	5	(2,653)	(2,661)	–
Loan impairment expense	**(437)**	(492)	(11)	(496)	(115)	large
Net profit before tax	**5,393**	5,179	4	5,674	4,301	32
Corporate tax expense	**(1,619)**	(1,555)	4	(1,701)	(1,291)	32
Net profit after tax – "cash basis"	**3,774**	3,624	4	3,973	3,010	32
(Loss)/gain on disposal and acquisition of controlled entities	**–**	–	–	–	20	(large)
Net profit after tax – "statutory basis" [2]	**3,774**	3,624	4	3,973	3,030	31
Income analysis						
Net interest income						
Small Business Banking	**3,103**	3,044	2	3,306	2,534	30
Commercial Banking	**1,998**	1,912	4	2,010	1,501	34
Regional and Agribusiness	**1,045**	995	5	1,022	834	23
Major Client Group	**1,143**	1,080	6	997	795	25
CommSec	**222**	217	2	331	181	83
Total net interest income	**7,511**	7,248	4	7,666	5,845	31
Other operating income						
Small Business Banking	**372**	362	3	381	396	(4)
Commercial Banking	**249**	232	7	257	227	13
Regional and Agribusiness	**124**	114	9	115	98	17
Major Client Group	**201**	193	4	174	148	18
CommSec	**116**	128	(9)	230	363	(37)
Total other operating income	**1,062**	1,029	3	1,157	1,232	(6)
Total operating income	**8,573**	8,277	4	8,823	7,077	25
Income by product						
Business products	**6,185**	5,675	9	5,774	4,286	35
Retail products	**2,222**	2,426	(8)	2,742	2,343	17
Equities and margin lending	**166**	176	(6)	307	448	(31)
Total operating income	**8,573**	8,277	4	8,823	7,077	25

1 Comparative information has been restated to conform to presentation in the current period. Refer to Note 1.1 of the 2024 Financial Report and "Disclosures – Financial Information Definitions – Change in Comparatives" and Appendix C of this Document for further detail.

2 Please refer to "Disclosures – Non-Cash Items Included in Statutory Profit" on page 7 of this Document for further details. A reconciliation of the Net profit after tax ("cash basis") to Net profit after tax ("statutory basis") by business segment is provided in Note 2.7 of the 2024 Financial Report.

Divisional Performance (continued)

Business Banking (continued)

Balance Sheet	30 Jun 24 $M	Restated [1] 30 Jun 23 $M	Jun 24 vs Jun 23 %	As reported 30 Jun 23 $M	As reported 30 Jun 22 $M	Jun 23 vs Jun 22 %
	As at					
Home loans [2]	**95,810**	95,823	–	102,242	100,003	2
Business loans [3]	**145,031**	130,359	11	131,158	117,115	12
Margin loans	**1,062**	1,147	(7)	1,957	2,261	(13)
Consumer finance	**1,504**	1,658	(9)	1,810	1,813	–
Total lending interest earning assets	**243,407**	228,987	6	237,167	221,192	7
Non-lending interest earning assets	**73**	53	38	53	62	(15)
Other assets	**1,258**	1,161	8	1,141	1,185	(4)
Total assets	**244,738**	230,201	6	238,361	222,439	7
Transaction deposits [3] [4]	**38,070**	35,385	8	36,333	37,209	(2)
Savings deposits [4]	**71,985**	69,871	3	77,048	75,641	2
Investment deposits and other	**52,546**	51,637	2	54,304	36,471	49
Total interest bearing deposits	**162,601**	156,893	4	167,685	149,321	12
Non-interest bearing transaction deposits	**53,655**	57,982	(7)	60,261	72,403	(17)
Other non-interest bearing liabilities	**2,652**	2,361	12	2,443	1,611	52
Total liabilities	**218,908**	217,236	1	230,389	223,335	3

Key Financial Metrics	30 Jun 24	Restated [1] 30 Jun 23	Jun 24 vs Jun 23 %	As reported 30 Jun 23	As reported 30 Jun 22	Jun 23 vs Jun 22 %
	Full Year Ended					
Performance indicators						
Net interest margin (%)	**3.43**	3.53	(10)bpts	3.60	2.97	63 bpts
Return on assets (%)	**1.5**	1.6	(10)bpts	1.7	1.4	30 bpts
Statutory operating expenses to total operating income (%)	**32.0**	31.5	50 bpts	30.1	37.6	(large)
Statutory impairment expense annualised as a % of average GLAAs (%)	**0.19**	0.23	(4)bpts	0.22	0.06	16 bpts
Other information						
Average interest earning assets ($M) [5]	**218,809**	205,117	7	213,014	197,026	8
Risk weighted assets ($M)	**143,055**	133,239	7	126,909	147,326	(14)
Troublesome and impaired assets ($M) [6]	**5,191**	4,151	25	4,151	3,439	21
Troublesome and impaired assets as a % of TCE (%) [6]	**2.87**	2.48	39 bpts	2.48	2.28	20 bpts
Spot number of full-time equivalent staff (FTE)	**5,945**	5,563	7	5,558	5,732	(3)

1 Comparative information has been restated to conform to presentation in the current period. Refer to Note 1.1 of the 2024 Financial Report and "Disclosures – Financial Information Definitions – Change in Comparatives" and Appendix C of this Document for further detail.

2 Home loans are presented gross of $12,710 million of mortgage offset balances (30 June 2023: $12,032 million). These balances are required to be grossed up under accounting standards, but are netted down for the calculation of customer interest payments.

3 Business loans include $331 million of Cash Management Pooling Facilities (CMPF) (30 June 2023: $306 million). Transaction deposits include $1,391 million of CMPF liabilities (30 June 2023: $1,273 million). These balances are required to be grossed up under accounting standards, but are netted down for the calculation of customer interest payments and risk weighted assets.

4 Transaction and Savings deposits include $12,710 million of mortgage offset balances (30 June 2023: $12,032 million).

5 Average interest earning assets are presented net of mortgage offset balances, which reduce customer interest payments. Average interest earning assets are also used in the calculation of divisional net interest margin.

6 Commercial troublesome and impaired assets only.

Business Banking (continued)

Financial Performance and Business Review

Year Ended June 2024 versus June 2023

Business Banking net profit after tax ("statutory basis") for the year ended 30 June 2024 was $3,774 million, an increase of $150 million or 4% on the prior year. The result was driven by a 4% increase in total operating income, a 5% increase in operating expenses and an 11% decrease in loan impairment expense.

Net Interest Income

Net interest income was $7,511 million, an increase of $263 million or 4% on the prior year. This was driven by a 7% increase in average interest earning assets, partly offset by a 10 basis point decrease in net interest margin.

Net interest margin decreased 10 basis points on the 2023 financial year, reflecting:

- Lower business and home lending margins principally due to increased competition; partly offset by
- Higher deposit margins due to the rising interest rate environment, partly offset by unfavourable mix as customers switch to higher yielding deposits; and
- Higher earnings on equity.

Other Operating Income

Other operating income was $1,062 million, an increase of $33 million or 3% on the prior year, reflecting:

- Increased volume driven business lending fee and FX payments income; partly offset by
- Lower merchants revenue due to an increase in scheme costs; and
- Lower equities income due to lower trading volumes and lower average brokerage per trade.

Operating Expenses

Operating expenses were $2,743 million, an increase of $137 million or 5% on the prior year. This was primarily driven by higher technology spend, inflation, additional customer facing staff and investment in product offerings.

The number of full-time equivalent staff (FTE) increased by 382 or 7% on the prior year, from 5,563 to 5,945 due to investment in customer facing and product staff.

Investment spend was primarily focused on further enhancing the customer experience through reimagining products and services, system modernisation, digitisation and automation. We have also continued to invest in regulatory, risk and compliance initiatives.

The operating expenses to total operating income ratio was 32.0%, an increase of 50 basis points on the prior year, mainly driven by higher operating expenses, partly offset by higher operating income.

Loan Impairment Expense

Loan impairment expense was $437 million, a decrease of $55 million or 11% on the prior year driven by lower specific provision charges, partly offset by higher collective provisions. Provision coverage remains above pre-COVID levels reflecting the impact of higher interest rates and ongoing inflationary pressures.

Loan impairment expense as a percentage of average GLAAs decreased 4 basis points to 0.19%.

Troublesome and impaired assets as a percentage of total committed exposure increased 39 basis points to 2.87%, influenced by weakened consumer demand and ongoing cost pressures across a number of industries.

Balance Sheet

Key spot balance sheet movements included:

- Business loan growth of $14.7 billion or 11%, above system growth [1], reflecting growth across a number of diversified industries;
- Home loans growth was flat, below system growth [1]; and
- Total deposits increase (interest and non-interest bearing) of $1.4 billion or 1%. Balance growth was driven by an increase in Savings deposits (up 3%) and Investment deposits (up 2%), partly offset by a decrease in Transaction deposits (down 2% including non-interest bearing balances) reflecting greater demand for higher yielding deposits.

Risk Weighted Assets

Risk weighted assets were $143.1 billion, an increase of $9.8 billion or 7% on the prior year. This was primarily driven by lending volume growth.

1 System Source: RBA/APRA.

Business Banking (continued)
Financial Performance and Business Review (continued)

As Reported Year Ended June 2023 versus Restated June 2022

Business Banking net profit after tax ("statutory basis") for the year ended 30 June 2023 was $3,973 million, an increase of $943 million or 31% on the 2022 financial year. The result was driven by a 25% increase in total operating income, flat operating expenses and a $381 million increase in loan impairment expense.

Net Interest Income

Net interest income was $7,666 million, an increase of $1,821 million or 31% on the 2022 financial year. This was driven by a 63 basis point increase in net interest margin and an 8% increase in average interest earning assets.

Net interest margin increased 63 basis points on the 2022 financial year, reflecting:

- Higher deposit margins including earnings on replicated products due to the rising interest rate environment, partly offset by unfavourable portfolio mix as customers switch to higher yielding deposits; and
- Higher earnings on equity; partly offset by
- Lower home lending margins reflecting increased competition and the impact of cash and swap rates on pricing;
- Lower business lending margins, reflecting competitive pricing; and
- Lower consumer finance margins reflecting impacts from increases in the cash rate.

Other Operating Income

Other operating income was $1,157 million, a decrease of $75 million or 6% on the 2022 financial year, reflecting:

- Lower equities income due to reduced trading volumes; partly offset by
- Higher business lending fee income reflecting volume growth and increased switching to fee based products.

Operating Expenses

Operating expenses were $2,653 million, a decrease of $8 million on the 2022 financial year. This was primarily driven by lower remediation costs, productivity initiatives and higher leave usage, partly offset by inflation and higher IT spend.

The number of full-time equivalent staff (FTE) decreased by 174 or 3% on the 2022 financial year, from 5,732 to 5,558, due to productivity initiatives, partly offset by investment in customer facing staff.

Investment spend was primarily focused on further enhancing the customer experience through reimagining products and services, system modernisation, digitisation and automation, as well as investment in regulatory, risk and compliance initiatives.

The operating expenses to total operating income ratio was 30.1%, a decrease of 750 basis points on the 2022 financial year, mainly driven by higher operating income.

Loan Impairment Expense

Loan impairment expense was $496 million, an increase of $381 million on the 2022 financial year. This was driven by an increase in individual and collective provisions reflecting the impact of rising interest rates and ongoing inflationary pressures on a number of industries of concern, including those exposed to consumer discretionary spend and the Construction sector, as well as the non-recurrence of COVID-19 collective provision releases in the 2022 financial year. Provision coverage has increased to above pre-COVID levels.

Loan impairment expense as a percentage of average gross loans and acceptances increased 16 basis points to 0.22%.

Troublesome and impaired assets as a percentage of total committed exposure increased 20 basis points to 2.48%, influenced by rising interest rates and inflationary pressures, particularly in the Construction sector.

Balance Sheet

Key spot balance sheet movements included:

- Business loan growth of $14.0 billion or 12%, above system [1] growth, reflecting diversified lending across a number of industries;
- Home loan growth of $2.2 billion or 2%, below system [1] growth, reflecting growth in investor and owner occupied loans; and
- Total deposits growth (interest and non-interest bearing) of $6.2 billion or 3%. Growth was driven by higher investment deposits (up 49%) and savings deposits (up 2%), partly offset by a decrease in transaction deposits (down 12% including non-interest bearing balances), reflecting greater customer demand for higher yielding deposits.

Risk Weighted Assets

Risk weighted assets were $126.9 billion, a decrease of $20.4 billion or 14% on the 2022 financial year.

- Credit risk weighted assets decreased by $19.9 billion or 15%, primarily driven by the implementation of APRA's revised capital framework from 1 January 2023, partly offset by lending volume growth.
- Operational risk weighted assets decreased by $0.5 billion or 4%.

1 System Source: RBA/APRA.

Institutional Banking and Markets

OVERVIEW

Institutional Banking & Markets (IB&M) provides a full range of domestic and global financing and banking services to large corporate, institutional and government clients. These services include debt capital markets, risk management, transaction banking, sustainable finance, structured capital solutions and working capital delivered through dedicated product and industry specialists, as well as tailored research and data analytics to help our clients.

	Full Year Ended					
		Restated [1]		As reported		
	30 Jun 24 $M	30 Jun 23 $M	Jun 24 vs Jun 23 %	30 Jun 23 $M	30 Jun 22 $M	Jun 23 vs Jun 22 %
Net interest income	**1,434**	1,443	(1)	**1,415**	1,547	(9)
Other operating income	**1,072**	981	9	**976**	757	29
Total operating income	**2,506**	2,424	3	**2,391**	2,304	4
Operating expenses	**(1,088)**	(1,056)	3	**(1,046)**	(986)	6
Loan impairment benefit/(expense)	**4**	36	89	**36**	111	68
Net profit/(loss) before tax	**1,422**	1,404	1	**1,381**	1,429	(3)
Corporate tax expense	**(325)**	(356)	(9)	**(350)**	(371)	(6)
Net profit/(loss) after tax – "cash basis"	**1,097**	1,048	5	**1,031**	1,058	(3)
Gain on disposal and acquisition of controlled entities	**(37)**	–	(large)	**–**	–	–
Net profit/(loss) after tax – "statutory basis" [2]	**1,060**	1,048	1	**1,031**	1,058	(3)
Income analysis						
Net interest income						
Institutional Banking	**1,467**	1,411	4	**1,345**	1,309	3
Markets	**(33)**	32	(large)	**70**	238	(71)
Total net interest income	**1,434**	1,443	(1)	**1,415**	1,547	(9)
Other operating income						
Institutional Banking	**469**	464	1	**423**	365	16
Markets	**603**	517	17	**553**	392	41
Total other operating income	**1,072**	981	9	**976**	757	29
Total operating income	**2,506**	2,424	3	**2,391**	2,304	4
Income by product						
Institutional products	**1,785**	1,678	6	**1,570**	1,506	4
Asset leasing	**151**	197	(23)	**198**	168	18
Markets (excluding derivative valuation adjustments)	**578**	581	(1)	**655**	612	7
Total operating income excluding derivative valuation adjustments	**2,514**	2,456	2	**2,423**	2,286	6
Derivative valuation adjustments [3]	**(8)**	(32)	75	**(32)**	18	(large)
Total operating income	**2,506**	2,424	3	**2,391**	2,304	4

1 Comparative information has been restated to conform to presentation in the current period. Refer to Note 1.1 of the 2024 Financial Report and "Disclosures – Financial Information Definitions – Change in Comparatives" and Appendix C of this Document for further details.

2 Please refer to "Disclosures – Non-cash Items Included in Statutory Profit" on page 7 of this Document for further details. A reconciliation of the Net profit after tax ("cash basis") to Net profit after tax ("statutory basis") by business segment is provided in Note 2.7 of the 2024 Financial Report.

3 Derivative valuation adjustments include both net interest income and other operating income adjustments.

Institutional Banking and Markets (continued)

Balance Sheet	30 Jun 24 $M	Restated [1] 30 Jun 23 $M	Jun 24 vs Jun 23 %	As reported 30 Jun 23 $M	As reported 30 Jun 22 $M	Jun 23 vs Jun 22 %
Interest earning lending assets [2]	**87,958**	96,945	(9)	96,193	95,451	1
Non-lending interest earning assets	**78,040**	68,079	15	68,079	63,029	8
Other assets [3]	**22,301**	25,603	(13)	25,603	33,382	(23)
Total assets	**188,299**	190,627	(1)	189,875	191,862	(1)
Transaction deposits [2]	**86,118**	97,188	(11)	97,246	91,396	6
Savings deposits	**11,231**	10,633	6	10,634	16,126	(34)
Investment deposits and other	**56,448**	56,288	–	90,925	72,999	25
Total interest bearing deposits	**153,797**	164,109	(6)	198,805	180,521	10
Due to other financial institutions	**18,344**	15,022	22	15,022	17,004	(12)
Other interest bearing liabilities [4]	**60,337**	43,716	38	7,136	6,782	5
Non-interest bearing liabilities [3]	**17,924**	21,934	(18)	21,899	29,774	(26)
Total liabilities	**250,402**	244,781	2	242,862	234,081	4

(As at)

Key Financial Metrics	30 Jun 24 $M	Restated [1] 30 Jun 23 $M	Jun 24 vs Jun 23 %	As reported 30 Jun 23 $M	As reported 30 Jun 22 $m	Jun 23 vs Jun 22 %
Performance indicators						
Net interest margin (%)	**0.84**	0.89	(5)bpts	0.88	1.12	(24)bpts
Net interest margin excl. markets (%)	**1.62**	1.44	18 bpts	1.39	1.49	(10)bpts
Statutory return on assets (%)	**0.6**	0.5	10 bpts	0.5	0.6	(10)bpts
Statutory operating expenses to total operating income (%)	**44.3**	43.6	70 bpts	43.7	42.8	90 bpts
Impairment expense annualised as a % of average GLAAs (%)	**–**	(0.04)	4 bpts	(0.04)	(0.12)	8 bpts
Other information						
Average interest earning assets ($M)	**170,971**	162,173	5	161,385	137,843	17
Average interest earning assets excl. markets ($M)	**90,730**	97,776	(7)	96,989	88,098	10
Risk weighted assets ($M)	**71,996**	74,805	(4)	68,803	80,001	(14)
Troublesome and impaired assets ($M)	**247**	198	25	198	513	(61)
Total committed exposures rated investment grade (%)	**90.6**	91.5	(90)bpts	91.5	89.4	210 bpts
Spot number of full-time equivalent staff (FTE)	**1,554**	1,487	5	1,464	1,439	2

(Full Year Ended)

1 Comparative information has been restated to conform to presentation in the current period. Refer to Note 1.1 of the 2024 Financial Report and "Disclosures – Financial Information Definitions – Change in Comparatives" and Appendix C of this Document for further details
2 Interest earning lending assets include $11,683 million of Cash Management Pooling Facilities (CMPF) (30 June 2023: $22,105 million). Transaction deposits include $29,574 million of CMPF liabilities (30 June 2023: $42,826 million). These balances are required to be grossed up under accounting standards, but are netted down for the calculation of customer interest payments and risk weighted assets.
3 Other assets include intangible assets and derivative assets. Non-interest bearing liabilities include derivative liabilities.
4 Other interest bearing liabilities include sale and repurchase agreements and liabilities at fair value.

Institutional Banking and Markets (continued)

Financial Performance and Business Review

Year Ended June 2024 versus Restated June 2023

Institutional Banking and Markets net profit after tax ("statutory basis") for the full year ended 30 June 2024 was $1,060 million, an increase of $12 million or 1% on the prior year. The result was driven by a 3% increase in total operating income (2% increase excluding derivative valuation adjustments), a $50 million loss on reclassification of certain structured asset finance leases transferred to assets held for sale and a 3% increase in operating expenses and a $32 million decrease in loan impairment benefit.

Net Interest Income

Net interest income was $1,434 million, a decrease of $9 million or 1% on the prior year. Excluding the Markets business, net interest income was $1,467 million, an increase of $56 million or 4% on the prior year. The result excluding Markets was driven by an 18 basis point increase in net interest margin, partly offset by a 7% decrease in average interest earning assets.

Excluding the Markets business, net interest margin increased 18 basis points, reflecting:

- Higher deposit earnings reflecting the rising interest rate environment;
- Higher earnings on equity; and
- Favourable assets mix from a decrease in lower margin pooled facilities; partly offset by
- Lower institutional lending and leasing margins due to higher funding costs.

Other Operating Income

Other operating income was $1,072 million, an increase of $91 million or 9% on the prior year, reflecting:

- Higher trading income in Commodities (more than offsetting increased funding costs in net interest income) and Foreign Exchange, and increased sales volumes in Fixed Income, partly offset by lower trading revenue in Fixed Income and Rates;
- Favourable derivative valuation adjustments; and
- Higher lending fees driven by increased volume of lending facilities; partly offset by
- Lower Structured Asset Finance revenue mainly from non-recurrence of gains from asset sales in the prior year, partly offset by higher rental income in the aircraft lease portfolio.

Operating Expenses

Operating expenses were $1,088 million, an increase of $32 million or 3% on the prior year. This was mainly driven by inflation, investment in business and operations resources and volume driven operations costs, partly offset by lower technology costs and productivity initiatives.

The number of full-time equivalent staff (FTE) increased by 67 or 5% on the prior year, from 1,487 to 1,554 FTE, primarily driven by higher business and operations resources, partly offset by workforce optimisation initiatives.

Investment spend focused on strategic initiatives and continuing to strengthen the operational risk, compliance and regulatory framework.

The operating expenses to total operating income ratio was 44.3%, an increase of 70 basis points on the prior year, driven by higher operating expenses.

Loan Impairment Expense

Loan impairment benefit decreased $32 million on the prior year to $4 million. This was primarily driven by higher collective provisions due to forward looking adjustments and the non-recurrence of prior year provision releases, partly offset by higher writebacks, recoveries and lower individual provisions for single name exposures.

Loan impairment expense as a percentage of average gross loans and acceptances increased 4 basis points on the prior year.

Balance Sheet

Key spot balance sheet movements included:

- Interest earning lending assets balance decrease of $9.0 billion or 9%, primarily driven by a decrease in pooled facilities from government sector clients utilising excess funds, partly offset by growth in the asset backed lending portfolio;
- Non-lending interest earning assets increase of $10.0 billion or 15%, driven by higher reverse sale and repurchase agreement balances, and increases in the high grade bond and carbon portfolios in Markets;
- Other assets and non-interest bearing liabilities decrease of $3.3 billion or 13% and $4.0 billion or 18% respectively, mainly driven by the revaluation of derivative assets and derivative liabilities due to foreign currency and interest rate movements. Derivative assets and derivative liabilities are required to be grossed up under accounting standards. This decrease was partly offset by timing of unsettled trades;
- Total interest bearing deposits decrease of $10.3 billion or 6%, mainly driven by a decreased in the balances of pooled facilities, partly offset by higher Transaction deposits (excluding pooled facilities) and Savings deposits;
- Due to other financial institutions increase of $3.3 billion or 22% mainly due to higher deposits from other banks; and
- Other interest bearing liabilities increase of $16.6 billion or 38% primarily driven by an increase in sale and repurchase agreements in Markets to fund higher non-lending interest earning assets.

Risk Weighted Assets

Risk weighted assets were $72.0 billion, a decrease of $2.8 billion or 4% on the prior year, primarily driven by reduction in traded market risk weighted assets following the implementation of a new market risk engine and removal of the APRA RNIV capital overlay, partly offset by increase in credit risk weighted assets due to lending volume growth.

Institutional Banking and Markets (continued)
Financial Performance and Business Review (continued)

As Reported Year Ended June 2023 versus June 2022

Institutional Banking and Markets net profit after tax ("statutory basis") for the full year ended 30 June 2023 was $1,031 million, a decrease of $27 million or 3% on the 2022 financial year. The result was driven by a 4% increase in total operating income (6% increase excluding derivative valuation adjustments), a 6% increase in operating expenses and a 68% increase in loan impairment expense.

Net Interest Income

Net interest income was $1,415 million, a decrease of $132 million or 9% on the 2022 financial year. Excluding the Markets business, net interest income was $1,345 million, an increase of $36 million or 3% on the 2022 financial year. The result excluding Markets was driven by a 10 basis point decrease in net interest margin, partly offset by a 10% increase in average interest earning assets.

Excluding the Markets business, net interest margin decreased 10 basis points, reflecting:

- Lower institutional and structured lending margins due to higher funding costs;
- Unfavourable portfolio mix from an increase in lower margin pooled facilities; and
- Lower Structured Asset Finance revenue driven by the non-recurrence of residual value gains on shipping vessels under finance leases; partly offset by
- Higher deposits and equity earnings reflecting the rising interest rate environment.

Other Operating Income

Other operating income was $976 million, an increase of $219 million or 29% on the 2022 financial year, reflecting:

- Higher Markets trading income across Fixed Income, and Carbon and Commodities portfolios (offsetting increased funding costs in net interest income), partly offset by lower gains in Rates; and
- Higher Structured Asset Finance revenue mainly driven by gains from asset sales; partly offset by
- Unfavourable derivative valuation adjustments.

Operating Expenses

Operating expenses were $1,046 million, an increase of $60 million or 6% on the 2022 financial year. This was driven by inflation, investment in capabilities, increased IT spend, unfavourable FX and increased volume driven operations costs.

The number of full-time equivalent staff (FTE) increased by 25 or 2% on the 2022 financial year, from 1,439 to 1,464 mainly to support increased operational volumes, partly offset by workforce optimisation initiatives.

Investment spend focused on continuing to strengthen the operational risk and compliance framework, upgrading system infrastructure, responding to new regulatory requirements, and strategic initiatives.

The operating expenses to total operating income ratio was 43.7%, an increase of 90 basis points on the 2022 financial year, driven by higher operating expenses.

Loan Impairment Expense

Loan impairment expense increased $75 million or 68% on the 2022 financial year to a benefit of $36 million. This was primarily driven by higher collective provision releases in the 2022 financial year related to the aviation sector.

Loan impairment expense as a percentage of average gross loans and acceptances increased 8 basis points on the 2022 financial year to -0.04%.

Asset quality of the book has improved, with the percentage of the book rated as investment grade increasing 210 basis points to 91.5% driven by improved portfolio quality.

Balance Sheet

Key spot balance sheet movements included:

- Lending balance increase of $0.7 billion or 1%, primarily driven by an increase in pooled facilities and growth in the real estate and commodities financing portfolios, partly offset by lower balances in the leasing and funds financing portfolios;
- Non-lending interest earning assets increase of $5.1 billion or 8%, mainly driven by an increase in reverse sale and repurchase agreement balances in Markets reflecting greater client demand;
- Other assets and non-interest bearing liabilities decrease of $7.8 billion or 23% and $7.9 billion or 26% respectively, mainly driven by the revaluation of derivative assets and derivative liabilities due to foreign currency and interest rate movements. Derivative assets and derivative liabilities are required to be grossed up under accounting standards; and
- Total interest bearing deposits increase of $18.3 billion or 10%, mainly driven by higher Investment and Transaction deposits (including pooled facilities), and an increase in sale and repurchase agreement balances in Markets to fund higher non-lending interest earning assets, partly offset by lower Savings deposits reflecting greater customer demand for higher yield investment deposits.

Risk Weighted Assets

Risk weighted assets were $68.8 billion, a decrease of $11.2 billion or 14% on the 2022 financial year.

- Credit risk weighted assets decreased $13.8 billion or 22%, primarily driven by the implementation of APRA's revised capital framework on 1 January 2023. For more information on APRA's revisions to the ADI capital framework that became effective on 1 January 2023, see page 59 of this Document.
- Traded market risk weighted assets increased $4.7 billion or 50%, due to the impact of client activity, market volatility and the APRA RNIV overlay.
- Operational risk weighted assets decreased $2.1 billion or 33%, primarily driven by the adoption of the standardised measurement approach in line with APRA's revised capital framework, and the removal of the APRA add-on.

New Zealand

OVERVIEW

New Zealand primarily includes the banking and funds management businesses operating under the ASB brand. ASB provides a range of banking, wealth and insurance products and services to its personal, business and rural customers in New Zealand.

ASB serves the financial needs of its customers across multiple channels including an extensive network of branches, ATMs, contact centres, digital platforms and relationship managers.

	Full Year Ended					
		Restated [1]		As reported		
New Zealand (A$M)	30 Jun 24 A$M	30 Jun 23 A$M	Jun 24 vs Jun 23 %	30 Jun 23 A$M	30 Jun 22 A$M	Jun 23 vs Jun 22 %
Net interest income	**2,491**	2,617	(5)	2,668	2,334	14
Other operating income [2]	**434**	424	2	424	497	(15)
Total operating income	**2,925**	3,041	(4)	3,092	2,831	9
Operating expenses	**(1,203)**	(1,154)	4	(1,154)	(1,042)	11
Loan impairment expense	**(64)**	(59)	8	(59)	(37)	59
Net profit before tax	**1,658**	1,828	(9)	1,879	1,752	7
Corporate tax expense	**(464)**	(508)	(9)	(523)	(487)	7
Net profit after tax – "cash basis"	**1,194**	1,320	(10)	1,356	1,265	7
Hedging and IFRS volatility (after tax)	**151**	(204)	large	(204)	(536)	(62)
Net profit after tax – "statutory basis" [3]	**1,345**	1,116	21	1,152	729	58

1 Comparative information has been restated to conform to presentation in the current period. Refer to Note 1.1 of the 2024 Financial Report and "Disclosures – Financial Information Definitions – Change in Comparatives" and Appendix C of this Document for further details.

2 Other operating income disclosed in AUD includes realised gains or losses associated with the hedging of New Zealand operations earnings. The hedging of the New Zealand operations has ceased, and the hedges were fully matured in February 2023.

3 Please refer to Disclosures – Non-cash Items Included in Statutory Profit" on page 7 of this Document for further details. A reconciliation of the Net profit after tax ("cash basis") to Net profit after tax ("statutory basis") by business segment is provided in Note 2.7 of the 2024 Financial Report.

Divisional Performance (continued)

New Zealand (continued)

New Zealand (NZ$M)	30 Jun 24 NZ$M	Restated [1] 30 Jun 23 NZ$M	Jun 24 vs Jun 23 %	As reported 30 Jun 23 NZ$M	As reported 30 Jun 22 NZ$M	Jun 23 vs Jun 22 %
	Full Year Ended					
Net interest income	**2,696**	2,854	(6)	2,909	2,499	16
Other operating income	**470**	476	(1)	476	525	(9)
Total operating income	**3,166**	3,330	(5)	3,385	3,024	12
Operating expenses	**(1,299)**	(1,261)	3	(1,261)	(1,112)	13
Loan impairment expense	**(70)**	(64)	9	(64)	(41)	56
Net profit before tax	**1,797**	2,005	(10)	2,060	1,871	10
Corporate tax expense	**(503)**	(560)	(10)	(576)	(518)	11
Net profit after tax – "cash basis"	**1,294**	1,445	(10)	1,484	1,353	10
Hedging and IFRS volatility (after tax)	**(13)**	(32)	(59)	(32)	35	(large)
Net profit after tax – "statutory basis" [2]	**1,281**	1,413	(9)	1,452	1,388	5
Represented by:						
ASB	**1,351**	1,481	(9)	1,518	1,453	4
Other [3]	**(70)**	(68)	3	(66)	(65)	2
Net profit after tax – "statutory basis" [2]	**1,281**	1,413	(9)	1,452	1,388	5

Key Financial Metrics [4]	30 Jun 24	Restated [1] 30 Jun 23	Jun 24 vs Jun 23 %	As reported 30 Jun 23	As reported 30 Jun 22	Jun 23 vs Jun 22 %
Performance indicator						
Statutory operating expenses to total operating income (%)	**41.3**	38.4	290 bpts	37.8	36.2	160 bpts

1 Comparative information has been restated to conform to presentation in the current period as detailed in Note 1.1 of the 2024 Financial Report and "Disclosures – Financial Information Definitions – Change in Comparatives" and Appendix C of this Document for further details.
2 Please refer to "Disclosures – Non-cash Items Included in Statutory Profit" on page 7 of this Document for further details. A reconciliation of the Net profit after tax ("cash basis") to Net profit after tax ("statutory basis") by business segment is provided in Note 2.7 of the 2024 Financial Report.
3 Other includes CBA cost allocations including capital charges and funding costs in relation to group funding and hedging structures and elimination entries between New Zealand segment entities.
4 Key financial metrics are calculated in New Zealand dollar terms.

Financial Performance and Business Review

Year Ended June 2024 versus Restated June 2023

New Zealand net profit after tax [1] ("statutory basis") for the year ended 30 June 2024 was NZD1,281 million, a decrease of NZD132 million or 9% on the prior year. The result was driven by a 5% decrease in total operating income, a 3% increase in operating expenses, and a 9% increase in loan impairment expense.

The Australian dollar equivalent line item growth rates are impacted by the depreciation of the New Zealand dollar and the mark-to-market movements in foreign exchange hedges relating to New Zealand earnings.

As Reported Year Ended June 2023 versus June 2022

New Zealand net profit after tax [1] ("statutory basis") for the full year ended 30 June 2023 was NZD1,452 million, an increase of NZD64 million or 5% on the prior year. The result was driven by a 12% increase in total operating income, a 13% increase in operating expenses and a 56% increase in loan impairment expense.

1 The CBA Branch results relating to the Institutional Banking and Markets business in New Zealand are not included.

Divisional Performance (continued)

New Zealand (continued)

ASB (NZ$M)	Full Year Ended					
		Restated [1]		As reported		
	30 Jun 24 NZ$M	30 Jun 23 NZ$M	Jun 24 vs Jun 23 %	30 Jun 23 NZ$M	30 Jun 22 NZ$M	Jun 23 vs Jun 22 %
Net interest income	**2,796**	2,950	(5)	3,002	2,589	16
Other operating income	**470**	476	(1)	476	525	(9)
Total operating income	**3,266**	3,426	(5)	3,478	3,114	12
Operating expenses	**(1,299)**	(1,261)	3	(1,261)	(1,112)	13
Loan impairment expense	**(70)**	(64)	9	(64)	(41)	56
Net profit before tax	**1,897**	2,101	(10)	2,153	1,961	10
Corporate tax expense	**(533)**	(588)	(9)	(603)	(543)	11
Net profit after tax – "cash basis"	**1,364**	1,513	(10)	1,550	1,418	9
Hedging and IFRS volatility (after tax)	**(13)**	(32)	(59)	(32)	35	(large)
Net profit after tax – "statutory basis" [2]	**1,351**	1,481	(9)	1,518	1,453	4

Balance Sheet (NZ$M)	As at					
		Restated [1]		As reported		
	30 Jun 23 NZ$M	30 Jun 23 NZ$M	Jun 24 vs Jun 23 %	30 Jun 23 NZ$M	30 Jun 22 NZ$M	Jun 23 vs Jun 22 %
Home loans	**74,616**	74,093	1	74,093	72,055	3
Business and rural lending	**33,351**	33,179	1	33,179	31,583	5
Other interest earning assets	**1,640**	1,662	(1)	1,662	1,611	3
Total lending interest earning assets	**109,607**	108,934	1	108,934	105,249	4
Non-lending interest earning assets	**15,780**	16,099	(2)	16,099	14,299	13
Other assets	**1,681**	1,752	(4)	1,752	1,904	(8)
Total assets	**127,068**	126,785	–	126,785	121,452	4
Interest bearing customer deposits	**73,023**	67,876	8	67,876	62,664	8
Debt issues	**18,522**	21,186	(13)	21,186	22,607	(6)
Other deposits [3]	**7,511**	8,992	(16)	8,992	6,950	29
Other interest bearing liabilities	**2,419**	2,755	(12)	2,755	2,502	10
Total interest bearing liabilities	**101,475**	100,809	1	100,809	94,723	6
Non-interest bearing customer deposits	**9,630**	10,490	(8)	10,490	13,175	(20)
Other non-interest bearing liabilities	**2,630**	2,562	3	2,562	1,955	31
Total liabilities	**113,735**	113,861	–	113,861	109,853	4

1 Comparative information has been restated to conform to presentation in the current period as detailed in Note 1.1 of the 2024 Financial Report. Refer to "Disclosures – Financial Information Definitions – Change in Comparatives" and Appendix C of this Document for further details.
2 Please refer to "Disclosures – Non-cash Items Included in Statutory Profit" on page 7 of this Document for further details. A reconciliation of the Net profit after tax ("cash basis") to Net profit after tax ("statutory basis") by business segment is provided in Note 2.7 of the 2024 Financial Report.
3 Other deposits include certificates of deposit, repurchase agreements and funding from RBNZ Funding for Lending Programme and Term Lending Facility.

