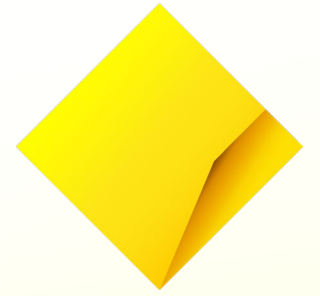


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Results Presentation and Investor Discussion Pack

For the half year ended 31 December 2023

Commonwealth Bank of Australia

Important information



The material in this presentation is general background information about the Group and its activities current as at the date of the presentation, 14 February 2024. It is information given in summary form and does not purport to be complete. Information in this presentation is not intended to be relied upon as advice to investors or potential investors and does not take into account the investment objectives, financial situation or needs of any particular investor. Investors should consider these factors, and consult with their own legal, tax, business and/or financial advisors in connection with any investment decision.

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

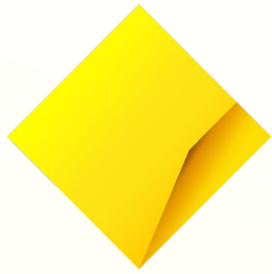
Forward-looking statements can generally be identified by the use of forward-looking words such as “may”, “will”, “would”, “could”, “expect”, “intend”, “plan”, “aim”, “estimate”, “target”, “anticipate”, “believe”, “continue”, “objectives”, “outlook”, “guidance” or other similar words, and include statements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

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

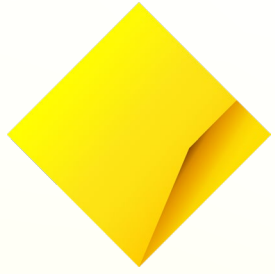
This presentation includes credit ratings and is only for distribution to persons who are entitled to receive such a presentation and anyone who receives this presentation must not distribute it to any person who is not entitled to receive it. A credit rating is not a recommendation to buy, sell or hold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

The release of this announcement was authorised by the Board.



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Results presentation

Matt Comyn, Chief Executive Officer

Building a brighter future for all

Supporting our customers and communities



Helping customers today

- Focused on proactively supporting customers with higher cost of living
- Engaged 3 million¹ customers each month with money management tools
- Prevented and recovered over \$100 million in scams² in 1H24
- Helped more than 60,000 customers buy a new home³

Investing for tomorrow

- Invested over \$750 million⁴ to protect our customers against fraud, scams, financial and cyber crime
- Lent \$18 billion⁵ to businesses to help them grow
- Record volume of institutional sustainable lending⁶ in 1H24
- Cumulative \$4.1 billion investment in improving risk⁷

Supporting Australia

- Further strengthened our balance sheet to help support customers and financial stability
- Largest branch and ATM network, Australian based call centres
- 3 year commitment to keep all CBA regional branches⁸ open, innovating to support regional jobs
- Returned ~\$4 billion to shareholders, benefitting over 12 million Australians⁹

Higher rates unevenly felt

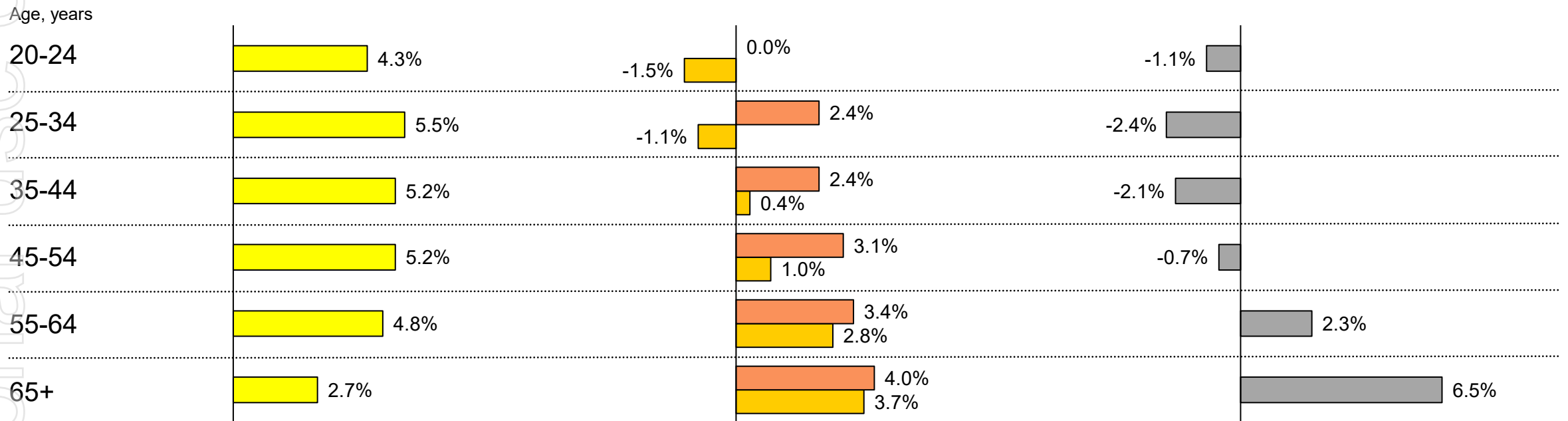
Many households cutting back to adjust to higher cost of living



Salary and wages^{1,2}
Year on year change, per customer
Dec quarter, 2023

Spending^{1,3,4}
Year on year change, per customer
13 weeks to 7 Jan 2024

Savings^{1,5}
Year on year change trimmed, per customer
31 Dec 2023



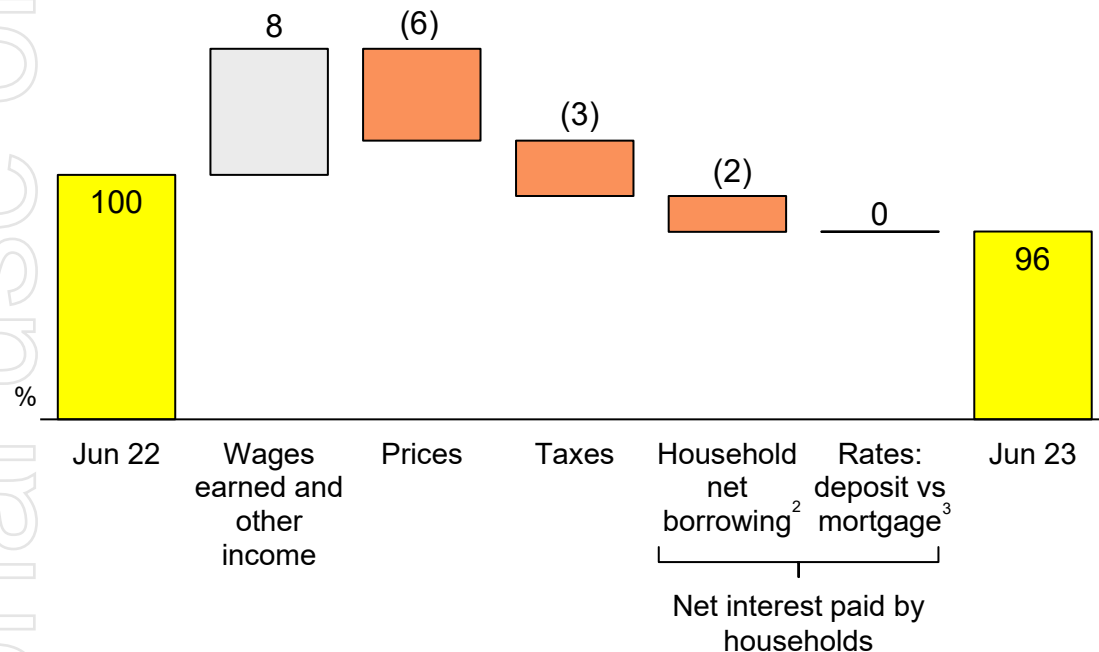
1. Consistently active card customers and CBA brand products only. 2. Paid into CBA transaction accounts, represents customers with payments identified as salary and wages after PAYG but before net tax return, excludes government benefits, excludes gig economy. 3. Spending based on consumer debit and credit card transactions data (excluding StepPay). 4. Essential includes communication, education, food goods, household services, insurance and other financial, medical and health, transport, and utilities. Discretionary includes alcohol, clothing and footwear, food services, general retail, household furnishings and equipment, personal care, recreation, and other miscellaneous goods and services. 5. Average savings balances for MFI customers. Includes all forms of deposit accounts (transaction, savings and term), home loan offset and redraw balances. Trimmed mean excluding top and bottom 5% of customers within each age band.

Supporting our customers

Customers are feeling the impact of the economic environment



Annual change in real household disposable income¹



Supporting our customers

- Contacted customers rolling off fixed rates; arrears below portfolio
- Engaging ~3m⁴ customers monthly via money management tools
- Option to suspend mortgage repayments⁵
- Benefits finder to open to all Australians, ~\$1.2bn identified⁶ to date
- 2m⁷ cashbacks to customers through CommBank Yello
- Expanded and easier to access hardship support
- Interest only, payment arrangements and other options
- Supporting >7,000 home loan customers in hardship
- Prevented and recovered >\$100m⁸ in customer scams in 1H24

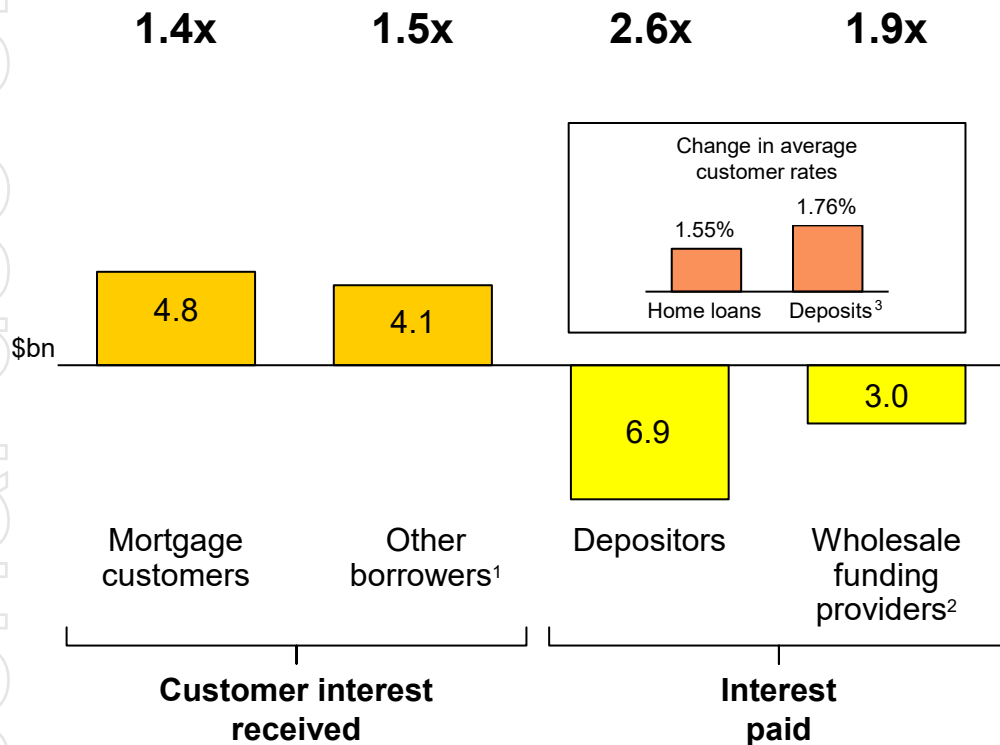
1. Source: CBA, RBA and ABS. Rounded to the nearest percentage point. 2. Represents the impact of household leverage. 3. Represents the impact of the change in average rate paid by households on loans versus received on deposits. 4. Average monthly unique customers who engaged with one of our money management features in the CommBank app between July to December 2023. Money management features include Money Plan, Spend Tracker, Bill Sense, Category Budgets, Cash Flow View, Goal Tracker, Credit Score, Carbon Tracker, CommSec Pocket and Smart Savings. 5. Option to suspend mortgage repayments (known as a repayment holiday) is available to eligible customers who are ahead of their scheduled monthly repayments. A repayment holiday reflects a break from home loan direct debit request repayments for a set period of between three to twelve months for eligible CommBank home loans and allows customers to use the additional available repayments made to put future repayments on hold during this period. 6. Estimated value of retail and business benefits connected to customers since inception (2019). 7. Since launch in November 2023. 8. From July to December 2023.