Divisional Performance (continued)

New Zealand (continued)

ASB Key Financial Metrics [2]	Full Year Ended 30 Jun 24	Restated [1] 30 Jun 23	Jun 24 vs Jun 23 %	As reported 30 Jun 23	30 Jun 22	Jun 23 vs Jun 22 %
Performance indicators						
Net interest margin (%)	**2.23**	2.39	(16)bpts	2.44	2.22	22 bpts
Statutory return on assets (%)	**1.1**	1.2	(10)bpts	1.2	1.2	–
Statutory operating expenses to total operating income (%)	**40.0**	37.3	270 bpts	36.7	35.2	150 bpts
Statutory impairment expense annualised as a % of average GLAAs (%)	**0.06**	0.06	–	0.06	0.04	2 bpts
Other information						
Average interest earning assets (NZ$M)	**125,480**	123,215	2	123,215	116,397	6
Risk weighted assets (NZ$M) [3]	**71,415**	70,780	1	70,780	68,301	4
Risk weighted assets (A$M) [4]	**59,652**	61,958	(4)	61,958	54,054	15
AUM – average (NZ$M) [5]	**20,461**	20,646	(1)	20,646	21,647	(5)
AUM – spot (NZ$M) [5]	**21,176**	21,307	(1)	21,307	19,980	7
90+ days home loan arrears (%)	**0.61**	0.34	27 bpts	0.34	0.21	13 bpts
90+ days consumer finance arrears (%)	**1.41**	0.49	92 bpts	0.49	0.53	(4)bpts
Spot number of full-time equivalent staff (FTE)	**5,983**	6,016	(1)	6,016	5,879	2

1 Comparative information has been restated to conform to presentation in the current period as detailed in Note 1.1 of the 2024 Financial Report. Refer to "Disclosures – Financial Information Definitions – Change in Comparatives" and Appendix C of this Document for further details.
2 Key financial metrics are calculated in New Zealand dollar terms unless otherwise stated.
3 Risk weighted assets calculated in accordance with RBNZ requirements.
4 Risk weighted assets (A$M) calculated in accordance with APRA requirements.
5 On 11 February 2022, ASB sold the management rights of the ASB Superannuation Master Trust (SMT) to Smartshares Limited. The sale included a transition period where ASB continued to provide investment management and administration services until the transition was completed on 28 August 2023. The AUM balances related to SMT were included in the ASB AUM balance up until the transition date.

New Zealand (continued)

Financial Performance and Business Review

ASB Bank: Year Ended June 2024 versus Restated June 2023

ASB net profit after tax (“statutory basis”) for the year ended 30 June 2024 was NZD1,351 million, a decrease of NZD130 million or 9% on the prior year. The result was driven by a 5% decrease in total operating income, a 3% increase in operating expenses and a 9% increase in loan impairment expense.

Net Interest Income

Net interest income was NZD2,796 million, a decrease of NZD154 million or 5% on the prior year. This was driven by a 16 basis point decrease in net interest margin, partly offset by a 2% growth in average interest earning assets.

Net interest margin decreased 16 basis points, reflecting:

- Lower deposit margins due to unfavourable mix as customers switch to higher yielding products as well as lower term deposit margins due to competition, partly offset by the benefit from the rising interest rate environment;
- Lower lending margins reflecting increased competition; and
- Unfavourable asset mix from growth in liquid asset balances; partly offset by
- Higher earnings on equity; and
- Funding mix benefit driven by strong growth in deposits.

Other Operating Income

Other operating income was NZD470 million, a decrease of NZD6 million or 1% on the prior year, reflecting:

- Lower service fees due to fee removals and reductions on various accounts; and
- Lower fair value gains and Markets earnings; partly offset by
- Higher volume driven insurance income.

Operating Expenses

Operating expenses were NZD1,299 million, an increase of NZD38 million or 3% on the prior year. The increase was primarily driven by higher technology costs from increased software licensing and amortisation, and higher staff costs from wage inflation.

The number of FTE decreased by 33 on the prior year from 6,016 to 5,983.

Investment spend continues to focus on regulatory compliance, simplification and enhancing technology platforms.

The operating expenses to total operating income ratio (“statutory basis”) for ASB was 40.0%, an increase of 270 basis points on the prior year driven by lower operating income and higher operating expenses.

Loan Impairment Expense

Loan impairment expense was NZD70 million, an increase of NZD6 million or 9% on the prior year. This was mainly driven by higher individually assessed provisions in the business portfolio and write-offs in the consumer finance portfolio, partly offset by lower collective provisions predominantly reflecting an improvement in house price outlook compared to the prior year.

Home loan 90+ days arrears increased 27 basis points to 0.61% and consumer finance 90+ days arrears increased 92 basis points to 1.41%, due to increased cost of living pressures as well as delays in collections during the implementation of a new system.

Balance Sheet

Key spot balance sheet movements included:

- Home loan growth of NZD0.5 billion or 1%, below system [1] growth of 3% in a highly competitive environment;
- Business and rural lending growth of NZD0.2 billion or 1%, below system growth [1];
- Total customer deposit growth of NZD4.3 billion or 5% (interest bearing and non-interest bearing), above system growth [1, 2] of 4%, with greater customer demand for higher yielding deposits.

Risk Weighted Assets [3]

Risk weighted assets were NZD71.4 billion, an increase of NZD0.6 billion or 1% on the prior year driven by an increase in credit risk weighted assets and operational risk weighted assets from increased lending volumes, partly offset by lower market risk weighted assets from reduced risk positions.

1 System source: RBNZ.

2 RBNZ system data includes institutional deposits which are excluded from the ASB division Balance Sheet.

3 Risk weighted assets reflect the New Zealand dollar amount calculated in accordance with RBNZ requirements.

New Zealand (continued)

Financial Performance and Business Review (continued)

ASB Bank: As Reported Year Ended June 2023 versus June 2022

ASB net profit after tax ("statutory basis") for the full year ended 30 June 2023 was NZD1,518 million, an increase of NZD65 million or 4% on the 2022 financial year. The result was driven by a 12% increase in total operating income, a 13% increase in operating expenses and a 56% increase in loan impairment expense.

Net Interest Income

Net interest income was NZD3,002 million, an increase of NZD413 million or 16% on the 2022 financial year. The increase was driven by a 10% increase in net interest margin and a 6% growth in average interest earning assets.

Net interest margin increased 22 basis points, reflecting:

- Higher deposit margins including earnings on replicated products, mainly due to the rising interest rate environment, partly offset by unfavourable mix as customers switch to higher yielding deposits; and
- Higher earnings on equity; partly offset by
- Unfavourable lending margins mainly from the impact of swap rates and home loan pricing competition, and unfavourable lending mix;
- Higher wholesale funding costs; and
- Lower income from Treasury related activities.

Other Operating Income

Other operating income was NZD476 million, a decrease of NZD49 million or 9% on the 2022 financial year, reflecting:

- Non-recurrence of the gain on sale of the management rights of the ASB Superannuation Master Trust (SMT);
- Reduced Funds Management Income mainly reflecting unfavourable market performance, impact from the sale of management rights of the SMT, and the removal of KiwiSaver administration fees from October 2021; and
- Lower service and lending fees due to fee removals and reductions on transaction accounts and overdrafts.

Operating Expenses

Operating expenses were NZD1,261 million, an increase of NZD149 million or 13% on the 2022 financial year. Excluding the impact of a provision released in the 2022 financial year relating to historical holiday pay, expenses increased 8% primarily driven by higher staff costs from wage inflation, increased full-time equivalent staff (FTE), higher IT spend and increased investment spend.

The number of full-time equivalent staff (FTE) increased by 137 or 2% on the 2022 financial year from 5,879 to 6,016 FTE to support investment in technology including financial crime and fraud prevention, and strategic priorities.

Investment spend continues to focus on regulatory compliance, customer experience initiatives and enhancing technology platforms.

The operating expenses to total operating income ratio ("statutory basis") for ASB was 36.7%, an increase of 150 basis points on the 2022 financial year driven by higher operating expenses. Excluding the impact of the provision released in the 2022 financial year relating to historical holiday pay, the ratio decreased by 30 basis points.

Loan Impairment Expense

Loan impairment expense was NZD64 million, an increase of NZD23 million or 56% on the 2022 financial year. This was mainly driven by higher collective and individually assessed provisions reflecting impact of inflationary and interest rate pressures, and a decline in house prices.

Home loan 90+ days arrears increased 13 basis points to 0.34% as cost of living pressures increased. Consumer finance 90+ days arrears balances remained broadly flat, however arrears rate decreased slightly by 4 basis points to 0.49%, reflecting limited new lending growth in a stable portfolio with sound credit quality.

Balance Sheet

Key spot balance sheet movements included:

- Home loan growth of NZD2.0 billion or 3%, below system [1] growth in a highly competitive, low margin environment;
- Business loan growth of NZD0.9 billion or 5%, above system [1] growth of 2% driven by increases in medium and large business lending; and
- Rural loan growth of NZD0.7 billion or 6%, above system [1] growth of 2%;
- Non-lending interest earning assets growth of NZD1.8 billion or 13% mainly driven by increased liquid assets;
- Total customer deposit growth of NZD2.5 billion or 3% (interest bearing and non-interest bearing), above system [1, 2] growth, with greater customer demand for higher yielding deposits; and
- Other deposits growth of NZD2.0 billion or 29% predominantly driven by drawdowns of RBNZ Funding for Lending Programme and growth in certificates of deposit.

Risk Weighted Assets [3]

Risk weighted assets were NZD70.8 billion, an increase of NZD2.5 billion or 4% on the 2022 financial year.

- Credit risk weighted assets increased NZD1.2 billion or 2% predominantly driven by lending volume growth;
- Market risk weighted assets increased NZD1.0 billion or 40% primarily due to an increase in interest rate risk positions; and
- Operational risk weighted assets increased NZD0.3 billion or 4% predominantly due to increased volumes.

1 System source: RBNZ.

2 RBNZ system data includes institutional deposits which are excluded from the ASB division Balance Sheet.

3 Risk weighted assets reflect the New Zealand dollar amount calculated in accordance with RBNZ requirements.

Corporate Centre and Other

OVERVIEW

Corporate Centre and Other includes the results of the Group's centrally held minority investments and subsidiaries, Group-wide remediation costs, investment spend including enterprise-wide infrastructure and other strategic projects, employee entitlements, and unallocated revenue and expenses relating to the Bank's support functions including Investor Relations, Group Strategy, Marketing, Legal & Group Secretariat, Treasury and Bank-wide elimination entries arising on consolidation.

Treasury is responsible for the management of interest rate risk and foreign exchange risk inherent in the Group's balance sheet. Treasury also manages the Group's wholesale funding, and the Group's prudential liquidity and capital requirements. Treasury's earnings are primarily sourced from managing the Group's Australian balance sheet, including interest rate risk.

Centrally held minority investments and subsidiaries include the Group's offshore minority investments in China (Bank of Hangzhou and Qilu Bank), Vietnam (Vietnam International Bank), as well as its Indonesian banking subsidiary (PT Bank Commonwealth). They also include domestically held minority investments in Lendi Group and CFS as well as the strategic investments in x15ventures.

On 16 November 2023, the Group announced that it entered into a binding agreement to sell its 99% shareholding in its Indonesian banking subsidiary, PT Bank Commonwealth (PTBC), to PT Bank OCBC NISP Tbk (OCBC Indonesia), a subsidiary of Oversea-Chinese Banking Corporation Limited (OCBC) for an upfront cash consideration of approximately $188 million. The sale completed on 1 May 2024.

	Full Year Ended					
		Restated [1]		As reported		
Corporate Centre and Other (including eliminations)	**30 Jun 24 $M**	**30 Jun 23 $M**	**Jun 24 vs Jun 23 %**	**30 Jun 23 $M**	**30 Jun 22 $M**	**Jun 23 vs Jun 22 %**
Net interest income	**269**	51	large	72	144	(50)
Other operating income	**111**	213	(48)	315	846	(63)
Underlying operating income	**380**	264	44	387	990	(61)
Gain on sale of HZB shares [2]	**–**	–	–	–	516	n/a
Total operating income	**380**	264	44	387	1,506	(74)
Underlying operating expenses	**(2,293)**	(2,201)	4	(2,193)	(1,973)	11
Restructuring and one-off item [3]	**(89)**	(212)	(58)	(212)	(389)	(46)
Total operating expenses	**(2,382)**	(2,413)	(1)	(2,405)	(2,362)	2
Loan impairment benefit/(expense)	**12**	(6)	(large)	(6)	(8)	(25)
Net loss before tax	**(1,990)**	(2,155)	(8)	(2,024)	(864)	large
Corporate tax benefit	**406**	693	(41)	670	213	large
Net loss after tax from continuing basis – "cash basis"	**(1,584)**	(1,462)	8	(1,354)	(651)	large
Net profit after tax from discontinuing operations	**11**	18	(39)	18	113	(84)
Net loss after tax – "cash basis"	**(1,573)**	(1,444)	9	(1,336)	(538)	large
Gain/(loss) on disposal and acquisition of entities net of transaction costs	**(433)**	(265)	(63)	(265)	1,065	(large)
Hedging and IFRS volatility	**(134)**	196	(large)	196	644	(70)
Net (loss)/profit after tax – "statutory basis" [4]	**(2,140)**	(1,513)	41	(1,405)	1,171	(large)

1 Comparative information has been restated to conform to presentation in the current period as detailed in Note 1.1 of the 2024 Financial Report. Refer to "Disclosures – Financial Information Definitions – Change in Comparatives" and Appendix C of this Document for further details.
2 Represents the pre-tax gain on sale of 10% shareholding in Bank of Hangzhou of $516 million in FY22.
3 Refer to page 33 for further information.
4 Please refer to "Disclosures – Non-cash Items Included in Statutory Profit" on page 7 of this Document for further details. A reconciliation of the Net profit after tax ("cash basis") to Net profit after tax ("statutory basis") by business segment is provided in Note 2.7 of the 2024 Financial Report.

Corporate Centre and Other (continued)

Financial Performance and Business Review

Year Ended June 2024 versus Restated June 2023

Corporate Centre and Other net loss after tax ("statutory basis") for the full year ended 30 June 2024 was $2,140 million, an increase of $627 million or 41% on the prior year. The result was driven by a 63% increase in loss on disposal, a $330 million fall related to hedging and IFRS volatility, partly offset by a 44% increase in total operating income, a 1% decrease in operating expenses (underlying operating expenses increased by 4%) and an $18 million decrease in loan impairment expense.

Net Interest Income

Net interest income was $269 million, an increase of $218 million on the prior year. This was primarily driven by higher Treasury earnings due to the impact of rising rates and cash management activities.

Other Operating Income

Other operating income was $111 million, a decrease of $102 million or 48% on the prior year. This was mainly driven by lower equity accounted profits, lower earnings from Treasury risk positioning and liquid assets sales.

Operating Expenses [1]

Operating expenses were $2,293 million, an increase of $92 million or 4% on the prior year. This was primarily driven by inflation, increased amortisation and software license costs partly offset by lower third party service providers, contractors and professional fees.

Loan Impairment Expense

Loan impairment expense decreased $18 million on the prior year to a benefit of $12 million.

As Reported Year Ended June 2023 versus June 2022

Corporate Centre and Other net loss after tax ("statutory basis") for the full year ended 30 June 2023 was $1,405 million, an increase of $2,576 million on the 2022 financial year. The result was driven by a 74% decrease in total operating income (underlying operating income decreased by 61%), a 2% increase in operating expenses (underlying operating expenses increased by 11%) and a broadly flat loan impairment expense.

Net Interest Income

Net interest income was $72 million, a decrease of $72 million or 50% on the 2022 financial year. This was primarily driven by reduced PTBC lending earnings from lower volume and higher funding costs, lower Treasury earnings due to the impact of rising rates, and higher funding costs for corporate assets.

Other Operating Income [1]

Other operating income was $315 million, a decrease of $531 million or 63% on the 2022 financial year. This was mainly driven by the cessation of equity accounting following the partial sale of HZB, higher equity accounted losses from CFS reflecting challenging investment market conditions and increased investment spend, and lower gains from sale of Treasury liquid assets.

Operating Expenses [1]

Operating expenses were $2,193 million, an increase of $220 million or 11% on the 2022 financial year. This was primarily driven by inflation, increased resources, IT and other spend to deliver centrally held technology and strategic priorities, and higher remediation costs.

Loan Impairment Expense

Loan impairment expense decreased $2 million on the 2022 financial year to an expense of $6 million.

1 Presented on an underlying basis.

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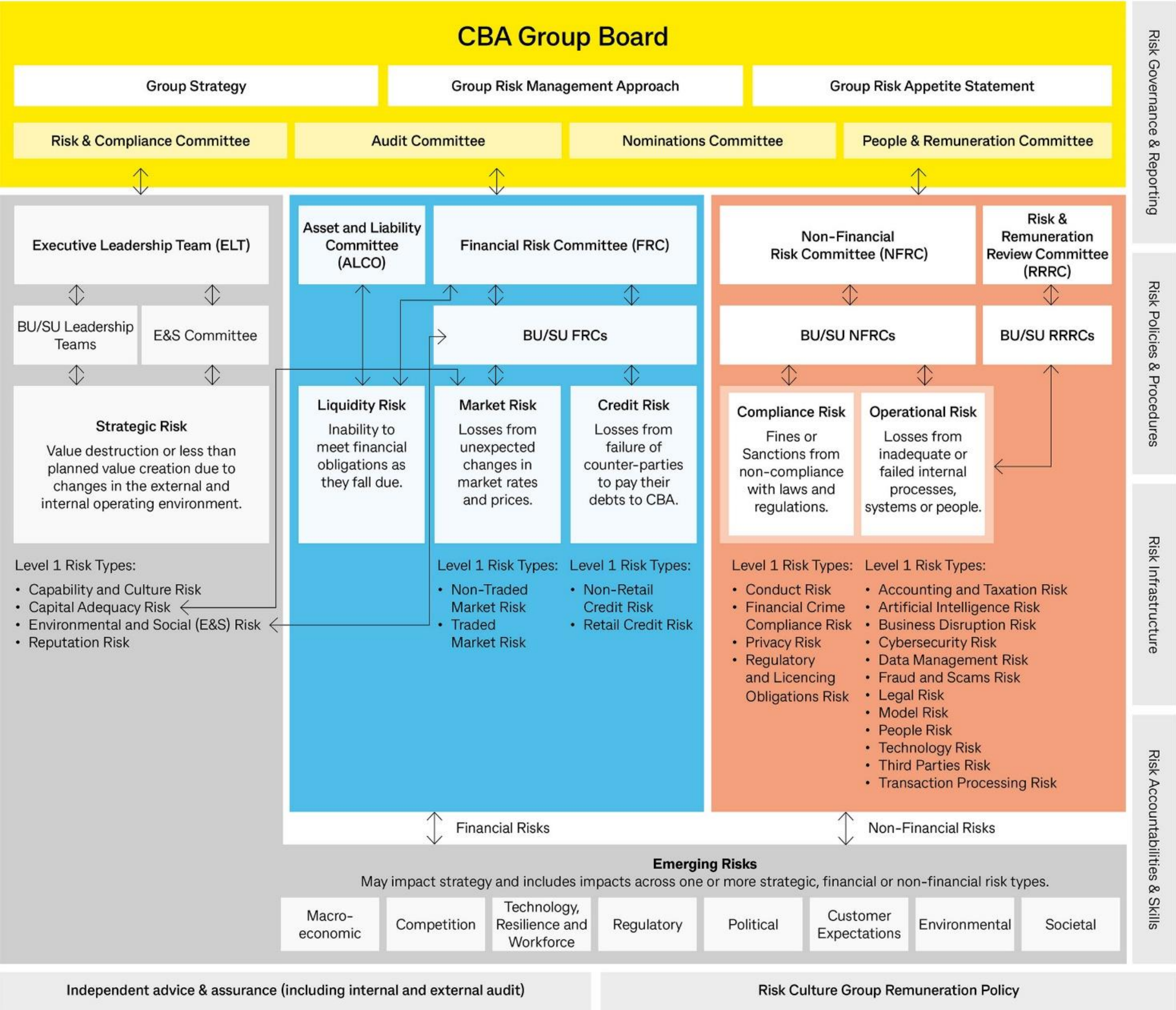
Contents

6 Other Information

Other Information

Risk Management

The Group is exposed to financial, non-financial and strategic risks through the products and services it offers. The Group manages these risks through its Risk Management Framework (RMF), which evolves to accommodate changes in the business operating environment, better risk practices, and regulatory and community expectations. The components of the RMF are illustrated below, including the governance that enables executive and Board oversight of these risks.



Further details on each of the material risks, and how the Group manages them, are outlined in this note.

Risk Management Framework

The RMF comprises the systems, structures, policies, processes and people that identify, measure, evaluate, monitor, report and control or mitigate both internal and external sources of material risk. It incorporates three key documents:

- The Group's Business Plan (consisting of the Group's strategic priorities and the Financial Plan) sets out the approach to implement the Group's strategic objectives;
- The Group Risk Appetite Statement (RAS) that establishes the type and degree of risk the Board is prepared to accept and the maximum level of risk that the Group must operate within whilst executing the Group Strategy; and
- The Group Risk Management Approach (RMA) that sets out the Board and the Executive Leadership Team's expectations regarding the Group's approach to managing risk and the key elements of the RMF that give effect to this approach.

The RMF is underpinned by Risk Framework Enablers that allow us to effectively identify, assess, record, manage and monitor our material risks.

Risk governance and reporting

The Board operates as the highest level of the Group's risk governance. The Risk and Compliance Committee oversees the RMF and helps formulate the Group's risk appetite for consideration by the Board. In particular it:

- Monitors the Group's risk profile (including identification of emerging risks); and
- Reviews regular reports from management on the measurement of risk and the adequacy and effectiveness of the Group's risk management and internal control systems.

At management level, risk governance is undertaken by a structured hierarchy of personal delegations, management committees and forums across the Group.

Regular management information is produced which allows financial, strategic and non-financial risk positions to be monitored against approved risk appetite and policy limits. At Board level, the majority of risk reporting is provided to the Risk and Compliance Committee, although select matters are reported directly to the Board as required. Controls reporting is provided to the Audit Committee. The Chairs of the Risk & Compliance and Audit Committee report to the Board following each Committee meeting.

Risk policies and procedures

Risk policies, standards and procedures outline the principles and practices to be used in identifying and assessing material risks and translate the RAS into our daily business activities.

Risk infrastructure

The RMF is supported by systems and processes that together provide the infrastructure for the management of the Group's material risks:

- Risk processes to identify, assess, escalate, monitor and manage risks, obligations, issues and incidents;
- Management information systems to measure and aggregate risks across the Group; and
- Data, risk models and tools, including significant calculators.

Risk accountabilities and skills

The Three Lines of Accountability (3LoA) model organises our accountabilities to ensure risk is well managed, through separation of roles for managing the Group's risks, developing risk frameworks and defining the boundaries within which risk is managed, and providing independent assurance over how effectively risks are being managed. The Risk Stewards (senior leaders in Line 1 or Line 2) complement the 3LoA model, by providing a view on the aggregated risk profile and adequacy of the risk framework for each of our risk types, including design of policies, mitigation strategies and the capabilities needed to manage the risk type.

The effective management of our material risks requires appropriate resourcing of skilled employees within each of the Group's 3LoA. It is important for all employees to have an awareness of their accountabilities, the RMF, and the role our Values play in helping us manage risk. This awareness is developed through:

- Communication of the RAS and RMA – Following approval by the Board, the updated RAS and RMA are made available to all employees;
- Performance and remuneration frameworks designed to drive accountability for managing risks and adopting behaviours that assist the Group to respond to new and emerging risks and to better support our customers and communities. Each year employees are assessed on how they met the risk management expectations of their role as part of the annual performance review;
- Group Mandatory Learning modules provide foundational knowledge of the RMF and RMA for all employees;
- Risk Management Capability Framework provides the education, experience and exposure to build risk skills and judgement effectively within the Group; and
- Induction and ongoing learning supports employees in gaining the knowledge, skills and behaviours required to work effectively across the Group.

Risk culture and conduct risk

Risk culture reflects the beliefs and behaviours by people within the Group that determine how risks are identified, measured, governed, and acted upon. Effective risk management requires employees to understand different perspectives and apply appropriate judgement to mitigate risk and deliver better outcomes for customers and shareholders. The behaviours that guide decision making and good risk management and are expected of employees by the Board, senior management, customers, communities, shareholders and regulators are embodied within our Values and our Leadership Principles, reinforced by our RMF Enablers.

In relation to conduct risk, the Group requires behaviours and business practices that are fair to customers, protect the fair and efficient operation of the market and engender confidence in our products and services. Annually, the Board forms a view of the Group's risk culture and identifies desirable changes. Action plans are initiated and monitored to improve and sustain risk culture.

Risk management framework (continued)

Material risk types

Description	Governing Policies and Key Management Committees	Key controls and risk mitigation strategies
Credit risk		
Credit risk is the potential for loss arising from the failure of a counterparty to meet their contractual obligations to the Group. The Group is primarily exposed to credit risk through: **Retail Credit Risk** • Residential mortgage lending; and • Unsecured retail lending. **Non-Retail Credit Risk** • Commercial lending; and • Large corporate (institutional) lending and markets exposures.	**Governing Policies:** • Group Credit Risk Framework • Group Credit Risk Policies • Group Loan Loss Provisioning Framework • Group and BU Credit Risk Standard **Key Management Committee:** • Financial Risk Committee • BU/SU Financial Risk Committees • Loan Loss Provisioning Committee	• Defined credit risk indicators set in the Group RAS; • Transacting with counterparties that demonstrate the ability and willingness to service their obligations through performance of due diligence and appropriate credit quality assessments; • Applications assessed by credit decisioning models, with more complex or higher risk applications referred to credit authority holders who exercise expert judgement; • Taking collateral where appropriate; • Pricing appropriately for the risks we are taking; • Credit concentration frameworks that set exposure limits to counterparties, groups of related counterparties, industry sectors and countries; • Regular monitoring of credit quality, concentrations, arrears, policy exceptions and policy breaches; • Working with impaired counterparties, or those in danger of becoming so, to help them rehabilitate their financial positions; • Holding adequate provisions for defaulted and high risk counterparties and exposures; and • Stress testing, both at a counterparty and portfolio level.
Market risk		
Market risk is the risk that market rates and prices will change and have an adverse effect on the profitability and/or net worth of the Group. The Group is primarily exposed to market risk through: **Traded Market Risk;** **Non-Traded Market Risk:** • Interest Rate Risk in the Banking Book (IRRBB); • Lease Residual Value Risk; • Structural Foreign Exchange Risk; and • Non-traded Equity Risk.	**Governing Policies:** • Group Market Risk Policy • Group Traded Market Risk Standards **Key Management Committee:** • Financial Risk Committee and IB&M Financial Risk Committee (Oversight of Traded Market Risk) • Asset and Liability Committee (ALCO) (Oversight of Non-Traded Market Risk, including IRRBB) • Market Risk Committee	• Defined market risk indicators set in the Group RAS; • No proprietary trading unrelated to the core principal trading and within approved business strategy; • Conservative Market Risk limits with granular concentration limits at a position level including currency/index, tenor and product type; • Pricing appropriately for risk and market depth; • Back-testing of Value at Risk models against hypothetical profit and loss; • Daily monitoring and attribution of traded market risk exposures including risk sensitivities, Value at Risk and stress testing; • Daily monitoring of Value at Risk and stress test measures for derivative valuation adjustments (XVAs); • Monthly monitoring of Residual Value Risk exposures versus limits; • Managing the Balance Sheet with a view to balancing Net Interest Income (NII), profit volatility and Market Value; • Regular monitoring of IRRBB market risk exposures against limits including risk sensitivities, credit spread risk, Value at Risk, Net Interest Earnings at Risk and stress testing; • Appropriate transfer pricing for interest rate risk; • Regular monitoring of Structure Foreign Exchange Risk versus limits; and • Regular monitoring of Group Super and Defined Benefit Fund net asset position.

Risk management framework (continued)

Description	Governing Policies and Key Management Committees	Key controls and risk mitigation strategies
Liquidity risk		
Liquidity risk is the combined risks of not being able to meet financial obligations as they fall due (funding liquidity risk), and that liquidity in financial markets, such as the market for debt securities, may reduce significantly (market liquidity risk).	**Governing Policies:** • Group Liquidity Policy **Key Management Committee:** • ALCO • Stress Testing Steering Committee	• Defined liquidity Risk Appetite metrics and indicators in the Group RAS; • The Annual Funding Strategy (the Group's wholesale funding strategy based on a three year funding plan); • Maintaining a diverse yet stable pool of potential funding sources across different currencies, geographies, entities and products; • Maintaining sufficient liquidity buffers and short-term funding capacity to withstand periods of disruption in long-term wholesale funding markets and unanticipated changes in the balance sheet funding gap; • Limiting the portion of wholesale funding sourced from offshore; • Conservatively managing the mismatch between asset and liability maturities; • Maintaining a conservative mix of readily saleable or repo-eligible liquid assets; • Daily monitoring of liquidity risk exposures, including Liquidity Coverage Ratios and Net Stable Funding Ratios; • Market and idiosyncratic stress test scenarios; and • The Contingent Funding Plan provides strategies for addressing liquidity shortfalls in a crisis situation.

Risk management framework (continued)

Description	Governing Policies and Key Management Committees	Key controls and risk mitigation strategies
Operational risk		
Operational risk is the risk of losses from inadequate or failed internal processes, systems or people, or from external events. The Group is exposed to operational risk primarily through: • Accounting and Taxation Risk; • Artificial Intelligence Risk; • Business Disruption Risk; • Cybersecurity Risks; • Data Management Risk; • Fraud and Scams Risk (external and internal); • Legal Risk; • Model Risk; • People Risk (employment practices and workplace safety); • Technology Risk (disruptions from hardware of software failures); • Third Party Risks; and • Transaction Processing Risk.	**Governing Policies:** • Operational Risk Management Framework (ORMF) • Group Information Security (IS) Policy • Group Data Management Policy • Group Fraud Management Policy • Group Whistleblower Policy • Group Model Policy • Group Policy on Business Continuity Management • Group Protective Security Policy • Group IT Service Support and Management Policy • Group Supplier Lifecycle Policy • Group Artificial Intelligence Policy **Key Management Committee:** • Non-Financial Risk Committee • BU/SU Non-Financial Risk Committees • Model Risk Governance Committee (MRGC) • Supplier Governance Council • Technology Controls Council • BU/SU Executive Portfolio Group (EPG)	• Defined operational risk indicators in the Group RAS; • Implementation of manual and automated controls to prevent, detect and mitigate the specific operational risks that the Group is exposed to; • Regular Risk and Control Self-Assessment (RCSA) to assess key risks and controls for a BU/SU; • Routine Controls Assessment Program (CAP) tests to assess whether controls are designed and operating effectively to maintain risk exposures within acceptable levels; • Incident Management process to identify, assess, record, report and manage actual operational or compliance events that have occurred. This data is used to guide management to strengthen processes and controls; • Issue Management process to identify, assess, record, report and manage weaknesses or gaps in controls; • Risk in Change process to effectively understand and manage the risks from changes to the business through projects or initiatives; • Establishment of Key Risk Indicators to monitor movements in risk exposures over time; • Assurance undertaken by Line 2 Risk teams to assess that operational risks are appropriately identified and managed across the Group; and • Risk Steward Guidance provided on key controls and routine Risk Steward monitoring of RAS and risk reporting.

Risk management framework (continued)

Description	Governing Policies and Key Management Committees	Key controls and risk mitigation strategies
Compliance risk		
Compliance risk is the risk of legal or regulatory sanctions, material financial loss, or loss of reputation that the Group may incur as a result of its failure to comply with its obligations. The Group is exposed to compliance risk primarily through: • Laws, regulations, rules, licence conditions, and statements of regulatory policy; • Privacy laws and regulations regarding the collection, handling and protection of personal information of individuals; • Financial crime (regulation relating to Anti Money Laundering, Counter Terrorism Financing, Anti-Bribery and Corruption, Anti-Tax Evasion Facilitation and Sanctions); and • Poor conduct (product design and distribution, market conduct, anti-competitive practices; and financial hardship and debt collection).	**Governing Policies:** • Group Compliance Management Framework (CMF) and policies • Group and Business Unit Compliance Policies and standards • Joint AML/CTF Group Program (Part A /Part B) • Anti-Bribery & Corruption Policy • Anti-Tax Evasion Facilitation Policy • Group Economic Trade Sanctions Policy • Code of Conduct • Product Development and Distribution Policy • Group Prevention of Anti-Competitive Practices Policy • Group Consumer Protection Policy • Group Customer Complaint Management Policy • Group Customer Remediation Projects Policy • Group Securities Trading Policy • Group Conflicts Management Policy **Key Management Committee:** • Executive Financial Crime Risk Committee • Financial Crime Risk Committee • Group/BU/SU NFRCs • Product Governance Forums	**Regulatory & Licencing Obligations (RLO) and Privacy Risk** • Compliance, including FCC, Privacy and Conduct risk indicators in the Group RAS; • Mandatory online Compliance and Privacy training for all employees; • Regulatory change management to establish compliant business practices; • Maintenance of Obligation Registers; • RLO and Privacy Risk profiling through the Risk and Control Self-Assessment Process; • Group wide minimum standards in key areas; • Co-operative and transparent relationships with regulators; and • Board and management governance and reporting. **Financial Crime Compliance** • Implement AML/CTF Program; • Pre-employment due diligence on the Group's employees and enhanced screening for high risk roles; • Training and awareness sessions to staff on AML/CTF obligations including sections highlighting the community impact of financial crime and the Group's role to detect, deter and disrupt money laundering, terrorist financing and other serious crime; • Customer on-boarding processes to meet AML/CTF identification and screening requirements; • Ongoing customer due diligence to ensure information we maintain on our customers is accurate; • Risk assessments on our customers, products and channels to ensure we understand the money laundering and terrorism financing risks; • Enhanced customer due diligence on higher risk customers; • Monitoring customer payments, trade and all transactions to manage the AML/CTF and Sanctions risks identified; • Undertake statutory reporting requirements including International Funds Transfer Instructions, Threshold Transaction Reports and Suspicious Matter Reports and annual compliance reports; • Controls to prevent corruption of public officials and private sector individuals by employees, representatives, suppliers or third party agents, including disclosure and approval of gifts and entertainment, charitable donations and sponsorships; and • Controls to prevent the facilitation of tax evasion by employees, representatives and other third parties who are Associated Persons of the Group, including risk assessments (third party, product/channel and enterprise-wide risk assessment); employee due diligence and ongoing staff training and awareness. **Conduct Risk** • Code of Conduct, supported by mandatory training for all staff; • Ongoing Conduct Risk profiling, including use of the Conduct Risk Steward Guides and controls taxonomy to manage and address Conduct Risks; • Measurement and governance of Conduct Risk exposures through RAS metrics and NFRC, Board reporting; • Assurance and monitoring to identify Conduct Risk exposures and control weaknesses; • Enhancement of Code of Conduct related policies with changes in understanding of conduct obligations and expectations; and • Consistently applying the Code of Conduct and the 'Should We?' test to deliver the right outcome for our customers.

Risk management framework (continued)

Description	Governing Policies and Key Management Committees	Key controls and risk mitigation strategies
Strategic risk		
Strategic risk is the risk of material stakeholder value destruction or less than planned value creation due to changes in external and internal operating environments. This Strategic Risk type also includes a number of sub-risk types that: • primarily support or drive strategic decisions that could impact our profitability or business model assumptions; • are impacted by, or drive decisions resulting in impacts across other risk types; and • are managed more routinely through their own dedicated governance, policies and procedures, infrastructure and teams. These risks include: • **Capital Adequacy Risk** – Inability to capitalise on strategic opportunities or withstand extreme events due to insufficient or inefficient use of capital; • **Capability and Culture Risk -** Inability to execute effectively on strategy due to inadequate organisational skills and capabilities and a misaligned organisational culture; • **Environmental & Social (E&S) Risk**- The risk of financial losses to the Group, or damage to the Group's franchise value from the impact of environmental and social issues on the business; or from the environmental and social impacts facilitated through the Group's operations and financing activities; and • **Reputation Risk** – The risk of business practices, behaviours or events negatively impacting the Group's reputation.	**Governing Policies:** • Group Strategic Risk Management Policy • Stress Testing Policy • Risk Adjusted Performance Measurement Policy • Group Remuneration Policy • Group Inclusion & Diversity Policy • Group Environmental & Social Policy • Group Continuous Disclosure Policy • Group Public Disclosure of Prudential Information Policy • Group External Engagement and Communication Policy • Group Policy on Publicly Issued Documents and Marketing Materials **Key Management Committee:** • Executive Leadership Team • ELT Environmental & Social Committee • Asset and Liability Committee (ALCO) • Non-Financial Risk Committee • ELT Risk and Remuneration Review Committee (RRRC) • Stress Testing Steering Committee	**Strategic Risk Management Framework** The Strategic Risk Management Framework (SRMF) provides the overarching framework and governance mechanisms for the consideration of material strategic risks that challenge the business model and profitability assumptions in our strategy. In particular, the SRMF considers the impact to our strategy of dynamically evolving material current and emerging risks arising from changes in areas such as: • The competitive landscape; • Emerging technologies; • Macroeconomic conditions; • The regulatory and political environment; and • Changes in social expectations. The Group assesses, monitors and responds to strategic risk throughout its processes of: • Strategy development, approval and review; • Identifying and monitoring changes and potential changes to the operating environment; and • Monitoring execution progress of strategies. **Capital Adequacy Risk** • Capital advice for projects and funding deals; • Dividend decision and management processes; • Capital monitoring, reporting and forecasting; • Internal Capital Adequacy Assessment Process (ICAAP); • Group, portfolio and risk type stress testing; and • Ratings agency interactions. **Capability and Culture Risk** • Talent acquisition processes; • Leadership development initiatives; • Organisational culture development initiatives; • Performance and remuneration processes; • Diversity & Inclusion initiatives; • Capability development and training; **Environmental & Social Risk** • Defined E&S Risk Indicators in the Group RAS; • Target financed emissions Glidepaths for priority sectors; • Scenario analyses and stress testing to understand the physical and transition risks of climate change; • E&S Risk embedded in the Group and BUs/SUs business profiles; • Client and supplier E&S due diligence process; • Development of new pilot products and services that support reduced emissions; • Environmental, Social & Governance (ESG) lending tool applied to certain lending decisions; • Corporate Responsibility programs; and • Supplier Code of Conduct to ensure adherence to CBA's Environmental & Social (E&S) standards. **Reputation Risk** • Media management, marketing and branding standards, processes and protocols; • Community investment initiatives; • Government and political affairs protocols; and • Strategic decisions to address actual or perceived material reputation risks.

Cross Border Outstandings

Cross-border outstandings are based on the country of domicile of the borrower or guarantor of the ultimate risk. Outstandings include loans, acceptances and other monetary assets. Local currency activities with local residents by foreign branches and controlled entities of the Group are excluded. Mark-to-market derivative exposures (which are a subset of other monetary assets) are included in outstandings by the country of the borrower's domicile irrespective of currency. CBA's cross-border outstandings to borrowers in countries that individually exceeded 0.75% of Group total assets as at 30 June 2024 and 30 June 2023 respectively are as follows:

	As at 30 June 2024				
	Government and Official Institutions	Banks	Other (primarily Commercial and Industrial)	Total	% of Group Total Assets
Scenario	$M	$M	$M	$M	$M
United States	**5,388**	**2,426**	**12,855**	**20,669**	**1.65**
France	**491**	**11,169**	**1,984**	**13,644**	**1.09**

	As at 30 June 2023				
	Government and Official Institutions	Banks	Other (primarily Commercial and Industrial)	Total	% of Group Total Assets
Scenario	$M	$M	$M	$M	$M
United States	6,240	1,801	13,642	21,683	1.73
France	254	8,658	368	9,280	0.74

Off Balance Sheet Arrangements

The Group is a full service financial institution that offers a range of On Balance Sheet and Off Balance Sheet arrangements and commitments to customers in the normal course of business. In addition, the Group has a number of other arrangements that form part of its day-to-day business operations. Such activities include traditional Off-Balance Sheet credit risk related instruments, lease commitments, long-term debt issues, provision of liquidity facilities to securitisation programs and other contractual arrangements. These transactions combine varying levels of credit, interest rate, foreign exchange and liquidity risk. Risk concentrations are managed by a combination of risk policies which limit exposures to individual counterparties, countries, industries, markets and liquidity risk.

Consolidated Structured Entities

A structured entity is an entity in which voting or similar rights are not the dominant factor in deciding control. Structured entities are generally created to achieve a narrow and well defined objective with restrictions around their ongoing activities. Depending on the Group's power over the activities of the entity and its exposure to and ability to influence its own returns, it may consolidate the entity. In other cases, it may sponsor or have exposure to such an entity but not consolidate it.

The Group exercises judgement at inception and periodically thereafter, to assess whether that structured entity should be consolidated based on the Bank's power over the relevant activities of the entity and the significance of its exposure to variable returns of the structured entity. Such assessments are predominately required for the Group's securitisation program, structured transactions and involvement with investment funds.

Special Purpose Entities

The Group enters into transactions in the normal course of business that transfers financial assets to counterparties or Special Purpose Vehicles (SPVs). Transferred financial assets that do not qualify for derecognition are typically associated with repurchase agreements and our covered bonds and securitisation programs.

Securitisation Programmes

The Group pools and equitably assigns residential mortgages as securities to investors through a series of wholly controlled securitisation vehicles. Where the Group retains substantially all of the risks and rewards associated with the mortgages, it continues to recognise the mortgages on the Balance Sheet. The Group is entitled to any residual income of the securitisation programs after all payments due to investors have been met, where the Group is the income unitholder. The investors have recourse only to the pool of mortgages in the SPV they have invested in.

Covered Bond Programmes

To complement existing wholesale funding sources, the Group has established two global covered bond programmes for the Bank and ASB. Certain residential mortgages have been assigned to SPV's associated with covered bond programs to provide security on the payments to investors. The Group is entitled to any residual income after all payments due to covered bond investors have been met. As the Group retains substantially all of the risks and rewards associated with the mortgages, it continues to recognise the mortgages on the Balance Sheet. The covered investors have dual recourse to the Bank and the covered pool assets.

For further information on the Group's exposures to unconsolidated structured entities, refer to Note 4.5 and Note 11.1 of the 2024 Financial Report.

	Full Year Ended		
	30 Jun 24	30 Jun 23	30 Jun 22
Group Arrangements with Issuers	$M	$M	$M
Liquid facilities available to Issuers [1]	6,638	6,783	4,768

1 Relates to undrawn facilities to unconsolidated Residential Mortgage-backed Securities, Asset-backed Securities and other financing entities.

Off Balance Sheet Arrangements (continued)

Credit Risk Related Instruments

Details of contingent liabilities and off Balance Sheet instruments are presented below and on page 104, in relation to legal proceedings and investigations. The face value represents the maximum amount that could be lost if the counterparty fails to meet its financial obligations. The credit equivalent amounts are a measure of potential loss to the Group in the event of non-performance by the counterparty. The credit commitments shown in the table below also constitute contingent assets.

These commitments would be classified as loans and other assets in the Balance Sheet should they be drawn upon by the customer.

Details of contingent liabilities and Off-Balance Sheet instruments are set out in Note 12.1 of the 2024 Financial Report - Contingent liabilities, contingent assets and commitments arising from the banking business.

	Face value			Credit equivalent		
	30 Jun 24	30 Jun 23	30 Jun 22	30 Jun 24	30 Jun 23	30 Jun 22
Credit risk related instruments	$M	$M	$M	$M	$M	$M
Financial guarantees	**3,814**	3,823	5,750	**3,538**	3,553	4,124
Performance related contingencies	**13,650**	12,722	5,932	**7,518**	7,011	2,966
Commitments to provide credit and other commitments	**185,776**	185,302	188,848	**146,007**	146,405	174,903
Total credit risk related instruments	**203,240**	201,847	200,530	**157,063**	156,969	181,993

Financial guarantees are unconditional undertakings given to support the obligations of a customer to third parties. They include documentary letters of credit which are undertakings by the Group to pay or accept drafts drawn by a supplier of goods against presentation of documents in the event of payment default by a customer.

Performance-related contingencies are undertakings that oblige the Group to pay third parties should a customer fail to fulfil a contractual non-monetary obligation.

Commitments to provide credit include obligations on the part of the Group to provide credit facilities against which clients can borrow money under defined terms and conditions. As facilities may expire without being drawn upon, the notional amounts do not necessarily reflect future cash requirements.

Other commitments to provide credit include commitments with certain drawdowns, standby letters of credit and bill endorsements.

Refer to Note 12.1 to the 2024 Financial Report -Contingent Liabilities, Contingent Assets and Commitments arising from the banking business.

The carrying value for Off-Balance Sheet instruments is set out in the below table.

	Carrying Value		
	2024	2023	2022
	$M	$M	$M
Total provisions for off balance sheet instruments	**223**	159	117

Securitisation of assets

The Group conducts a Loan Securitisation program as described under "Special Purpose Entities" on page 102 of this Document.

The outstanding balance of securitised loans at 30 June 2024 was $7,547 million (2023: $7,889 million).

Liquidity facilities are disclosed in Note 9.4 of the 2024 Financial Report. These commitments are considered minor in the totality of the Group's business.

For further information on the Group's securitisation activities refer to Note 4.5 and Note 11.1 of the 2024 Financial Report.

Off Balance Sheet Arrangements (continued)

Monetary Liabilities

The Group also has various monetary contractual liabilities. Refer to Note 9.4 of the 2024 Financial Report for the maturity distribution of these monetary contractual liabilities.

Services Agreements

The maximum contingent liability for termination benefits in respect of service agreements with the Chief Executive Officer and other KMP at 30 June 2024 was $1,275,364 (30 June 2023: $1,873,998).

Transaction in Own Shares

The Group had the following employee share plans in place during the year ended 30 June 2024:

- Employee Share Acquisition Plan ("ESAP");
- International Employee Share Acquisition Plan ("IESAP");
- Employee Salary Sacrifice Share Plan ("ESSSP");
- Employee Equity Plan ("EEP"); and
- Non-Executive Directors Share Plan ("NEDSP").

For further information regarding compensation arrangements and agreements with Group Key Management Personnel, see the Remuneration Report in the 2024 Financial Report.

Description of business environment

Our purpose

We are guided by our purpose – building a brighter future for all. Our purpose reflects our ambition, and it inspires and connects us to the Bank's reason for being, conveying our hope and optimism for the future.

Our strategic priorities

Inspired by our purpose, we are focused on building tomorrow's bank today for our customers, through our strategic priorities:

- Helping build Australia's future economy
- Reimagining banking
- Simpler, better foundations

Our purpose	**Building a brighter future for all**			
Our priorities	**Leadership in Australia's recovery and transition**	**Reimagined products and services**	**Global best digital experiences and technology**	**Simpler, better foundations**
	Extend retail and business banking leadership	Reimagine priority customer journeys	Deliver the best integrated digital experiences	Fix customer breakpoints
	Help build Australia's future economy	Differentiate our customer proposition	Build world-class engineering capability	Deliver better customer outcomes through leading risk management
	Lead in the support we provide to customers and communities	Connect to external services and build new ventures	Modernise systems and digitise end-to-end	Reduce operating costs and manage capital with discipline
Our values	**Care** We care about our customers and each other – we serve with humility and transparency	**Courage** We have the courage to step in, speak up and lead by example	**Commitment** We are unwavering in our commitment – we do what's right and we work together to get things done	

Helping build Australia's future economy

With many Australians still struggling with the higher cost of living, we have an important role to support customers and the nation when most needed. Our money management tools make it easier for customers to manage their finances. With increased personalisation, over 3 million customers are engaging with these tools monthly. Benefits finder has connected CBA customers with over $1.2 billion in grants, rebates and concessions since inception. To support customers facing financial hardship, we offer more options including home loan flexible payment plans, interest only loans, repayment pauses and loan deferrals.

Safe and secure banking is critical for the security of our customers and the nation. We are committed to working with governments, regulators, banks and other industries to support a whole of ecosystem approach to combat fraud and scams. This year we invested over $800 million to protect customers against fraud, scams, financial and cyber crime. CBA's continued focus on balance sheet strength and our conservative approach to managing capital and funding provides capacity to support our customers and the nation, while still delivering sustainable returns to shareholders.

Our focus remains on building deep customer relationships and engagement to deliver superior customer experiences. This has helped us become Australia's leading bank for both households and businesses, with 35.5% of Australians and 25.5% of businesses naming CBA as their main financial institution. We continue to provide our customers with the largest branch and ATM network in Australia and have committed to keep all CBA-branded regional branches open until at least the end of 2026.

We are committed to helping Australia transition to a more prosperous, sustainable and resilient future. We can play a positive role by bringing capital into the economy and lending to companies in sectors such as agriculture, manufacturing, transport, healthcare, retail and wholesale trade. We are focused on supporting the growth of small businesses as major contributors to our economy. Our Stream Working Capital solution fulfils the growing demand for flexible collateral by helping businesses access funds tied up in unpaid invoices to manage fluctuations in their cash flow. We are continuing to support small business customers experiencing financial difficulty with flexible repayment plans and other programs, through our business financial assistance teams. Over 70% of small business loans now have access to faster lending outcomes through product and customer eligibility improvements on BizExpress, our simple origination platform.

We provide a range of products and services to help customers invest in proven technologies to lower emissions or reduce environmental impacts. The majority of our lending is to residential housing and small businesses. We are well positioned to support retail and business customers with a range of products and accessible solutions to help them take advantage of energy efficient opportunities. This is not only important for Australia's energy transition, but can also assist in easing cost of living pressures for our customers. As at 30 June 2024, we have provided $54.2 billion in cumulative funding towards our 2030 Sustainability Funding Target of $70 billion.

Reimagining banking

Reimagined products and services

A core strength of CBA comes from our long-standing focus to build strong customer relationships. Our ambition is to help our customers achieve their goals, such as growing savings, buying a house or starting a business. We continue to reimagine banking to deliver more personalised experiences. More of our customers continue to choose to bank with us digitally. We now have 8.5 million CommBank app users, triple the number we had 10 years ago. This year, $997 billion in digital transactions were made through the CommBank app. Our long-term investment in technology enables our digital leadership. We continue to invest in technology to set foundations for the next decade. This allows us to innovate, provide relevant and differentiated customer propositions and deepen customer relationships.

We aim to give our retail and business customers more value from banking with us. With continued personalisation and investment to differentiate our offering, we seek to exceed our customers' expectations. CommBank Yello, our loyalty program, rewards eligible customers with personalised benefits and offerings. To help give our customers the most benefit from CommBank Yello, we use artificial intelligence (AI) to match customers with the most relevant partner offers. The CommBank Yello program continues to evolve to provide relevant benefits to our customers. This includes expanding the offers and cashbacks available in key categories to meet consumer preferences. Since launch in November 2023, over 5 million customers have engaged with CommBank Yello – making it one of Australia's largest loyalty programs, unlocking value for both retail and merchant customers. CommBank Yello will soon be available to business customers.

We use customer insights to personalise our money management tools. Bill Sense uses AI models to predict upcoming bills and engages over 1.4 million customers each month. Money Plan, with 330,000 monthly users, brings all our money management tools together to help customers understand and manage their spending and saving. Cash Flow View can be used by small and medium businesses to track categorised income and expenses. Our customers are using Goal Tracker to achieve financial goals, making milestones like buying a home or car, or travelling more attainable. Since Goal Tracker was introduced in 2018, 3.3 million goals have been set.

Global best digital experiences and technology

For over a decade we have been pursuing a better personalised digital experience for our customers. By building an enterprise data platform and utilising machine learning and AI, we can harness more data and information to better understand and serve our customers. Generative AI is helping improve customer engagement outcomes, by reimagining how we use data and analytics. We continue to enhance CEE, our AI-driven customer engagement engine. CEE runs over 2,000 real-time machine learning models and processes over 157 billion data points, including from our CommBank app. This platform helps us serve our customers with next best conversations across all channels of banking. With next best conversations we can be more deliberate in connecting with customers to proactively offer support, such as to home loan customers showing early signs of financial difficulty. AI can be used to add value to our customers and people in many ways – customers can use the CommBank app to access personalised offers, and customer-facing teams can use generative AI tools to help answer customer queries.

We continuously focus on our core technology platforms to deliver better customer outcomes. This includes simplifying and modernising our technology estate, leveraging the cloud for faster responsiveness, and investing in microservices to improve connectivity between software systems. Investing in a modern technology estate and engineering practices allows us to increase the velocity of releasing features and updates to our customers, while minimising impact and downtime. We continue to invest in the security and resilience of our technology and strive to provide services that are reliable, safe, and available whenever and wherever our customers need them.

We continue to grow our world-class engineering capability to build and modernise our technology. We are focused on creating exceptional experiences for our engineers, by investing in development and tools, and placing them in the right places in the organisation. We hired over 1,100 engineers this year and now have 5,185 engineers who bring valuable technology skills to CBA.

Simpler, better foundations

Strong and safe banks benefit our customers and the economy. We manage our balance sheet and capital conservatively, with the aim of being well positioned for a wide range of economic scenarios. This allows us to provide support and stability to customers during difficult times, while maintaining investment in our business and sustainable dividend payments for our shareholders. The Bank takes a long-term disciplined approach to balance sheet and capital management. We carefully consider future impacts to funding, credit and liquidity needs. It is important that we lend responsibly, as well as maintain adequate provisions to protect shareholders from expected losses. Our balance sheet settings remain peer-leading, with a 77% deposit funding ratio and a conservative mix of short-term to long-term wholesale funding.

We continue to build resilience in our systems, to deliver the consistent and reliable banking service our customers expect. Delivering uninterrupted access to retail online banking is a priority, for customers to make transfers, initiate payments and view accurate account information when needed. Our service availability for access to online banking platforms averaged 99.83% [1] for FY24, as per our RBA disclosures. We recognise the significant impact of any service disruption on our customers. In the event of outages, we prioritise quick remediation and perform technical post-mortems to identify root causes. This information helps us continuously improve to meet customer needs.

We continue to focus on our core banking businesses in Australia and New Zealand. We completed the sale of our 99% shareholding in PT Bank Commonwealth in Indonesia in May 2024.

With more customers preferring digital and simpler banking, we are transitioning Bankwest to a digital bank. For customers in Western Australia who prefer to bank in person, we will still provide services by converting 15 Bankwest branches to CBA-branded branches, which will add to our existing 51 branches in the state.

Effective risk management requires our people to understand different perspectives, use appropriate judgment to mitigate risk, and deliver better outcomes for customers and shareholders. We continue to maintain the sound risk culture embedded through the Remedial Action Plan in response to the Australian Prudential Regulation Authority (APRA) Prudential Inquiry. Learnings from our past are shared with our people, creating a corporate memory to avoid similar mistakes in the future. To improve our risk capability and control operations, we are using technology to deliver more consistent and secure experiences, and ultimately better outcomes for our customers. Through our controls assurance automation program, we have automated the testing of over 4,600 controls throughout our operations. This provides improved risk data quality and better understanding of our controls performance.

Cyber criminals may target the Bank to disrupt operations and access valuable data, including customers' personal information. The Bank invests in cyber protection for our systems and prevention capabilities in response to growing threats to our systems and to help better protect our customer information. We have also increased protection through measures such as authentication on more of our systems. The Bank also remains vigilant with respect to monitoring systems, services and activities to help with timely detection and response to any potential issues, including those that may originate from third parties.

1 In addition, our service availability for 'make/receive account transfers – fast payments' and 'make/receive account transfers – next business day' measures were 100% in FY24 under the RBA methodology

Description of Business Environment (continued)

Our culture

Our values – Care, Courage and Commitment – are our cultural foundation. We want our culture to instil the right behaviours and actions, allow reflection and encourage constructive challenge.

This year, we prioritised strengthening mindsets, behaviours, processes and practices that put our customers at the centre of everything we do. To create a strong culture, we recognise that change needs to occur simultaneously at three levels: organisational (ways of working, systems and structures), team (practices and social norms), and individual (mindsets and behaviours).

Our Organisational Culture Plan harnesses programs of work to drive culture change, including risk culture, at all three levels. These include making it easier for our people to deliver the highest impact work for our customers, by supporting all teams to understand the impact of their work on our customers' experience.

Our Leadership Principles are a key element of our culture plan, describing both what to prioritise and what is required to lead successfully at CBA:

- Obsess over customers;
- Lead as an owner;
- Be curious and humble; and
- Create exceptional teams.

History and Ownership

Commonwealth Bank of Australia was incorporated as a public company on 17 April 1991 in the Australian Capital Territory after being established in 1911 by a Commonwealth Act of Parliament. Commonwealth Bank is governed by, and operates in accordance with, its Constitution, the Corporations Act and the Listing Rules of the Australian Securities Exchange (which constitute the corporate governance regime of Australia), and certain provisions of the Commonwealth Banks Act 1959 of the Commonwealth of Australia.

The Commonwealth Bank was fully privatised in three stages from July 1991 to July 1996.

On 13 June 2000, Commonwealth Bank and Colonial Limited completed their merger.

On 22 August 2000, Commonwealth Bank purchased the 25 percent non-controlling interest in ASB Holdings Limited in New Zealand giving Commonwealth Bank a 100 percent interest in ASB Bank Limited and its subsidiaries.

Other information (continued)

Description of Business Environment (continued)

Australia

Australia has an open, market-based economy. The financial sector plays a vital role in supporting the Australian economy to facilitate sustainable growth in the economy by meeting the financial needs of its users.

Financial Services

Australia has a sophisticated financial services sector with financial services providers offering a wide range of products and services across retail, business and institutional banking, funds management, insurance, risk management and equities trading. The Australian financial system consists of the arrangements covering the borrowing and lending of funds and the transfer of ownership of financial claims in Australia, comprising:

- Authorised Deposit-taking Institutions ("ADIs") or financial institutions, comprising banks, credit unions and building societies;
- Financial markets – debt, equity and derivative markets; and
- Payment systems – cash, cheques, electronic payments, funds transfers settlements and other high-value payment systems.

New Zealand

The Group's banking activities in New Zealand are conducted by ASB Bank and also by the New Zealand branch of CBA.

Competition

Competitive Landscape

The Australian domestic competitive landscape includes four large domestic banks, mid-tier banks, non-bank financial institutions, foreign banks, investment banks, fund managers, insurance companies, brokers and third party distributors.

The four largest domestic banks in the sector are the Australian banks ANZ, CBA, NAB and Westpac. The major Australian banks are known as the "big four" and are referred to as the pillars of Australia's financial system. The Government's Four Pillars Policy prohibits mergers between the big four. The major Australian banks each offer a full range of financial products and services through branch networks, digital channels and third party intermediaries across Australia. Other participants in the financial services industry offer focused products and services or service specific customer segments.

Technology is providing opportunities for both new entrants and existing participants. However the major Australian banks invest extensively in customer-focused innovation that brings together technology and services that aim to exceed customer expectations. This also increases efficiency in the Australian banking system.

Financial Strength

Our expertise in financial and risk management ensures we continue to support individuals, businesses, our shareholders, and the communities in which we operate.

We strive to build and defend a strong and dependable franchise, and closely manage the business for superior financial and operational outcomes. As at 30 June 2024, we are one of the largest companies (by market capitalisation) on the ASX.

We aim to provide our shareholders with stable returns, which are achieved through a resilient balance sheet and rigorous management of capital, funding and liquidity levels. As one of Australia's largest employers and corporate taxpayers, and with Australians owning nearly 80% of the Bank, we are proud of the contribution we make to the Australian economy.

Description of Business Environment (continued)

Financial System Regulation in Australia

The main regulators of financial services in Australia are the RBA, APRA, ASIC, AUSTRAC, Australian Financial Complaints Authority ("AFCA"), the Office of the Australian Information Commissioner ("OAIC"), Australian Competition and Consumer Commission ("ACCC"), and Australian Communications and Media Authority ("ACMA").

Each agency has system-wide responsibilities for the different objectives of government oversight of the financial system. A description of these agencies and their general responsibilities and functions is set out below.

The RBA is Australia's central bank. It conducts monetary policy, works to maintain a strong financial system and issues the nation's currency. As well as being a policy-making body, the RBA provides selected banking and registry services to a range of Australian government agencies and to a number of overseas central banks and official institutions. The Bank is a statutory authority, established by an Act of Parliament, the Reserve Bank Act 1959, which gives it specific powers and obligations.

APRA has responsibility for the prudential supervision of banks, building societies and credit unions, private health, life and general insurance companies, friendly societies, reinsurance companies and superannuation funds (pension funds). Unless an institution is authorised under the Banking Act or exempted by APRA, it is prohibited from engaging in the general business of deposit-taking. Under the legislation that APRA administers, it is responsible for protecting the interests of depositors, policyholders and superannuation fund members.

ASIC is Australia's integrated corporate, markets, financial services and consumer credit regulator, and carries out most of its work under the Corporations Act. ASIC's role is to maintain, facilitate and improve the performance of the financial system and entities in it; promote confident and informed participation by investors and consumers in the financial system; administer the law effectively and with minimal procedural requirements; receive, process and store, efficiently and quickly, information received; make information about companies and other bodies available to the public as soon as practicable; and take whatever action they can, and which is necessary, to enforce and give effect to the law.

AUSTRAC has a dual function as Australia's financial intelligence unit and anti-money laundering and counter-terrorism financing regulator. As the AML/CTF regulator, AUSTRAC regulates businesses that provide financial, gambling, bullion, remittance and digital currency exchange services and ensuring these businesses comply with their obligations to have systems and controls in place to manage their risks and protect them and the community from criminal abuse. AUSTRAC also collects and analyses financial reports and information to generate financial intelligence that contributes to law enforcement and national security investigations.

AFCA acts as an external dispute resolution scheme for consumers who are unable to resolve complaints with member financial services organisations. AFCA has a broad membership including Australian banks, insurers, credit providers, financial advisers and planners, debt collection agencies, superannuation members and other businesses that provide financial products and services. Determinations made by AFCA are binding on institutions.

The OAIC is Australia's privacy regulator for both government and private sector organisations and is responsible for privacy functions under the federal Privacy Act 1988 as well as oversight of Australia's 'notifiable data breach' regime. The Privacy Act 1988 regulates how an individual's personal information is collected, used, disclosed and secured. The OAIC and ACCC co-regulate the Consumer Data Right (CDR) and enforce the CDR privacy safeguards and privacy-related CDR rules.

The ACCC is the Australian competition regulator, and promotes competition and fair trading to benefit consumers, business and the community through the administration of the Competition and Consumer Act 2010.

ACMA is a statutory authority responsible for the regulation of broadcasting, radiocommunications, telecommunications and some online content in Australia. It also has regulatory jurisdiction for legislation such as the Spam Act 2003, Do Not Call Register Act 2006 and the Interaction Gambling Act 2001.

Description of Business Environment (continued)

Financial System Regulation in the United States

We have elected to be treated as a Financial Holding Company (a "FHC") by the Board of Governors of the Federal Reserve System in the United States ("FRB"). The FRB is the "umbrella" supervisor with jurisdiction over FHCs, including us. A FHC is allowed to engage, or acquire companies engaged, in the United States in activities that are determined by the FRB and the Secretary of the Treasury to be financial in nature or incidental thereto, and, with FRB approval, activities that are determined by the FRB to be complementary to financial activities.

Under the Bank Holding Company Act of 1956 (the "BHC Act"), the activities of a FHC are subject to restrictions if it is determined that the FHC (in our case, at the Group level) ceases to be "well managed" or "well capitalized" as defined in FRB regulations, or is the subject of an enforcement action requiring it to maintain a specific level of capital.

We are subject to U.S. federal laws and regulations, including the International Banking Act of 1978 (the "IBA"). Under the IBA, all branches and agencies of foreign banks in the United States, including our New York branch (the "New York Branch"), are subject to reporting and examination requirements similar to those imposed on domestic banks that are owned or controlled by U.S. bank holding companies. As a federally licensed branch regulated primarily by the Office of the Comptroller of the Currency in the United States (the "OCC"), the New York Branch can engage in activities permissible for national banks, with the exception that the New York Branch may not accept insured retail deposits. As the New York Branch does not accept retail deposits (although it does accept uninsured institutional and corporate deposits), the New York Branch is not subject to the supervision of the Federal Deposit Insurance Corporation (the "FDIC").

Under the IBA, the FRB has the authority to impose reserve requirements on deposits maintained by U.S. branches and agencies of foreign banks, including the New York Branch. The New York Branch must maintain its accounts and records separate from those of the Group generally and must comply with such additional requirements as may be prescribed by the OCC. The IBA and the BHC Act also affect the Group's ability to engage in non-banking activities in the United States.

Under the IBA, a federal branch of a non-U.S. bank, such as the New York Branch, is subject to receivership by the OCC to the same extent as a national bank. The OCC may take possession of the business and property of a federal branch. The OCC has at its disposal a wide range of supervisory and enforcement tools for addressing violations of laws and regulations, and breaches of safety and soundness, which can be imposed upon federal branches. The OCC may remove federal branch management and assess civil money penalties. In certain circumstances, the OCC may also terminate a federal branch license at its own initiative or at the recommendation of the FRB.

The Group is subject to certain provisions of the Dodd-Frank Wall Street Reform and Consumer Protection Act of 2010, as amended ("Dodd-Frank"). Dodd-Frank regulates many aspects of the business of banking in the United States and internationally. Section 13 of the BHC Act and its implementing regulations, commonly referred to as the "Volcker Rule," among other things, generally prohibit banks and their affiliates from engaging in certain "proprietary trading" (but allows certain activities such as underwriting, market making-related and risk-mitigating hedging activities) and limits the sponsorship of, and investment in, certain private funds (including private equity funds and hedge funds), subject to certain important exceptions and exemptions.

Other Dodd-Frank regulations impose minimum margin requirements on uncleared swaps and security-based swaps, require the central execution and clearing of standardized over-the-counter derivatives on regulated trading platforms and through regulated clearing houses, set limits on the size of positions in certain types of derivatives, require the reporting of transaction data to regulated swap and security-based swap data repositories and provide for registration and heightened supervision and regulation of dealers and major market participants and certain other categories of entities transacting in the derivatives markets. We are a registered swap dealer under the U.S. Commodity Exchange Act and Commodity Futures Trading Commission (the "CFTC") regulations and are subject to comprehensive regulation as such. Although we are not a registered security-based swap dealer with the U.S. Securities and Exchange Commission (the "SEC"), we may register at such time as we are required or consider appropriate. In addition, other affiliated entities within the Group could become subject to swap dealer or security-based swap dealer registration, depending on the level of their swap or security-based swap dealing activities with counterparties that are U.S. persons and certain other categories of counterparties. Even if not required to be registered with the CFTC or the SEC, such entities are potentially subject to certain of the CFTC's or the SEC's regulatory requirements in connection with transactions that they enter into with counterparties that are U.S. persons and certain other categories of counterparties.

The CFTC's rules regarding cross-border transactions permit, among other things, "substituted compliance" by swap dealers located in non-U.S. jurisdictions with regulatory regimes determined by the CFTC to be comparable to its own. The CFTC has made such a determination with respect to certain aspects of Australian law and regulation. Pursuant to that determination, we are able to rely on substituted compliance with certain Australian rules in lieu of compliance with corresponding CFTC rules.

As part of the Dodd-Frank regulatory regime, the FRB, Farm Credit Administration, FDIC, Federal Housing Finance Agency and the OCC (collectively, referred to as the "U.S. prudential regulators"), in addition to the CFTC and SEC, have adopted rules imposing initial and variation margin requirements on transactions in in-scope uncleared swaps and security-based swaps entered into by registered swap dealers subject to prudential regulation with in-scope counterparties.

Description of Business Environment (continued)

Financial System Regulation in the United States (continued)

As we are a CFTC-registered swap dealer supervised by the FRB and operate a New York Branch that is supervised by the OCC, we are subject to the margin rules of the U.S. prudential regulators (the "PR Margin Rules") and must comply with the requirements thereunder to collect and post initial and variation margin in respect of in-scope trading with in-scope counterparties. The PR Margin Rules exclude non-U.S. swap dealers, such as us, from initial and variation margin requirements with respect to certain categories of transactions and counterparties. In addition, similar to the CFTC's cross border rules, the PR Margin Rules allow non-U.S. swap dealers, such as us, to comply with the applicable laws of non-U.S. jurisdictions in lieu of compliance with their margin rules, but only if the U.S. prudential regulators make determinations of comparability with respect to the non-U.S. regimes. To date, no such comparability determinations have been made.