Impact of higher rates

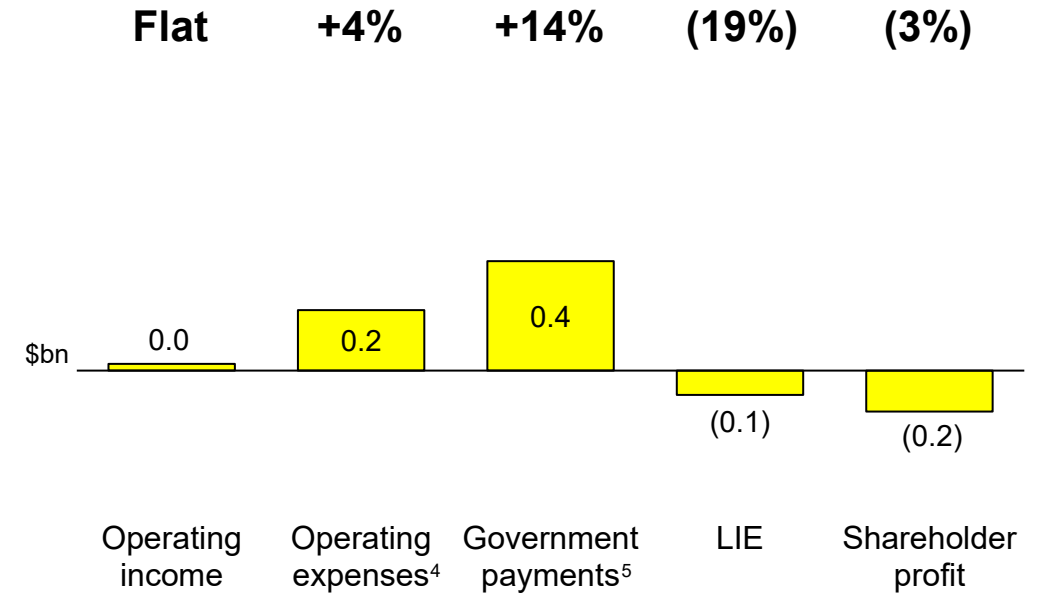
Higher rates flowing through the economy



Change 1H24 vs 1H23



Change 1H24 vs 1H23



1. Includes consumer finance, business and corporate lending and other activities with other Financial institutions and Government agencies. 2. Includes loan capital. 3. Excludes the impact of hedge accounting. 4. Includes underlying costs incurred and payments made to our employees, suppliers and partners. 5. Includes payment of corporate tax, employee related taxes and Major Bank Levy.

Sustainable returns

Balance sheet strength, supporting customers

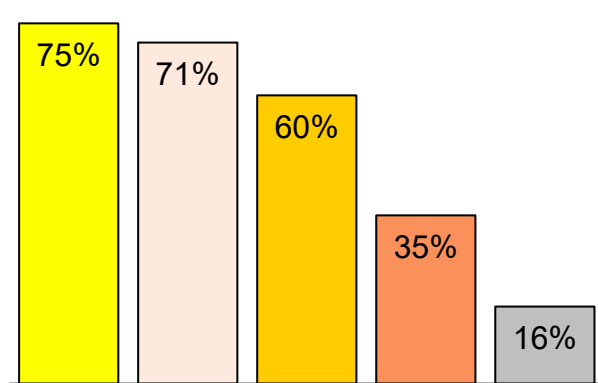


Deposits

International banks pass-through¹

Banks in:

Australia Canada Europe UK US



Total outstanding deposits

New household term deposits²

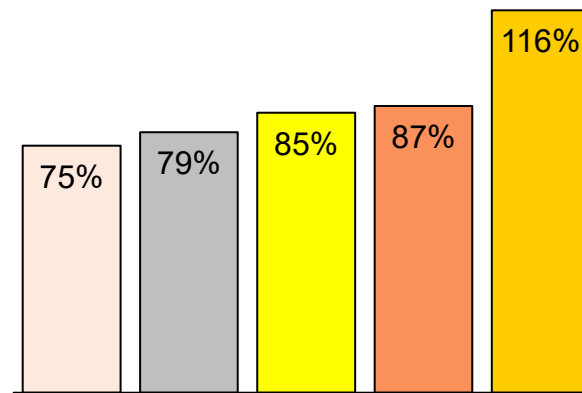
98%	94%	98%	33%	71%
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Home loans

International banks pass-through²

Banks in:

Australia Canada Europe UK US³



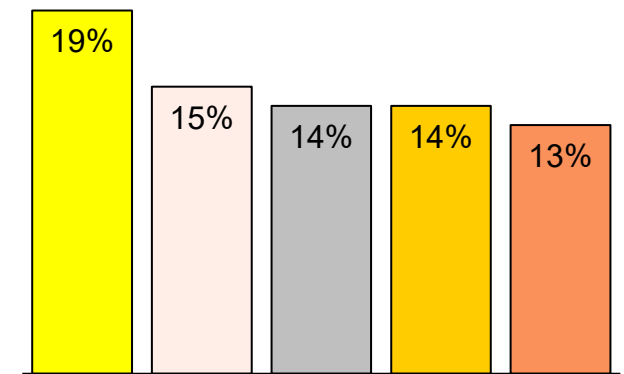
New variable home loans

Capital

International CET1 ratio⁴

Banks in:

Australia Canada Europe UK US



International CET1 ratio

1. Cumulative change in average outstanding deposit rate divided by the cumulative change in policy rates from the start of each country's post-pandemic hiking phased until end of August 2023 (Source: ECB for Europe, RBA for all other countries). 2. Cumulative change in average rates divided by the cumulative change in policy rates from September 2021 to November 2023 (Source: Central Banks). 3. 30-year fixed mortgages used as a proxy of new home loan rates. 4. Average of peer banks included for International CET1 ratios in the 'Capital overview' section of this presentation.

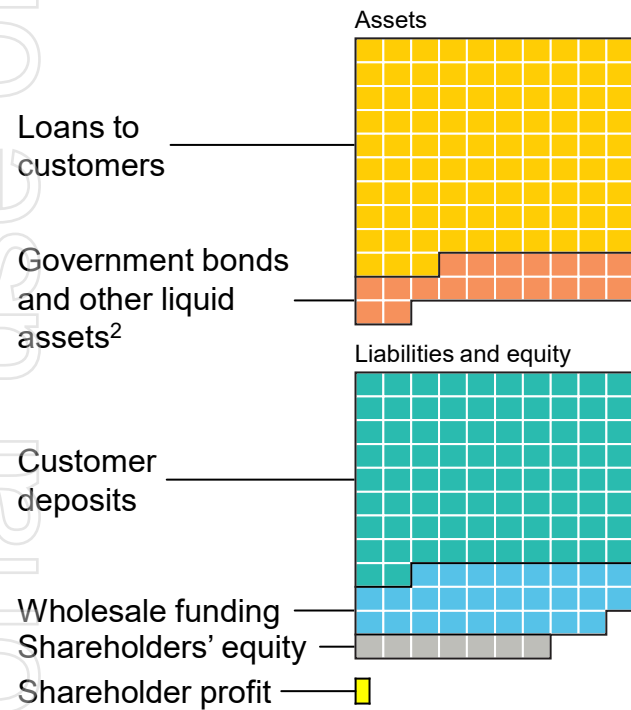
CBA profitability

Larger, safer, lower profitability



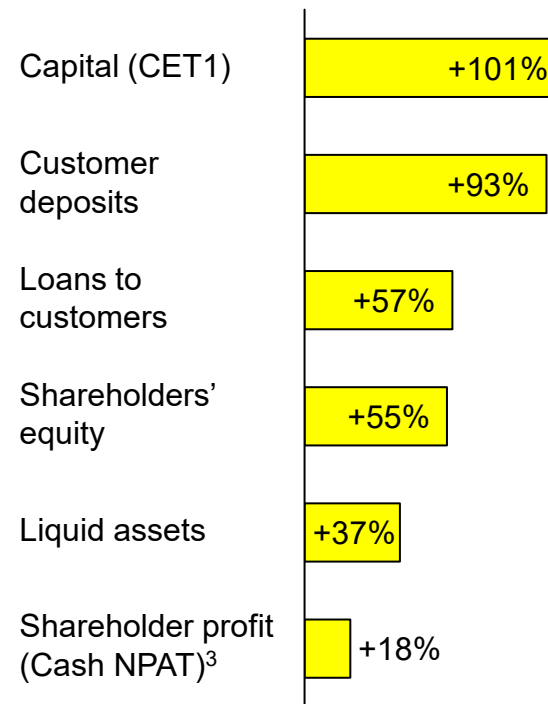
Size

Dec 23¹



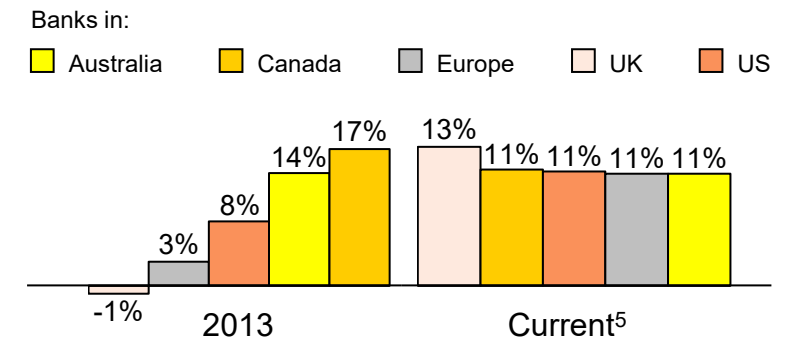
Change over time

Dec 23 vs Dec 13

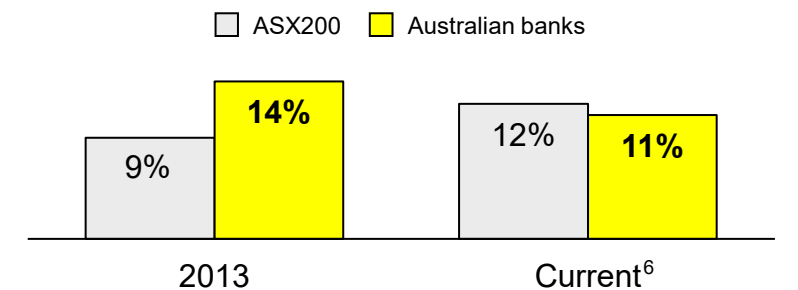


Comparables

Return on equity⁴



Return on equity



1. Represents select component parts of CBA's balance sheet as at December 2023, for illustrative purposes only. Shareholder profit for the six months to December 2023. 2. Represents High Quality Liquid Assets. 3. Represents 1H24 vs 1H14. 4. Australia: Based on data published in APRA's quarterly ADI performance statistics as at September 2023; Europe: ROE for the eight largest countries by credit volume, sourced from European Central Bank; US: 2013 based on the ROE for the top six banks, current includes data for other financial institutions sourced from the Federal Financial Institutions Examination Council; UK: ROE for the top four commercial banks; Canada: ROE for the top five banks. 5. Represents data for calendar year-to-date up to September 2023 except Canada, which is for the financial year ended 31 October 2023. 6. ASX200 ROE return on equity represents 2023 calendar year. Source: Bloomberg.

This result¹

Helping customers today, investing for tomorrow, supporting Australia



8%

Statutory NPAT



3%

Cash NPAT



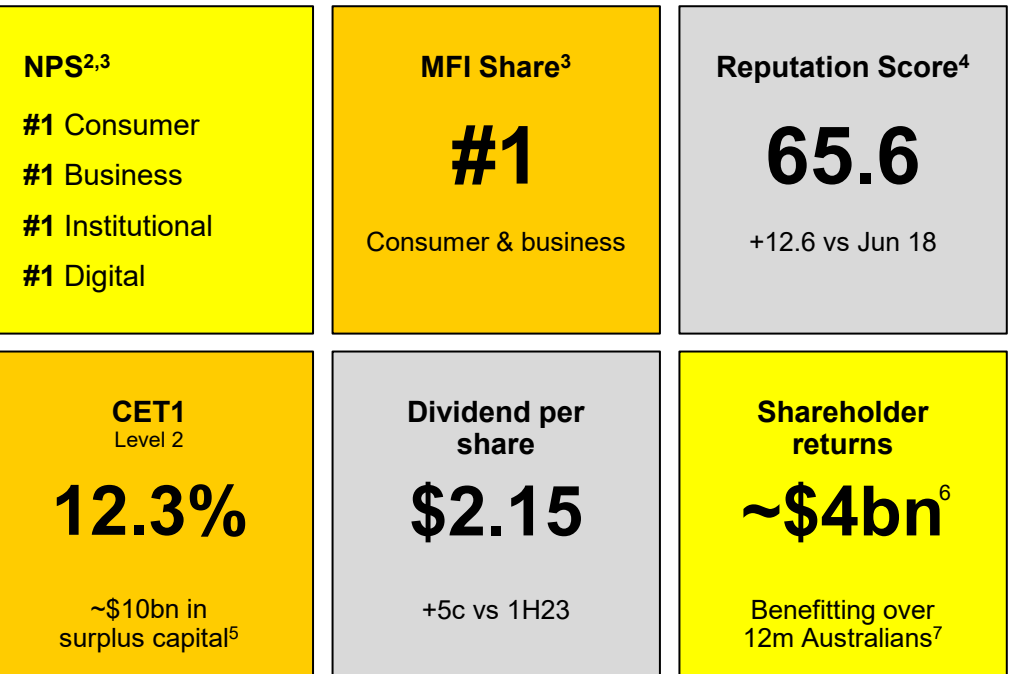
6c

Cash EPS



5c

DPS



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

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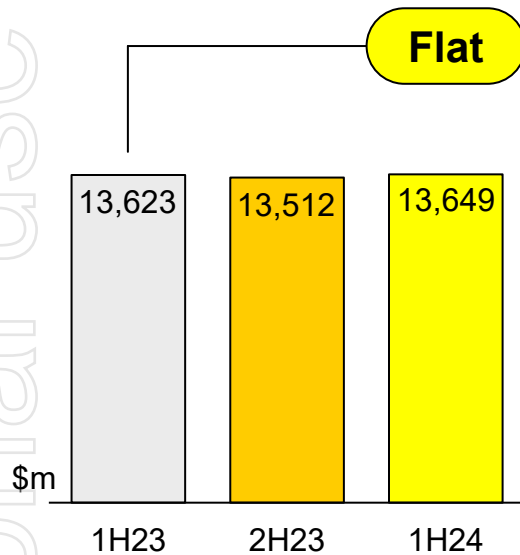
Financials¹

Revenue flat, higher expenses, lower loan impairment expense



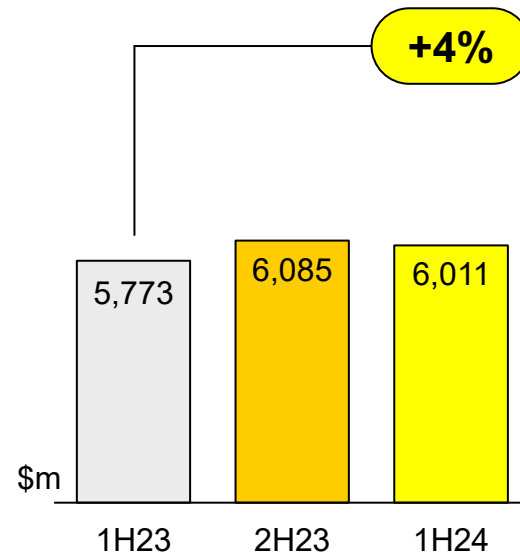
Operating income

Disciplined approach to volume/margin



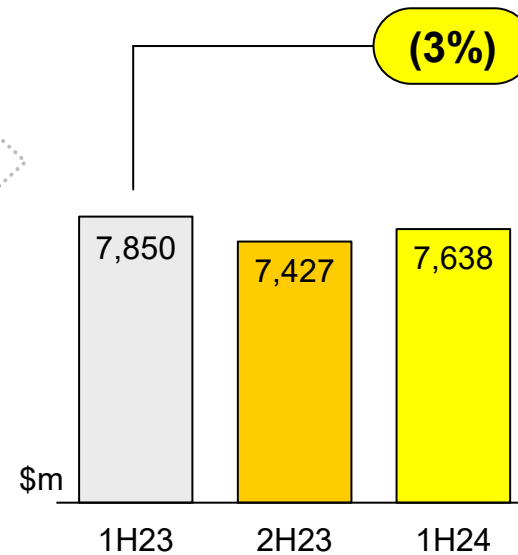
Operating expenses

Inflation and higher amortisation



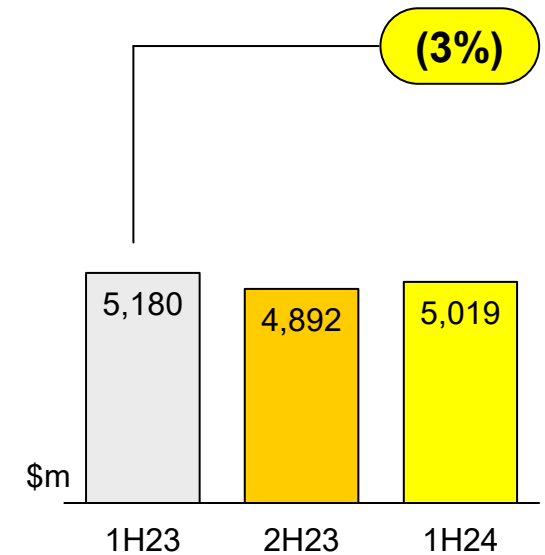
Pre-provision profit

Flat revenue and higher operating expenses



Cash NPAT

Lower loan impairment expense



1. Presented on a continuing operations basis. Comparative information has been restated to conform to presentation in the current period.

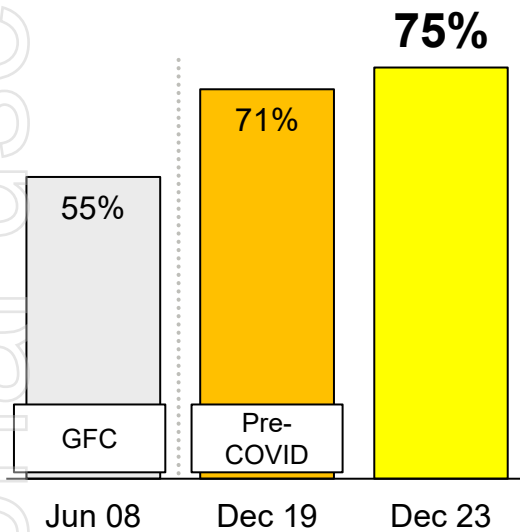
Strength – balance sheet

Long-term conservative balance sheet settings



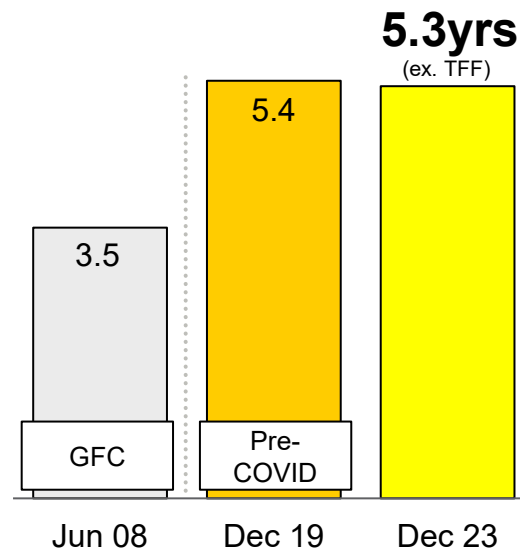
Deposit funding

% of total funding



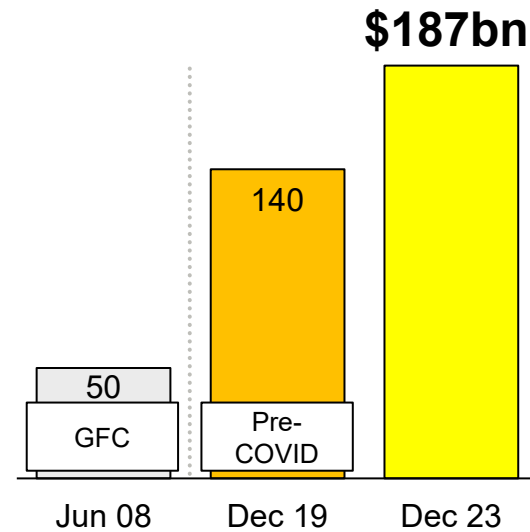
Long-term funding

Weighted average maturity, yrs



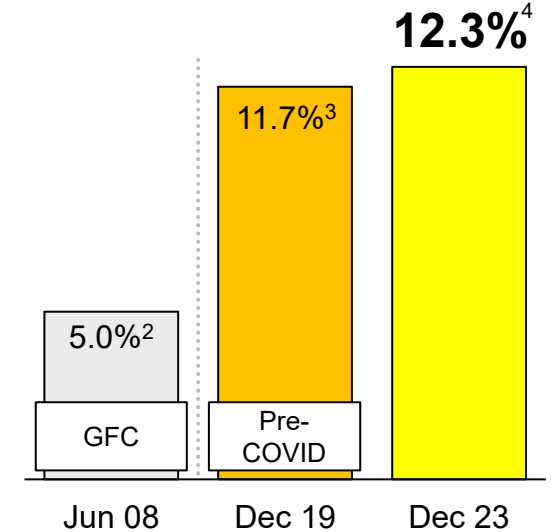
Liquid assets¹

Average, \$bn



Capital

CET1 ratio, Level 2



1. Six month average balance as at June 2008, quarterly average balance as at December 2019 and December 2023. 2. Pro-forma CET1 under the capital framework effective up until 31 December 2022.

3. Capital framework effective up until 31 December 2022. 4. APRA's revised capital framework effective from 1 January 2023.

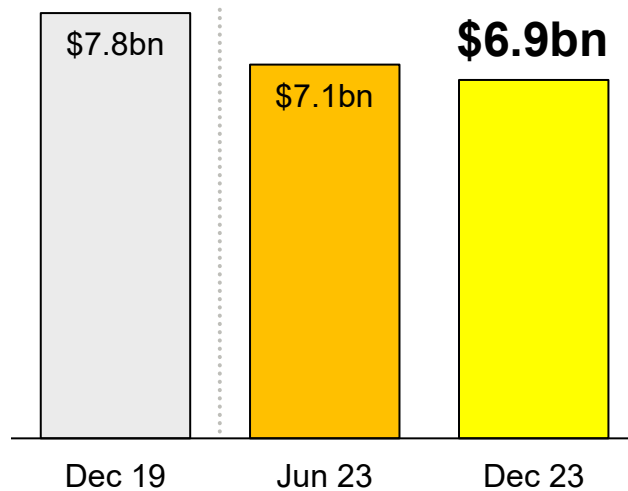
Strength – credit quality

Sound portfolio quality – lower TIAs, modest increase in arrears – well provisioned



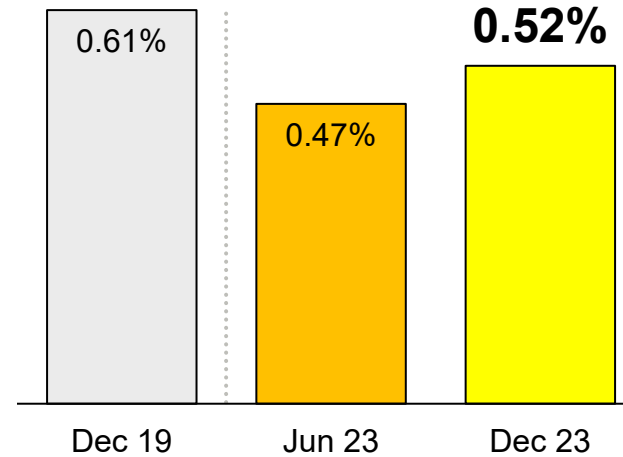
TIA

Troublesome & Impaired Assets (TIA)



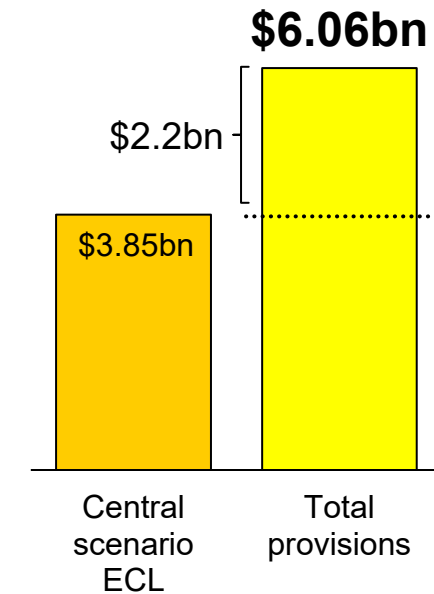
Home loan arrears¹

90+ days, %



Provisioning²

Total provisions vs Central ECL³
Dec 23



1. Group including New Zealand. 2. The Group uses four alternative macroeconomic scenarios to reflect a range of possible future outcomes in estimating the Expected Credit Loss (ECL) for significant portfolios. Scenarios are updated based on changes in both the macroeconomic and geopolitical environment. 3. Central scenario is based on the Group's internal economic forecasts and market consensus as well as other assumptions used in business planning and forecasting. Assumes 100% weighting holding all assumptions including forward-looking adjustments constant and includes individually assessed provisions.