We are also subject to "enhanced prudential regulations" under Reg. YY, Subpart N, which was adopted pursuant to Dodd-Frank Section 165, and which requires quarterly and annual certification of compliance with the capital adequacy and risk oversight requirements thereof. Dodd-Frank also requires us to submit U.S. resolution plans to the FRB and FDIC. The FRB's and the FDIC's rules apply tailored requirements on resolution planning and prudential standards to foreign banking organizations, depending on the size of their U.S. operations and their risk profile. We are a triennial reduced filer under the rules. We submitted our most recent reduced resolution plan to the FRB and the FDIC on July 1, 2022. If we remain a triennial reduced filer, we will be required to submit our next reduced resolution plan on or before July 1, 2025.

We conduct the majority of our debt capital markets activities in the United States through Commonwealth Australia Securities, LLC ("CASL"). CASL is a broker-dealer licensed by the SEC and supervised by the SEC and the Financial Industry Regulatory Authority ("FINRA"). CASL is also licensed or otherwise exempt in the states and territories where it does business. The SEC and FINRA have extensive compliance requirements that apply to CASL, including record-keeping, transaction and communications monitoring, supervision of CASL staff, internal policies and procedures, and many others that govern the day-to-day business of CASL. CASL is subject to periodic reviews of its operations by the SEC and FINRA.

The U.S. Foreign Account Tax Compliance Act ("FATCA") requires financial institutions to undertake specific customer due diligence and provide information on account holders (including substantial owners for certain entities) who are U.S. citizens or tax residents to the United States Federal tax authority, the Internal Revenue Service, either directly or via local tax authorities. If the required customer data collection due diligence and provision of account holder information is not undertaken and provided in a manner and form meeting the applicable requirements, the Group and/or persons owning assets in accounts with Group members may be subjected to a 30% withholding tax on certain amounts. While such withholding may currently apply only to certain payments derived from sources within the United States, no such withholding will be imposed on any payments derived from sources outside the United States that are made prior to the date that is two years after the date on which final U.S. regulations defining the term "foreign passthru payment" are enacted. There is currently no proposed or final definition of "foreign passthru payment" (though legislative requirements and timeframes may be subject to change) and it is therefore impossible to know whether certain payments could possibly be treated as foreign passthru payments.

The discussion above reflects proposed U.S. regulations that eliminate withholding on certain gross proceeds payments and delay the effective date for withholding on payments from sources outside the United States. The U.S. Treasury Department has indicated that taxpayers may rely on the proposed regulations. The discussion assumes that the regulations will be finalized in their current form and will be effective retroactively.

In addition to FATCA, the U.S. may require the Group in certain circumstances to provide certain information to U.S. payers (withholding agents, custodians, etc.), and the Group and/or its customers may face withholding if the Group does not provide such information in compliance with the applicable rules and regulations. Moreover, even if the Group does provide the required information, withholding may still be applicable to certain U.S. source payments.

In the event that any country in which we operate does not have or enforce an Intergovernmental Agreement with the United States, and that country has local law impediments preventing compliance with FATCA, the Group may also be subject to broader compliance issues, significant withholding exposure and other operational impacts.

A major focus of U.S. governmental policies affecting financial institutions has been combatting money laundering, terrorist financing and violations of U.S. sanctions. The Bank Secrecy Act, (the BSA) is intended to safeguard the U.S. financial system and the financial institutions that make up that system. The Uniting and Strengthening America by Providing Appropriate Tools Required to Intercept and Obstruct Terrorism Act of 2001 (the "Patriot Act") substantially amended and broadened the BSA and the scope of U.S. anti-money laundering laws by imposing significant compliance and due diligence obligations, identifying crimes and stipulating penalties and expanding the extra-territorial jurisdiction of the U.S. The U.S. Treasury Department has issued a number of regulations implementing various requirements of the Patriot Act, and other U.S. laws with respect to customer due diligence and sanctions, that apply to U.S. financial institutions, including certain U.S. non-bank subsidiaries and U.S. branches of foreign banks, such as our U.S. broker-dealer subsidiary and our New York Branch.

Those regulations require financial institutions operating in the United States to maintain appropriate policies, procedures and controls to detect, prevent, and report money laundering and terrorist financing and to verify the identity of their customers. They also require financial institutions in the United States to operate in compliance with U.S. sanctions regimes. In addition, the U.S. bank regulatory agencies have imposed heightened standards and U.S. law enforcement authorities have been taking a more active role, resulting in intensified enforcement of such matters. Recent resolutions of enforcement actions involving other global financial institutions have involved the payment of substantial penalties, agreements with respect to future operation of their businesses and actions with respect to relevant personnel.

Description of Business Environment (continued)

Financial System Regulation in the United States (continued)

Failure of a financial institution to maintain and implement adequate policies and procedures to combat money laundering and terrorist financing, and to comply with U.S. sanctions regimes, could have serious legal and reputational consequences for the financial institution, as well as result in the imposition of civil, monetary and criminal penalties.

In January 2021, the Anti-Money Laundering Act of 2020 (“AMLA”) was enacted in the United States. The AMLA is intended to comprehensively reform and modernize U.S. anti-money laundering laws. Among other things, the AMLA codifies a risk-based approach to anti-money laundering compliance for financial institutions; requires the development of standards by the U.S. Department of the Treasury for evaluating technology and internal processes for anti-money laundering compliance; and expands enforcement- and investigation-related authority, including a significant expansion in the available sanctions for certain violations. Many of the statutory provisions in the AMLA will require additional rulemakings, reports and other measures, and the effects of the AMLA will depend on, among other things, rulemaking and implementation guidance. The Financial Crimes Enforcement Network, a bureau of the U.S. Department of the Treasury, has issued the priorities for anti-money laundering and countering the financing of terrorism policy, as required under the AMLA. The priorities include corruption, cybercrime, terrorist financing, fraud, transnational crime, drug trafficking, human trafficking, and proliferation financing.

Description of Business Environment (continued)

Supervisory Arrangements

The Bank is an ADI under the Banking Act 1959 and is subject to prudential regulation by APRA.

In carrying out its prudential responsibilities, APRA closely monitors the operations of ADIs to ensure that they operate within the prudential framework and that sound risk management practices are followed.

APRA's broader supervision program includes a combination of on-site thematic reviews, regular engagement with the Board and senior management of individual institutions, prudential consultations and reviews of regular statistical returns reported by individual institutions.

In addition, APRA has established arrangements under which each ADI's external auditor reports to APRA regarding observance of Prudential Standards and other supervisory requirements.

The prudential framework applied by APRA is embodied in a series of Prudential Standards and other requirements including:

(i) Capital, Funding and Liquidity

The Group is predominantly accredited to use the Advanced Internal Ratings Based ("AIRB") approach for credit risk and the APS 115 Capital Adequacy: Standardised Measurement Approach to Operational Risk for operational risk from 1 January 2023. The Group is also required to assess its traded market risk and IRRBB requirements under Pillar 1 of the Basel capital framework.

On 1 January 2023, APRA implemented revisions to the capital framework for ADIs to increase the risk sensitivity within the capital framework, to enhance the ability of ADIs to respond flexibly to future stress events, and to improve the comparability of the Australian framework with international standards.

Details of the Group's regulatory capital position and capital management activities are disclosed in Note 8.1 of the 2024 Financial Report and page 59 of this Document.

APRA's prudential guidance for liquidity risk management requires ADIs to maintain a liquidity risk management framework commensurate with the level and extent of liquidity risk to which the ADI is exposed from its activities. The liquidity risk management framework must include:

- Board approved liquidity risk tolerance levels;
- the liquidity policy and management strategy of the ADI;
- the ADI's operating standard for identifying, measuring, monitoring and controlling liquidity risk;
- the ADI's funding strategy; and
- Contingency Funding Plan.

The Group liquidity policy supports the Group's commitment to managing liquidity risk in accordance with our prudential obligations and risk management framework and ensures that at all times the level of liquidity exceeds regulatory requirements.

The Group maintains a portfolio of highly liquid assets to meet liquidity requirements under a range of market conditions. The liquid asset portfolio includes cash and liquid assets, including government and Australian semi-government securities, meeting APRA's high quality liquid asset definition, and other assets which are repo-eligible with the RBA.

The Group has been required to meet a LCR ("Liquidity Coverage Ratio") since 1 January 2015 and revised definitions of eligible High Quality Liquid Asset holding requirements within these changes.

Additionally, the Net Stable Funding Ratio ("NSFR") was introduced on 1 January 2018. This ratio is designed to encourage stable funding of core assets by applying prescribed factors to determine the stable funding requirement of assets and the stability of sources of funding.

More details on the Group's liquidity and funding risks are provided in Note 9.4 of the 2024 Financial Report.

(ii) Large Exposures

APRA requires banks to ensure that, other than in exceptional circumstances, exposures to a counterparty or a group of connected counterparties do not exceed 25% of the bank's Tier 1 Capital, except (i) exposures to foreign governments or central banks that receive a zero percent risk weight, which must not exceed 50% of the bank's Tier 1 Capital and (ii) domestic systemically important banks which are restricted to 20% of the bank's Tier 1 Capital. Prior approval must be obtained from APRA if a bank intends to exceed these thresholds. Limits do not apply to government or central bank exposures that are held as high-quality liquid assets. For information on the Group's large exposures refer to Note 9.2 of the 2024 Financial Report.

(iii) Ownership and Control

The Financial Sector (Shareholdings) Act 1998 applies a 20% stake limit for ADIs, authorised insurance companies and their respective holding companies. The Commonwealth Treasurer has the power to approve acquisitions of a stake of 20% or more in such Australian financial sector companies. Proposals for foreign acquisition of Australian banks may be subject to approval by the Treasurer under the Foreign Acquisitions and Takeovers Act 1975.

(iv) Banks' Association with Related Entities

There are formal guidelines, including maximum exposure limits, that control investments and dealings with subsidiaries and associates. Effective from 1 January 2022, an Australian ADI's exposures to individual related ADI or regulated entity are limited to 25% of Level 1 Tier 1 capital (previously 50% of Level 1 Total Capital), whilst exposures to individual unregulated entity are limited to 15% of Level 1 Tier 1 capital (previously 15% of Level 1 Total Capital). On an aggregate basis, exposures to all related ADIs and all other related entities are limited to 75% and 35% of Level 1 Tier 1 Capital, respectively (previously 150% and 35% of Level 1 Total Capital).

(v) Fit and Proper and Governance

ADIs are subject to APRA's "Fit and Proper" and "Governance" Prudential Standards. ADIs are required to maintain a board approved Fit and Proper policy relating to the fitness and propriety of their responsible persons, which include the Directors and designated members of senior management. ADIs also have to comply with APRA's "Governance" Prudential Standard, which sets out requirements for board size and composition, independence of directors, remuneration policy and other governance matters.

Description of Business Environment (continued)

Legal Proceedings and Investigations

Other than as disclosed elsewhere in this Document, the Group is not engaged in any litigation or claim which is likely to have a material adverse effect on the Group's business, reputation, results of operations or financial condition.

Provisions have been recognised by the Group where the criteria outlined in the accounting policy section of Note 7.1 of the 2024 Financial Report is satisfied. Contingent liabilities exist with respect to these matters where it is not possible to determine the extent of any obligation to remediate or the potential liability cannot be reliably estimated.

Shareholder class actions

In October 2017 and June 2018, two separate shareholder class action proceedings were filed against CBA in the Federal Court of Australia, alleging breaches of CBA's continuous disclosure obligations and misleading and deceptive conduct in relation to the subject matter of the civil penalty proceedings brought against CBA by the Australian Transaction Reports and Analysis Centre ("AUSTRAC"). The AUSTRAC proceedings concerned contraventions of the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (Cth) ("AML/CTF Act").

The resolution of the AUSTRAC civil penalty proceedings was approved by the Federal Court on 20 June 2018 with CBA paying a penalty of $700 million and legal costs. It was alleged in the class actions that CBA shareholders who acquired an interest in CBA shares between 16 June 2014 and 3 August 2017 suffered losses as a result of the alleged conduct. The two class actions were being case managed together, with a single harmonised statement of claim. On 10 May 2024, the Federal Court handed down judgment in CBA's favour and on 28 May 2024 orders were made dismissing both class actions. The Applicants filed an appeal from the judgment on 25 June 2024. CBA is defending the appeal. It is currently not possible to determine the ultimate impact of this claim, if any, on the Group.

Superannuation class actions

The Group is also defending two class actions in relation to superannuation products.

On 9 October 2018, a class action was filed against Colonial First State Investments Limited ("CFSIL") and CBA in the Federal Court of Australia. The claim initially related to investment in cash and deposit options (which are cash and deposit products provided by CBA) in the Colonial First State First Choice Superannuation Trust ("FirstChoice Fund") and Commonwealth Essential Super and later expanded to join Avanteos Investments Limited ("AIL") as a party in respect of claims regarding the FirstWrap Pooled Cash Account.

The main claims are that members who invested in these cash and deposit options received lower interest rates than they could have received had CFSIL/AIL offered similar products made available in the market by another bank with comparable risk and that CFSIL/AIL retained the margin that arises through the internal transfer pricing process in respect of deposits made with CBA, for their own benefit. It is claimed CFSIL/AIL breached their duties as a trustee of the funds, CFSIL breached its duties as a Responsible Entity of the underlying managed investment schemes and that CBA was involved in CFSIL/AIL's breaches. CBA, CFSIL and AIL deny the allegations and are defending the proceedings.

On 22 January 2020, a further class action was filed against CFSIL and The Colonial Mutual Life Assurance Society Limited ("CMLA") in the Federal Court of Australia. On 22 October 2021, AIA Australia Limited (AIAA), who from 1 April 2021 was liable for and assumed certain liabilities of CMLA under a life insurance scheme pursuant to Part 9 of the Life Insurance Act 1995 (Cth) ("Part 9 Scheme"), was joined as a third respondent to the class action. The class action alleges that CFSIL did not act in the best interests of members and breached its trustee duties when taking out group insurance policies obtained from CMLA. The key allegation is that CFSIL entered into and maintained insurance policies with CMLA on terms that were less favourable to members than would have reasonably been available in the market. It is alleged that CMLA was knowingly involved in CFSIL's contraventions as trustee and profited from those contraventions. CFSIL, CMLA and AIAA deny the allegations and are defending the proceedings. A mediation took place in December 2023 which did not result in an agreement being reached, and it is anticipated a further mediation will take place in December 2024. The class action has been provisionally listed for a three week trial commencing 4 August 2025.

On 18 October 2019, a class action was commenced against CFSIL in the Federal Court of Australia. The claim related to certain fees charged to members of the FirstChoice Fund. It alleged that CFSIL breached its duties as trustee and acted unconscionably because it failed, between 2013 and 2019, to take steps to avoid the payment of grandfathered commissions to financial advisers, which would have resulted in a reduction of the fees paid by members in respect of whom those commissions were paid. CFSIL denied the allegations and defended the proceedings. Following a mediation in June 2023, a settlement was reached with no admissions as to liability. On 5 August 2024, the Court approved the settlement.

On 1 December 2021, the Group completed the sale of a 55% interest in Colonial First State ("CFS") to KKR. CBA has assumed carriage of the superannuation class actions proceedings on CFSIL's and AIL's behalf subject to the terms of a conduct indemnity deed between CBA, CFSIL and AIL. The Group has provided for certain legal and other costs associated with its obligations under the indemnity deed.

Advice class actions

On 21 August 2020, a class action was filed in the Federal Court of Australia against Commonwealth Financial Planning Limited ("CFP"), FWL and CMLA. The claim relates to certain CommInsure ("CMLA") life insurance policies recommended by financial advisers appointed by CFP and FWL during the period from 21 August 2014 to 21 August 2020. On 16 November 2021, AIAA (who from 1 April 2021 was liable for and assumed certain liabilities of CMLA under the Part 9 Scheme) was joined as a fourth respondent to the class action. The key allegations include that CFP and FWL or their financial advisers breached their fiduciary duties to their clients, breached their duty to act in the best interest of their clients, and had prioritised their own interests (and the interests of CFP, FWL and CMLA) over the interest of their clients, in recommending certain CMLA life insurance policies in preference to substantially equivalent or better policies available at lower premiums from third party insurers. It is also alleged that CMLA knew the material facts giving rise to the breaches of fiduciary duty. CFP, FWL, CMLA and AIAA deny the allegations and are defending the proceedings. It is currently not possible to determine the ultimate impact of this claim, if any, on the Group.

On 24 August 2020, a class action was commenced against Count Financial in the Federal Court of Australia. The proceeding relates to commissions paid to Count Financial and its authorised representative financial advisers in respect of financial products (including insurance) and certain obligations of its financial advisers to provide ongoing advice in the period from 21 August 2014 to 21 August 2020. The claim also includes allegations (related to the receipt of commissions) that Count Financial engaged in misleading or deceptive conduct, and that Count Financial and its authorised representatives

Description of Business Environment (continued)

breached fiduciary duties owed to the applicant and group members. The claim seeks compensation and damages from Count Financial, including any profits resulting from the alleged contraventions. A pre-trial mediation did not resolve the class action and the matter proceeded to a 3 week initial trial in March 2024. Judgment is reserved.

Count Financial was a wholly owned subsidiary of CBA until 1 October 2019, when it was acquired by Count. CBA has assumed the conduct of the defence in this matter on Count Financial's behalf. Count Financial denies the allegations made against it and defended the proceedings. The Group has provided for certain legal and other costs associated with any indemnity obligations.

Consumer credit insurance ("CCI") class action

On 10 June 2020, a class action was commenced against CBA and CMLA in the Federal Court of Australia. The claim related to consumer credit insurance for credit cards and personal loans that was sold between 1 January 2010 and 7 March 2018. On 1 April 2022, AIAA (who from 1 April 2021 was liable for and assumed certain liabilities of CMLA under the Part 9 Scheme) was joined as a third respondent to the class action. The class action alleged that CBA and CMLA engaged in unconscionable and misleading or deceptive conduct, failed to act in the best interests of customers and provided them with inappropriate advice. In particular, it was alleged that some customers were excluded from claiming certain benefits under the policies and the insurance was therefore unsuitable or of no value. Allegations were also made in relation to the manner in which the insurance was sold. CBA, CMLA and AIAA denied the allegations.

On 18 October 2022, the parties attended a Court ordered mediation following which they entered into a settlement agreement to resolve the proceedings. The settlement was made without admission of liability. On 15 September 2023, the Court approved the settlement. The Court has ordered that the case be dismissed once the settlement distribution process has been completed.

ASB class action

Proceedings were served on CBA subsidiary ASB Bank Limited ("ASB") on 29 September 2021 by plaintiffs seeking to bring a representative (class action) proceeding against ASB in the High Court of New Zealand. These proceedings relate to ASB's compliance with parts of the *Credit Contracts and Consumer Finance Act 2003 (NZ)* ("CCCFA") which requires a variation disclosure to be issued when customers and ASB make agreed changes to loan agreements captured under the CCCFA.

On 23 and 24 April 2024, the New Zealand Court of Appeal heard ASB's appeal from an earlier High Court decision permitting the plaintiffs to pursue their claims as an opt-out representative proceeding on behalf of a class. On 19 July 2024, the Court of Appeal confirmed the earlier Court's decision to allow the plaintiffs to bring the action against ASB as an opt-out representative proceeding.

On 16 August 2024, ASB applied to the Supreme Court of New Zealand for permission to appeal against the one part of the Court of Appeal's decision where it made a common fund order in favour of the plaintiffs. The plaintiffs' proposed class definition covers customers who had a home or personal loan with ASB between 6 June 2015 and 18 June 2019 covered by the CCCFA and who were not provided with compliant variation disclosure. Given this definition and the fact that issues raised in the claim have not been determined by the Courts before, the size of the proposed class is unknown. However, the proposed class and the allegations made in the proceedings would potentially cover hundreds of thousands of loans.

In their claim, the plaintiffs argue that ASB is not entitled to retain any interest or fees paid by any class member for the period during which it is alleged that ASB did not provide, and has not provided, compliant variation disclosure under the CCCFA. ASB denies that the relief sought by the plaintiffs is available to them and is vigorously defending the proceedings.

It is not possible to determine the ultimate impact of this claim, if any, on the Group.

Regulatory enforcement proceedings

Fair Work Ombudsman ("FWO") proceedings

In October 2021, the FWO commenced civil penalty proceedings in the Federal Court of Australia against CBA and Commonwealth Securities Limited ("CommSec"), alleging contraventions of the *Fair Work Act 2009 (Cth)* ("Fair Work Act"), and of the Group's 2014 and 2016 enterprise agreements. The proceedings followed an investigation by the FWO of the Group's employee entitlement review ("EER"). CBA self-disclosed these matters in the EER to the FWO.

CBA and CommSec cooperated fully with the FWO and agreed a statement of agreed facts and admissions with the FWO. A hearing to determine penalty was held in September 2023. On 15 February 2024, the Federal Court handed down judgment and ordered CBA to pay a penalty of $7.31 million and CommSec to pay a penalty of $3.03 million. The penalties have been paid.

CBA's broad remediation review of employee entitlements for current and former employees is complete.

Long Service Leave ("LSL") proceedings

In August 2022, the Wage Inspectorate Victoria commenced criminal proceedings against each of CommSec and BWA Group Services Pty Ltd ("BWA") in the Magistrates' Court of Victoria. The proceedings relate to alleged underpayments of approximately $60,000 in LSL entitlements for 17 former employees of those entities (8 employees of CommSec and 9 employees of BWA). LSL underpayments are included in the Group's EER described above.

A Plea Hearing was held on 29 July 2024 in the Magistrates' Court of Victoria. The Court imposed a penalty of $18,000 for CommSec and $18,000 for BWA. No conviction was recorded for either entity. The Court also made an order for the Wage Inspectorate Victoria's costs to be paid by CommSec and BWA, fixed at $12,000, as agreed by the parties.

Description of Business Environment (continued)

Ongoing regulatory investigations and reviews

The Group undertakes ongoing compliance activities, including breach reporting, reviews of products, advice, conduct and services provided to customers, as well as interest, fees and premiums charged. Some of these activities have resulted in remediation programs and where required the Group consults with the relevant regulator and other bodies on the proposed remediation action.

Provisions have been recognised by the Group where the criteria outlined in the accounting policy section of note 7.1 of the 2024 Financial Report are satisfied. Contingent liabilities exist with respect to these matters where it is not possible to determine the extent of any obligation to remediate or the potential liability cannot be reliably estimated.

There are also ongoing matters where regulators or other bodies are investigating whether CBA, ASB or another Group entity has breached laws, regulatory or other obligations. Where a breach has occurred, or obligations have not been met, regulators or other bodies may impose, or apply to a Court for, fines and/or other sanctions or may require remediation. These matters include investigations of a number of issues which were notified to, or identified by, regulators or other bodies.

In addition to possible regulatory actions and reviews, there may also be financial exposure to claims by customers, third parties and shareholders and this could include further class actions, customer remediation or claims for compensation or other remedies. The outcomes and total costs associated with such regulatory actions and reviews, and possible claims remain uncertain.

Other regulatory matters

The following matters were significant regulatory investigations and reviews, which have been completed, but have resulted in ongoing action required by the Group.

Financial crime compliance

As noted above, in 2018 the Group resolved the AUSTRAC proceedings relating to contraventions of anti-money laundering/counter-terrorism financing ("AML/CTF") laws. CBA continues to address the underlying causes of the AML/CTF Act failings that resulted in AUSTRAC commencing its proceedings.

Recognising the crucial role that the Group plays in fighting financial crime, it continues to invest significantly in its financial crime disruption capabilities, including in its central AML/CTF Compliance team, its business unit-led risk teams, regulatory and control operations team and through the Program of Action (now called Financial Crime Domain), with coverage across financial crime (including AML/CTF, sanctions, anti-bribery and corruption and anti-tax evasion facilitation).

We also continue to invest in people, systems, processes and controls to respond to rapidly evolving regulatory environments, developments in financial crime and other changes in the landscape in which we operate, such as the increasingly sophisticated use of technology by criminals targeting the financial system, and the increase of scams, fraud, ransomware and cyber-attacks.

The Group continues to review and remediate a number of known AML/CTF compliance issues. As this work progresses, further compliance issues may be identified and reported to AUSTRAC or other regulators, and additional enhancements of systems and processes may be required.

The Group provides updates to AUSTRAC and other regulators on its Anti-Money Laundering and Counter-Terrorism Financing Program and other financial crime compliance capabilities, related enhancements and remediation activities.

However, there is no assurance that AUSTRAC or other regulators will agree that the Group's enhancements to its financial crime compliance capabilities, including through the multi-year Program of Action and Financial Crime Domain, are adequate or will effectively enhance the Group's financial crime compliance programs across its business units and the jurisdictions in which it operates. There is also a risk of undetected failure of internal controls, or the ineffective remediation of compliance issues which could lead to breaches of AML/CTF, sanctions, anti-bribery and corruption and anti-tax evasion facilitation obligations, resulting in potentially significant monetary and regulatory penalties.

Although the Group is not currently aware of any enforcement proceeding being commenced by any domestic or foreign regulators in respect of its financial crime compliance, the Group regularly engages with such regulators, including in respect of compliance issues, and there can be no assurance that the Group will not be subject to such enforcement proceedings in the future.

Enforceable undertaking to the Office of Australian Information Commissioner ("OAIC")

In June 2019, the Australian Information and Privacy Commissioner accepted an EU offered by CBA, which required further enhancements to the management and retention of customer personal information within CBA and certain subsidiaries. CBA completed the formal obligations under the EU during the year ended 30 June 2024.

CommSec Compliance Program

As part of the proceedings ASIC commenced against CommSec in October 2022, the Federal Court ordered CommSec to undertake a compliance program. As required by the program, CommSec has appointed an independent expert to review the adequacy and effectiveness of its remediation of the issues in the proceedings and their root causes, as well as the adequacy of its systems and controls. The independent expert has prepared an initial report and CommSec has agreed a remedial action plan with ASIC, to address the recommendations made in the report. The independent expert will conduct a final review once all the actions from the remedial action plan have been implemented.

Description of Business Environment (continued)

Enforceable undertaking to the Australian Communications and Media Authority ("ACMA")

In connection with breaches of certain provisions of the Spam Act 2003 (Cth) ("Spam Act"), CBA has paid the ACMA a fine of $3.55 million and on 2 June 2023 entered into an EU with the ACMA. As required by the EU, CBA has appointed an independent consultant to review its current procedures, policies, training and systems relating to CBA's compliance with the Spam Act. CBA has provided the ACMA with its plan to implement the independent consultant's recommendations, and has committed to providing ongoing compliance reports to the ACMA and training relevant personnel under the EU. The independent consultant has provided its initial report under the EU, and will conduct further reviews, as set out in the EU, or as otherwise required. CBA continues to review its compliance with the Spam Act and it considers that further rectification steps will be required.

Other matters

Exposures to divested businesses

The Group has potential exposures to divested businesses, including through the provision of services, warranties and indemnities. These exposures may have an adverse impact on the Group's financial performance and position. The Group has recognised provisions where payments in relation to the exposures are probable and reliably measurable.

Critical Accounting Policies and Estimates

Where applicable, each note in the 2024 Financial Report discloses the accounting policy for the transactions and balances, which provides information to assist in the understanding of how the numbers are measured, recognised and disclosed. The application of the Group's accounting policies requires the use of judgement, estimates and assumptions. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant, and are reviewed on an ongoing basis. Actual results may differ from these estimates, which could impact the Group's net assets and profit.

Any critical accounting judgements and estimates applied by the Group in determining the numbers are also disclosed in each note in the 2024 Financial Report where applicable.

Remuneration of Auditors

Disclosure of the Remuneration of Auditors is set out in Note 12.3 to the 2024 Financial Report.

Addressing Climate Change

Decarbonising

Australia's electricity grid remains the priority step needed for Australia to achieve net zero emissions by 2050 and is also a key factor in achieving the Bank's emissions targets.

To achieve Australia's 2030 emissions reduction targets, the Australian Government has set an ambitious renewable energy target of 82% by 2030. The past 12 months have highlighted challenges Australia is facing in replacing aging coal-fired power stations with renewables. Large scale renewable energy and transmission projects are taking longer to become operational. Despite coal-fired power generation becoming less commercially attractive, some planned coal-fired retirements are being delayed to maintain reliable power to Australia's electricity grid.

With high electricity costs, maintaining ongoing community support for the transition is essential. Without community support, Australia's energy transition could be further delayed, if project benefits are not well understood and shared by the communities and small businesses impacted by them. Equally, projects need to be transparently and fully costed.

We are supportive of careful planning that integrates renewable energy generation into Australia's electricity grid while maintaining grid reliability and affordability. We believe the Australian Energy Market Operator (AEMO) is well placed to develop a plan that effectively balances energy reliability and affordability with the nation's emissions reduction priorities. Currently, AEMO's position is, "Renewable energy connected by transmission, firmed with storage and backed up by gas is the lowest cost way to supply electricity to homes and businesses throughout Australia's transition to a net zero economy." However we note AEMO's Integrated System Plan (ISP) continues to evolve.

Australia's energy transition also presents both opportunities and challenges for regional and rural communities. Australia needs supportive long-term government policy, meaningful community participation and effective community engagement to identify appropriate transmission, solar, battery and wind projects, built in suitable locations. We need a coordinated and agreed plan that balances an affordable energy transition with achieving our national emissions reduction targets.

Households are playing an important role in Australia's energy transition

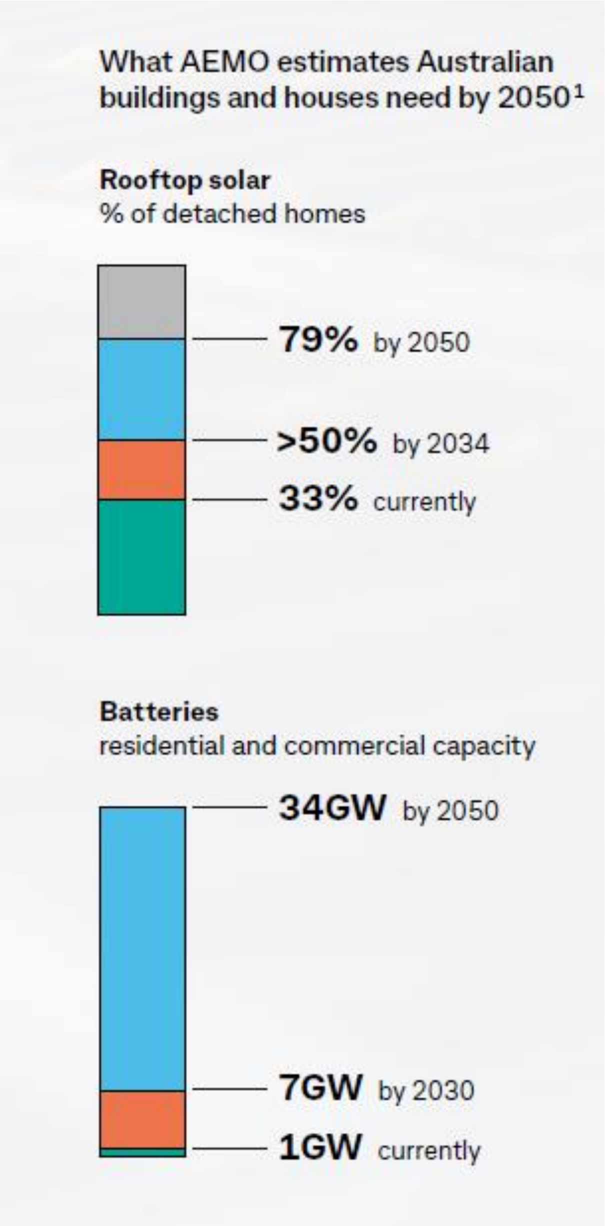
Australia's transition to net zero by 2050 is underway with Australian consumers playing an important role. Australian consumers are investing in their own energy transitions by installing rooftop solar and batteries, undertaking electrification of appliances and purchasing electric vehicles (EVs). AEMO reports that one in three households had rooftop solar in 2023.

Rooftop solar and batteries connected to the grid can enable consumers to meet their own electricity needs, store it for when they need it and supply excess back to the grid. We are optimistic that in time cars with vehicle-to-grid batteries could become a viable technology, capable of contributing to energy system reliability. While such investments can help Australians lower their annual energy bills, today the upfront costs remain a barrier for many Australians.

As one of Australia's largest banks, we believe that are well positioned to support retail and business customers with the purchase of commercially proven technology such as rooftop solar, batteries and EVs, where it is affordable for them. Our hope is to also see consumers benefit from lower energy costs as a result of *energy efficiency* upgrades to their homes. The costs of the transition need to be appropriately shared to enable all Australians to participate. Coordinated and targeted policy support is needed to deliver benefits to all consumers.

AEMO's ISP shows that with effective coordination and system settings, household energy assets can potentially reduce the need for some utility-scale investments. We would encourage and welcome a national approach that includes incentives to make solar and battery installation within reach for more Australians, as well as EV ownership through measures such as taxation settings and nationally consistent road user charges.

Addressing Climate Change (continued)



1 Source: Australian Energy Market Operator: 2024 Integrated System Plan for the National Electricity Market.

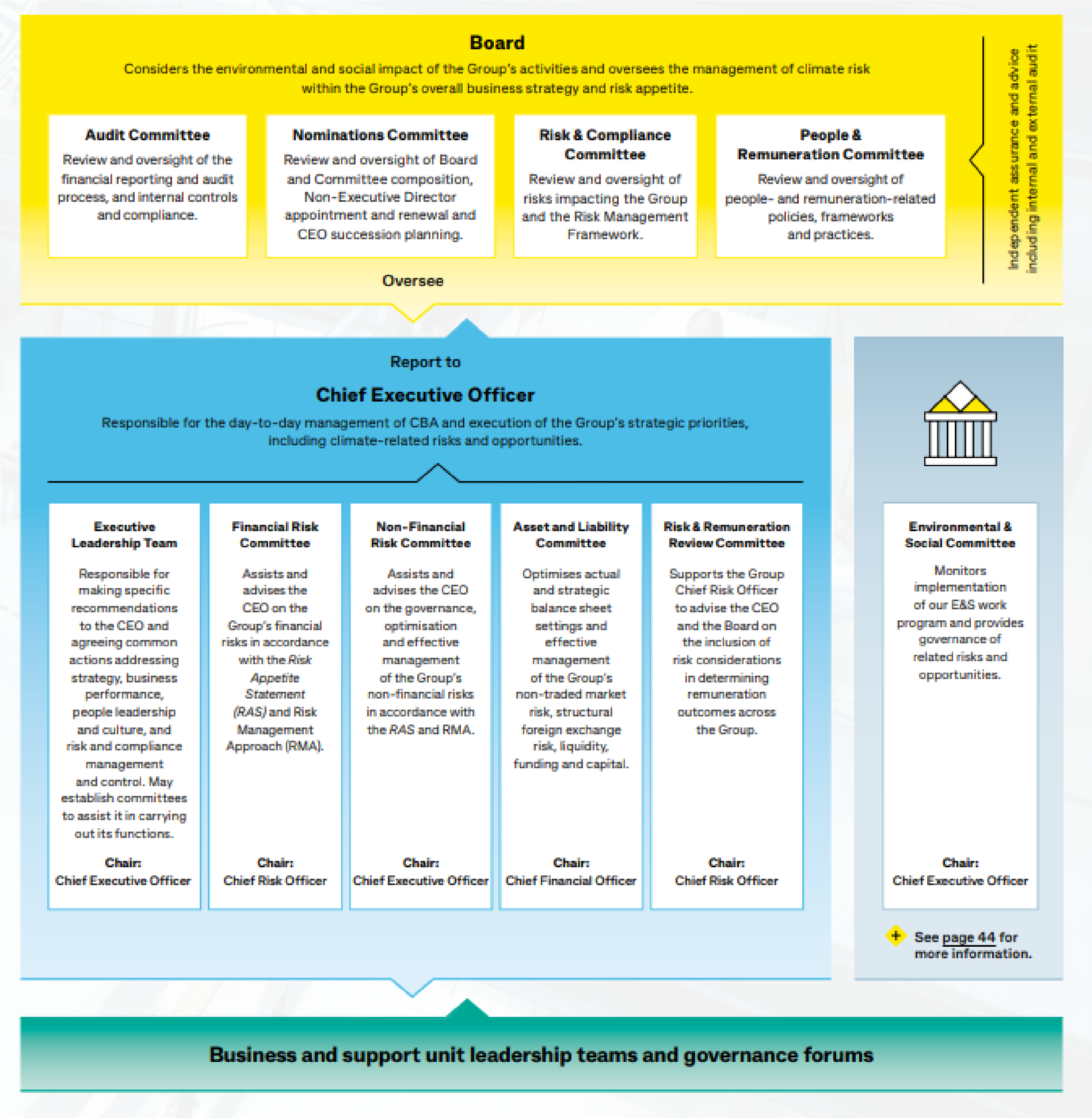
Our approach to climate governance

The Board continues to oversee the assessment of risks and opportunities arising from climate change. Each of the Board's four standing Committees assist the Board to carry out its responsibilities. The Board holds the CEO and Executive Leadership Team (ELT) accountable for their delivery of Environmental & Social (E&S) responsibilities, including those related to climate.

Other information (continued)

Addressing Climate Change (continued)

Governance of our environmental and social impacts



Strategic consideration of climate-related risks and opportunities

The Board discussed and approved new 2030 sector-level financed emissions targets for Australian commercial property (office, retail and industrial), Australian road transport (passenger and light commercial vehicle finance), aviation and shipping. The Board has also received updates on, and considered, the Bank's work to prepare for setting financed emissions targets for the Australian agriculture sector, and the challenges associated with setting such targets. The Committees have specific areas of responsibility, which are set out in each Committee Charter. For example in April 2024, the Audit Committee considered and discussed proposed reporting requirements under the International Sustainability Standards Board (ISSB), how this impacts the Bank and the required assurance approach. The Chair of the Audit Committee reported to the Board on these developments.

Addressing Climate Change (continued)

Developing Board-level skills and continuing education programs

The Board assesses the appropriate mix of skills, experience, knowledge, independence, expertise and diversity required for effective governance, and the extent to which they are represented on the Board or relevant Committee. E&S is one of the skills included in the Board Skills Matrix. On the E&S skill, of our nine board members, four directors have been assessed as 'high competency, knowledge and experience' and five have been assessed as 'practised or direct experience', as relevant to CBA.

The Nominations Committee oversees the induction program offered to each new Non-Executive Director which is customised for their skill set. In 2024, the Nominations Committee approved an expanded ESG briefing session for new Non-Executive Directors. At least annually, the Nominations Committee reviews the continuing education program provided to all Directors. This helps to ensure there are appropriate continuing education opportunities for directors to develop and maintain the skills and knowledge required to effectively perform their role on the Bank's Board. This year the Board continued to invest in environment-related training with a session held on nature resilience and risk. This was led by an external expert covering the global context, nature as a strategic risk and opportunity, and implications for financial institutions.

Management accountability

Once the Board has endorsed the Group strategy, the CEO is accountable for executing, prioritising and allocating resources to deliver the strategy. Oversight of climate-related opportunities is primarily a management responsibility with individual opportunities identified at the business unit level. Where appropriate, climate-related opportunities may be escalated to the appropriate management committee or the Board. Governance committees within the Bank, such as product governance forums and transaction-level committees, support the Board's oversight and ELT's management of climate-related risks and opportunities. These processes are supported by the application of a range of internal policies, standards and procedures that govern the way we deliver our products and services. This year, we introduced a new Group ESG Credit Standard to mature our approach for how ESG risks are considered in credit risk assessments and the management of credit portfolios. Our RMF incorporates a number of material risk and sub-risk types, including E&S risk, each with their own specific frameworks to identify, assess, govern and manage their unique risks.

Our approach to climate risk

Delivering on our climate strategy requires an understanding of the different ways climate-related risks could impact our business, and how our business activities could impact the climate, our customers and the community.This year we have continued to mature our environmental risk management framework in line with evolving industry practices. Our focus is on investing in a range of climate risk management tools and processes to help us better identify, assess and manage our evolving climate-related risks. Our RMF outlines how we identify, assess and manage risk, including E&S risk. E&S risk includes climate change and nature-related impacts and represents drivers of material strategic, financial and non-financial risks to the Bank. Our approach includes using tools and techniques to help us identify and assess the potential physical and transition risks from climate change. This is done broadly at the Group level as well as within each of the business units at the customer or portfolio level.

Identifying and assessing

We use a range of techniques to help us identify and assess climate-related risks, holistically at the Group level and on an individual customer or portfolio basis. Our Group Climate Risk Materiality Assessment and various scenario analyses help us consider the potential climate-related risks and impacts to the Bank and to our customers, people and communities.

Group Climate Risk Materiality Assessment approach

This year we completed a Group Climate Risk Materiality Assessment (CRMA) to enhance our understanding of how climate-related risks could impact each of the Bank's material risk types over the current, short, medium and long term. The CRMA used two severe, but plausible, climate scenarios – a severe physical risk and a severe transition risk scenario. These scenarios are intended to help us explore the anticipated effects of climate change on the Bank under two possible futures envisaged by these scenarios. We used this approach because the future impacts of climate change are uncertain, and consequently, risks to the Bank may vary substantially depending on unknown future factors such as the frequency and severity of weather events, or the nature and speed of action from government and industries to address climate change impacts. Therefore, this exercise should not be interpreted as a forecast of the future.

We acknowledge that available data and techniques to perform this type of assessment are still maturing across the industry. As a result, our assessment of the impacts of climate-related risks on our material risk types includes greater reliance on assumptions than would typically be required for more mature risk types, where historical data is a better predictor of future events. As data and assessment techniques improve over time, future CRMAs are expected to incorporate more advanced assessment techniques, with less reliance placed on assumptions. The anticipated effects on the Bank under these specific scenarios were considered for three time horizons:

- Short term (~3 years) to align with the Bank's strategic planning cycle.
- Medium term (~10 years) to align with the 2030 time frame for the Bank's interim emissions targets.
- Long term (~30 years) to align with the Bank's home loan portfolio where home loans can be contractually agreed to for up to 30 years.

To arrive at a risk rating for applicable risk types under each scenario, we used the Group's 5x5 risk assessment matrix. This matrix considers a combination of the impact and likelihood of the risk eventuating, resulting in risks being rated as either: insignificant, low, medium, high or very high risk.

The assessment of:

- **Likelihood** ranges from 'rare' (<5% chance of occurring) through to 'almost certain' (>80% chance of occurring).
- **Impacts** uses a combination of qualitative factors and financial measures. Qualitative factors consider impacts on customers, people and the environment; customer service and operations; reputation and brand; and legal and regulatory compliance. The financial impacts range from negligible ≤$10 million; minor >$10 million; moderate >$30 million; major >$120 million or severe >$500 million.

For example, a medium risk could arise from a >5% likelihood of an impact between $30 million to $120 million; or a <5% likelihood of an impact between $120 million to $500 million.

Addressing Climate Change (continued)

The assessment of each risk reflects the impact on the Bank for the year in which the scenario occurs, rather than reflecting the cumulative impacts over all time horizons. Additionally, when considering impacts for future time horizons under these scenarios, the assessment did not assume any additional controls or actions are taken (other than those already in place) in response to the future risk drivers envisaged in these scenarios. Our intention is for the CRMA to be updated annually.

Results of our Group Climate Risk Materiality Assessment process

The CRMA[1] indicates that under both a severe physical risk scenario and a severe transition risk scenario, the Bank's strategy and business model could be most impacted by climate risks in the medium to long term. The risk of medium-level credit losses under these two scenarios also reinforces the importance of continuing to evolve our approach to the integration of ESG into our credit risk framework as industry practices mature.

We acknowledge that either scenario could result in a broader macroeconomic downturn. For our first CRMA, we have limited our focus to assessing the resilience of the Bank to climate risks under these scenarios from industries and/or regions only directly exposed to physical or transition risk. Our analysis did not extend to assessing the impact to the Bank from a macroeconomic downturn stemming from climate change which could have broader impacts than those considered under the two scenarios used in the CRMA. The table below shows the results of the CRMA under the two scenarios.

	Material risk types	Current effects	Anticipated effects under these scenarios[2]					
			Severe physical scenario			Severe transition scenario		
		<12 months	Short	Medium	Long	Short	Medium	Long
Strategic risks	E&S risk[3]	Low risk	Low risk	Medium risk	High risk	Medium risk	Medium risk	Medium risk
	Reputation risk	Medium risk	Medium risk	High risk	High risk	High risk	High risk	Medium risk
	Capital adequacy risk	Insignificant risk	Insignificant risk	Low risk	Low risk	Low risk	Low risk	Low risk
	Capability and culture risk	Low risk	Low risk	Medium risk	Medium risk	Medium risk	Medium risk	Medium risk
Financial risks	Liquidity risk	Insignificant risk	Insignificant risk	Low risk	Low risk	Insignificant risk	Low risk	Low risk
	Market risk (traded and non-traded)	Insignificant risk	Insignificant risk	Low risk	Low risk	Low risk	Low risk	Low risk
	Non-retail credit risk[4]	Low risk		–		Medium risk	Medium risk	Medium risk
	Retail credit risk[4]	Low risk	Low risk	Medium risk	Medium risk	Low risk	Low risk	Low risk
Compliance risks	Conduct risk	Insignificant risk	Low risk	Medium risk	Medium risk	Medium risk	Medium risk	Medium risk
	Financial crime compliance risk	Low risk	Insignificant risk	Insignificant risk	Low risk	Low risk	Low risk	Low risk
	Privacy risk[5]			–				
	Regulatory and licencing obligations risk	Low risk	Medium risk	Medium risk	Medium risk	High risk	High risk	High risk
Operational risks	Accounting and taxation risk	Low risk	Low risk	Low risk	Low risk	Medium risk	Medium risk	Medium risk
	Artificial intelligence risk[5]			–				
	Business disruption risk	Low risk	Low risk	Medium risk	Medium risk	Low risk	Medium risk	Medium risk
	Cybersecurity risk[5]			–				
	Data management risk	Low risk	Low risk	Medium risk	Medium risk	Medium risk	Medium risk	Medium risk
	Fraud and scams risk	Insignificant risk	Insignificant risk	Low risk	Low risk	Low risk	Low risk	Low risk
	Legal risk	Medium risk	Medium risk	Medium risk	Medium risk	Medium risk	Medium risk	Medium risk
	Model risk	Low risk	Low risk	Medium risk	Medium risk	Medium risk	Medium risk	Medium risk
	People risk[5]			–				
	Technology risk	Insignificant risk	Insignificant risk	Insignificant risk	Low risk	Insignificant risk	Insignificant risk	Insignificant risk
	Third parties risk	Low risk	Low risk	Low risk	Low risk	Low risk	Low risk	Low risk
	Transaction processing risk	Insignificant risk	Insignificant risk	Low risk	Low risk	Low risk	Low risk	Low risk

Insignificant risk · Low risk · Medium risk · High risk · Very high risk · Expected onset of risk

1 This assessment is informed by scenario analysis, which considers hypothetical future events with highly uncertain outcomes. It does not represent a forecast of future events. Scenario analysis has inherent limitations due to the number of judgements, assumptions and estimations used. While best efforts have been made to use reasonable estimates and provide readers with the assumptions in our calculations, a high degree of uncertainty remains in the results of our analysis.

2 This assessment considered the controls and mitigants currently in place, without assuming any further actions in response to the future risk drivers envisaged in these scenarios.

3 The environmental strategic risk type (sub-risk of E&S risk) is defined as the risk that CBA's strategy does not adequately seek to consider and address the impacts that our operations (excluding third parties), and lending, financing and trading activities may have on the climate and natural environment, and which may result in detrimental impacts to our long-term business model and profitability.

4 For retail transition-generated credit losses, credit losses were modelled for the CRMA by applying a severe, non-climate specific, internal 2024 macroeconomic stress test to consumer customers the Bank had identified as being exposed to elevated transition risk ($16 billion at June 2023). The internal stress test utilised a weighted average of two scenarios: (a) downside scenario (8.4% unemployment, -22% House Price Index) applied to 90% of transition exposed consumer customers; and (b) severely stressed scenario (12% unemployment, -48% House Price Index) applied to 10% of transition exposed consumer customers. To present a more conservative scenario with greater losses, the credit losses from a more severe, but less likely weather event were estimated by assuming a single event resulting in losses of 10 times the average annual losses. This modelling assumes higher uninsurance and under-insurance rates in high physical risk zones, government support available to impacted properties, and Lenders Mortgage Insurance remaining in place.

5 Preliminary assessment indicated negligible or no anticipated climate-related effects on these risk types under these scenarios, so no detailed assessment was performed.

Addressing Climate Change (continued)

Severe physical risk scenario

The severe physical risk scenario assumes no new climate regulation or policies are introduced. The world warms to more than 3°C above pre-industrial levels by 2100. Severe weather events increase in frequency and intensity.

Under this scenario, the current and short-term effects of climate change on our risk profile are largely consistent with each other. Medium rated reputational, regulatory and legal risks are driven by an existing pipeline of new and proposed local and international climate-related regulations, such as the proposed Australian climate-related financial disclosure regime and increasing focus on climate risk by local regulators.

Over the medium and long term, this scenario sees increasing impacts of climate change. This could mean the Bank's business model needs to adapt to manage uncertainty arising from industry, government and regulatory responses to possible challenges such as declining home insurance and construction in high physical risk zones. The Bank may also be called on to provide greater support to business and institutional customers seeking to adapt their business models to the physical climate changes seen in this scenario.

Reputation and conduct risks may be heightened under this scenario due to decisions the Bank may make in relation to pricing and lending practices in high physical risk zones. The increased frequency and severity of weather events under this scenario could impact the ability of households to repay their loans, particularly if availability and affordability of insurance declines and asset values are impacted in high-risk zones. This results in a medium rated credit risk to the Bank arising from the potential for increased credit losses under this scenario in the medium term. However, under more remote scenarios, credit losses could be higher. For example, if a very extreme weather event were to impact a densely populated area; a series of severe events occur in a single year; or if government support was no longer available.

This severe physical risk scenario could also lead to growing expectations in relation to the Bank's approach to identifying, assessing and managing physical risks, which may require the Bank to develop new data, climate modelling capabilities, products and/or services for customers.

Severe transition risk scenario

The severe transition risk scenario assumes the rapid introduction of global and local climate policy to restrict GHG emissions leads to a fossil fuel market crash, an abrupt devaluation of polluting firms, and a tightening of financial conditions.

Global warming is limited to below 2°C above pre-industrial levels by 2100. Under this scenario, the viability of some high-emitting businesses may come under pressure, and the Bank may also need to impose greater policy restrictions on some customer segments to meet rising external expectations. However, as our exposure to fossil fuel extraction remains low at 0.2% of total committed exposure, a decline in revenue from these sectors under this scenario, is not expected to result in a material financial risk to the Bank.

A medium risk of credit losses is assessed under this scenario, arising from industries more exposed to transition risk, and the communities dependent upon those industries. Heightened stakeholder expectations under this scenario also have the potential to increase reputation, conduct and legal risks. Regulatory, accounting and taxation risks are also expected to be elevated under this scenario due to potential misinterpretation or non-compliance with dynamically changing climate regulations, laws, rules and licence conditions which are expected to have short implementation timelines.

This scenario could rapidly increase the demand for skills required to develop new decarbonisation-related products across industries and customer segments the Bank serves. It would also increase the need for greater skills and sophistication in how we identify, assess and disclose climate risk information.

Assessing the resilience of our portfolio

Our assessment of the Bank's resilience to climate risks through the CRMA considers the extent to which industries or regions we lend to are exposed to physical or transition risks. The table below identifies sub sectors, primarily based on the Australian and New Zealand Standard Industrial Classification (ANZSIC) classifications within our portfolio which are exposed to elevated climate-related physical or transition risk. This year, we have tested the resilience of 48% and 89% of our lending portfolios to potential climate-related physical and transition risks, respectively.

Other information (continued)

Addressing Climate Change (continued)

Sectors[2]	Jun 24 Total sector TCE $bn	Jun 24 TCE % of total	Jun 23[1] Total sector TCE $bn	Jun 23[1] TCE % of total	Physical risk[3]	Transition risk[4]
Consumer	**793.0**	**57.5%**	**776.8**	**55.5%**		
Australian home loans exposed to high physical risk[5]	30.3	2.2%	30.1	2.2%	●	
Australian home loans exposed to high cyclone risk	11.0	0.8%	11.0	0.8%	●	
Australian home loans exposed to high flood risk	16.9	1.2%	16.7	1.2%	●	
Australian home loans exposed to high fire risk	1.8	0.1%	1.8	0.1%	●	
Australian home loans exposed to sea level rise	1.6	0.1%	1.6	0.1%	●	
Australian home loans exposed to high transition risk[5]	16.5	1.2%	16.0	1.1%		●
Agriculture & forestry	**32.5**	**2.4%**	**30.0**	**2.1%**		
Dairy	7.2	0.5%	7.4	0.5%	●	●
Livestock	13.5	1.0%	11.9	0.8%	●	●
Transport & storage	**27.9**	**2.0%**	**24.8**	**1.8%**		
Coal terminals[6]	0.3	0.0%	0.4	0.0%		●
LNG terminals[7]	0.2	0.0%	0.2	0.0%		●
Air transport[8]	6.1	0.4%	3.7	0.3%		●
Oil and gas shipping (including FPSO)[9]	0.1	0.0%	0.4	0.0%		●
Rail transport	1.9	0.1%	1.8	0.1%		●
Road transport	4.9	0.4%	4.1	0.3%		●
Pipeline transport	0.8	0.1%	0.9	0.1%		●
Manufacturing	**19.5**	**1.4%**	**19.3**	**1.4%**		
Petroleum refining	0.0	0.0%	0.0	0.0%		●
Heavy industry (steel, alumina, aluminium and cement)[10]	0.9	0.1%	1.0	0.1%		●
Chemicals manufacturing	0.8	0.1%	1.0	0.1%		●
Auto manufacturing	1.3	0.1%	1.2	0.1%		●
Retail trade	**15.7**	**1.1%**	**15.4**	**1.1%**		
Automotive fuel retailing	1.3	0.1%	1.6	0.1%		●
Wholesale trade	**16.8**	**1.2%**	**15.9**	**1.1%**		
Petroleum product wholesaling and marketing	1.9	0.1%	1.8	0.1%		●
Electricity, gas & water	**15.9**	**1.2%**	**13.7**	**1.0%**		
Non-renewable power generation[10,11]	1.5	0.1%	1.9	0.1%		●
Gas supply	0.5	0.0%	0.6	0.0%		●
Mining, oil & gas	**6.9**	**0.5%**	**7.3**	**0.5%**		
Upstream oil and gas exploration and production	1.7	0.1%	2.4	0.2%		●
Thermal coal mining[10]	1.0	0.1%	0.9	0.1%		●
Metallurgical coal mining	0.1	0.0%	0.1	0.0%		●
Total elevated risk	**90.7**	**6.6%**	**87.4**	**6.2%**		
Total TCE	**1,378.1**		**1,400.1**			

1 During the year we revised the presentation of the chemicals manufacturing sector to include an additional two ANZSICs; and also reviewed the presentation of the air transport sector to include certain customers that lease aircraft to airline operators as the transition risk is considered comparable. Comparative information has been restated to conform to presentation in the current period.
2 Excluding consumer, sub-sectors are primarily based on a customer's ANZSIC classification. Where this does not provide the granularity required, additional classification is undertaken using business knowledge.
3 Identification of physical risk in Australian home loans was based on modelled loss rates (cyclone, flood and fire), property location and topography (sea level rise). Physical risks are likely to impact additional sectors not identified above, however, due to data limitations, physical risks assessed are limited to the consumer portfolio, where analysis was completed in 2024, and transition-exposed agriculture which is also exposed to physical risks.
4 For the consumer portfolio, we have classified the level of exposure to local economies heavily reliant on the fossil fuel value chain to determine those loans exposed to elevated transition risk. For other portfolios, we have shown sectors identified as having high or mid-high exposure to transition risk.
5 Of the consumer portfolio, only Australian home loans, excluding Home Equity Loans and Home Equity Lines of Credit including Viridian Lines of Credit (VLOCs), were assessed for physical and transition risks. A number of exposures were exposed to multiple risks however are summarised independently in this report. The totals do not reflect double counting in these exposures.
6 Coal terminals include customers whose main business is the operation of ports and terminals that are principally used for transporting and exporting coal.
7 LNG terminals include direct exposures to customers focused on LNG terminal activities only. It does not include customers with diversified operations which include LNG terminals in their business mix.
8 Air transport includes certain exposures to customers that lease aircraft to airline operators as the transition risk is considered comparable.
9 Includes tankers, LNG and Floating Production Storage and Offloading (FPSO) vessel categories. Note, the tanker vessel category includes exposure to oil tankers and chemical tankers. This category also includes exposure to transport equipment leasing to the oil and gas shipping industry as the transition risk is considered comparable.
10 Scope of sector aligned to customers captured in sector-level financed emissions targets reporting, and ASB. Diversified customers are reported based on ANZSIC classification.
11 Non-renewable power generation includes customers whose main business is power generation and where <90% of generation is from renewable sources. We assess changes to customer classification using a rolling three-year generation average.

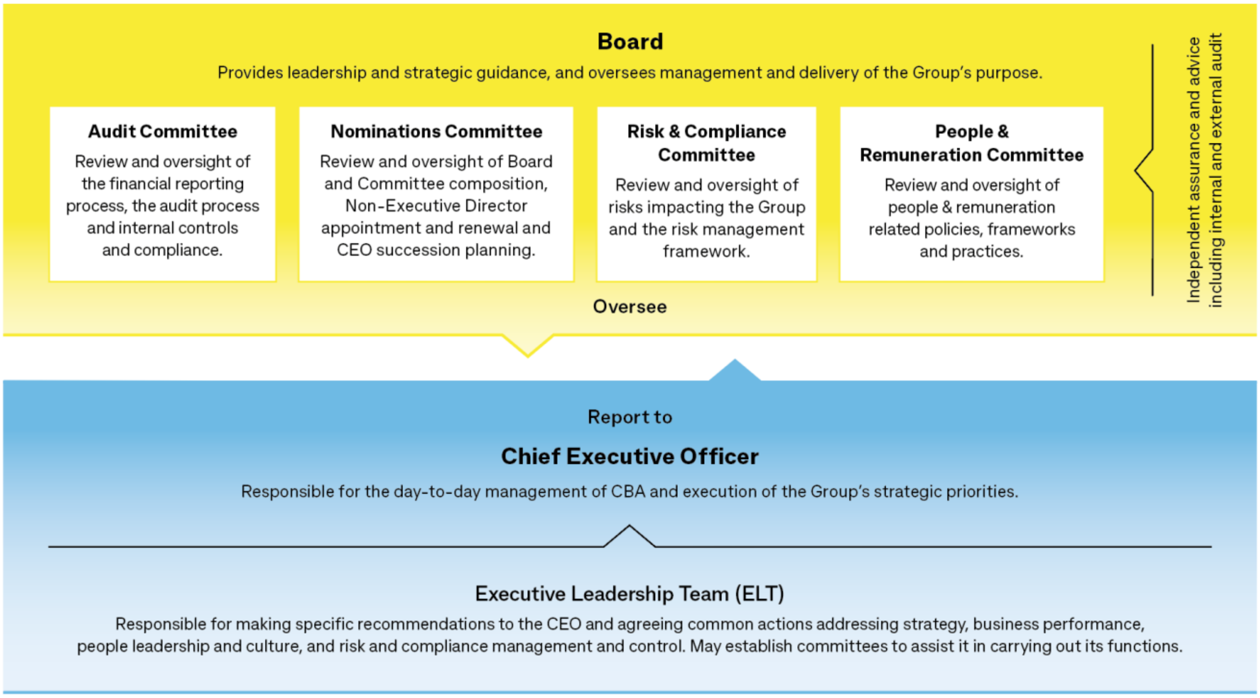
Corporate Governance

CBA is committed to continuously improving our governance practices, seeking to ensure they are aligned with our business and stakeholders' needs. Effective corporate governance is key to the Bank's ability to deliver on our purpose and strategy. The Board is responsible for providing leadership and strategic guidance, and overseeing management and delivery of the Group's [1] purpose.

This section describes the key governance arrangements and practices of the Group. CBA has followed the fourth edition of the ASX Corporate Governance Council's Corporate Governance Principles and Recommendations (ASX CGPR 4) for the reporting period ending 30 June 2024. The Group must comply with the Corporations Act 2001 (Cth) (Corporations Act), the Banking Act 1959 (Cth), and the Financial Accountability Regime Act 2023 (Cth) (FAR) amongst other laws, and, as an authorised deposit-taking institution, with governance requirements prescribed by the Australian Prudential Regulation Authority (APRA), including Prudential Standard CPS 510 Governance. The Group's main business activities are also subject to industry codes of practice, such as the Australian Banking Association's Banking Code of Practice.

The Board regularly reviews and refines its corporate governance arrangements and practices in light of new laws and regulations, evolving stakeholder expectations and the dynamic environment in which the Group operates.

Corporate Governance Framework



1 In this document 'Group' means the Bank and its subsidiaries.

Corporate Governance (continued)

Board of Directors

Paul O'Malley
Chair and Independent Non-Executive Director

Matt Comyn
Managing Director and Chief Executive Officer

Lyn Cobley
Independent Non-Executive Director

Julie Galbo
Independent Non-Executive Director

Peter Harmer
Independent Non-Executive Director

Simon Moutter
Independent Non-Executive Director

Mary Padbury
Independent Non-Executive Director

Anne Templeman-Jones
Independent Non-Executive Director

Rob Whitfield AM
Independent Non-Executive Director

Genevieve Bell AO retired as a Non-Executive Director on 31 October 2023.

Corporate Governance (continued)

Lay solid foundations for management and oversight

CBA clearly delineates the roles and responsibilities of its Board, Committees and management, and regularly reviews their performance.

Roles and Responsibilities

The Bank's Governance framework is based on accountability, effective delegation and adequate oversight to support sound decision-making.

The Board is responsible for setting the strategic objectives and risk appetite of the Bank, and approving the Group's Code of Conduct to set the Board's expectations for the Group's values and desired culture.

The Board delegates certain powers to Board Committees to help it fulfil its role and responsibilities. The Board also appoints the Chief Executive Officer (CEO). The Board has delegated the management of the Bank to the CEO, except for those matters specifically reserved to the Board or its Committees. The CEO, in turn, may, and has, delegated some of these powers to Group Executives and other officers. The CEO is accountable to the Board for the exercise of the delegated powers and management's performance.

The Board Charter outlines the role, responsibilities and composition of the Board and the manner in which it discharges its responsibilities. The Charter also sets out the respective roles and responsibilities of the Board and management, those matters expressly reserved to the Board and those delegated to management, and is reviewed annually.

The primary purpose of the Board is to oversee the sound and prudent management of the Group, provide leadership and strategic guidance, and delivery of the Group's purpose.

Summaries of the roles and responsibilities of the Board, the Board Chair, the CEO, and each Board Committee are set out below.

Board	
Key responsibilities	• Setting the strategic objectives and risk appetite of the Bank, and approving the Group's Code of Conduct to set the Board's expectations for the Group's values and desired culture.
Strategy, performance and financial plans	• Endorsing the strategic and business plans, and approving the financial plans to be implemented by management. • Overseeing the business of the Group by approving major corporate initiatives, new business ventures, and capital expenditure for certain investments.
Risk management	• Overseeing the Group's Risk Management Framework and its operation by management. • Approving the Group's Risk Appetite Statement, Risk Management Approach and any key risk frameworks and policies for managing financial and non-financial risks reserved for the Board.
Customer experience and outcomes	• Overseeing the Group's efforts to improve the experience and outcomes of the Group's customers.
Capital, funding and liquidity	• Approving capital management initiatives.
Financial reporting	• Approving the Group's half and full year financial statements and reports, the half and full year financial reports required by APRA and the quarterly trading updates, and overseeing the integrity of the Group's accounting and corporate reporting systems.
Continuous disclosure	• Overseeing the Group's continuous disclosure process and approving the Group Continuous Disclosure Policy.
The CEO and management	• Appointing, replacing and assessing the performance (in conjunction with the Nominations, Risk & Compliance and People & Remuneration Committees) of the CEO and determining any payments on cessation of employment. • Overseeing succession planning for the CEO and the CEO direct reports[1] (in conjunction with the Nominations Committee and the People & Remuneration Committee).

1 Throughout the Corporate Governance Statement, 'CEO direct reports' refers to all Group Executives and excludes those direct reports of the CEO who are not Group Executives.

Corporate Governance (continued)

Board	
Remuneration and performance	• Approving the remuneration arrangements for the CEO and the CEO's direct reports, including remuneration deferrals and breach consequences under the Group FAR Policy and Procedures, performance scorecard measures and outcomes, and termination payments as required. • Approving new, or material amendments to, performance management frameworks, variable remuneration plans, employee equity plans, employee superannuation and pensions. • Determining the fees payable to CBA Non-Executive Directors within the shareholder approved fee pool limit.
Environmental, social & corporate responsibility	• Considering the social, and environmental impact of the Group's activities and approving the Group Environmental & Social Framework and Policy, and the associated corporate responsibility and climate related disclosures.
Diversity	• Approving the Group Diversity, Equity and Inclusion Policy, and measurable diversity objectives and metrics (in conjunction with the Nominations and People & Remuneration Committees).
Governance	• Overseeing and monitoring relevant corporate governance frameworks for the Group.
Work health and safety	• Approving relevant Work, Health & Safety (**WHS**) policies and monitoring WHS matters.

Chair	
Key responsibilities	• Fostering open and inclusive discussion and debate by the Board. • Maintaining a regular, open and constructive dialogue with the CEO and management, serving as the primary link between the Board and management. • Representing the views of the Board and the Group to stakeholders, including shareholders, regulators and the community. • Liaising with the Group Company Secretary in relation to the Board's information requirements to assist the Board with effective decision-making. • Setting the Board agenda together with the CEO and the Group Company Secretary, with appropriate time and attention allocated to matters within the responsibilities of the Board.

CEO	
Key responsibilities	• Leading the senior executive team including instilling the Group's Code of Conduct, culture and values. • Implementing the strategic, business and financial objectives and/or plans, exercising delegations as appropriate. • Analysing the impact on strategic objectives and financial position when allocating resources or capital, approving expenditure or making financial decisions. • Assessing reputational consequences of decisions or actions taken. • Implementing processes, policies and systems together with appropriate controls to effectively manage the operations and risk of the Group. • Responsible for external engagement with stakeholders, including shareholders, government, regulators and the community.

Board Committees

The Board has four standing Committees that assist it in carrying out its responsibilities. These are the:

- Audit Committee;
- Nominations Committee;
- People & Remuneration Committee; and
- Risk & Compliance Committee.

The People & Remuneration Committee meets concurrently with the Nominations Committee, Risk & Compliance Committee and Audit Committee at least twice every reporting period to consider matters relevant to the determination of executive performance and the determination of remuneration outcomes for the CEO and the CEO's direct reports.

The roles, responsibilities and composition requirements of each Board Committee are detailed in its respective Charter, and are summarised in the following table. The Charters are reviewed annually. The following table also includes a summary of each Committee's key responsibilities and priorities over the past financial year. All Board Committees are chaired by an independent Non-Executive Director.

Corporate Governance (continued)

Membership	Composition requirements	Key responsibilities	2024[1] focus areas
Audit Committee			
Members as at 30 June 2024: Anne Templeman-Jones (Committee Chair) Lyn Cobley Julie Galbo Peter Harmer Paul O'Malley Rob Whitfield AM	**Must:** • have at least three independent Non-Executive Directors (**NEDs**); • include the Risk & Compliance Committee Chair; • not be chaired by the Board Chair; and • comprise members who are financially literate, and between them, are to have accounting and financial expertise and sufficient understanding of the financial services industry to fulfil the Committee's responsibilities.	**Assists the Board on matters relating to:** • external reporting of financial information for the Group: • the internal control framework for the Group, • the internal auditor (**Group Auditor**), the internal audit function (**Group Audit & Assurance**) and the external auditors (**External Auditors**): and • (in conjunction with the Risk & Compliance Committee) the Group's Risk Management Framework.	**2024 focus areas:** Reviewing significant accounting and financial reporting processes and issues. Monitoring the Group's internal control environment. Reviewing key audit findings and insights. Monitoring the progress of the remediation of audit findings, and reporting from the Group Audit & Assurance function. Reviewing and making recommendations to the Board in relation to the full and half year financial results and Basel III Pillar 3 Reports (**Pillar 3 Reports**). Reviewing reporting on the SpeakUP Program and workplace misconduct including matters being investigated, themes and trends.
Nominations Committee			
Members as at 30 June 2024: Paul O'Malley (Committee Chair) Peter Harmer Mary Padbury Rob Whitfield AM	**Must:** • have at least three independent NEDs; and • be chaired by the Board Chair.	**Assists the Board on matters relating to oversight and review of** • Board and Board Committee composition, • appointment, election and re-election of NEDs, • Director induction programs, • Director independence assessments, • performance review processes for the Board and Board Committees, • succession planning for, and performance of, the CEO, • diversity of the Board and boards of Group subsidiaries, and • the Subsidiary Governance Policy which includes requirements for the appointment to, and performance of, boards of nominated operating entities.	**2024 focus areas:** Board renewal. Director Induction and Education Program review. Subsidiary board governance. Board diversity.