Strength – core franchise

Extending leadership through strong customer relationships



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1 Stronger customer relationships and frequency of engagement

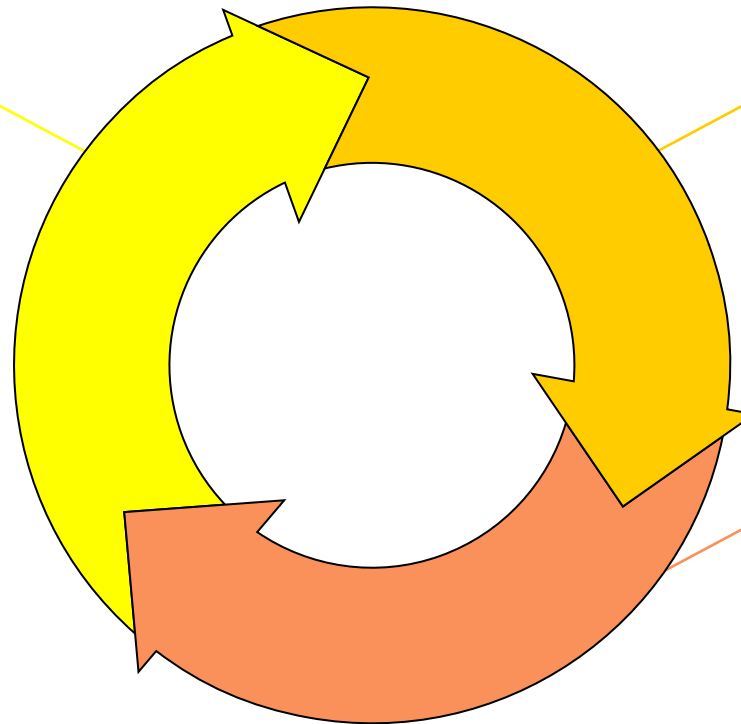
- Strongest financial services brand¹
- Leading MFI share²
- Superior deposits and data franchise
- Focus on NPS² improvement

2 Better understanding of customer needs and risk

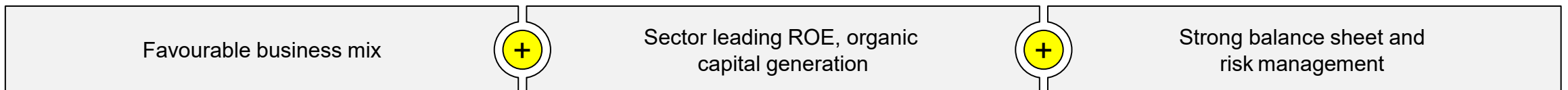
- Technology leader, history of innovation
- Leading decisioning technology
- Higher quality, lower risk lending
- Personalisation and machine learning at scale

3 Superior customer experience

- Disciplined operational execution
- Leading physical and digital distribution
- Distinctive products and services
- More rewarding loyalty proposition



Value creation



1. Sources: Brand Finance Australia 100 2024, January 2024. Based on brand value. 2. Refer to the glossary for source information.

Customer engagement

Leading Net Promotor Score¹ in all key segments



Retail

NPS

14 consecutive months

#1

CBA

Peers

Dec 22

Dec 23

Business

NPS

23 consecutive months

#1

CBA

Peers

Dec 22

Dec 23

Institutional

NPS²

13 consecutive months

#1

CBA

Peers

Dec 22

Dec 23

1. Refer to sources, glossary and notes at the back of this presentation for further details. 2. Turnover +\$300 million per annum.

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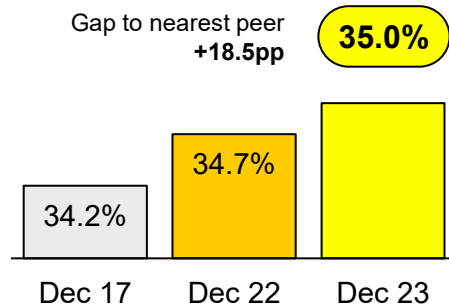
Key highlights

By division

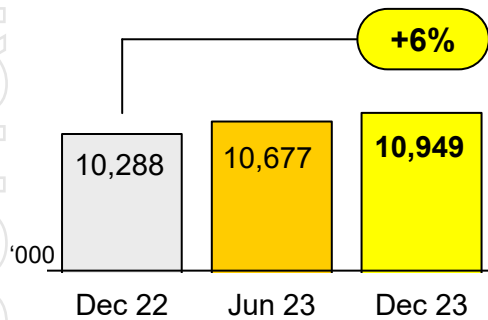


RBS

Retail MFI Share¹

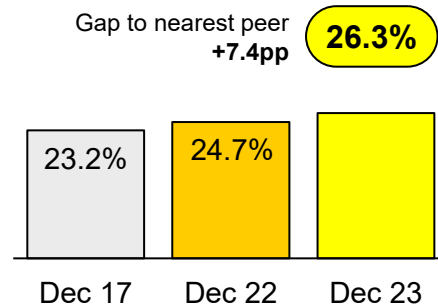


Retail transaction accounts²

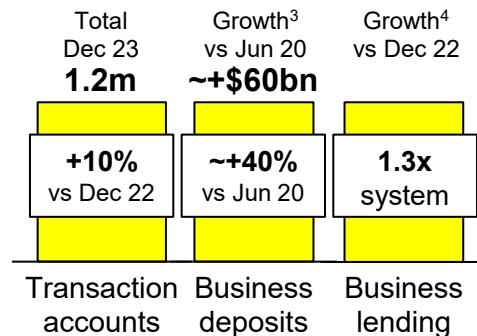


BB

Business MFI Share¹

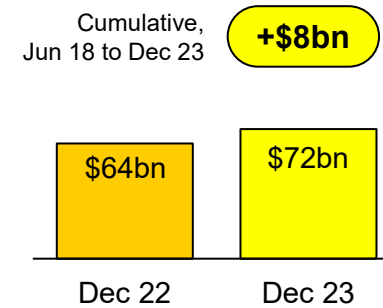


Volumes

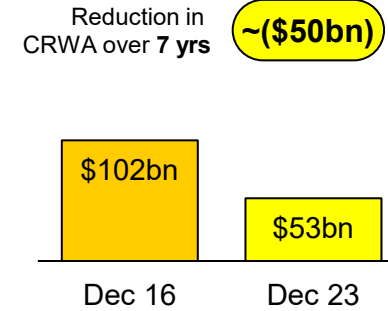


IB&M

Funding contribution⁵

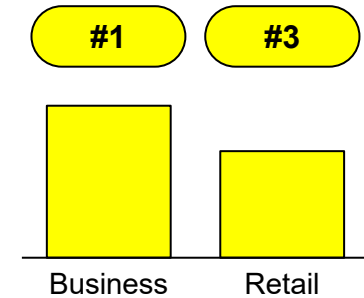


Credit RWA

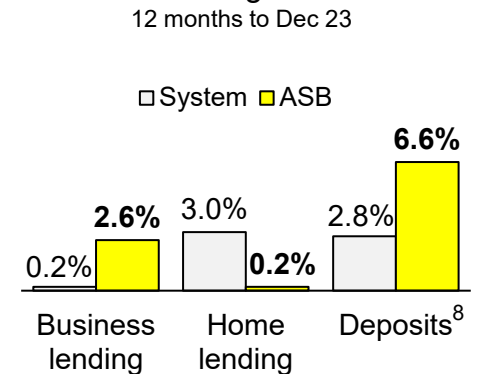


ASB

Net Promoter Score⁶



Volume growth⁷



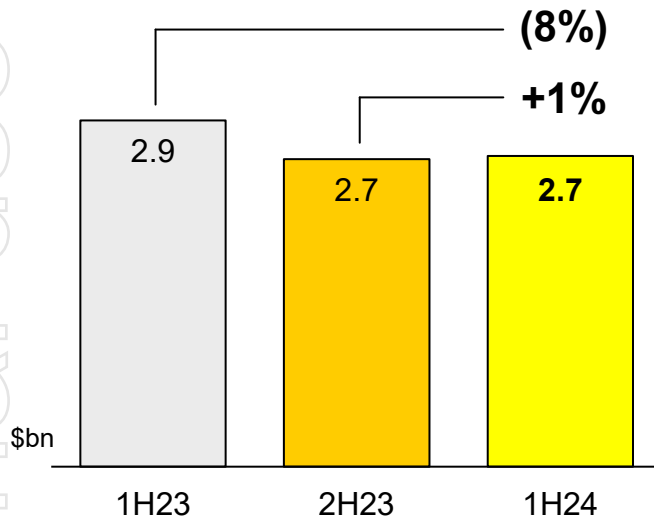
1, 2, 3, 4, 5, 6, 7, 8. Refer to sources, glossary and notes at the back of this presentation for further details.

Australian retail banking

Disciplined execution

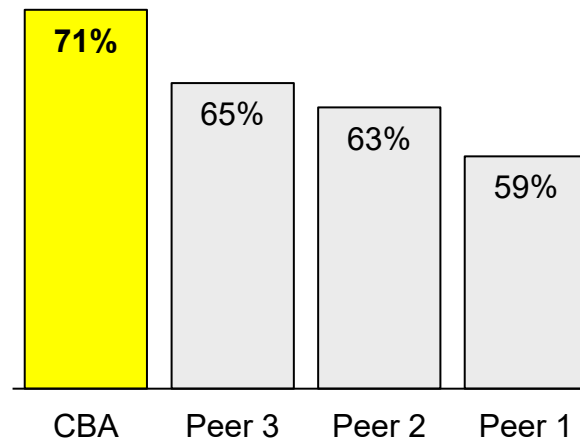


RBS Cash NPAT¹



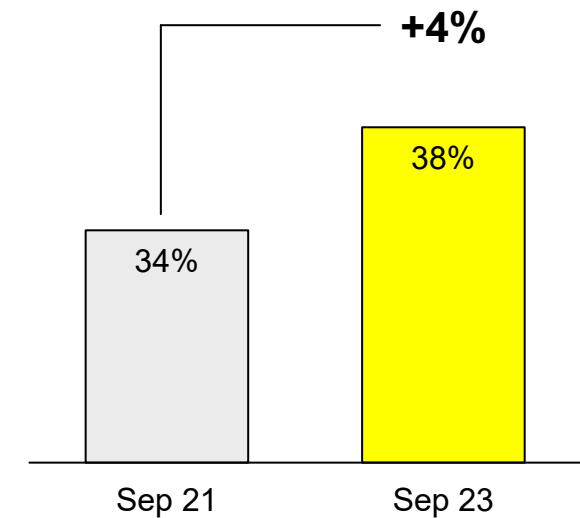
Leading deposit franchise

Household deposits to home loans²
Dec 23



CBA share of Retail NII³

Four largest Australian banks



1. Comparative information has been restated to conform to presentation in the current period. Presented on a continuing operations basis. Includes Bankwest Retail, excludes General Insurance.

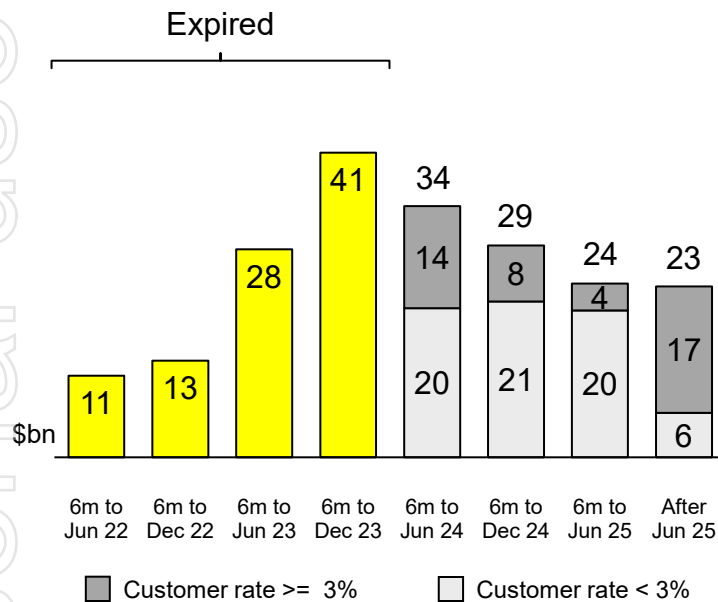
2. Source: APRA Monthly Authorised Deposit-taking Institution Statistics (MADIS). 3. Share of annual net interest income from the four largest Australian banks. Net interest income for peers as externally reported.

Home loans – fixed rate maturities

Ongoing resilience across the portfolio

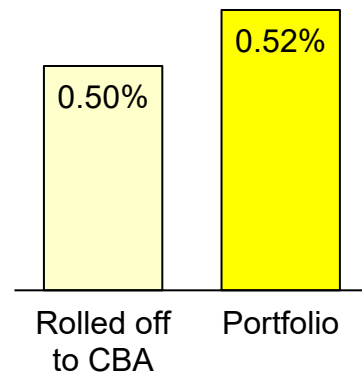


Fixed rate expiry schedule¹



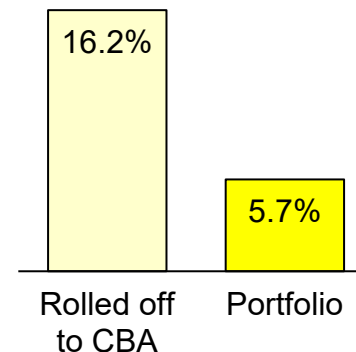
Arrears

90+ day arrears
Dec 2023



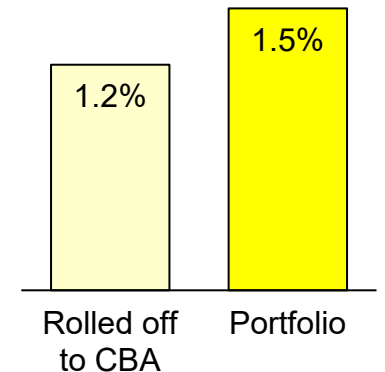
Savings^{2,3}

Year on year change,
per customer
31 Dec 2023



Spending^{2,4}

Year on year change,
per customer
13 weeks to 7 Jan 2024



1. CBA including Bankwest, excluding ASB. 2. Consistently active card customers that held a CBA home loan as at 31 Dec 2023. Excluding Bankwest and ASB. 3. Savings includes all forms of deposit accounts (transaction, savings and term), home loan offset and redraw balances. 4. Spending based on consumer debit and credit card transactions data (excluding StepPay).