1 References to 2024 are references to the financial year ended 30 June 2024.

Corporate Governance (continued)

Membership	Composition requirements	Key responsibilities	2024[1] focus areas
People & Remuneration Committee			
Members as at 30 June 2024: Simon Moutter (Committee Chair) Peter Harmer Paul O'Malley Mary Padbury	**Must:** • have at least four independent NEDs; • include a Risk & Compliance Committee member; and • not be chaired by the Board Chair.	**Assists the Board on matters relating to oversight and review of** • organisational culture, inclusion and diversity, health, safety and wellbeing and misconduct, • executive talent management, • the Group's remuneration framework, including remuneration strategies, recognition programs, Group Remuneration Policy and other people-related policies; and • remuneration arrangements for NEDs of the Board and APRA regulated subsidiaries (to the extent that they have formally delegated their remuneration functions to the People & Remuneration Committee) and regulated offshore entities[2], the CEO, CEO's direct reports, accountable persons (as defined under the FAR) and other specified roles in the Group and other roles determined by the Board or Committee.	**2024 focus areas:** Receiving reports on the health, safety and wellbeing of employees. Reviewing talent development and succession plans for senior leaders and other critical roles. Reviewing remuneration and recognition strategies and frameworks. Reviewing the Group Diversity, Equity & Inclusion Policy and measurable diversity objectives. Overseeing continued enhancements to remuneration governance.
Risk & Compliance Committee			
Members as at 30 June 2024: Rob Whitfield AM (Committee Chair) Lyn Cobley Julie Galbo Simon Moutter Paul O'Malley Anne Templeman-Jones	**Must:** • have at least four independent NEDs; • include the Audit Committee Chair and a People & Remuneration Committee member.	**Assists the Board on matters relating to oversight and review of** • the governance of risks impacting the Group, • the design, implementation and operation of the Group's Risk Management Framework and the Group's Risk Management Approach, • monitoring the risk appetite and assessing the overall risk profile of the Group and within the material risk types; and • monitoring the effectiveness of the compliance management framework; and • risk culture and behaviours.	**2024 focus areas:** Reviewing the Group Risk Appetite Statement and recommending it to the Board for approval. Reviewing the key risk frameworks and policies relating to the Group's material risk types, other than those reserved for the Board or delegated to management. Reviewing the Risk Management Declaration and following through on focus areas. Monitoring the management of financial crime risks. Receiving reports on the Group's significant emerging risks and the key actions being taken in response to them. Reviewing risk culture, including the annual risk culture assessment.

From time to time, other special purpose Committees are established to assist the Board, or to exercise a delegated authority of the Board.

Unless a conflict arises, all Directors have access to Board Committee papers, may attend Committee meetings (other than Nominations Committee meetings), and receive minutes of Committee meetings even if they are not a member of the relevant Committee. Board Committee Chairs provide reports on Committee business at the next relevant Board meeting.

1 References to 2024 are references to the financial year ended 30 June 2024.
2 An entity of the Group subject to remuneration governance requirements under the jurisdiction in which it operates.

Other information (continued)

Corporate Governance (continued)

Board and Board Committee Meetings

In the 2024 financial year, the Board held 12 meetings. These included six multi-day Board and Committee meetings with structured, standing agendas, and six shorter Board meetings. Two strategy deep-dives were also held as part of the multi-day Board meetings. To ensure the Board and Committees' time is used efficiently and effectively, and discussions reflect the Bank's priorities, agendas are reviewed by the respective Chairs, in consultation with the Group Company Secretary and the CEO.

Director appointment process

The Board, with the assistance of the Nominations Committee, conducts a formal selection process before appointing new Non-Executive Directors. Professional consultants are engaged as required to identify prospective Director candidates.

Upon a recommendation from the Nominations Committee, the Board evaluates Director candidates against the Director Appointment Criteria set out in the CBA Board Appointment, Renewal and Performance Policy (CBA BARP Policy).

The Group undertakes appropriate checks before appointing a person as a Non-Executive Director or recommending that person to CBA's shareholders as a Non-Executive Director. Those checks include criminal record and bankruptcy checks, and checks of the person's educational qualifications and employment history. This process also applies to candidates who self-nominate for election.

As all Non-Executive Directors are considered Responsible Persons by APRA, they must be assessed in accordance with the Group's Fit and Proper Policy before commencing as a Non-Executive Director. Non-Executive Directors are also registered by the Group with APRA as 'Accountable Persons', as required under the FAR.

Each Non-Executive Director has a written agreement with the Bank setting out the terms of their appointment. All persons appointed as Non-Executive Directors of the Bank must stand for election at the next Annual General Meeting (AGM) following their appointment. In addition, Non-Executive Directors must not hold office without re-election beyond the third AGM following the meeting at which the Director was last elected or re-elected.

The Board will provide shareholders with disclosure of all material information relevant for a shareholder to make a properly informed decision on whether to elect or re-elect a Director at an AGM, including the Board's recommendation.

Fit and Proper

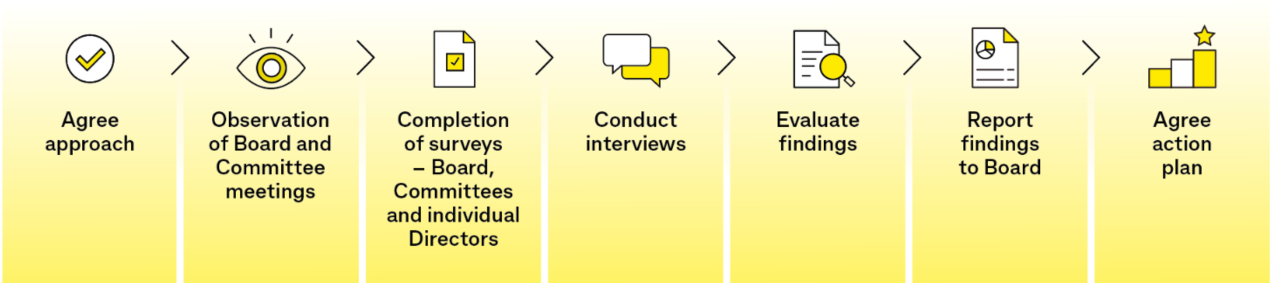
The Group Fit and Proper Policy addresses the requirements of APRA's Prudential Standards CPS 520 Fit and Proper and SPS 520 Fit and Proper. The policy requires that all persons appointed to a Responsible Person role (including CBA Directors) satisfy the fit and proper requirements prior to their initial appointment, and to be re-assessed regularly, or at any time when information that may affect their fit and proper status becomes known.

Performance Evaluation

The Board recognises the importance of continuously monitoring and improving its performance, the performance of its Committees and individual Directors. Under their respective Charters, the Board and the Committees are required to annually assess their performance and that of the individual Directors.

An independent external performance evaluation of the Board and its Committees is conducted at least once every three years. In the intervening years, an internal assessment is conducted, with the support of the Group Company Secretary, and reported to the Board.

In 2024, an independent external evaluation was carried out in relation to the performance of the Board, each standing Committee and individual Directors. The process involved an observation of Board meetings, the completion of a survey by, and interviews with, Directors, Group Executives, the Group Auditor and the Group Company Secretary. Other matters considered in the evaluation included the effectiveness of the Board and Committees' processes, the appropriateness of meeting agendas, and the timeliness and adequacy of Board and Committee papers.



Other information (continued)

Corporate Governance (continued)

Board Access to Information and Independent Advice

The Board has free and unfettered access to senior management, and any other relevant internal or external party and information, and may make any enquiries necessary to fulfil its responsibilities.

Directors are entitled to seek independent advice at the Bank's expense, including by engaging and receiving advice and recommendations from appropriate independent experts with the prior approval of the Board Chair.

Senior Executive appointments

The CEO and the CEO's direct reports have written executive employment agreements which set out the terms and conditions of their employment.

The Group undertakes background checks prior to appointing senior executives, and the Group Fit and Proper Policy requires fit and proper assessments for persons appointed to a Responsible Person role, as outlined above.

Company Secretaries

As at 30 June 2024, the Board had appointed two Company Secretaries - Karen O'Flynn and Vicki Clarkson.

The Group Company Secretary is accountable directly to the Board, through the Chair, on matters relating to the proper functioning of the Board.

All Directors have direct access to the Group Company Secretary.

Entity Governance

The Board has adopted a suite of entity governance policies and associated documents, which includes the following:

1. CBA BARP Policy which sets standards for the appointment, independence, renewal, evaluation and tenure of Directors on the Board.
2. Subsidiary Governance Policy, which outlines the corporate governance standards to be applied by subsidiaries including standards for the appointment, renewal, evaluation, and tenure of directors on the boards of subsidiaries; and
3. Minority Interests Policy, which outlines the roles and responsibilities relating to the ongoing management of minority interests held by the Group. A minority interest is an investment in an entity in which the Group has a minority (less than 50% ownership) non-controlling interest.

Diversity, Equity and Inclusion

Diversity, Equity and Inclusion Policy

The Group Diversity, Equity and Inclusion (DEI) Policy outlines our approach and commitment to diversity, equity and inclusion. The policy states the principles our people are expected to work towards to deliver a workplace that is safe, accessible and inclusive, where everyone feels valued and respected.

In accordance with the Board Charter, the Board is responsible for approving the Group's DEI Policy, and annually setting and assessing measurable objectives in relation to diversity and progress against achieving them (in conjunction with the Nominations and People & Remuneration Committees).

Building a Diverse, Equitable and Inclusive Culture

The Bank is building an inclusive culture that embraces the diversity of our people, customers and communities and role models reconciliation. We want our people to feel respected, safe and included at work.

Our DEI strategy is centred on three key pillars:

- We experience an inclusive culture so that our customers can: We create an environment where everyone feels they belong and that their perspectives are valued, enabling the delivery of better experiences and outcomes for our customers.
- We have equitable opportunities to grow: Everyone has fair and equitable access to career and development opportunities resulting in diverse representation at leadership levels.
- We feel safe, supported and valued: Everyone recognises and understands the impact of inappropriate behaviours at work and takes effective action when something doesn't feel right to ensure every individual is treated with care, dignity and respect.

Corporate Governance (continued)

Gender Diversity

The Nominations Committee assists the Board with setting and approving measurable objectives for gender diversity in the composition of the Board and the boards of key operating subsidiaries. The People & Remuneration Committee assists the Board with setting measurable objectives for gender diversity applicable to the workforce more broadly, including senior executives.

The measurable objective for the composition of the Board is to maintain at least 40% female membership, 40% male membership and 20% of any gender that holds the relevant skills and experience. As at 30 June 2024, women represented 44% of the Board. See 138 for more information about the gender diversity of the Board.

The measurable objective set for the composition of the Bank's workforce generally is to maintain no less than 50% female representation. As at 30 June 2024, women represented 53.7% of the Bank's workforce overall.

The measurable objective set for the composition of our Senior Executive [1] role levels is to achieve 47-50% female representation by 2025. To support leadership accountability for this measurable objective, progress is evaluated against internal milestones set at a Business Unit level. As at 30 June 2024, women represented 44.9% of Senior Executives.

Cultural Diversity

The People & Remuneration Committee assists the Board with setting measurable objectives for cultural diversity. In 2023 the Board set a measurable objective to achieve 40% cultural diversity representation in Senior Executive roles levels and above by 2028.

Employee Networks

The Bank's employee-led networks play a vital role in creating an inclusive culture. They do this by elevating the voices of our people to ensure their experience at work is heard, promoting respect and inclusion on days of significance, and supporting the Bank's DEI strategy and action plans, which includes partnering with community organisations and academic experts to inform our approach. The six employee-led networks include: WeCAN (gender equality), Advantage (life-stage and age), Yana Budjari (Aboriginal and Torres Strait Islander peoples and cultures), Unity (sexual orientation and gender identity), Mosaic (cultural diversity) and Enable (accessibility and inclusion for people with a disability).

Supporting Working Parents

We recognise that the sharing of caring responsibilities for families promotes workforce participation. With this in mind, we have been working to ensure that our approach to parental leave and support for carers is gender inclusive, particularly to increase men's access to parental leave.

The Bank offers 18 weeks gender-neutral paid parental leave, in addition to paying superannuation for up to 52 weeks.

In the 2024 financial year, 44.6% [2] of employees who commenced a period of parental leave were men. Over half our people are navigating work and family responsibilities, so we are proud to be certified as a Family Friendly Workplace by UNICEF Australia and Parents At Work.

1 For the purposes of reporting against our measurable objectives, Senior Executives is defined as roles at the level of Executive Manager and above. This is the percentage of roles at the level of Executive Manager and above filled by women, in relation to the total headcount at these levels as at 30 June. Headcount captures permanent headcount (full-time, part-time, job share, on extended leave), and contractors (fixed term arrangements) paid directly by the Group, excluding ASB Bank Limited (ASB).

2 This metric represents the proportion of male employees who commenced a period of parental leave in the 2024 financial year, compared to all employees who commenced parental leave during the same period. This excludes ASB.

Corporate Governance (continued)

Structure the board to be effective and add value.

The Board skills matrix and an overview of the Board's composition and key corporate governance practices follows.

Board Skills Matrix

The Board Skills Matrix is set out below. It sets out the skills and experience considered essential to the effectiveness of the Board and its Committees. The Matrix is reviewed annually by the Nominations Committee to align the prescribed skills and experience with the Bank's existing and emerging strategic, business and governance issues. The Matrix is also used to guide the identification of potential director candidates as part of the ongoing Board renewal process.

Skills and experience		Relevance to CBA
Leadership 9	Held senior leadership role such as CEO or similar position in an organisation of significant size or complexity.	Setting strategy and evaluating the performance of senior leaders.
Financial services 6 3	Experience in the financial services sector and regulation, including retail and commercial banking services and adjacent sectors.	Appreciation of the operational landscape, opportunities and challenges in the sector.
Financial acumen 7 1 1	Proficiency in financial accounting and reporting, capital management and/or actuarial experience.	Assessing complex financial and capital management initiatives.
Strategy and global perspective 9	Experience in leading, developing or executing strategic business objectives, including bringing to bear a global perspective.	Reviewing and setting the organisational strategy in a global context.
Governance 7 2	Experience as a Non-Executive Director of a listed entity (Australia or overseas) and/or understanding of legal and regulatory frameworks underpinning corporate governance principles.	Understanding local and offshore legal and regulatory frameworks to effectively perform the role of Director.
Risk management 7 2	Experience in identifying, assessing and monitoring systemic, existing and emerging financial and non-financial risks.	Monitoring risk appetite, assessing the overall risk profile and adapting to emerging trends.
Digital and technology 2 5 2	Experience in technology, use of data and analytics, digital transformation and innovation and their impacts on customer experience and cyber security and other technology risks.	Supporting the Bank's digital strategy.
Enhanced customer outcomes 6 3	Understanding of the changing needs of customers with a focus on improving their financial wellbeing and enhancing their experience.	Providing constructive challenge to ensure customer needs are met.
Stakeholder engagement 7 2	Experience in building and maintaining trusted and collaborative relationships with governments, regulators and/or community partners.	Ensuring an effective engagement program with regulators and other stakeholders is in place.
People and culture 8 1	Understanding organisational culture, succession planning, and remuneration and reward frameworks.	Overseeing the culture of the Group and upholding the Code of Conduct.
Environment and social 4 5	Understanding the potential risks and opportunities from an environmental and social perspective.	Influencing sustainable practices, policies and decisions that support environmental and social outcomes.

◇ High competency, knowledge and experience ◇ Practised/direct experience ◇ Awareness

Individual skills matrices have also been developed for each of the Board Committees.

Corporate Governance (continued)

Director Independence

It is essential that Non-Executive Directors are independent, that collectively they have the relevant skills and experience, and that they represent a diverse range of views and thinking. This supports sound decision-making and assists the Board to effectively discharge its responsibilities.

The Board has adopted Independence Standards to assess whether a Director qualifies as an independent Non-Executive Director upon appointment, and to consider the ongoing independence of Non-Executive Directors. These Independence Standards are aligned to Recommendation 2.3 of the ASX CGPR 4.

Each Non-Executive Director must disclose all Interests[1] that may affect the exercise of their unfettered and independent judgement as a Director prior to their appointment or election and promptly as and when circumstances change. Disclosure extends to include relevant Interests of associates such as close family members and family companies.

The Nominations Committee assesses the independence of each Director candidate and Non-Executive Director against the Independence Standards based on their disclosure of Interests and/or on the annual Non-Executive Director declaration.

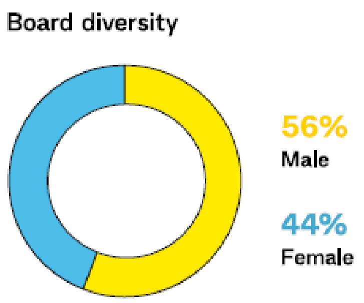
In accordance with those Independence Standards, the Board considers a Non-Executive Director to be independent where they are independent of management and free of any Interests that might influence, or could reasonably be perceived to influence, in a material respect their capacity to bring an independent judgement to bear on issues before the Board and to act in the best interests of the Bank as a whole rather than the interests of an individual security holder or other party.

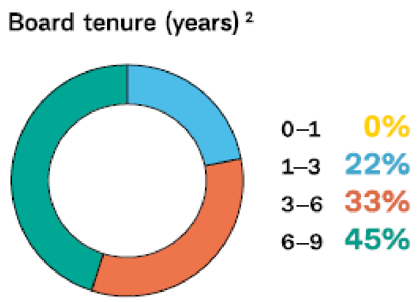
The Board considers that all of its Non-Executive Directors, including the Chair, were independent during the 2024 financial year and continue to be independent as at the date of this Statement.

Board Composition and Effectiveness

The Directors on the Board represent a range of ages, nationalities and backgrounds. The Board's objective is for the Board to maintain at least 40% female membership, 40% male membership and 20% of any gender that holds the relevant skills and experience. As at 30 June 2024, there was 44% female representation on the Board.

The Board composition includes longer-serving Directors who have a deeper knowledge of the Group's operations and history, and newer Directors.





1 Contracts, positions, associations, relationships and other interests.
2 As at 14 August 2024. The numbers have been rounded to ensure that the total adds to 100%.

Corporate Governance (continued)

Length of Service

The table below sets out the Bank's Directors as at the end of the 2024 financial year and their tenure:

Current Directors	Appointed	Length of Service[1]
Paul O'Malley	January 2019	5 years 7 months
Matt Comyn (CEO)	April 2018	6 years 4 months
Lyn Cobley	October 2022	1 year 10 months
Julie Galbo	September 2021	2 years 11 months
Peter Harmer	March 2021	3 years 5 months
Simon Moutter	September 2020	3 years 11 months
Mary Padbury	June 2016	8 years 2 months
Anne Templeman-Jones	March 2018	6 years 5 months
Rob Whitfield AM	September 2017	6 years 11 months

As at the date of this Statement, the Board has nine Directors, including eight independent Non-Executive Directors and the CEO.

Board Renewal

Board renewal and orderly transitions are important for ensuring effective and sustainable Board performance.

The Board Skills Matrix frames the ongoing Board renewal process, ensuring that the prescribed skills and experience are present within the Board and address the Bank's existing and emerging business and governance issues.

Director Induction and Board Education

All new Non-Executive Directors participate in an induction program to assist them in understanding the Group's strategy, culture, governance, customer focus, risk management and financial position.

A continuing education program is incorporated into the Board calendar, which enables Directors, individually and collectively, to develop and maintain skills and knowledge which supports the Board's decision-making.

Annual Directors' duties training is provided to the Board and all directors of Group subsidiaries.

The Directors are subject to the Group Mandatory Learning Policy, under which they are required to complete training relating to Group policies. In the 2024 financial year, this included topics such as Financial Crime Compliance, Privacy, Information Security, Code of Conduct and Conflicts of Interest.

The Board also attended a number of targeted education sessions during the 2024 financial year. Directors gained insights and a deeper level of knowledge on topics such as the Financial Accountability Regime, Artificial Intelligence and Nature Resilience and Risk.

1 As at 14 August 2024.

Corporate Governance (continued)

Instil a culture of acting lawfully, ethically and responsibility

Conflicts Management

The Group Conflicts Management Policy is designed to identify, manage or prevent actual, potential or perceived conflicts of interest. The policy and associated procedures outline the organisational and administrative arrangements in place to support the identification and management of conflicts of interest.

Our Values

Our culture is built on living our values of Care, Courage and Commitment, everyday:

Care

We care about our customers and each other – we serve with humility and transparency

Courage

We have the courage to step in, speak up and lead by example

Commitment

We are unwavering in our commitment – we do what's right and we work together to get things done

Our purpose and values are embedded and reinforced across the Bank through various systems and channels, including leadership communications, policies, processes, learning, development, risk, performance and recognition. Conduct is formally assessed with respect to the Bank's values, as outlined in the Code of Conduct.

During the 2024 financial year, other mechanisms to reinforce the Bank's purpose and values included:

- developing the 2024 Organisational Culture Plan detailing priority initiatives to continue evolving our culture, underpinned by our values and purpose;
- embedding our purpose and values through regular targeted employee communications and experiences;
- a continued focus on senior leader role-modelling and authentic communication to send consistent cultural cues through tone, language, symbols, expectations and behaviour;
- delivery of a targeted senior-leader development program 'Leading Tomorrow' and launch of a new leadership program 'Create Exceptional Teams' for all leaders across the organisation focused on embedding our values and Leadership Principles;
- a focus on unifying, empowering, developing and connecting leaders across the Bank through an ongoing series of quarterly and bi-annual leader forums;
- providing broader context on the Bank's strategy, operations and external environment through a series of CEO and Executive Leader interviews and Q&A style sessions including CommBank Live and Net Promoter Score Team Talks available and cascaded to all employees;
- development of online learning modules embedded in new starter orientation to share our corporate memory, purpose and values alongside stories and lessons learned from our past to show we thrive as an organisation when we focus on customers;
- quarterly surveys to help teams identify the values-aligned behaviours they are prioritising for development over the following 3 months;
- performing a biennial deep-dive organisational culture assessment (including risk culture) to ensure continued alignment to the strategy and values and identification of opportunities for continued improvement; and
- amplifying values stories and examples through employee recognition programs. This includes both our everyday Legends Program and quarterly and annual Excellence Awards.

Code of Conduct

The Group's Code of Conduct sets the standards of behaviour, actions and decisions expected of our people when engaging with, and balancing the interests of, the Bank's stakeholders. The Code connects our purpose and values with a 'Should We?' test, to help deliver the right outcomes for all stakeholders. Following the Code is mandatory and it applies to everyone in the Group, including Board members, employees and contractors. The Code guides our decision-making, sets clear boundaries, and provides a roadmap for getting help when we run into unanticipated challenges. Material breaches of the Code are reported to the relevant Committee. Consequences for staff not complying with the Code may include termination of employment.

Corporate Governance (continued)

Whistleblower Protection

The Group is committed to fostering a culture where our people and others feel safe to speak up on matters or conduct that concerns them. The Group provides SpeakUP channels through which concerns can be raised, including anonymously. The channels include an online portal and independently provided telephone and email services. The Group Whistleblower Policy outlines how concerns can be reported through these channels and provides clarity on how concerns will be managed.

The Group Whistleblower Policy also outlines the support and protections available for whistleblowers, including access to one of the Group's Whistleblower Support Officers.

An executive Misconduct Governance Committee and the Audit Committee are provided with periodic reporting on the operation of the whistleblower program and significant whistleblower disclosures. The reporting takes into account legislative constraints surrounding both whistleblower confidentiality and protection.

Anti-Bribery and Corruption

The Group is committed to embedding a zero risk appetite culture for bribery, corruption and facilitation payments.

An Anti-Bribery & Corruption (AB&C) framework, comprising a Group AB&C Policy and Standard, has been created to:

- formally acknowledge, promote awareness and understanding of the serious nature of bribery and corruption;
- enable compliance with all applicable AB&C legislation in every jurisdiction the Group operates in, which at a minimum includes the Australian Criminal Code Act 1995 (Cth), United Kingdom Bribery Act 2010 and the United States Foreign Corrupt Practices Act 1977;
- prohibit the giving, receiving or offering of bribes, facilitation payments or other improper benefits to/from another person, including public officials;
- prohibit any dishonest accounting or the deliberate failure to maintain complete and accurate records for the purpose of concealing bribery and corruption;
- identify potential risks and appropriate controls relating to key bribery and corruption risk areas such as the offering or accepting of gifts and entertainment; sponsorships and donations; hiring opportunities as well as the engagement of third party service providers who may act for, or on behalf of, the Group;
- require all parts of the Group to identify and understand the bribery and corruption risks relevant to their operations, and implement appropriate controls;
- outline the requirements for escalating and reporting Group AB&C Policy breaches; and
- outline the accountabilities across the Group for the ongoing management of bribery and corruption risk.

The Board approves the Group AB&C Policy and any material changes to it.

Material breaches of the policy must be reported to the Risk & Compliance Committee.

Corporate Governance (continued)

Safeguard the integrity of corporate reports

Corporate Reporting

The Audit Committee assists the Board to discharge its responsibilities on matters relating to the external reporting of financial information for the Group.

The Group Publicly Issued Documents and Marketing Materials Policy establishes the principles for an approval process for public documents and marketing materials including periodic corporate reports, profit announcements, quarterly trading updates and Pillar 3 Reports. The policy seeks to ensure:

- that the information included in the relevant document is not inaccurate, false, misleading or deceptive;
- that there are no material omissions in public documents;
- that there are no material omissions in marketing materials which may prevent existing or potential clients or customers from making informed decisions;
- compliance with relevant legislation, regulations, industry codes and standards and the Group's policy framework;
- compliance with our Code of Conduct;
- that a heightened degree of validation of certain public documents and marketing materials is performed; and
- that appropriate approvals are obtained for publicly issued documents and marketing materials in accordance with the policy.

Under the policy, periodic corporate reports require a verification schedule as a means of verifying the accuracy and completeness of the content. The verification schedule allocates the statements within the relevant document to a person who is responsible for verifying the statement against the principles above, and records the sign-off of that person. The verification is then provided to an appropriate approver to sign-off on the accuracy and completeness of the information.

CEO and CFO Declarations

Before the Board approved the Group's half year and full year financial statements and the consolidated entity disclosure statement for 2024, the CEO and Chief Financial Officer (CFO) provided the Board with written declarations that, in their opinion:

- the Group's financial records have been properly maintained in accordance with the Corporations Act;
- the financial statements and notes comply with the accounting standards and give a true and fair view of the Group's financial position and performance;
- the consolidated entity disclosure statement included is true and correct; and
- the declarations are formed on the basis of a sound system of risk management and internal control, which is operating effectively.

Corporate Governance (continued)

Make timely and balanced disclosure

Continuous Disclosure

The Bank is committed to promoting investor confidence in the markets for its securities by complying with its disclosure obligations in a way that provides investors with equal access to timely, balanced and effective disclosures.

Market sensitive information is released to ASX in compliance with the Bank's continuous disclosure obligations under the Corporations Act and the ASX Listing Rules.

The Group Continuous Disclosure Policy provides the framework for dealing with market sensitive information and seeks to ensure that the Group complies with its continuous disclosure obligations.

Subject to the matters reserved for Board approval, the Disclosure Committee is responsible for determining whether an announcement is released to ASX, or any other foreign securities exchange, and approving the form of the announcement.

The Board receives copies of all material market announcements promptly after release.

The Bank releases copies of new and substantive investor or analyst presentation materials to ASX ahead of the presentation being given.

Corporate Governance (continued)

Respect the rights of shareholders

CBA recognises the importance of providing its shareholders with appropriate information.

Shareholders

The Bank seeks to provide shareholders with information that is timely, of high quality and relevant to their investments via ASX announcements. We also encourage shareholders to access the latest information on the Bank's strategy, operations and financial performance through our Investor Centre. Key updates are provided in the form of ASX announcements, full and half-year results, quarterly trading updates, annual report, shareholder letters and the Notice of Annual General Meeting (AGM). Our Investor Centre also provides access to webcasts, videos, result summaries and FAQs and our shareholders have the option to utilise electronic communication updates.

Our investor relations program facilitates two-way communication between the Bank and its shareholders. Shareholders are also able to send us communications directly or via our share registry, Link Market Services [1]. Shareholders can contact CBA Investor Relations directly through multiple channels including a dedicated telephone line, by email and post. Questions and comments are varied and often relate to shareholdings, dividends, the AGM and environmental and social matters.

Shareholders also have the opportunity to ask questions and hear directly from the Board at the Bank's AGM.

We are committed to listening and responding to shareholder queries, feedback and surveys. Regular updates are provided to the Board so that it has a good understanding of current shareholder views. The Chair, CEO, CFO and Group Executives meet with domestic and offshore institutional investors throughout the year. We also engage directly with buy-and sell-side analysts, proxy advisors, the Australian Shareholders' Association and retail stockbrokers.

Annual General Meeting

The Bank recognises the importance of shareholder participation at our AGM.

The 2024 AGM will be held on Wednesday, 16 October 2024 at the Adelaide Oval, North Adelaide. Shareholders are encouraged to attend and participate.

Shareholders are encouraged to submit questions ahead of the AGM. These can provide useful insights into shareholder concerns and areas of interest, enabling the Chair and CEO to provide relevant feedback on these to the meeting, where consistent themes are raised in advance. Shareholders also have the opportunity to ask questions at the meeting.

The Bank offers direct voting which allows shareholders who are unable to participate in the AGM to vote on resolutions in advance, without needing to appoint a proxy to vote on their behalf. The Bank conducts voting on all resolutions by poll.

The AGM is webcast live, and a recording of the AGM is made available after the meeting on our website for shareholders who are unable to attend.

Electronic Communications

Shareholders are strongly encouraged to provide the Bank's share registry, Link Market Services, with their email address so that the Bank can communicate important information efficiently.

1 Over the coming months Link Market Services will progressively rebrand to its new name MUFG Corporate Markets, a division of MUFG Pension & Market Services.

Corporate Governance (continued)

Recognise and manage risk

The Group identifies, monitors and manages its exposure to financial, non-financial and strategic risks, and is committed to having risk management policies, processes and practices that support a high standard of risk governance whilst enabling management to undertake prudent risk-taking activities.

Risk Management Framework

The Group Risk Management Framework (RMF) comprises the systems, structures, policies, processes and people that identify, measure, evaluate, monitor, report and control or mitigate both internal and external sources of material risk. It incorporates three key documents:

- the Group's Business Plan (consisting of the Group strategic priorities and the Financial Plan) that sets out the approach to implementing the Group's strategic objectives;
- the Group Risk Appetite Statement (RAS) that establishes the type and degree of risk the Board is prepared to accept and the maximum level of risk that the Group must operate within whilst executing the Group Strategy; and
- the Group Risk Management Approach (RMA) that sets out the Group's approach to managing risk and the key elements of the RMF that give effect to this approach.

The Board is ultimately responsible for the RMF and for overseeing its operation by management. As required by APRA's Prudential Standard CPS 220 Risk Management, the Board:

- sets the Group RAS and the Group RMA, and ensures that these are consistent with the policies and processes developed to support appropriate levels of risk taking;
- ensures that the RMF is appropriate for the size, business mix and complexity of the Group, and is reviewed annually by Group Audit & Assurance, and triennially by operationally independent persons. The RMF was reviewed by the Board in December 2023;
- receives regular management reporting to monitor that material risks are managed within approved appetite;
- forms a view on the risk culture of the Group and oversees relevant improvement action plans; and
- delivers an annual Risk Management Declaration to APRA that the RMF is adequately designed and operating effectively.

The Group's Risk Management function (Line 2) designs and oversees management's adherence to the RMF that manages the Group's material risks.

Internal Audit

Group Audit & Assurance (GA&A) is the Internal Audit function of the Group, also called the 3rd Line of Accountability (3LoA or Line 3). Its role is to provide independent and objective assurance and related consulting services to management, as well as the Audit, Nominations, Risk & Compliance, and People & Remuneration Committees.

GA&A is structured to be independent of management, with the most senior GA&A executive, the Group Auditor, reporting directly to the Audit Committee Chair. The Audit Committee holds regular discussions with the Group Auditor in the absence of management. The Group Auditor may only be appointed or dismissed with the Audit Committee's approval. The Group Auditor has free and unrestricted access to all of the Group's information, people, property and records to discharge GA&A's role. In major offshore subsidiary entities, local audit teams operate with a direct reporting line to local Board committees.

GA&A operates under a separate Charter approved by the Audit Committee, conducts its activities in line with local accounting and regulatory standards and adheres to the Institute of Internal Auditors' International Professional Practice Framework, including the Core Principles for the Professional Practice of Internal Auditing and the Definition of Internal Auditing. GA&A is also subject to external review every three years.

GA&A's responsibilities include:

- developing a risk-based annual Group internal audit plan for the Audit Committee's approval and adjusting that plan where necessary to reflect current and emerging risks;
- executing the audit plan in line with approved audit methodologies and reporting the results of its work to management, the Audit Committee and, where appropriate, to the Risk & Compliance Committee; and
- escalating to management, and the Audit Committee or Risk & Compliance Committee, as appropriate, instances where GA&A believes that management has accepted a level of risk in excess of the business area's approved risk appetite. The Group Auditor also monitors and reports on progress in addressing significant control and risk issues.

Other information (continued)

Corporate Governance (continued)

External Auditor

PricewaterhouseCoopers (PwC) was appointed as the Group's External Auditor at the 2007 Annual General Meeting.

The External Auditor provides an independent opinion on whether, among other things, the Group's financial report provides a true and fair view of the Group's financial position and performance.

In line with legislation promoting auditor independence, the Group requires rotation of PwC's lead audit partner after the audit of five successive financial years. The current lead audit partner, Elizabeth O'Brien, assumed the lead audit partner role on 1 July 2022. The lead audit partner holds regular discussions with the Audit Committee without management present. The External Auditor attends the AGM and is available to respond to shareholder questions on any matter that concerns them in their capacity as auditor. The Group and its External Auditor must comply with Australian and United States auditor independence requirements. United States Securities and Exchange Commission rules apply to various activities the Group undertakes in the United States, even though the Bank is not registered under the US Exchange Act. A statement of the Board's satisfaction that the non-audit services provided by PwC did not compromise the auditor independence requirements is provided in the Directors' Report, within the 2024 Financial Report.

Environmental and Social Policy

The Group's Environmental and Social Policy outlines our approach and commitments to managing the environmental

and social impacts of our business activities and operations. The policy includes commitments related to climate change, biodiversity and human rights. The Group updates its Environmental and Social Policy on a biennial basis, with the latest policy coming into effect on 9 August 2023.

Our reporting will evolve in line with the introduction of mandatory climate reporting in Australia. Proposed changes to the Corporations Act would require climate-related disclosures to be contained within a sustainability report. In addition, we outline our commitments and progress towards certain social objectives through reporting including through our annual Modern Slavery and Human Trafficking Statement our Reconciliation Action Plan and other reporting.

Corporate Governance (continued)

Remunerate fairly and responsibly

CBA's remuneration arrangements are designed to attract and retain high quality directors and senior executives and to align their interests with the creation of value for shareholders and with the Bank's values and risk appetite.

Executive Remuneration and Performance

The People & Remuneration Committee assists the Board to discharge its responsibilities on matters relating to:

- the Group's remuneration strategies, recognition programs, and effectiveness of the Group Remuneration Policy and other people-related policies; and
- remuneration arrangements for Non-Executive Directors of the CBA Board, regulated subsidiaries and regulated offshore entities, the CEO and the CEO's direct reports, Accountable Persons and any other Specified Roles of the Group. In carrying out its role, the People & Remuneration Committee seeks that the Bank's people and remuneration practices and recognition programs are aligned to the Group's Remuneration Policy and principles, have regard to performance and financial soundness, satisfy governance, legal and regulatory requirements, encourage behaviours which appropriately mitigate against operational, financial, non-financial, regulatory and reputational risks, and do not reward conduct that is contrary to the Group's values, culture or risk appetite.