Personal use only

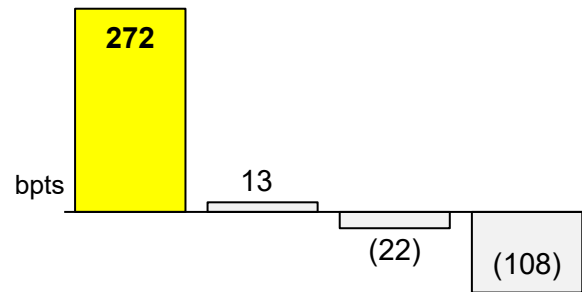
Business Banking

Australia's leading business banking franchise



Business MFI Share¹

Change in share since Mar 20



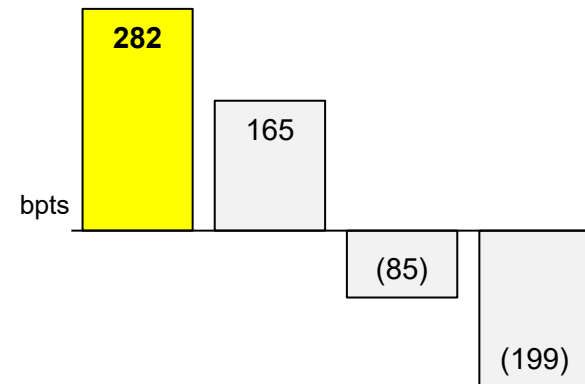
CBA Peer 2 Peer 1 Peer 3

Dec 23 MFI share

26%	18%	17%	19%
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Business deposits²

Change in share since Mar 20



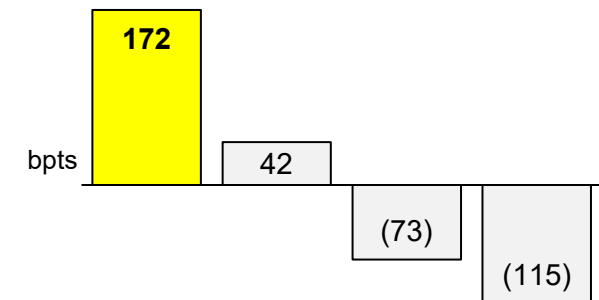
CBA Peer 2 Peer 1 Peer 3

Dec 23 market share

23%	21%	16%	18%
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Business loans²

Change in share since Mar 20



CBA Peer 2 Peer 1 Peer 3

Dec 23 market share

18%	22%	14%	15%
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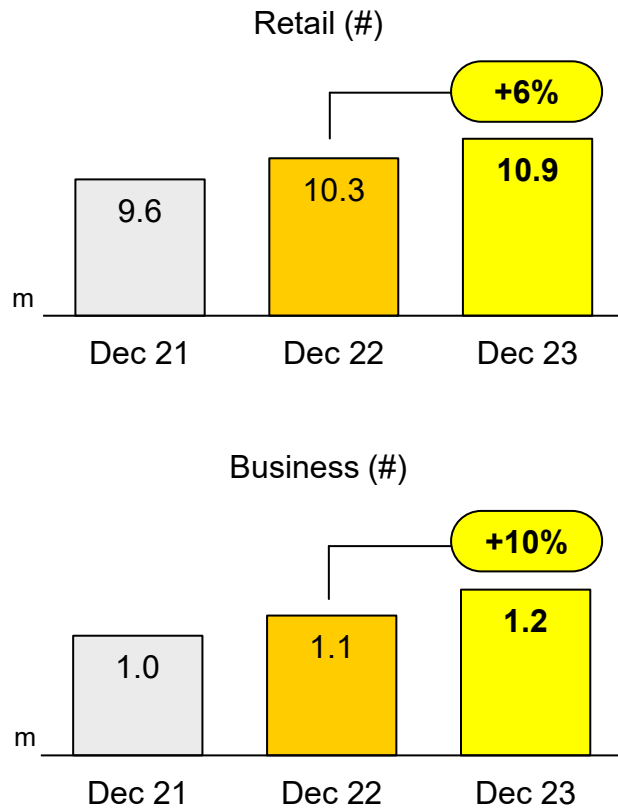
1. Refer to sources, glossary and notes at the back of this presentation for further details. 2. Source: APRA Monthly Authorised Deposit-taking Institution Statistics (MADIS).

Deposits

Core franchise strength – strong customer engagement driving deeper relationships

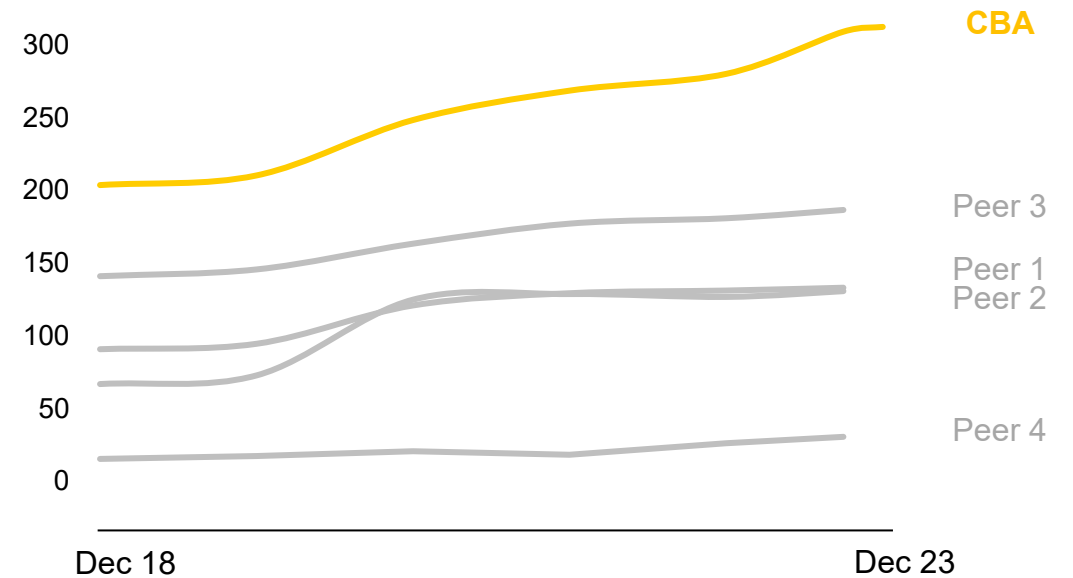


Transaction accounts¹



Stable deposits

Retail & SME deposits in NSFR² (\$bn)



1. Total retail transaction accounts, excluding offset accounts. 2. Represents 31 December stable deposits per NSFR disclosures. Excludes operational deposits, other deposits and wholesale funding. CBA as at 31 December 2023. Peers source: 30 September 2023 Pillar 3 Regulatory Disclosures.

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Global best digital experiences

Extending our market leading digital offering with CommBank app 5.0 and CommBank Yello



Australia's most popular banking app¹

Active app users²
> 8 million

Daily app logins³
up 28%

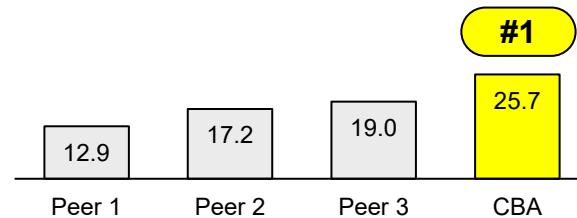
CommBank Yello engagement⁴
> 3m customers

Visits to CommBank Yello Hub⁵
~100,000 daily



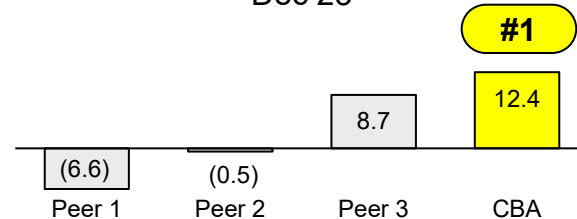
Net Promoter Score⁶

Consumer mobile app
Dec 23



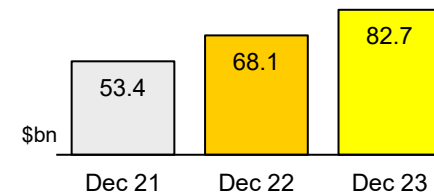
Net Promoter Score⁶

Business digital
Dec 23



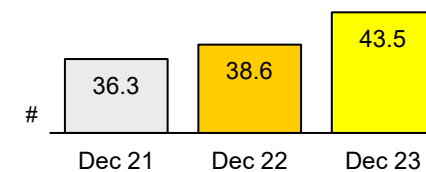
Digital transactions

via app⁷

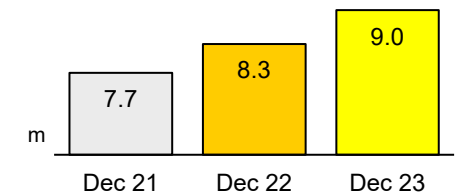


Monthly digital logins

per active customer⁹

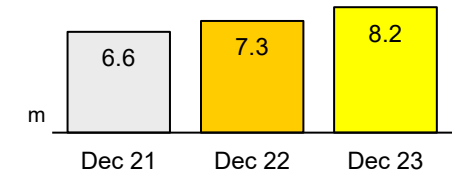


Digitally active customers⁸



CommBank app

active customers¹⁰



Bank of the Year Digital Banking (14 years in a row¹¹)



Best Major Digital Bank (5 years in a row)¹²
Most Innovative Major Bank (5 years in a row)¹²

Supporting our customers

Keeping our customers safe

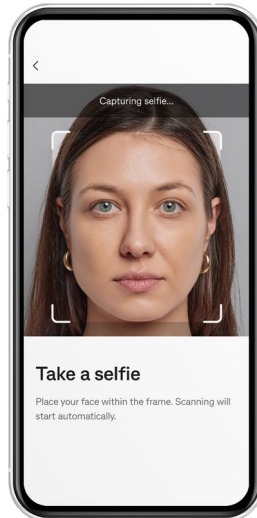


CommBank Safe
Ongoing awareness and education



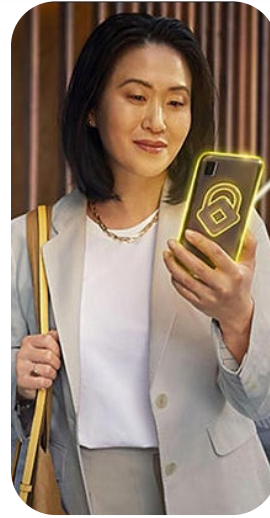
~8 million
customers contacted¹

Identity Verification
Identity verification using facial recognition



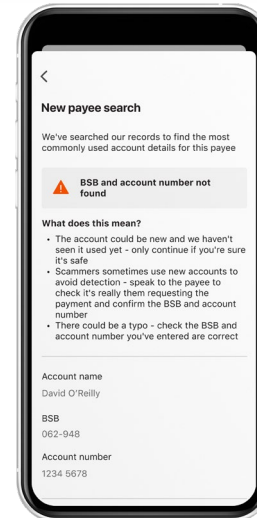
In pilot
to launch in mid 2024

Scam Indicator
Real-time phone scam detection and prevention



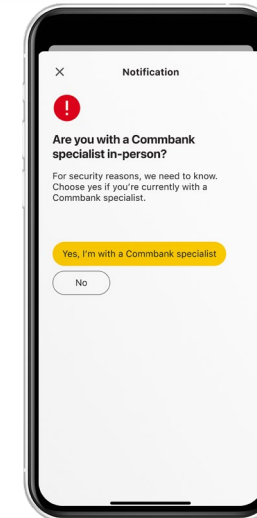
Launched
Oct 2023

NameCheck
Notification of account name mismatches



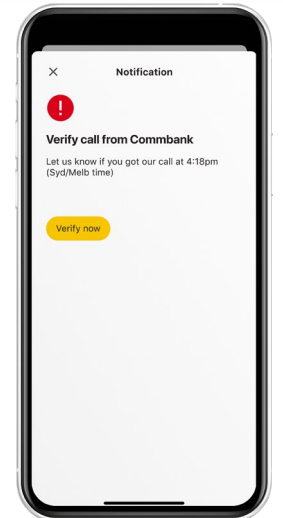
~\$200 million
payments prevented²

CustomerCheck
Fast and secure identification in branch



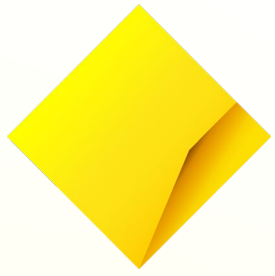
1.7 million
verifications completed³

CallerCheck
Verification of calls from CommBank



2 million
calls verified⁴

1. Unique reach for the scams awareness communications, January 2023 to December 2023. 2. Includes ~\$180 million being lost to mistaken payments via CommBank app and NetBank and ~\$20m of scams prevented. July to December 2023. 3. July 2023 to December 2023. 4. July 2023 to December 2023.



Results presentation

Alan Docherty, Chief Financial Officer

Results overview

Responsive to changes in our operating context, strengthening franchise



Operating context

- Lower per capita disposable incomes
- Resilient economy, strong fundamentals
- Increased deposit competition
- Uncertain macroeconomic outlook

Management response

- Supporting our customers, new offerings
- Strategic capital allocation & execution efficacy
- Disciplined approach to volume/margin
- Strengthened balance sheet settings

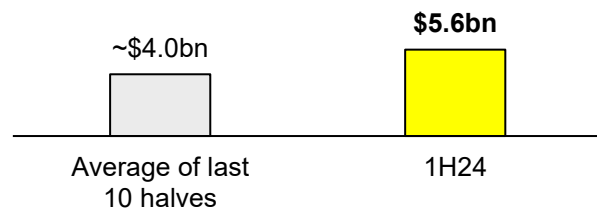
Long-term franchise implications

- Leading customer NPS¹
- Extending leadership in Retail & Business MFI¹
- Increased share of industry NII, sector leading ROE
- Earnings stability under broad range of scenarios

1H24 financial outcomes

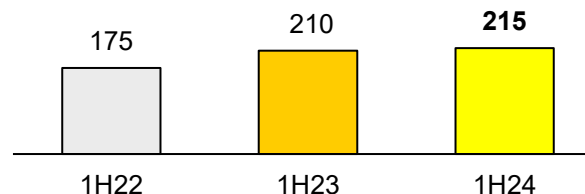
Strong organic capital generation

Organic capital generated
1H24 vs 5yr avg²



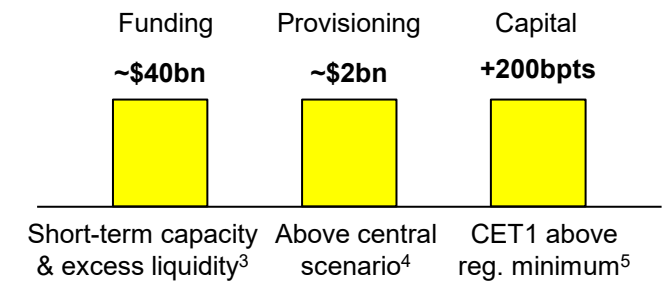
Continued DPS growth

Dividends
Dividend per share (cents)



Strengthened balance sheet settings

Balance sheet



1. Refer to sources, glossary and notes at the back of this presentation for further details. 2. Average of the last 10 halves represents the average of organic capital generated in each half year period between FY19 to FY23. 3. Additional short-term wholesale funding capacity compared to historical average; plus excess liquidity invested in investment grade non-HQLA assets. 4. Represents the difference between total actual provisions held and the expected credit loss in the central scenario. 5. Surplus CET1 capital ratio in excess of APRA regulatory minimum of 10.25% under the revised capital framework effective from 1 January 2023.

Statutory vs Cash NPAT¹

Statutory NPAT of \$4.8 billion, includes loss on PTBC Indonesian divestment



\$m	1H23	2H23	1H24
Statutory NPAT – continuing operations	5,243	4,853	4,837
Non-cash items:			
- Transaction costs and gains and (losses) on disposals ²	51	(19)	(210)
- Hedging & IFRS volatility ³	12	(20)	28
Cash NPAT – continuing operations	5,180	4,892	5,019

Includes PT Bank Commonwealth, Commlnsure General Insurance, Count Financial and other previously announced divestments and closures

Primarily related to gains and (losses) on economic hedges³ from interest rate and FX volatility

1. Presented on a continuing operations basis. Comparative information has been restated to conform to presentation in the current period. 2. Includes gains and losses net of transaction costs associated with the disposal of previously announced divestments. 3. Includes unrealised accounting gains and losses arising from the application of "AASB 139 Financial Instruments: Recognition and Measurement".

1H24 result¹

Cash NPAT 3% higher vs 2H23

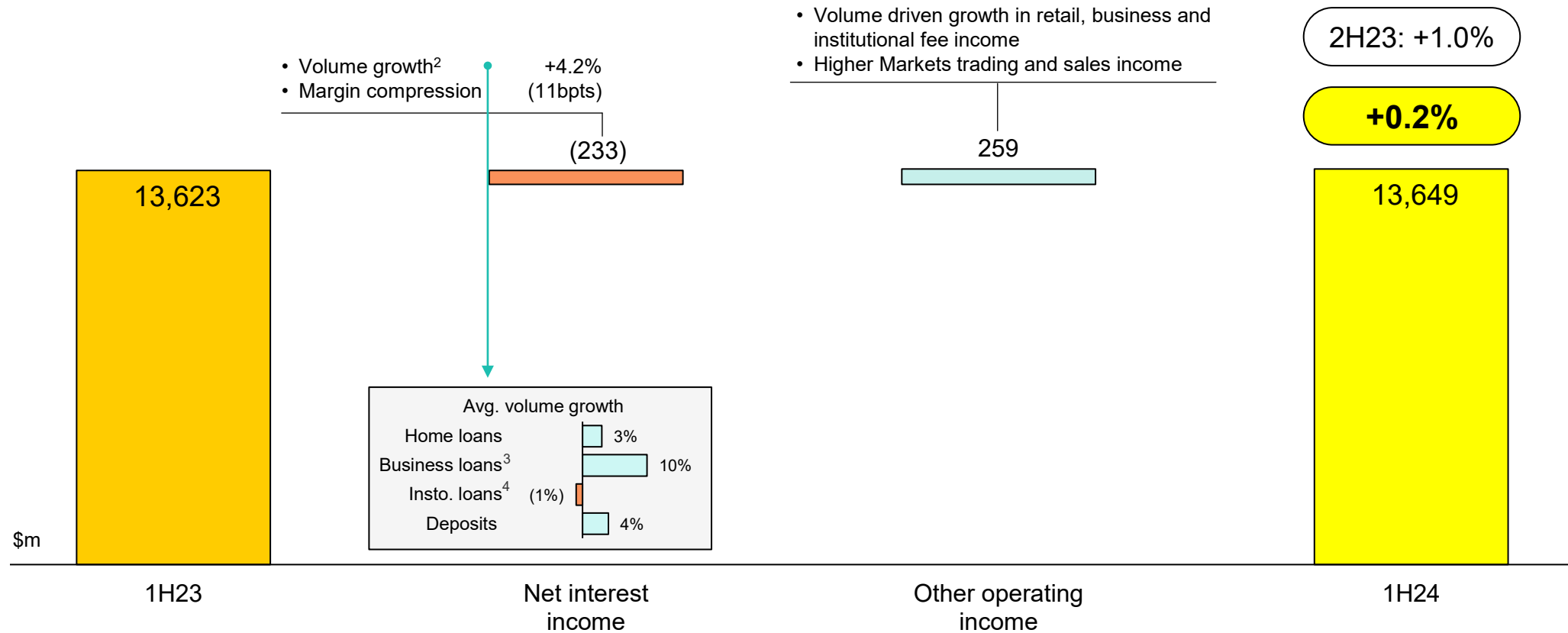


\$m	1H24		1H24 vs 1H23		1H24 vs 2H23
Operating income	13,649	↑	0.2%	↑	1.0%
Operating expenses	6,011	↑	4.1%	↓	(1.2%)
Operating performance	7,638	↓	(2.7%)	↑	2.8%
Loan impairment expense	415	↓	(18.8%)	↓	(30.5%)
Cash NPAT	5,019	↓	(3.1%)	↑	2.6%

1. Presented on a continuing operations basis. Comparative information has been restated to conform to presentation in the current period.

Operating income¹

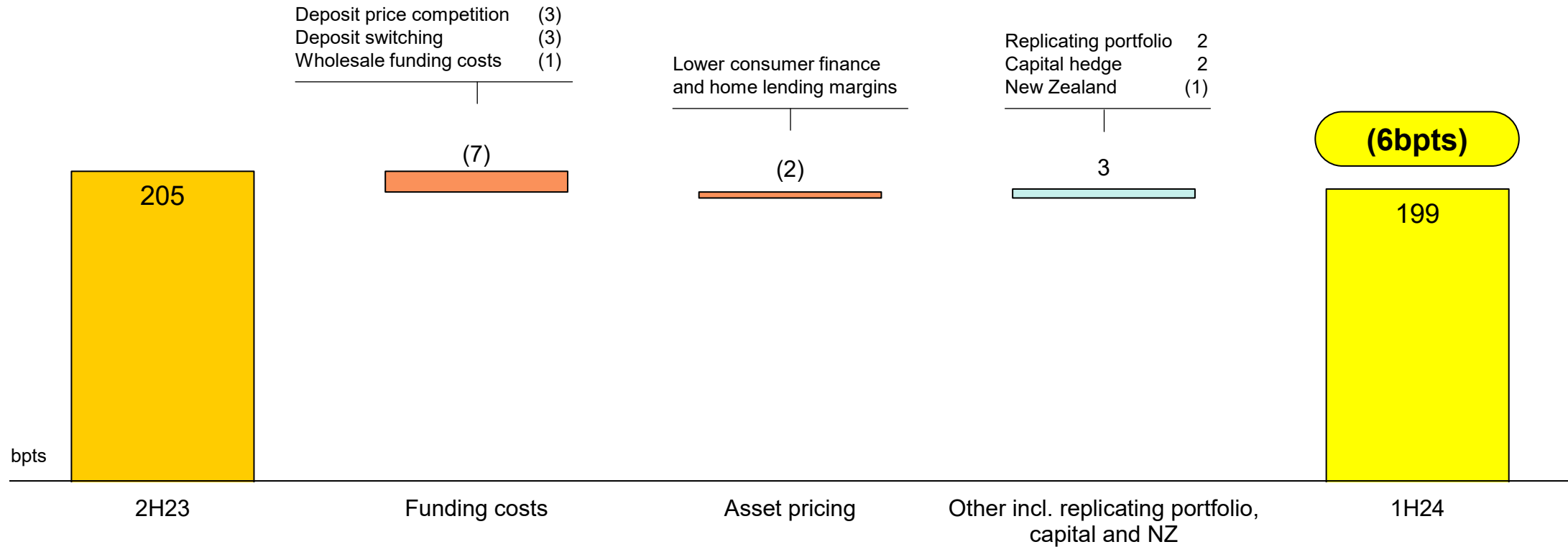
Volume growth and higher other operating income offset by margin compression



1. Presented on a continuing operations basis. Comparative information has been restated to conform to presentation in the current period. 2. Excluding liquids. 3. Includes New Zealand and other business loans. 4. Excluding Cash Management Pooling Facilities.

Group margin

Increased deposit price competition



Disciplined approach to volume and rate trade off

CBA gaining share of NII, generating long-term sustainable returns

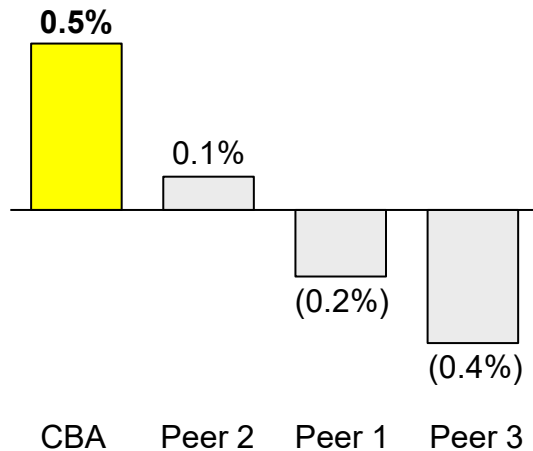


Change in share of NII

Four largest banks^{1,2}

FY Sep 23 vs PCP

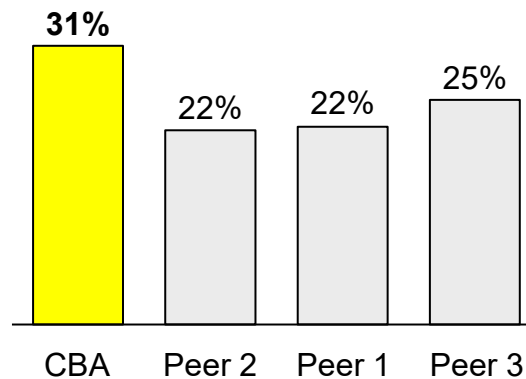
+\$390m +\$70m (\$160m) (\$300m)