The Bank has a formal process for evaluating the performance of the CEO and the CEO's direct reports at least twice every reporting period. During the financial year, a preliminary review was undertaken in February and June by the People & Remuneration Committee (concurrently attended by the Audit, Risk & Compliance and Nominations Committee members) which evaluated the CEO's performance and his assessment of the CEO's direct reports' performance [1]. The final assessments were then recommended by the relevant Committee(s) to the Board for approval in August 2024.

Gender Pay Equity

We seek to achieve gender pay equity. During the 2024 financial year, the gender pay gap has reduced at the Executive General Manager and General Manager level, remained the same at the Manager and Team Member level, and slightly increased at the Executive Manager level. We review pay equity throughout the year and as part of our annual remuneration review process.

Securities Trading

The Group Securities Trading Policy sets out when our people and their associates may deal in securities, including Group securities.

The policy prohibits dealing in securities when in possession of inside information. It also prohibits specified persons and their associates from most dealings in Group securities except during limited 'trading windows'.

The policy also sets out the Bank's prohibition on hedging or otherwise limiting economic exposure to equity price risk in relation to unvested equity-linked remuneration issued under any Group equity arrangement.

1 The ASB Board assesses the performance and approves the performance and remuneration outcomes of the CEO of ASB.

Five Year Financial Summary

	30 Jun 24 $M	30 Jun 23 [1] $M	30 Jun 22 [1] $M	30 Jun 21 $M	30 Jun 20 $M
Net interest income	**22,824**	23,056	19,473	19,302	19,015
Other operating income	**4,350**	4,079	5,126	4,646	4,746
Total operating income	**27,174**	27,135	24,599	23,948	23,761
Operating expenses	**(12,218)**	(11,858)	(11,428)	(11,151)	(10,996)
Loan impairment (expense)/benefit	**(802)**	(1,108)	357	(554)	(2,518)
Net profit before tax	**14,154**	14,169	13,528	12,243	10,247
Income tax expense	**(4,318)**	(4,097)	(4,014)	(3,590)	(3,022)
Net profit after tax from continuing operations – "cash basis"	**9,836**	10,072	9,514	8,653	7,225
Net profit after tax from discontinued operations	**11**	18	113	148	182
Net profit after tax – "cash basis"	**9,847**	10,090	9,627	8,801	7,407
Hedging and IFRS volatility	**17**	(8)	108	7	93
(Loss)/gain on disposal of entities net of transaction costs	**(470)**	(84)	955	1,373	2,092
Net profit after income tax attributable to equity holders of the Bank – "statutory basis"	**9,394**	9,998	10,690	10,181	9,592
Contributions to profit (after tax)					
Retail Banking Services	**5,355**	5,542	5,194	4,693	4,029
Business Banking	**3,774**	3,624	2,734	2,836	2,570
Institutional Banking and Markets	**1,097**	1,048	1,068	933	635
New Zealand	**1,194**	1,320	1,265	1,161	809
Corporate Centre and Other	**(1,584)**	(1,462)	(747)	(970)	(818)
Net profit after tax from continuing operations – "cash basis"	**9,836**	10,072	9,514	8,653	7,225
Balance Sheet					
Loans and other receivables	**942,210**	926,082	878,854	811,356	772,980
Total assets	**1,254,076**	1,252,423	1,215,082	1,091,975	1,015,484
Deposits and other public borrowings	**882,922**	864,995	857,586	766,381	703,432
Total liabilities	**1,180,988**	1,180,790	1,142,397	1,013,287	943,576
Shareholders' equity	**73,088**	71,633	72,685	78,688	71,908
Net tangible assets (including discontinued operations)	**65,488**	64,235	65,746	71,041	64,307
Risk weighted assets – Basel III (APRA)	**467,551**	467,992	497,892	450,680	454,948
Average interest earning assets	**1,144,357**	1,111,254	1,026,910	929,846	897,409
Average interest bearing liabilities	**971,466**	918,666	841,695	776,967	771,982
Assets (on Balance Sheet) – Australia	**1,044,500**	1,044,401	1,012,316	926,909	856,651
Assets (on Balance Sheet) – New Zealand	**117,351**	118,192	112,433	110,104	103,523
Assets (on Balance Sheet) – Other	**92,225**	89,830	90,333	54,962	55,310

1 Comparative information has been restated to conform to presentation in the current period. For further details refer to Note 1.1 in the 2024 Financial Report and "Disclosures – Financial Information Definitions – Change in Comparatives" and Appendix C of this Document.

Five Year Financial Summary (continued)

		30 Jun 24	30 Jun 23 [1]	30 Jun 22 [1]	30 Jun 21	30 Jun 20
Shareholder summary from continuing operations						
Earnings per share						
Basic						
Statutory	(cents)	**566.6**	597.5	557.0	499.2	417.8
Cash basis	(cents)	**587.8**	596.1	552.4	488.5	408.5
Fully diluted						
Statutory	(cents)	**562.7**	584.2	537.1	470.6	404.8
Cash basis	(cents)	**582.6**	582.8	532.9	460.7	396.1
Shareholder summary including discontinued operations						
Earnings per share						
Basic						
Statutory	(cents)	**561.4**	591.7	620.7	574.8	542.4
Cash basis	(cents)	**588.4**	597.2	559.0	496.9	418.8
Fully diluted						
Statutory	(cents)	**557.8**	578.7	597.0	539.7	521.0
Cash basis	(cents)	**583.2**	583.8	539.0	468.4	405.7
Dividends per share – fully franked	(cents)	**465**	450	385	350	298
Dividend cover – statutory	(times)	**1.2**	1.3	1.6	1.6	1.8
Dividend cover – cash	(times)	**1.3**	1.3	1.5	1.4	1.4
Dividend payout ratio						
Statutory	(%)	**83**	76	62	61	55
Cash basis	(%)	**79**	75	68	71	71
Net tangible assets per share including discontinued operations	($)	**39.1**	38.3	38.6	40.0	36.3
Weighted average number of shares (statutory basis)	(M)	**1,673**	1,690	1,722	1,771	1,768
Weighted average number of shares (statutory fully diluted)	(M)	**1,784**	1,800	1,833	1,934	1,895
Weighted average number of shares (cash basis)	(M)	**1,673**	1,690	1,722	1,771	1,769
Weighted average number of shares (cash fully diluted)	(M)	**1,784**	1,800	1,833	1,934	1,896
Number of shareholders [2]		**831,091**	861,636	873,764	871,514	888,214
Share prices for the year						
Trading high	($)	**128.68**	111.43	110.19	106.57	91.05
Trading low	($)	**96.15**	89.66	86.98	62.64	53.44
End (closing price)	($)	**127.38**	100.27	90.38	99.87	69.42

1 Comparative information has been restated to conform to presentation in the current period. For further details refer to Note 1.1 in the 2024 Financial Report and "Disclosures – Financial Information Definitions – Change in Comparatives" and Appendix C of this Document.

2 Includes employees.

Other information (continued)

Five Year Financial Summary (continued)

		30 Jun 24	30 Jun 23 [1]	30 Jun 22 [1]	30 Jun 21	30 Jun 20
Performance ratios from continuing operations						
Return on average Shareholders' Equity						
Statutory	(%)	**13.1**	14.0	12.7	11.8	10.4
Cash basis	(%)	**13.6**	13.9	12.6	11.5	10.2
Return on average total assets						
Statutory	(%)	**0.7**	0.8	0.8	0.9	0.7
Cash basis	(%)	**0.8**	0.8	0.8	0.8	0.7
Net interest margin	(%)	**1.99**	2.07	1.90	2.08	2.12
Performance ratios including discontinued operations						
Return on average Shareholders' Equity						
Statutory	(%)	**13.0**	13.8	14.2	13.5	13.5
Cash basis	(%)	**13.6**	14.0	12.8	11.7	10.5
Return on average total assets						
Statutory	(%)	**0.7**	0.8	0.9	1.0	1.0
Cash basis	(%)	**0.8**	0.8	0.8	0.8	0.7
Capital adequacy – Common Equity Tier 1 – Basel III (APRA)	(%)	**12.3**	12.2	11.5	13.1	11.6
Capital adequacy – Tier 1 – Basel III (APRA)	(%)	**14.3**	14.5	13.6	15.7	13.9
Capital adequacy – Tier 2 – Basel III (APRA)	(%)	**6.6**	5.5	4.0	4.1	3.6
Capital adequacy – Total – Basel III (APRA)	(%)	**20.9**	20.0	17.6	19.8	17.5
Leverage Ratio Basel III (APRA)	(%)	**5.0**	5.1	5.2	6.0	5.9
Liquidity Coverage Ratio – "Quarterly average"	(%)	**136**	131	130	129	155
Net interest margin	(%)	**1.99**	2.07	1.90	2.08	2.12
Other information						
Full-time equivalent employees from continuing operations		**48,887**	49,454	48,906	44,019	41,778
Full-time equivalent employees including discontinued operations		**48,887**	49,454	48,906	45,833	43,585
Branches/services centres (Australia)		**709**	741	807	875	967
Agencies (Australia)		**3,445**	3,491	3,526	3,535	3,547
ATMs		**1,916**	1,956	2,095	2,492	3,542
EFTPOS terminals (active)		**209,861**	206,188	189,977	203,938	190,118
Productivity from continuing operations [2]						
Total operating income per full-time equivalent employee	($)	**555,853**	548,692	502,985	544,038	568,744
Employee expense/total operating income	(%)	**27.6**	26.4	26.8	25.3	24.2
Total operating expenses/total operating income – "cash basis"	(%)	**45.0**	43.7	46.5	46.6	46.3
Productivity including discontinued operations [2]						
Total operating income per full-time equivalent employee	($)	**556,689**	550,136	510,785	539,131	568,361
Employee expense/total operating income	(%)	**27.5**	26.4	26.7	25.4	24.5
Total operating expenses/total operating income – "cash basis"	(%)	**45.0**	43.8	46.5	47.4	47.4

1 Comparative information has been restated to conform to presentation in the current period. For further details refer to Note 1.1 in the 2024 Financial Report and "Disclosures – Financial Information Definitions – Change in Comparatives" and Appendix C of this Document.

2 The productivity metrics have been calculated on a cash basis.

Cyber Security Disclosures

Fraud, scams and cybercrime continue to cause significant harm to Australians, with the number of scam reports increasing by 18.5% in 2023. Rapid advances in new technologies, including AI, continue to affect the threat landscape, leading to persistent targeting of individuals and organisations of all sizes. While scam losses in Australia decreased from $3.1 billion in 2022 to just over $2.7 billion in 2023, anti-scam efforts across governments, regulators, digital platforms, telcos, banks and other industries need to continue, to better protect Australians. We continue to invest in technology capabilities designed to detect, prevent and respond to cyber attacks, fraud and scams. We are focused on proactive collaboration with industry and government partners, to increase national resilience and further reduce the impact of fraud, scams and cyber attacks on customers and the community.

Cyber attacks

Cyber attacks continue to pose a significant threat of disruption and loss of confidential data. These attacks have grown in both severity and frequency, driven by high-value targets and new technologies available to cyber criminals. The Bank is acutely aware of the destabilising impact a cyber attack could have. Cyber criminals may target the Bank to disrupt operations and access valuable data, including customers' personal information. The Bank invests in cyber protection for our systems and prevention capabilities in response to growing threats to our systems and to help better protect our customer information. We have also increased protection through measures such as authentication on more of our systems. The Bank remains vigilant with respect to monitoring systems, services and activities to help with timely detection and response to any potential issues, including those that may originate from third parties.

We recognise the information we hold increases the likelihood of targeted cyber attacks. Cyber security and privacy are important issues for our customers as threats continue to rise and escalate. Cyber security, and in particular system-level resilience to minimise disruptions and enhance the protection of customer and employee information, remain top priorities.

Our response has been to:

- invest in people, process and technological capabilities to help defend our systems against cyber attacks
- test ourselves in simulations to help improve the Bank's response and recovery capability
- continuously review and evolve our internal processes and policies to keep pace with regulatory and technological advances
- periodically engage external firms and subject matter experts to review and provide feedback on our cyber strategic priorities. Our security teams are focused on understanding CBA's threat environment, the capability of our adversaries, and our own strengths and weaknesses
- identify and mitigate potential weaknesses that eventuate through our suppliers, so we can limit the impact of cyber incidents and protect our customers
- remain focused on strengthening system-level resilience, which includes collaboration with industry bodies and the Australian Government's National Office of Cyber Security

The Bank is focused on providing enhanced customer benefits through increased implementation of AI and cyber security initiatives. The Board actively engaged with key suppliers, such as Microsoft, to better understand and support these initiatives.

Contributing to national fraud and scams resilience

Fraud and scams continue to impact too many Australians, with $2.7 billion lost to scams in 2023. As a financial institution, we have a role to play in detecting, deterring and disrupting financial crime. Supporting Australia's collaborative crime protection and working with regulators and law enforcement to protect the financial system from misuse by bad actors, is a continued focus. This year we continued to uplift internal controls, policies and tools designed to better detect and deter financial crime. We implemented a generative AI-supported customer screening pilot to improve data collection and reduce manual processes. We also released a new cloud service which will streamline eight existing investigation processes into one unified and purpose-built system, to provide a single view of customer and transaction data. Consolidating data sources provides significant efficiency gains by streamlining the investigation process. Removing manual work allows teams to focus on the identification of criminal activity and better manage active investigations.

Fraud and scams continue to become more sophisticated. Strengthening the Australian ecosystem is crucial to making our country less attractive for scammers. We believe we are playing our role in building national resilience to combat fraud and scams, by increasing education and providing new tools. We continue to add updated advice and learnings to CommBank Safe, sharing fraud and scams resilience education with customers, the community and small businesses. We are helping to upskill business customers by providing foundational cyber training, covering cyber defence strategies, supply chain risks and common types of scams for businesses.

In FY24, we invested over $800 million to protect our customers against fraud, scams, financial and cyber crime, including expenditure on operational processes and upgrading functionalities. This helped halve CBA customer scam losses in FY24. As this issue affects all Australians, we believe it is crucial to continue to work with governments, regulators, digital platforms, telcos, banks and other industries to develop a national approach to reduce fraud and scams.

Our investment included the introduction of technology solutions such as NameCheck, CustomerCheck and CallerCheck. These new initiatives add to our existing security features for in-branch verification. Our NameCheck technology has prevented more than $370 million in mistaken internet payments through NetBank and the app and $40 million in scam losses in FY24. As part of a national approach to combat fraud and scams, we extended NameCheck to other organisations, preventing more than $12 million in mistaken payments and potential scams in FY24.

We also implemented measures to protect customers from losses linked to cryptocurrency payment scams by introducing declines on certain cryptocurrency exchanges, holding digital payments for 24 hours and implementing a $10,000 per customer monthly limit for cryptocurrency exchange payments.

CBA is the first Australian bank to integrate and share information into a new anti-scam intelligence loop. This investment scam transaction detection model supports existing scam detection tools to screen transactions in real-time and identify potential scams for our teams to investigate. Our fraud team helped co-design the intel loop, adding another layer to Australia's defence. To combat scams effectively we need coordinated action across governments, regulators, digital platforms, telcos, banks and other industries.

While the prevalence of scams remains high for Australians, we believe that our anti-fraud and scams initiatives have collectively made a difference for customers.

Using AI responsibly

CBA applies a principles-based approach to the design, development, deployment and use of AI. We believe that our policies and frameworks are in place to safely manage the pace of advancements in AI, and how regulatory and industry bodies continue to refine their positions on AI. To support the safe scaling of AI across CBA, we have a Responsible AI toolkit and guides, which are intended to assist our people to responsibly use AI and Generative AI models across the Bank.

Our Responsible AI toolkit helps our AI developers deliver responsible and ethical AI models at CBA. The toolkit contains guidance and examples to help with key modelling steps and assessing AI model fairness

Privacy

We take our responsibility to protect the personal information and privacy of customers seriously. To help keep customer information safe, the Bank applies security and privacy controls around the collection and handling of personal information and maintains an internal Group Privacy Policy. The public Group Privacy Statement sets out how the Bank collects and handles personal information. For suppliers who collect or handle personal customer information, we take a risk-based approach to due diligence assessments to review their data and privacy governance, policies and incident response in line with our responsibilities. Through our delivery of commitments in the Privacy Enforceable Undertaking (EU) with the Office of the Australian Information Commissioner, we have worked to enhance our customer personal information management and completed all formal obligations under the EU in FY24. For more information on the Privacy EU, refer to Note 7.1 to the 2024 Financial Report.

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7 Appendices

Appendices

Appendix A – Additional Historical Information

For the purposes of providing investors with a thorough understanding of the Group's performance, this Appendix provides relevant financial year 2022, 2021 and 2020 information not provided within the 2024 Financial Report and 2023 Financial Report.

The following information presented in Appendix A has not been restated to reflect the change in accounting policy and prior period restatements detailed in Note 1.1 of the 2024 Financial Report. Refer to "Disclosures – Financial Information Definitions – Change in Comparatives" and Appendix C of this Document and Note 1.1 of the 2024 Financial Report for further details.

Provisions for Impairment

	2021 $M	2020 $M
Provision for impairment losses		
Collective provisions		
Opening balance	5,396	3,904
Net collective provision funding	287	2,043
Impairment losses written off	(536)	(763)
Impairment losses recovered	131	185
Other	33	27
Closing balance	**5,311**	**5,396**
Individually assessed provisions		
Opening balance	967	895
Net new and increased individual provisioning	496	658
Write-back of provisions no longer required	(229)	(183)
Discount unwind to interest income	(16)	(16)
Impairment losses written off	(323)	(444)
Other	5	57
Closing balance	**900**	**967**
Total provisions for impairment losses	6,211	6,363
Less: Provision for Off Balance Sheet exposures	(111)	(119)
Total provisions for loan impairment	**6,100**	**6,244**

	As at 30 June	
	2021 %	2020 %
Provision ratios		
Total provisions for impaired assets as a % of gross impaired assets	33.99	35.37
Total provisions for impairment losses as a % of gross loans and acceptances	0.76	0.82

Appendix A – Additional Historical Information (continued)

Credit Risk Management

The following tables set out the Group's credit risk by industry and asset class as at 30 June 2022, 2021 and 2020.

Maximum Exposure to Credit Risk by Industry and Asset Class before Collateral Held or Other Credit Enhancements

	30 June 22							
	Sovereign	Agri-culture	Bank and other financial	Con-struction	Consumer	Other comm and indust.	Other	Total
	$M	$M	$M	$M	$M	$M	$M	$M
Australia								
Credit risk exposures relating to on balance sheet assets:								
Cash and liquid assets	85,563	–	25,770	–	–	–	–	111,333
Receivables from financial institutions	–	–	2,977	–	–	–	–	2,977
Assets at fair value through Income Statement:								
Trading	5,045	–	556	–	–	5,995	–	11,596
Other	–	–	1	–	–	9,822	135	9,958
Derivative assets	2,886	85	14,282	27	–	5,125	–	22,405
Investment securities:								
At amortised cost	–	–	3,217	–	–	–	–	3,217
At fair value through Other Comprehensive Income	54,246	–	7,401	–	–	–	–	61,647
Assets held for sale	218	–	507	–	–	–	597	1,322
Loans and other receivables [1]	19,891	14,557	19,618	6,158	569,687	139,726	–	769,637
Other assets	396	8	2,525	1	422	103	–	3,455
Total on balance sheet Australia	168,245	14,650	76,854	6,186	570,109	160,771	732	997,547
Credit risk exposures relating to off balance sheet assets:								
Financial guarantees	11	5	1,020	170	436	971	–	2,613
Performance related contingencies	511	2,738	9,097	1,769	103,912	42,025	–	160,052
Commitments to provide credit and other commitments	164	31	955	2,394	–	7,446	–	10,990
Total Australia	168,931	17,424	87,926	10,519	674,457	211,213	732	1,171,202
Overseas								
Credit risk exposures relating to on balance sheet assets:								
Cash and liquid assets	29,834	–	19,987	–	–	–	–	49,821
Receivables from financial institutions	424	–	3,444	–	–	–	–	3,868
Assets at fair value through Income Statement:								
Trading	3,550	–	90	–	–	87	–	3,727
Other	–	–	–	–	–	34	–	34
Derivative assets	370	7	10,163	–	–	2,791	–	13,331
Investment securities:								
At amortised cost	–	–	–	–	–	–	–	–
At fair value through Other Comprehensive Income	13,567	–	2,261	–	–	–	–	15,828
Loans and other receivables [1]	170	9,351	9,213	748	67,852	27,992	–	115,326
Other assets	55	–	397	2	8	43	–	505
Total on balance sheet overseas	47,970	9,358	45,555	750	67,860	30,947	–	202,440
Credit risk exposures relating to off balance sheet assets:								
Financial guarantees	128	2	193	70	20	381	–	794
Performance related contingencies	467	869	6,442	231	10,060	6,821	–	24,890
Commitments to provide credit and other commitments	1	–	406	1	–	783	–	1,191
Total overseas	48,566	10,229	52,596	1,052	77,940	38,932	–	229,315
Total gross credit risk	217,497	27,653	140,522	11,571	752,397	250,145	732	1,400,517
Other [2]	–	–	–	–	–	1,611	19,771	21,382
Total assets	217,497	27,653	140,522	11,571	752,397	251,756	20,503	1,421,899

1 Loans, bills discounted and other receivables is presented gross of provisions for impairment and unearned income in line with Note 3.1.

2 For the purpose of reconciling to the Balance Sheet, "Other assets" predominantly comprises assets which do not give rise to credit exposure, including Property, plant and equipment, Investment in associates and joint ventures, Intangible assets, Deferred tax assets and Other assets.

Appendix A – Additional Historical Information (continued)
Credit Risk Management (continued)

	30 Jun 21							
	Sovereign	Agri-culture	Bank and other financial	Con-struction	Consumer	Other comm and indust.	Other	Total
	$M	$M	$M	$M	$M	$M	$M	$M
Australia								
Credit risk exposures relating to on balance sheet assets:								
Cash and liquid assets	66,416	–	10,845	–	–	–	–	77,261
Receivables from financial institutions	–	–	2,590	–	–	–	–	2,590
Assets at fair value through Income Statement:								
Trading	9,893	–	779	–	–	11,270	–	21,942
Other	106	21	229	–	–	10,128	30	10,514
Derivative assets	817	86	13,061	10	–	4,744	–	18,718
Investment securities:								
At amortised cost	–	–	4,278	–	–	–	–	4,278
At fair value through Other Comprehensive Income	53,079	–	11,595	–	–	–	–	64,674
Assets held for sale	–	–	–	–	–	–	1,200	1,200
Loans and other receivables [1]	17,620	12,136	13,886	5,002	532,157	124,794	–	705,595
Other assets	652	39	3,870	–	9	451	–	5,021
Total on balance sheet Australia	148,583	12,282	61,133	5,012	532,166	151,387	1,230	911,793
Credit risk exposures relating to off balance sheet assets:								
Financial guarantees	398	20	977	197	–	3,179	–	4,771
Performance related contingencies	778	2,328	6,008	2,553	104,045	41,073	–	156,785
Commitments to provide credit and other commitments	64	13	1,165	1,602	–	3,647	–	6,491
Total Australia	149,823	14,643	69,283	9,364	636,211	199,286	1,230	1,079,840
Overseas								
Credit risk exposures relating to on balance sheet assets:								
Cash and liquid assets	16,000	–	6,780	–	–	–	–	22,780
Receivables from financial institutions	75	–	2,420	–	–	–	–	2,495
Assets at fair value through Income Statement:								
Trading	4,094	–	199	–	–	196	–	4,489
Other	–	–	–	–	–	25	–	25
Derivative assets	218	12	1,657	–	–	844	–	2,731
Investment securities:								
At amortised cost	–	–	–	–	–	–	–	–
At fair value through Other Comprehensive Income	17,079	–	2,016	–	–	–	–	19,095
Assets held for sale	–	–	–	–	–	–	1	1
Loans and other receivables [1]	138	9,775	6,792	683	66,055	29,228	–	112,671
Other assets	25	–	297	1	10	30	–	363
Total on balance sheet overseas	37,629	9,787	20,161	684	66,065	30,323	1	164,650
Credit risk exposures relating to off balance sheet assets:								
Financial guarantees	95	1	415	63	–	343	–	917
Performance related contingencies	459	901	8,938	231	10,737	9,521	–	30,787
Commitments to provide credit and other commitments	1	–	52	1	–	716	–	770
Total overseas	38,184	10,689	29,566	979	76,802	40,903	1	197,124
Total gross credit risk	188,007	25,332	98,849	10,343	713,013	240,189	1,231	1,276,964
Other [2]	–	–	–	–	–	2,791	19,651	22,442
Total assets	188,007	25,332	98,849	10,343	713,013	242,980	20,882	1,299,406

1 Loans, bills discounted and other receivables is presented gross of provisions for impairment and unearned income in line with Note 3.1.

2 For the purpose of reconciling to the Balance Sheet, “Other assets” predominantly comprises assets which do not give rise to credit exposure, including Property, plant and equipment, Investment in associates and joint ventures, Intangible assets, Deferred tax assets and Other assets.

Appendix A – Additional Historical Information (continued)
Credit Risk Management (continued)

	30 Jun 20							
	Sovereign	Agri-culture	Bank and other financial	Con-struction	Consumer	Other comm and indust.	Other	Total
	$M	$M	$M	$M	$M	$M	$M	$M
Australia								
Credit risk exposures relating to on balance sheet assets:								
Cash and liquid assets	8,611	–	14,113	–	–	–	–	22,724
Receivables from financial institutions	–	–	2,127	–	–	–	–	2,127
Assets at fair value through Income Statement:								
Trading	28,071	–	842	–	–	5,759	–	34,672
Other	77	105	1,188	–	–	6,708	44	8,122
Derivative assets	1,268	76	22,649	26	–	4,801	–	28,820
Investment securities:								
At amortised cost	9	–	5,159	–	–	–	–	5,168
At fair value through Other Comprehensive Income	47,601	–	12,366	–	–	570	–	60,537
Assets held for sale	–	–	772	–	–	12	984	1,768
Loans and other receivables [1]	23,480	10,512	13,260	5,045	503,490	118,691	–	674,478
Other assets	637	1	5,844	1	23	189	–	6,695
Total on balance sheet Australia	109,754	10,694	78,320	5,072	503,513	136,730	1,028	845,111
Credit risk exposures relating to off balance sheet assets:								
Financial guarantees	493	20	1,466	259	–	3,065	–	5,303
Performance related contingencies	593	1,969	6,575	2,355	92,659	38,541	–	142,692
Commitments to provide credit and other commitments	70	9	1,163	1,521	–	3,763	–	6,526
Total Australia	110,910	12,692	87,524	9,207	596,172	182,099	1,028	999,632
Overseas								
Credit risk exposures relating to on balance sheet assets:								
Cash and liquid assets	13,937	–	7,504	–	–	–	–	21,441
Receivables from financial institutions	61	–	6,359	–	–	–	–	6,420
Assets at fair value through Income Statement:								
Trading	3,184	–	274	–	–	293	–	3,751
Other	–	–	–	–	–	–	–	–
Derivative assets	128	22	939	–	–	376	–	1,465
Investment securities:								
At amortised cost	5	–	–	–	–	–	–	5
At fair value through Other Comprehensive Income	17,068	–	1,944	–	–	–	–	19,012
Assets held for sale	–	–	–	–	–	–	2	2
Loans and other receivables [1]	14	9,726	6,730	658	58,961	29,541	–	105,630
Other assets	24	–	19	1	9	351	–	404
Total on balance sheet overseas	34,421	9,748	23,769	659	58,970	30,561	2	158,130
Credit risk exposures relating to off balance sheet assets:								
Financial guarantees	–	2	754	52	–	337	–	1,145
Performance related contingencies	340	804	6,300	234	9,949	8,218	–	25,845
Commitments to provide credit and other commitments	1	1	243	1	–	586	–	832
Total overseas	34,762	10,555	31,066	946	68,919	39,702	2	185,952
Total gross credit risk	145,672	23,247	118,590	10,153	665,091	221,801	1,030	1,185,584
Other [2]	–	–	–	–	–	–	19,358	19,358
Total assets	145,672	23,247	118,590	10,153	665,091	221,801	20,388	1,204,942

1 Loans, bills discounted and other receivables is presented gross of provisions for impairment and unearned income in line with Note 3.1.

2 For the purpose of reconciling to the Balance Sheet, "Other assets" predominantly comprises assets which do not give rise to credit exposure, including Property, plant and equipment, Investment in associates and joint ventures, Intangible assets, Deferred tax assets and Other assets.

Appendix A – Additional Historical Information (continued)
Credit Risk Management (continued)

Large Exposures

Concentrations of exposure to any counterparty or counterparty group are controlled by a large credit exposure policy, which defines a graduated limit framework that restricts credit limits based on the internally assessed risk of the client, the type of client and facility tenor. All exposures outside the policy limits require approval by the Executive Credit Authority.

The following table shows the aggregated number of the Group's non-retail (excluding banks and sovereign) aggregated counterparty exposures (including direct and contingent exposures), which individually were greater than 5% of the Group's capital resources (Tier 1 and Tier 2 capital):

	2022	2021	2020
5% to less than 10% of the Group's capital resources	–	–	–
10% to less than 15% of the Group's capital resources	–	–	–

Appendix A – Additional Historical Information (continued)

Asset Quality

	2022 $M	2021 $M	2020 $M
Impaired assets by size of asset			
Less than $1 million	1,737	1,833	1,846
$1 million to $10 million	623	799	790
Greater than $10 million	591	777	912
Gross impaired assets	**2,951**	**3,409**	**3,548**

Average Balances and Related Interest

	Full Year Ended 30 Jun 22			Full Year Ended 30 Jun 21		
Net Interest Margin	Avg Bal $M	Interest $M	Yield %	Avg Bal $M	Interest $M	Yield %
Total interest earning assets	1,026,910	24,293	2.37	929,846	24,658	2.70
Total interest bearing liabilities	841,695	4,820	0.57	776,967	5,819	0.75
Net interest income and interest spread		**19,473**	**1.80**		**18,839**	**1.95**
Benefit of free funds			0.10			0.13
Net interest margin			**1.90**			**2.08**

Appendix A – Additional Historical Information (continued)

Loans, Bills Discounted and Other Receivables

	As at 30 June		
	2022	2021	2020
	$M	$M	$M
Australia			
Overdrafts	24,170	21,466	29,026
Home loans [1]	556,499	516,217	485,795
Credit card outstandings	8,711	8,640	9,005
Lease financing	3,297	3,731	4,073
Term loans and other lending	176,960	155,541	146,579
Total Australia	**769,637**	**705,595**	**674,478**
Overseas			
Overdrafts	1,006	1,255	1,481
Home loans [1]	65,494	63,539	57,085
Credit card outstandings	838	909	911
Lease financing	–	1	6
Term loans and other lending	47,988	46,967	46,147
Total Overseas	**115,326**	**112,671**	**105,630**
Gross loans and other receivables	**884,963**	**818,266**	**780,108**
Less:			
Provisions for Loan Impairment:			
Collective provisions	(4,494)	(5,200)	(5,277)
Individually assessed provisions	(736)	(900)	(967)
Unearned income:			
Term loans	(680)	(622)	(627)
Lease financing	(199)	(188)	(257)
	(6,109)	**(6,910)**	**(7,128)**
Net loans and other receivables	**878,854**	**811,356**	**772,980**

1 Home loans balance includes residential mortgages that have been assigned to securitisation vehicles and covered bond trusts.

Appendix A – Additional Historical Information (continued)

Deposits and Other Public Borrowings

	As at	
	2022	2021
	$M	$M
Australia		
Certificates of deposit	27,081	29,890
Term deposits	131,155	118,958
On-demand and short-term deposits	440,500	406,481
Deposits not bearing interest	131,828	103,510
Securities sold under agreements to repurchase [1]	14,097	12,634
Total Australia	**744,661**	**671,473**
Overseas		
Certificates of deposit	18,536	14,532
Term deposits	27,980	28,106
On-demand and short-term deposits	35,414	34,680
Deposits not bearing interest	11,928	10,906
Securities sold under agreements to repurchase	19,067	6,684
Total Overseas	**112,925**	**94,908**
Total deposits and other public borrowings	**857,586**	**766,381**

Appendix B – Definitions

Term	Description
Assets under management (AUM)	Assets Under Management represents the market value of assets for which the Group acts as an appointed manager.
Bankwest	Bankwest is active in all domestic market segments, with lending diversified between the business, rural, housing and personal markets, including a full range of deposit products. The retail banking activities conducted under the Bankwest brand are consolidated into Retail Banking Services, and the business banking activities conducted under the Bankwest brand are consolidated into Business Banking.
Business Banking	Business Banking serves the banking needs of business, corporate and agribusiness customers across the full range of financial services solutions, as well as providing equities trading and margin lending services through the CommSec business. Business Banking includes the financial results of business banking activities conducted under the Bankwest brand.
Corporate Centre and Other	Corporate Centre and Other include the results of the Group's centrally held minority investments and subsidiaries, Group-wide remediation costs, investment spend including enterprise-wide infrastructure and other strategic projects, employee entitlements, and unallocated revenue and expenses relating to the Bank's support functions including Treasury, Investor Relations, Group Strategy, Legal and Corporate Affairs and Bank-wide elimination entries arising on consolidation.
Corporations Act 2001	*Corporations Act 2001* (Cth).
Dividend payout ratio – "cash basis"	Dividends paid on ordinary shares divided by net profit after tax – "cash basis".
Dividend payout ratio – "statutory basis"	Dividends paid on ordinary shares divided by net profit after tax – "statutory basis".
DPS	Dividend per share.
DRP	Dividend reinvestment plan.
DRP participation	The percentage of total issued capital participating in the dividend reinvestment plan.
Earnings per share (EPS) (basic)	Basic earnings per share is the net profit attributable to ordinary equity holders of the Bank, divided by the weighted average number of ordinary shares on issue during the year per the requirements of relevant accounting standards.
Earnings per share (EPS) (diluted)	Diluted earnings per share adjusts the net profit attributable to ordinary equity holders of the Bank and the weighted average number of ordinary shares on issue used in the calculation of basic earnings per share, for the effects of dilutive potential ordinary shares per the requirements of relevant accounting standards.
Institutional Banking and Markets	Institutional Banking & Markets (IB&M) provides a full range of domestic and global financing and banking services to large corporate, institutional and government clients. These services include debt capital markets, risk management, transaction banking, sustainable finance, structured capital solutions and working capital delivered through dedicated product and industry specialists, as well as tailored research and data analytics.
Interest rate risk in the banking book (IRRBB)	Interest Rate Risk in the Banking Book is the risk that the Bank's profit derived from Net Interest Income (interest earned less interest paid), in current and future periods, is adversely impacted by changes in interest rates. This is measured from two perspectives: firstly by quantifying the change in the net present value of the Balance Sheet's future earnings potential, and secondly as the anticipated change to Net Interest Income earned over 12 months. This calculation is driven by APRA regulations with further detail outlined in the Group's Basel III Pillar 3 report.
Loss Given Default (LGD)	An estimate of the expected severity of loss for a credit exposure following a default event. LGD represents the fraction of EAD that is not expected to be recovered following default.
Net profit after tax ("cash basis")	Represents net profit after tax and non-controlling interests before non-cash items including hedging and IFRS volatility, and gains or losses on acquisitions, disposal, closure, capital repatriation and demerger of controlled businesses, or associates that are not discontinued operations. This is management's preferred measure of the Group's financial performance.