Share of NII

Four largest banks^{1,2}

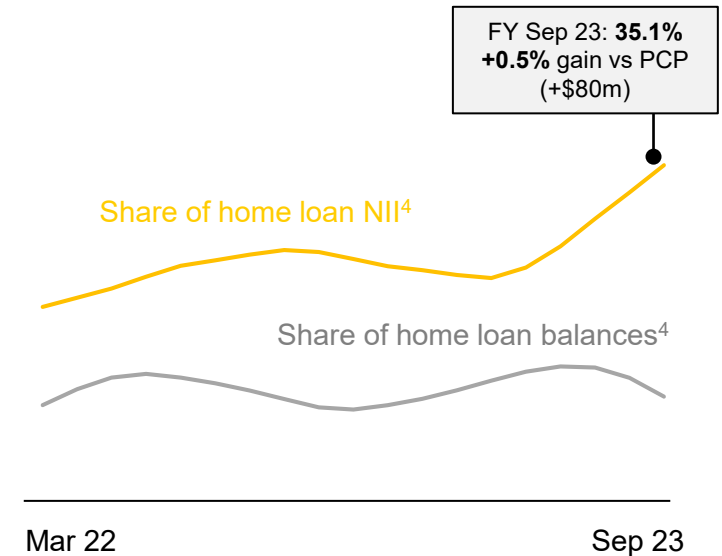
Sep 23



Share of home loan NII

Four largest banks^{2,3}

FY Sep 23



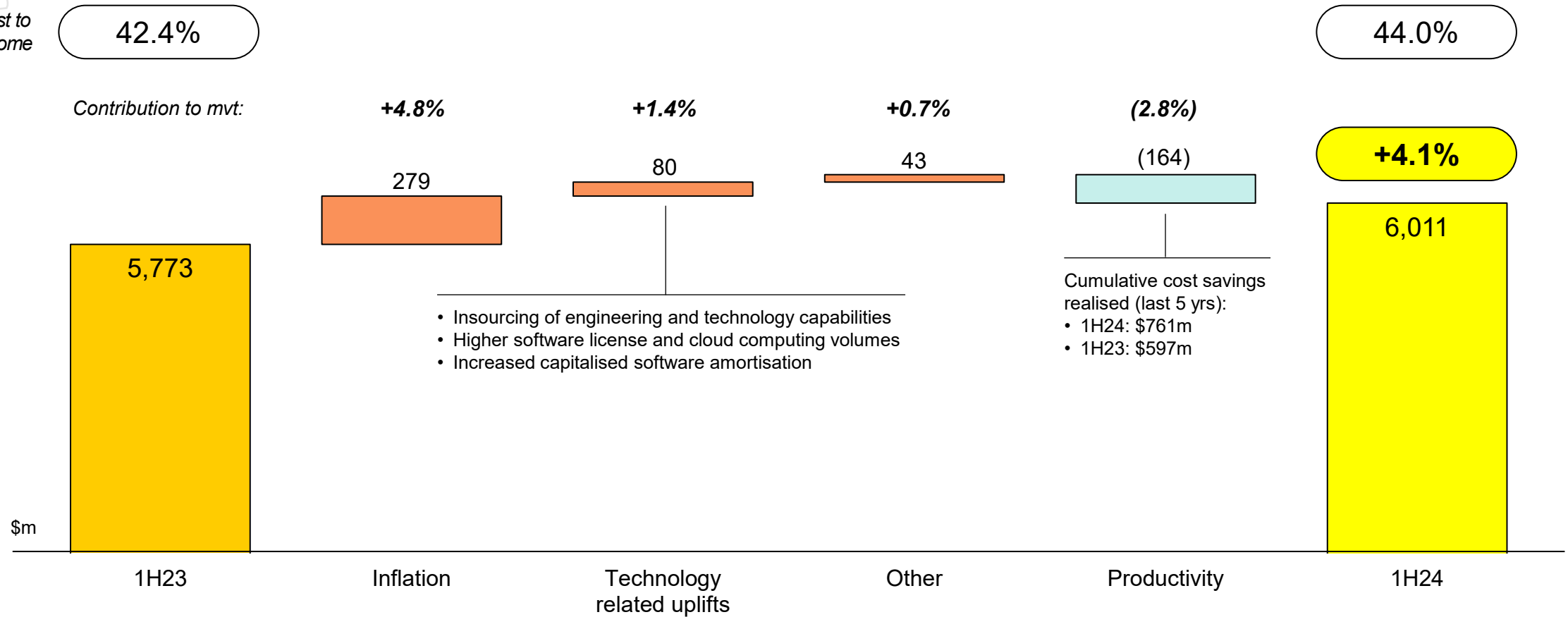
1. Defined as Net Interest Income excluding notable items as reported. Peer data as derived from publicly available disclosures. Represents financial years ending 30 September 2023.

2. Largest banks as defined by market capitalisation. 3. Major bank estimates derived from home loan customer rates per RBA statistics, minus indicative marginal wholesale funding costs (refer slide 112), multiplied by total home loan balances. 4. 6-months rolling share of NII and balances.

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Operating expenses¹

Inflation driving cost growth – technology and other costs more than offset by productivity



1. Presented on a continuing operations basis.

Credit risk

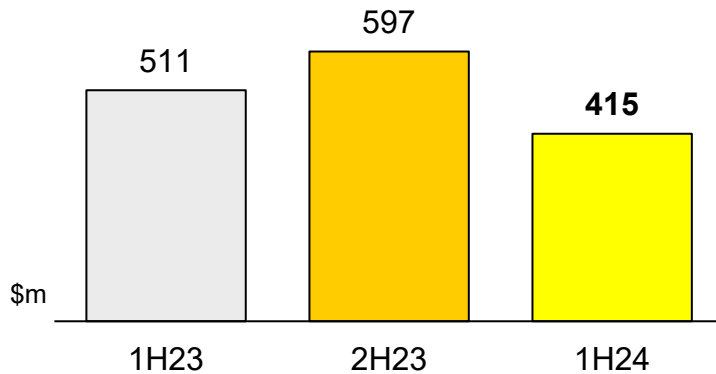
Sound credit quality – modest uptick in arrears – TIA stable



Loan impairment expense

Loan loss rate, bpts¹

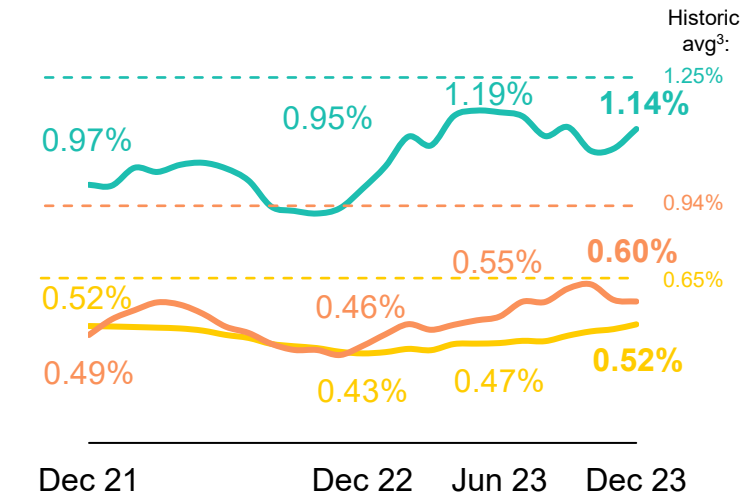
	1H23	2H23	1H24
Consumer	11	12	7
Corporate	13	17	13
Total	11	13	9



Arrears²

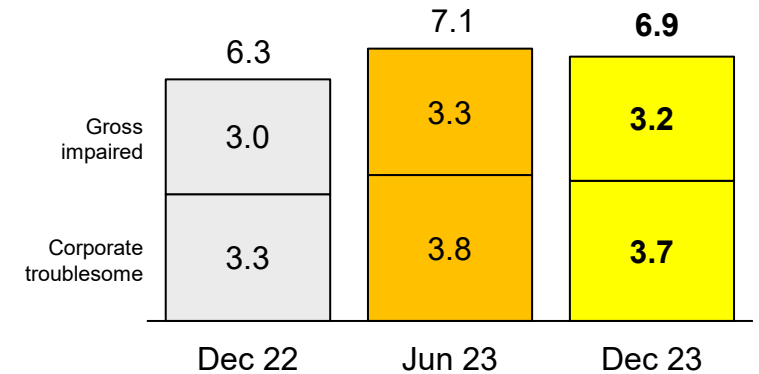
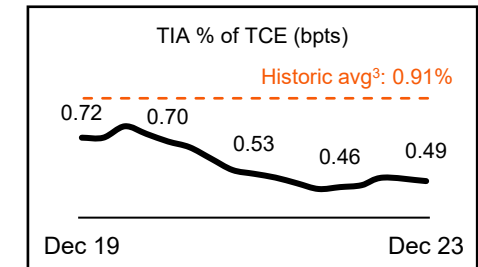
90+ days

Personal loans Credit cards Home loans



Troublesome and impaired assets

\$bn



1. Loan impairment expense as a percentage of average Gross loans and acceptances (bpts) annualised. 2. Group consumer arrears including New Zealand. 3. Historic average from Aug 2008 to Jun 2023.

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Provisioning¹

Strong provision coverage maintained at 1.64% of Credit RWA

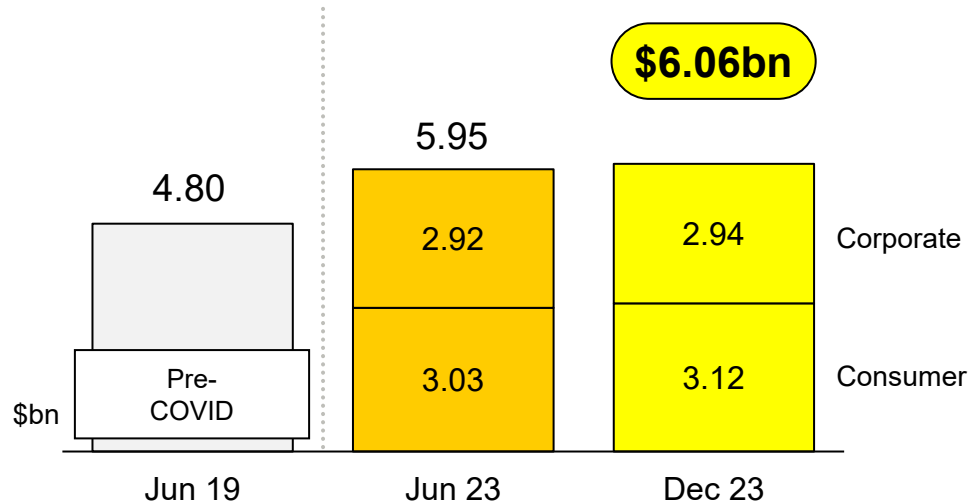


Total credit provisions

\$bn

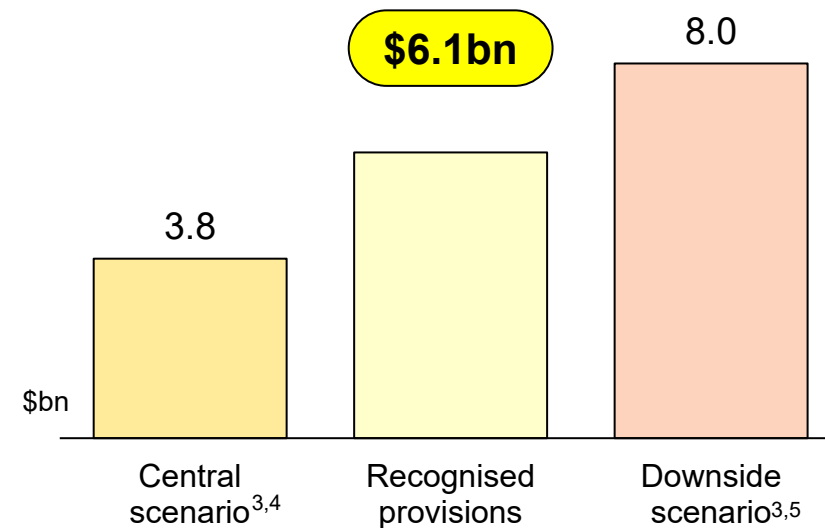
TP/CRWA:

1.29%	1.64% ²	1.64%²
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Provisions and scenarios

Dec 23



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

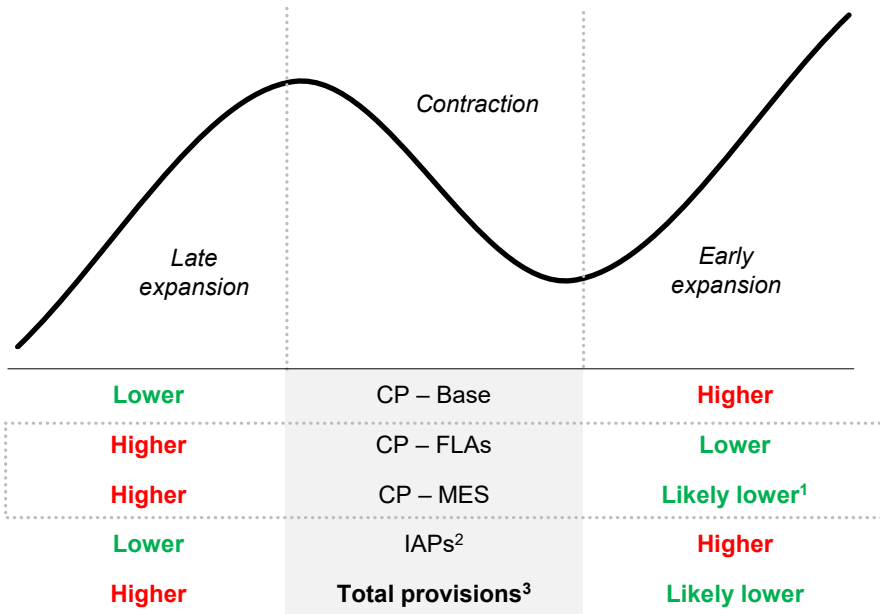
Provisioning through the cycle

Forward-looking approach – customer, macroeconomic and sectoral considerations



Economic cycle

GDP



Forward-looking components

- AASB 9 requires a forward-looking approach to loan loss provisioning to dampen pro-cyclical provisioning behaviour through forward-looking adjustments (FLAs) and multiple economic scenarios (MES) in determining collective provisions (CP).
- Total provisions will likely be lower following an economic contraction (despite higher base provisions) as we adopt a forward-looking view of an economic expansion.
- Sectoral considerations (last 6 months):
 - Consumer: little change to modelled provisions as actual customer losses remained well below long-run averages. Slight increase in FLAs for higher risk occupations (exposed to slower discretionary spending) and home loan customers under the greatest cost of living pressure.
 - Construction: slight reduction in FLAs for sub-segments related to non-building, site preparation and trade services. Number of dwellings under construction is high, but new commencements are low, pointing to constrained future activity.
 - Retail trade: non-material change in provisioning coverage. Anticipated slowdown in discretionary spending per capita due to cost of living pressures is materialising, though non-discretionary spending remains resilient.
 - Entertainment, leisure and tourism: increased FLAs, driven by higher cost of living impacts on discretionary spending. Cafes and restaurants remain sub-sector of greatest concern.
 - Commercial property: non-material change in provisioning coverage. Sales remain low, though prices starting to reflect impact of higher rates and vacancies.
 - Agriculture: increased FLAs for potential impacts of climate-related events. Livestock prices improving from recent lows and a solid harvest expected across most crops from higher than average rainfall.