Term	Description
Net profit after tax (“statutory basis”)	Represents net profit after tax and non-controlling interests, calculated in accordance with Australian Accounting Standards. This is equivalent to the statutory item “Net profit attributable to Equity holders of the Bank”.
Net Promoter Score	This is an industry standard metric that measures a customer’s willingness to recommend a brand’s product and services to their friends, family and colleagues. In consumer Atlas, Advocacy is measured on a scale of 0 to 10, with 0 being “Not at all likely” and 10 being “Extremely likely” to recommend. Net Promoter Score (“NPS”) is a derived measure by subtracting Detractors (those who selected 0-6) from Promoters (9-10). Those who have selected 7-8 are known as Passives. In Roy Morgan advocacy measures the likelihood of individual retail customers who identified CBA as their main financial institution, recommending CBA to others. It is based on a scale of 10 to 10, with 1 being ‘very unlikely’ to recommend and 10 being ‘very likely’ to recommend. The Net Promoter Score (“NPS”) is calculated by subtracting the percentage of ‘Detractors (score 106) from the percentage of ‘Promoters’ (score 9-10). The metric is reported as a 6 month rolling average, based on the Australian population aged 14 and over, surveyed by Roy Morgan. ®Net Promoter Score (“NPS”) is a trademark of Bain and Company, Inc., Satmetrix Systems, Inc., and Mr. Frederick Reichheld. We introduced the Net Promoter Score as our way of measuring more than just customer satisfaction, but also looking at customer advocacy. NPS helps us understand our customers experiences, positive or negative. It helps us to identify and focus on the root cause of those perceptions, giving us the opportunity to directly address issues and continue to build on strengths.
Net Stable Funding Ratio (NSFR)	The NSFR more closely aligns the behaviour terms of assets and liabilities. It is the ratio of the amount of available stable funding (ASF) to the amount of required stable funding (RSF). ASF is the portion of an Authorised Deposit-taking Institution’s (ADI) capital and liabilities expected to be a reliable source of funds over a one year time horizon. RSF is a function of the liquidity characteristics and residual maturities of an ADI’s assets and off Balance Sheet activities.
Net tangible assets per share	Net assets excluding intangible assets, non-controlling interests and other equity instruments divided by ordinary shares on issue at the end of the period (excluding Treasury Shares deduction). Right of use assets are included in net tangible assets per share.
New Zealand	New Zealand includes the banking and funds management businesses operating under the ASB brand. ASB provides a range of banking, wealth and insurance products and services to personal, business and rural customers in New Zealand.
Operating expenses to total operating income	Represents operating expenses as a percentage of total operating income. The ratio is a key efficiency measure.
Other Overseas	Represents amounts booked in branches and controlled entities outside Australia and New Zealand.
Probability of Default (PD)	The PD reflects a borrower’s ability to generate sufficient cash flows in the future to meet the terms of all of its credit obligations to the Group.
Profit after capital charge (PACC)	The Group uses PACC, a risk-adjusted measure, as a key measure of financial performance. It takes into account the profit achieved, the risk to capital that was taken to achieve it, and other adjustments.
Replicating Portfolio	The Replicating Portfolio is designed to stabilise the net interest earnings of the bank through interest rate cycles. It comprises a portfolio of interest rate swaps acting as a partial economic hedge for assets and liabilities that have an imperfect correlation between the cash rate and the product interest rate (e.g. if the cash rate increases or decreases, non-interest bearing deposits cannot be re-priced to match the change in the cash rate).
Retail Banking Services	Retail Banking Services provides banking products and services to personal and private bank customers. Retail Banking Services also include the financial results of retail banking activities conducted under the Bankwest and Unloan brands. The sale of the Australian general insurance business (CommInsure General Insurance) was completed on 30 September 2022.
Return on equity (“cash basis”)	Based on net profit after tax – “cash basis” divided by average shareholders’ equity.
Return on equity (“statutory basis”)	Based on net profit after tax – “statutory basis” divided by average shareholders’ equity.
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 on derivatives.
Weighted average number of shares	The calculation incorporates the bonus element of any rights issue, discount element of any DRP and excludes “Treasury Shares” related to investment in the Bank’s shares held for future issuance at vesting of related share based payment awards.

Appendices (continued)

Term	Definition
Retail Banking Services	
Home loans (APRA)	CBA Loans to individuals that are Owner Occupied and Investment Home Loans as per APRA monthly ADI Statistics, **divided by** APRA Monthly ADI Statistics back series.
Home loans (RBA)	CBA Loans to individuals that are Owner Occupied and Investment Home Loans as per APRA monthly ADI Statistics + separately reported subsidiaries: Wallaby Trust, Residential Mortgage Group P/L, **divided by** RBA Financial Aggregates Owner Occupied and Investor Home Lending (includes ADIs and RFCs).
Credit Cards (APRA)	CBA Personal Credit Card Lending (APRA), **divided by** Loans to Households: Credit Cards (APRA Monthly ADI Statistics back series).
Consumer finance (other household lending)	CBA Lending to individuals which includes: Personal Loans, Margin Lending, Personal Leasing, Revolving Credit, Overdrafts, and Home Loans for personal purposes, **divided by** Loans to Households: Other (APRA Monthly ADI Statistics back series).
Household deposits	Total CBA transaction and non-transaction account deposit balances from residents as reported under APRA definitions for Households (individuals) excluding Self-Managed Super Funds (as per deposit balances submitted to APRA in ARF720.2A Deposits), **divided by** Deposits from Households (APRA Monthly ADI Statistics back series).
Business Banking	
Business lending (APRA)	CBA Total Loans to residents as reported under APRA definitions for the Non-Financial Businesses sector (as per lending balances submitted to APRA in ARF720.1A ABS/RBA Loans and Finance Leases) (this includes some Housing Loans to businesses), **divided by** Loans to Non-Financial Businesses (APRA Monthly ADI Statistics back series).
Business lending (RBA)	CBA Business Lending and Credit: specific “business lending” categories in lodged APRA returns – ARF720.1A ABS/RBA Loans and Finance Leases, ARF720.7 ABS/RBA Bill Acceptances and Endorsements, excluding sub-categories of RBA, ADIs, RFCs and Central Borrowing Authorities, and the category of General Government, **divided by** RBA Total Business Lending (adjusted for series breaks).
Business deposits (APRA)	Total CBA transaction and non-transaction account deposit balances from residents as reported under APRA definitions for the Non-Financial Businesses sector (as per deposit balances submitted to APRA in ARF720.2A Deposits), **divided by** Deposits from Non-Financial Businesses (from APRA Monthly ADI Statistics back series).
Equities trading	Twelve months rolling average of Australian equities traded value by CommSec, **divided by** Twelve months rolling average of total Australian equities market traded value.

Appendix C – Disclosure Changes

Changes in Comparatives

Discontinued operations

The financial results of businesses reclassified as discontinued operations are excluded from the results of the continuing operations and presented as a single line item Net profit/(loss) after income tax from discontinued operations in the Income Statement, and other comprehensive income/(expense) net of income tax from discontinued operations in the Statement of Comprehensive Income.

The Income Statements and the Statements of Comprehensive Income for comparative periods are also restated. Assets and liabilities of discontinued operations subject to disposal have been presented on the Balance Sheet separately as assets and liabilities held for sale. The Balance Sheet is not restated when a business is reclassified as a discontinued operation.

Re-segmentation

During the year ended 30 June 2024, the Group made a number of re-segmentations, allocations and reclassifications including the transfer of some customers between segments and refinements to the allocation of costs to support units. These changes have not impacted the Group's net profit but have resulted in changes to the presentation of the Income Statement and the Balance Sheet of the affected segments. These changes have been applied retrospectively.

Adoption of new or amended accounting standards and future accounting developments

International Tax Reform – Pillar Two Model Rules

In December 2021, the Organisation for Economic Co-operation and Development (OECD) released Global Anti-Base Erosion (GLoBE) Model rules ("Pillar Two"), introducing new 'top-up' taxing mechanisms for multinational enterprises (MNEs) that fall within the rules. MNEs will be liable to pay a top-up tax reflecting the difference between their GloBE effective tax rate per jurisdiction and the 15% minimum rate.

As at 30 June 2024, Pillar Two draft legislation has been released in Australia but not yet been enacted. Certain jurisdictions in which the Group operates have enacted or substantively enacted Pillar Two legislation. The legislation will be effective for the Group for the financial year beginning 1 July 2024.

In June 2023, the Australian Accounting Standards Board (AASB) issued AASB 2023-2 to amend AASB 112 *Income Taxes* in order to address Pillar Two. It introduced a mandatory temporary exception from recognising and disclosing Pillar Two deferred taxes, which has been adopted by the Group.

The Group has performed an assessment of the potential exposure to Pillar Two income taxes. The Group does not operate in jurisdictions that have a headline corporate tax rate of less than 15% and does not expect to pay any Pillar Two top-up taxes. In the unlikely event that Pillar Two taxes become payable, the Group does not expect the impact to be material.

Multinational Tax Transparency – Disclosure of Subsidiaries

During the year ended 30 June 2024, the *Corporations Act 2001* (Cth) was amended to introduce new mandatory annual disclosures for public companies required to prepare consolidated financial statements. The amendments were made as part of the Government's commitment to protect the integrity of the Australian tax system and improve tax transparency. The new disclosures include names, legal structures, locations of incorporation or formation, and tax residency status of consolidated entities. The new disclosure requirement is effective for the year ended 30 June 2024. The Group's consolidated entity disclosure statement is provided on pages 289 – 291 of the 2024 Financial Report.

AASB 18 Presentation and Disclosure in Financial Statements

In June 2024, the AASB issued a new standard AASB 18 *Presentation and Disclosure in Financial Statements*, which will be effective for the Group from 1 July 2027 and is required to be applied retrospectively. AASB 18 will replace AASB 101 *Presentation of Financial Statements* and introduces new requirements to improve entities' reporting of financial performance and give investors a better basis for analysing and comparing entities. These requirements aim to improve comparability in the income statement, enhance transparency of management-defined performance measures and provide useful grouping of information in the financial statements. The Group continues to assess the impact of adopting AASB 18.

Appendix C – Disclosure Changes (continued)

Prior period adjustments

During the year ended 30 June 2024, management reassessed the classification of the Group's investment in Qilu Bank in accordance with AASB 128 *Investments in Associates and Joint Ventures* and concluded that the Group lost significant influence over financial and operating policy decision making at the time of the Qilu Bank Initial Public Offering in June 2021. This change has been applied retrospectively.

For the Group, the comparative information has been revised as follows:

- A decrease in investments in associates as at 30 June 2023 and 2022 of $1,021 million and $957 million, respectively;
- An increase in investments at fair value through other comprehensive income as at 30 June 2023 and 2022 of $599 million and $779 million, respectively;
- A decrease in deferred tax liabilities as at 30 June 2023 and 2022 of $50 million and $25 million, respectively;
- A decrease in net other operating income for the years ended 30 June 2023 and 2022 of $102 million and $90 million, respectively;
- A decrease in income tax expense for the years ended 30 June 2023 and 2022 of $10 million and $9 million, respectively;
- A decrease in investment securities revaluation reserve as at 30 June 2023 and 2022 of $535 million and $370 million, respectively;
- A decrease in foreign currency translation reserve as at 30 June 2023 and 2022 of $50 million and $88 million, respectively;
- An increase in opening retained earnings as at 1 July 2022 for the Group of $305 million;
- A decrease in basic earnings per share and basic earnings per share from continuing operations for the years ended 30 June 2023 and 2022 of 5.5 cents per share and 4.7 cents per share, respectively; and
- A decrease in diluted earnings per share and diluted earnings per share from continuing operations for the years ended 30 June 2023 and 2022 of 5.1 cents per share and 4.4 cents per share, respectively.

For the Bank, the comparative information has been revised as follows:

- A decrease in investments in associates as at 30 June 2023 and 2022 of $364 million and $360 million, respectively;
- An increase in investments at fair value through other comprehensive income as at 30 June 2023 and 2022 of $599 million and $779 million, respectively;
- An increase in deferred tax liabilities as at 30 June 2023 and 2022 of $24 million and $42 million, respectively;
- A decrease in investment securities revaluation reserve as at 30 June 2023 and 2022 of $525 million and $359 million, respectively; and
- An increase in opening retained earnings as at 1 July 2022 of $736 million.

Appendix C – Disclosure Changes (continued)

The impact of these changes on each segment's Net profit after tax ("statutory basis"), Balance Sheet and cost to income ratios for the comparative periods is set out below:

Segment Statutory NPAT (impact by adjustment type) – Including Discontinued Operations

	Full Year Ended 30 June 2023					
	Retail Banking Services	Business Banking	Institutional Banking and Markets	New Zealand	Corporate Centre and Other	Total
Divisional Summary	$M	$M	$M	$M	$M	$M
Stat NPAT (incl. disc ops) - as reported	5,339	3,973	1,031	1,152	(1,405)	**10,090**
Restatements in the current year:						
Re-segmentation and allocations	384	(349)	17	(36)	(108)	**(92)**
Total restatements	**384**	**(349)**	**17**	**(36)**	**(108)**	**(92)**
Stat NPAT (incl. disc ops) - as restated	**5,723**	**3,624**	**1,048**	**1,116**	**(1,513)**	**9,998**

Segment Statutory NPAT (impact by P&L line item) – Including Discontinued Operations

	Full Year Ended 30 June 2023					
	Retail Banking Services	Business Banking	Institutional Banking and Markets	New Zealand	Corporate Centre and Other	Total
Divisional Summary	$M	$M	$M	$M	$M	$M
Stat NPAT (incl. disc ops) - as reported	5,339	3,973	1,031	1,152	(1,405)	**10,090**
Restatements:						
Increase / (decrease) in Operating income	585	(546)	33	(51)	(123)	**(102)**
(Increase) / decrease in Operating expenses	(29)	47	(10)	–	(8)	**–**
(Increase) / decrease in Loan impairment expense	(4)	4	–	–	–	**–**
(Increase) / decrease in Corporation tax	(168)	146	(6)	15	23	10
Total restatements	**384**	**(349)**	**17**	**(36)**	**(108)**	**(92)**
Stat NPAT (incl. disc ops) - as restated	**5,723**	**3,624**	**1,048**	**1,116**	**(1,513)**	**9,998**

Segment Statutory Cost to Income Ratios

	Full Year Ended 30 June 2023					
Divisional Summary	Retail Banking Services	Business Banking	Institutional Banking and Markets	New Zealand	Corporate Centre and Other [1]	Total
Operating expenses to total operating income (%) – as reported	37	30	44	37	621	44
Operating expenses to total operating income (%) – as restated	35	31	44	38	914	44

1 includes transitional service agreements relating to divested entities such as CFS.

Appendix C – Disclosure Changes (continued)

Group Performance Summary

	30 June 2023	
	Restated $M	As Reported $M
Net interest income	23,056	23,056
Other operating income:		
Net commission income	1,980	1,980
Lending fees	753	753
Trading and other income	1,346	1,448
Total other operating income	**4,079**	**4,181**
Total operating income	27,135	27,237
Operating expenses	(11,858)	(11,858)
Loan impairment expense	(1,108)	(1,108)
Net profit before tax	**14,169**	**14,271**
Corporate tax expense	(4,097)	(4,107)
Net profit after tax from continuing operations – "cash basis"	**10,072**	**10,164**
Net profit after tax from discontinued operations	18	18
Net profit after tax – "cash basis"	**10,090**	**10,182**
Loss on disposal of entities net of transaction costs	(84)	(84)
Hedging and IFRS volatility	(8)	(8)
Net profit after tax – "statutory basis"	**9,998**	**10,090**

Appendix D – Shareholder Information

Voting rights

Under the Bank's Constitution, shareholders entitled to vote at a general meeting may vote in person, directly or by proxy, attorney or representative, depending on whether the shareholder is an individual or a company.

Subject to any rights or restrictions attaching to shares, each ordinary shareholder present at a general meeting has, on a poll, one vote for each fully paid share. If shares are not fully paid, on a poll the number of votes attaching to the shares is pro-rated accordingly. In accordance with the Corporations Act, the provision in the Constitution providing for one vote on a show of hands is no longer relevant, as general meeting resolutions will be conducted by a poll.

If a person at a general meeting represents personally or by proxy, attorney or official representative more than one shareholder, on a show of hands the person is entitled to one vote only even though he or she represents more than one shareholder.

Where a shareholder appoints two proxies or attorneys to vote at the same general meeting:

- If the appointment does not specify the proportion or number of the shareholder's votes each proxy or attorney may exercise, each proxy or attorney may exercise half the shareholder's votes;
- On a show of hands, neither proxy or attorney may vote if more than one proxy or attorney attends; and
- On a poll, each proxy or attorney may only exercise votes in respect of those shares or voting rights the proxy or attorney represents.

Top 20 holders of fully paid ordinary shares as at 30 June 2024

Rank	Name of holder	Number of shares	%
1	HSBC Custody Nominees	408,100,909	24.38%
2	J P Morgan Nominees Australia Limited	252,342,218	15.08%
3	Citicorp Nominees Pty Limited	109,210,490	6.53%
4	BNP Paribas Noms Pty Ltd	51,768,645	3.09%
5	National Nominees Limited	22,870,289	1.37%
6	Australian Foundation Investment	7,698,000	0.46%
7	Netwealth Investments Limited	7,085,405	0.42%
8	Australian Executor Trustees Limited	5,192,783	0.31%
9	Bond Street Custodians Limited	3,597,955	0.21%
10	Argo Investments Limited	2,703,731	0.16%
11	Mutual Trust Pty Ltd	1,816,770	0.11%
12	Invia Custodian Pty Limited	1,605,928	0.10%
13	McCusker Holdings Pty Ltd	1,370,000	0.08%
14	Custodial Services Limited	1,038,830	0.06%
15	IOOF Investment Services Ltd	1,016,860	0.06%
16	BKI Investment Company Limited	930,572	0.06%
17	Woodross Nominees Pty Ltd	873,847	0.05%
18	UBS Nominees Pty Ltd	869,864	0.05%
19	Australian United Investment Company Limited	645,000	0.04%
20	The Senior Master Of The Supreme Court	610,458	0.04%

The top 20 shareholders hold 881,348,554 shares which is equal to 52.66% of the total shares on issue.

Appendices (continued)

Appendix D – Shareholder Information (continued)

Stock exchange listing

The shares of the Commonwealth Bank of Australia (Bank) are listed on the ASX under the trade symbol of CBA.

Range of shares (fully paid ordinary shares and employee shares) as at 30 June 2024

Ranges	Number of shareholders	Percentage of shareholders	Number of shares	Percentage of issued capital	Number of rights holders [1]
1–1,000	639,584	76.95	168,058,190	10.04	34
1,001–5,000	165,618	19.93	348,233,974	20.81	49
5,001–10,000	18,234	2.19	123,946,432	7.41	5
10,001–100,000	7,525	0.91	140,456,887	8.39	17
100,001–over	130	0.02	892,884,875	53.35	1
Total [2]	831,091	100.00	1,673,580,358	100.00	106
Less than marketable parcel of $500 [3]	10,001	1.20	17,381	–	–

1 The total number of rights on issue is 1,192,759 rights which carry no entitlement to vote.
2 During the year ended 30 June 2024, 1,143,154 shares were purchased on market at an average share price of $104.52 for the purpose of various CBA equity settled share plans.
3 Based on a closing price of $127.38 on 28 June 2024.

Appendix D – Shareholder Information (continued)

Top 20 holders of CommBank PERLS X Capital Notes ("PERLS X") as at 30 June 2024

Rank	Name of holder	Number of securities	%
1	BNP Paribas Noms Pty Ltd	1,615,514	11.84%
2	HSBC Custody Nominees	1,044,859	7.65%
3	Citicorp Nominees Pty Limited	496,722	3.64%
4	Australian Executor Trustees Limited	249,650	1.83%
5	Netwealth Investments Limited	245,717	1.80%
6	Invia Custodian Pty Limited	127,649	0.94%
7	J P Morgan Nominees Australia Limited	117,672	0.86%
8	Mutual Trust Pty Ltd	117,227	0.86%
9	Dimbulu Pty Ltd	100,000	0.73%
10	Marrosan Investments Pty Ltd	75,000	0.55%
11	Bond Street Custodians Limited	73,946	0.54%
12	Federation University Australia	59,620	0.44%
13	Eastcote Pty Ltd	50,000	0.37%
14	Harriette & Co Pty Ltd	50,000	0.37%
15	Mr Roni G Sikh	40,492	0.30%
16	Mrs Shane Carolyn Gluskie	40,000	0.29%
17	Pamdale Investments	36,000	0.26%
18	Ainsley Heath Investments Pty Ltd	35,500	0.26%
19	CF Equity Pty Ltd	34,630	0.25%
20	Mr Bradley Vincent Hellen + Mr Sean Patrick McMahon	32,000	0.23%

The top 20 PERLS X security holders hold 4,642,198 securities which is equal to 34.01% of the total securities on issue.

Stock exchange listing

PERLS X are perpetual subordinated unsecured notes issued by the Bank. They are listed on the ASX under the trade symbol CBAPG.

Range of securities (PERLS X) as at 30 June 2024

Ranges	Number of security holders	Percentage of security holders	Number of securities	Percentage of issued capital
1–1,000	12,391	87.97	4,323,232	31.67
1,001–5,000	1,497	10.63	3,276,722	24.01
5,001–10,000	133	0.94	988,881	7.24
10,001–100,000	55	0.39	1,490,544	10.92
100,001–over	10	0.07	3,570,621	26.16
Total	14,086	100.00	13,650,000	100.00
Less than marketable parcel of $500 [1]	7	0.05	11	–

1 Based on a closing price of $101.67 on 28 June 2024.

Voting rights

PERLS X do not confer any voting rights in the Bank but if they are exchanged for ordinary shares of the Bank in accordance with their terms of issue, then the voting rights of the ordinary shares will be as set out on pages 303 and 304 of the 2024 Financial Report for the Bank's ordinary shares.

Appendix D – Shareholder Information (continued)

Top 20 holders of CommBank PERLS XII Capital Notes ("PERLS XII") as at 30 June 2024

Rank	Name of holder	Number of securities	%
1	HSBC Custody Nominees	1,333,470	8.08%
2	Citicorp Nominees Pty Limited	885,254	5.37%
3	BNP Paribas Noms Pty Ltd	844,539	5.12%
4	Netwealth Investments Limited	454,292	2.75%
5	Australian Executor Trustees Limited	319,568	1.94%
6	Royal Freemasons Benevolent Institution	202,500	1.23%
7	Dimbulu Pty Ltd	200,000	1.21%
8	Tandom Pty Ltd	120,000	0.73%
9	Invia Custodian Pty Limited	109,099	0.66%
10	Bond Street Custodians Limited	106,642	0.65%
11	Diocese Development Fund - Catholic Diocese Of Parramatta	101,472	0.61%
12	Pamdale Investments	58,634	0.36%
13	Mutual Trust Pty Ltd	54,420	0.33%
14	QM Financial Services	53,500	0.32%
15	Tsco Pty Ltd	48,650	0.29%
16	Brujan Assets Pty Limited	45,000	0.27%
17	Mr Roni G Sikh	38,527	0.23%
18	Federation University Australia	30,650	0.19%
19	National Nominees Limited	30,351	0.18%
20	RL Thomson Pty Ltd	30,000	0.18%

The top 20 PERLS XII security holders hold 5,066,568 securities which is equal to 30.70% of the total securities on issue.

Stock exchange listing

PERLS XII are perpetual subordinated unsecured notes issued by the Bank. They are listed on the ASX under the trade symbol CBAPI.

Range of securities (PERLS XII) as at 30 June 2024

Ranges	Number of security holders	Percentage of security holders	Number of securities	Percentage of issued capital
1–1,000	15,629	87.47	5,718,522	34.66
1,001–5,000	2,029	11.36	4,162,912	25.23
5,001–10,000	132	0.74	952,899	5.78
10,001–100,000	63	0.35	1,402,374	8.50
100,001–over	15	0.08	4,263,293	25.83
Total	17,868	100.00	16,500,000	100.00
Less than marketable parcel of $500 [1]	6	0.03	12	–

1 Based on a closing price of $104.28 on 28 June 2024.

Voting rights

PERLS XII do not confer any voting rights in the Bank but if they are exchanged for ordinary shares of the Bank in accordance with their terms of issue, then the voting rights of the ordinary shares will be as set out on pages 303 and 304 of the 2024 Financial Report for the Bank's ordinary shares.

Appendix D – Shareholder Information (continued)

Top 20 holders of CommBank PERLS XIII Capital Notes ("PERLS XIII") as at 30 June 2024

Rank	Name of holder	Number of securities	%
1	HSBC Custody Nominees	1,036,662	8.79%
2	BNP Paribas Noms Pty Ltd	925,886	7.85%
3	Citicorp Nominees Pty Limited	855,044	7.25%
4	Netwealth Investments Limited	284,256	2.41%
5	Australian Executor Trustees Limited	125,437	1.06%
6	Leda Holdings Pty Ltd	111,000	0.94%
7	Mutual Trust Pty Ltd	108,866	0.92%
8	Dimbulu Pty Ltd	100,000	0.85%
9	Royal Freemasons Benevolent Institution	100,000	0.85%
10	Nothman Pty Ltd	88,700	0.75%
11	Herbert St Investments Pty Ltd	84,000	0.71%
12	Valtellina Properties Pty Ltd	70,844	0.60%
13	Mrs Shane Carolyn Gluskie	40,000	0.34%
14	Bond Street Custodians Limited	38,014	0.32%
15	J P Morgan Nominees Australia Limited	36,725	0.31%
16	Federation University Australia	35,430	0.30%
17	Regents Garden Lake Joondalup	34,330	0.29%
18	Beverley Joyce Campbell	28,640	0.24%
19	The Trust Company (Australia) Limited	27,650	0.23%
20	Invia Custodian Pty Limited	25,432	0.22%

The top 20 PERLS XIII security holders hold 4,156,916 securities which is equal to 35.23% of the total securities on issue.

Stock exchange listing

PERLS XIII are perpetual subordinated unsecured notes issued by the Bank. They are listed on the ASX under the trade symbol CBAPJ.

Range of securities (PERLS XIII) as at 30 June 2024

Ranges	Number of security holders	Percentage of security holders	Number of securities	Percentage of issued capital
1–1,000	11,167	89.05	4,001,123	33.91
1,001–5,000	1,219	9.72	2,621,249	22.21
5,001–10,000	98	0.78	683,823	5.80
10,001–100,000	46	0.37	1,404,439	11.90
100,001–over	10	0.08	3,089,366	26.18
Total	12,540	100.00	11,800,000	100.00
Less than marketable parcel of $500 [1]	2	0.02	7	–

1 Based on a closing price of $102.35 on 28 June 2024.

Voting rights

PERLS XIII do not confer any voting rights in the Bank but if they are exchanged for ordinary shares of the Bank in accordance with their terms of issue, then the voting rights of the ordinary shares will be as set out on pages 303 and 304 of the 2024 Financial Report for the Bank's ordinary shares.

Appendix D – Shareholder Information (continued)

Top 20 holders of CommBank PERLS XIV Capital Notes (“PERLS XIV”) as at 30 June 2024

Rank	Name of holder	Number of securities	%
1	BNP Paribas Noms Pty Ltd	4,287,778	24.50%
2	HSBC Custody Nominees	1,237,042	7.07%
3	Citicorp Nominees Pty Limited	425,692	2.43%
4	Netwealth Investments Limited	406,207	2.32%
5	Dimbulu Pty Ltd	220,000	1.26%
6	Australian Executor Trustees Limited	165,039	0.94%
7	John E Gill Trading Pty Ltd	112,110	0.64%
8	Mutual Trust Pty Ltd	99,484	0.57%
9	Bond Street Custodians Limited	86,640	0.50%
10	Invia Custodian Pty Limited	85,638	0.49%
11	Pamdale Investments	66,756	0.38%
12	Fibora Pty Ltd	64,740	0.37%
13	Marrosan Investments Pty Ltd	50,000	0.29%
14	Limeburner Investments Pty Ltd	43,703	0.25%
15	National Nominees Limited	42,802	0.24%
16	Sir Moses Montefiore Jewish Home	40,010	0.23%
17	IOOF Investment Services Ltd	37,746	0.22%
18	J P Morgan Nominees Australia Limited	36,065	0.21%
19	Smart Super Investments Pty Ltd	30,050	0.17%
20	Leda Holdings Pty Ltd	29,930	0.17%

The top 20 PERLS XIV security holders hold 7,567,432 securities which is equal to 43.25% of the total securities on issue.

Stock exchange listing

PERLS XIV are perpetual subordinated unsecured notes issued by the Bank. They are listed on the ASX under the trade symbol CBAPK.

Range of securities (PERLS XIV) as at 30 June 2024

Ranges	Number of security holders	Percentage of security holders	Number of securities	Percentage of issued capital
1–1,000	12,468	86.13	4,842,462	27.67
1,001–5,000	1,811	12.51	3,688,078	21.07
5,001–10,000	127	0.88	904,499	5.17
10,001–100,000	61	0.42	1,537,701	8.79
100,001–over	9	0.06	6,527,260	37.30
Total	14,476	100.00	17,500,000	100.00
Less than marketable parcel of $500 [1]	5	0.03	6	–

1 Based on a closing price of $102.19 on 28 June 2024.

Voting rights

PERLS XIV do not confer any voting rights in the Bank but if they are exchanged for ordinary shares of the Bank in accordance with their terms of issue, then the voting rights of the ordinary shares will be as set out on pages 170 and 304 of the 2024 Financial Report for the Bank’s ordinary shares.

Appendix D – Shareholder Information (continued)

Top 20 holders of CommBank PERLS XV Capital Notes ("PERLS XV") as at 30 June 2024

Rank	Name of holder	Number of securities	%
1	BNP Paribas Noms Pty Ltd	1,959,682	11.03%
2	HSBC Custody Nominees	1,487,083	8.37%
3	Citicorp Nominees Pty Limited	549,678	3.09%
4	Netwealth Investments Limited	434,237	2.44%
5	Australian Executor Trustees Limited	134,579	0.76%
6	Megt (Australia) Ltd	124,800	0.70%
7	Bond Street Custodians Limited	111,083	0.62%
8	National Nominees Limited	106,920	0.60%
9	Invia Custodian Pty Limited	106,045	0.60%
10	Jonwen Investments	105,000	0.59%
11	Mutual Trust Pty Ltd	94,285	0.53%
12	Limeburner Investments Pty Ltd	85,753	0.48%
13	Marrosan Investments Pty Ltd	85,000	0.48%
14	Royal Freemasons Benevolent Institution	82,000	0.46%
15	Willimbury Pty Ltd	70,673	0.40%
16	Pamdale Investments	56,441	0.32%
17	Cordale Holdings Pty Ltd	55,000	0.31%
18	Mifare Pty Ltd	55,000	0.31%
19	Jamber Investments Pty Ltd	50,000	0.28%
20	Uuro Pty Ltd	47,500	0.27%

The top 20 PERLS XV security holders hold 5,800,759 securities which is equal to 32.64% of the total securities on issue.

Stock exchange listing

PERLS XV are perpetual subordinated unsecured notes issued by the Bank. They are listed on the ASX under the trade symbol CBAPL.

Range of securities (PERLS XV) as at 30 June 2024

Ranges	Number of security holders	Percentage of security holders	Number of securities	Percentage of issued capital
1–1,000	13,085	84.61	5,227,536	29.41
1,001–5,000	2,131	13.78	4,265,047	24.00
5,001–10,000	136	0.88	953,717	5.37
10,001–100,000	103	0.67	2,786,201	15.68
100,001–over	10	0.06	4,541,289	25.54
Total	15,465	100.00	17,773,790	100.00
Less than marketable parcel of $500 [1]	5	0.03	13	–

1 Based on a closing price of $102.18 on 28 June 2024.

Voting rights

PERLS XV do not confer any voting rights in the Bank but if they are exchanged for ordinary shares of the Bank in accordance with their terms of issue, then the voting rights of the ordinary shares will be as set out on pages 303 and 304 of the 2024 Financial Report for the Bank's ordinary shares.

Appendix D – Shareholder Information (continued)

Top 20 holders of CommBank PERLS XVI Capital Notes ("PERLS XVI") as at 30 June 2024

Rank	Name of holder	Number of securities	%
1	HSBC Custody Nominees	1,920,395	12.39%
2	BNP Paribas Noms Pty Ltd	709,714	4.58%
3	Citicorp Nominees Pty Limited	502,481	3.24%
4	Netwealth Investments Limited	404,862	2.61%
5	Bond Street Custodians Limited	226,727	1.46%
6	Tandom Pty Ltd	150,000	0.97%
7	Dimbulu Pty Ltd	100,000	0.65%
8	Mr John William Cunningham	95,970	0.62%
9	Higham Hill Pty Ltd	70,000	0.45%
10	Leda Holdings Pty Ltd	70,000	0.45%
11	Australian Executor Trustees Limited	65,039	0.42%
12	Acres Holdings Pty Ltd	50,000	0.32%
13	J P Morgan Nominees Australia Limited	48,081	0.31%
14	Colonial First State Inv Ltd	40,550	0.26%
15	John E Gill Trading Pty Ltd	40,128	0.26%
16	Anglicare Sa Ltd	40,000	0.26%
17	F&M Management Pty Ltd	40,000	0.26%
18	Kim An Pty Limited	40,000	0.26%
19	National Nominees Limited	39,639	0.26%
20	Seymour Group Pty Ltd	36,350	0.23%

The top 20 PERLS XVI security holders hold 4,689,936 securities which is equal to 30.26% of the total securities on issue.

Stock exchange listing

PERLS XVI are perpetual subordinated unsecured notes issued by the Bank. They are listed on the ASX under the trade symbol CBAPM.

Range of securities (PERLS XVI) as at 30 June 2024

Ranges	Number of security holders	Percentage of security holders	Number of securities	Percentage of issued capital
1–1,000	11,955	84.79	4,704,951	30.35
1,001–5,000	1,893	13.43	4,103,636	26.48
5,001–10,000	163	1.16	1,190,670	7.68
10,001–100,000	82	0.58	2,021,916	13.04
100,001–over	6	0.04	3,478,827	22.45
Total	14,099	100.00	15,500,000	100.00
Less than marketable parcel of $500 [1]	1	0.01	3	–

1 Based on a closing price of $104.87 on 28 June 2024.

Voting rights

PERLS XVI do not confer any voting rights in the Bank but if they are exchanged for ordinary shares of the Bank in accordance with their terms of issue, then the voting rights of the ordinary shares will be as set out on pages 303 and 304 of the 2024 Financial Report for the Bank's ordinary shares.

Relevant exchanges

In addition to the ASX, the Group has securities quoted on the London Stock Exchange (LSE), Swiss Exchange (SIX) and the New Zealand Exchange (NZX).