1. If economic conditions are expected to recover following a recession, then the MES overlay would reduce as economic variables improve and/or the probability weighting towards more benign scenarios increases. This may not be the case where further deterioration in economic conditions is expected (e.g. a double-dip recession). 2. Individually assessed provisions (IAPs) are raised for non-performing exposures. 3. This refers to expectations before and after an economic slowdown. How total provisions change during a contraction is uncertain: If FLAs and MES under-predict actual losses, then total provisions will increase. If they over-predict losses (as was the case during the early stages of the COVID-19 pandemic) then total provisions will decrease.

Funding

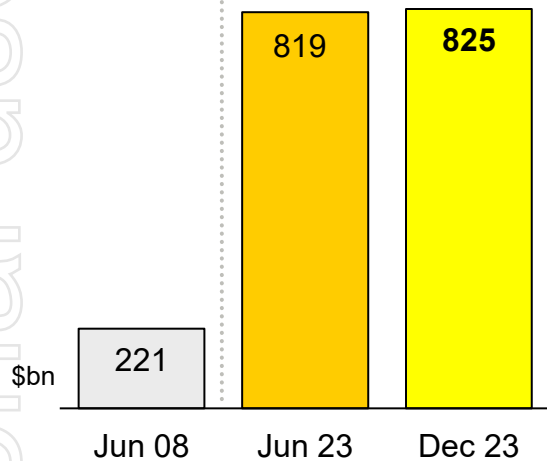
Conservative settings providing flexibility – repaid \$19 billion of Term Funding Facility¹



Deposit funding

% of total funding

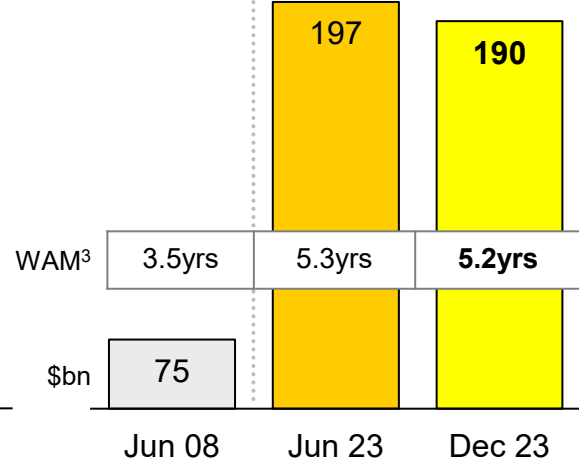
55%	75%	75%
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Long-term funding²

% of total funding

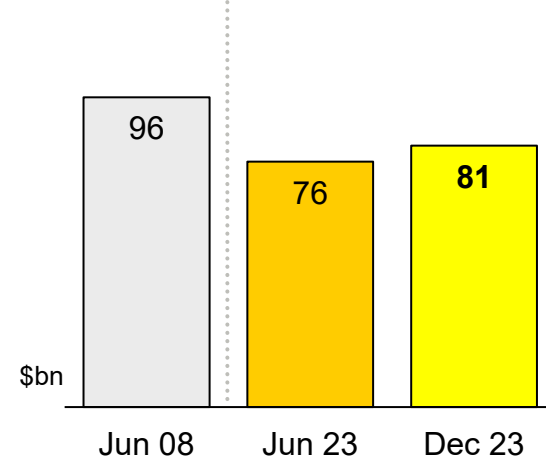
19%	18%	18%
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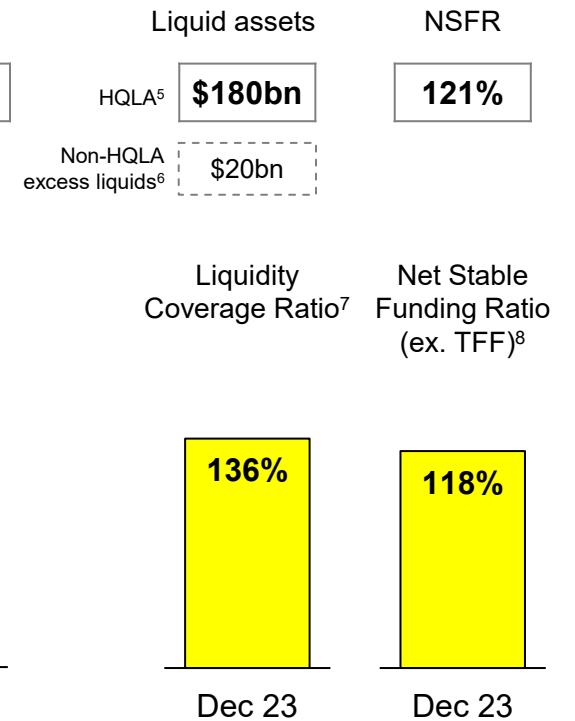
Short-term funding⁴

% of total funding

26%	7%	7%
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LCR & NSFR

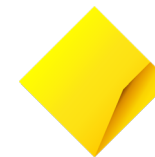


1. In 2023 CBA repaid \$19 billion of the RBA Term Funding Facility (TFF) of which \$18 billion occurred in the December 2023 half. 2. Long-term wholesale funding balances with a residual maturity greater than 12 months as at reporting date including TFF and RBNZ Term lending facilities with a residual maturity less than 12 months as at reporting date. 3. Represents the Weighted Average Maturity (WAM) of outstanding long-term wholesale debt with a residual maturity greater than 12 months as at reporting date including TFF and RBNZ term lending facilities. 4. Figures include 'other short-term liabilities'. 5. Spot as at 31 December 2023 (quarterly average \$187 billion). 6. Investment grade liquid assets that do not qualify as High Quality Liquid Assets as defined in APS210. 7. Quarterly average. 8. NSFR numerator (Available Stable Funding) excludes the size of CBA's TFF drawdowns. Denominator (Required Stable Funding) increases weighting for TFF collateral by 55%, such that it receives the 65% RSF weighting applicable to unencumbered residential mortgages.

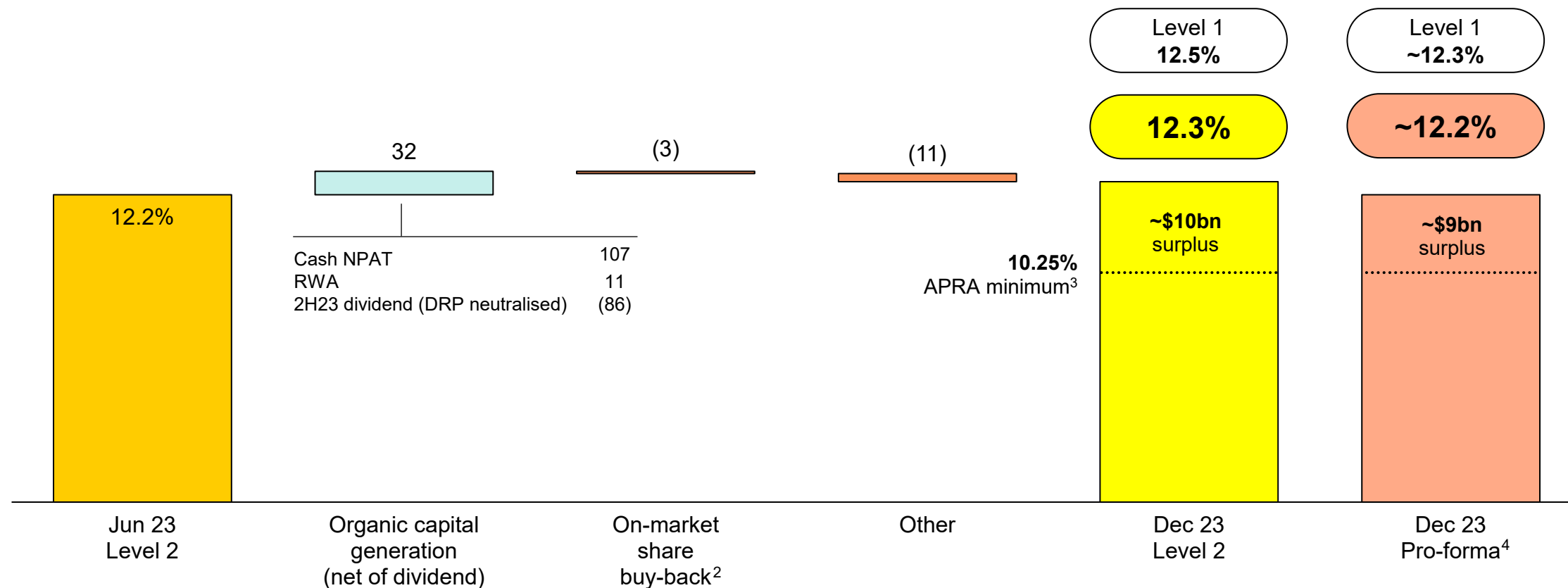
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Capital¹

Strong capital position maintained



Movements in bpts



1. Due to rounding, numbers presented may not sum precisely to the totals provided. 2. \$154m of the previously announced \$1bn on-market share buy-back has been completed as at 31 December 2023 (1,517,388 shares acquired at an average price of \$101.49). 3. Inclusive of 1% default countercyclical capital buffer which may be varied by APRA in the range of 0% to 3.5%. 4. Pro-forma ratio allows for the completion of the remaining \$846m of the \$1bn on-market share buy-back (impact ~18bpts).

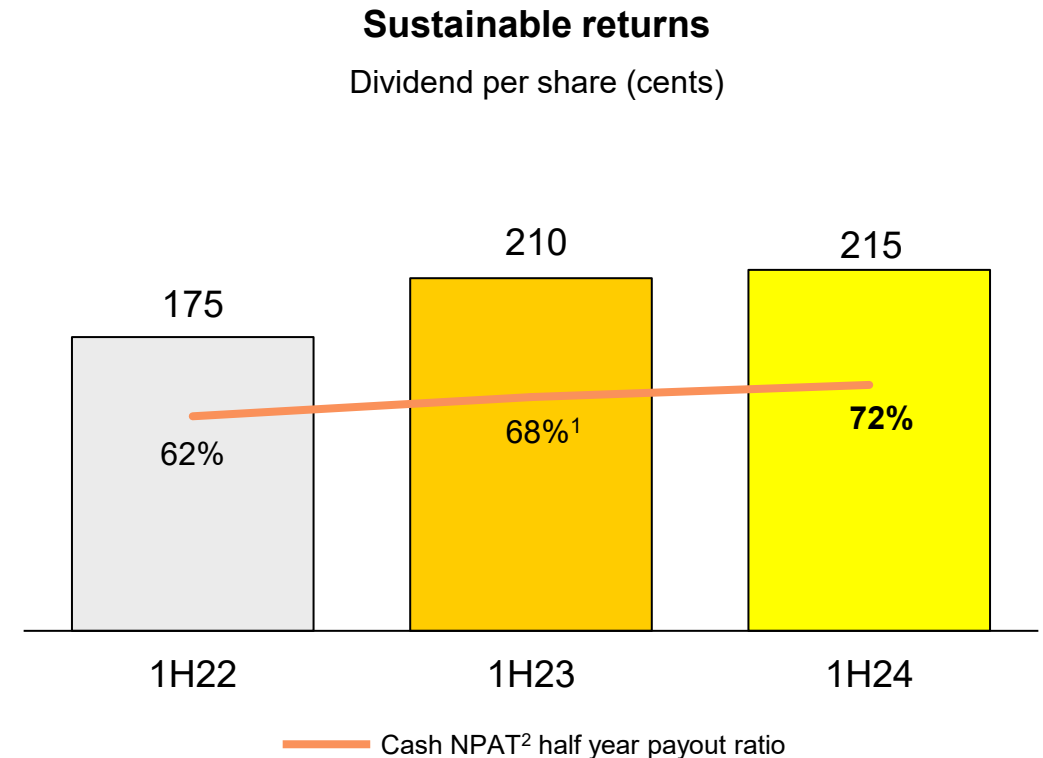
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Dividends

Long-term sustainable returns



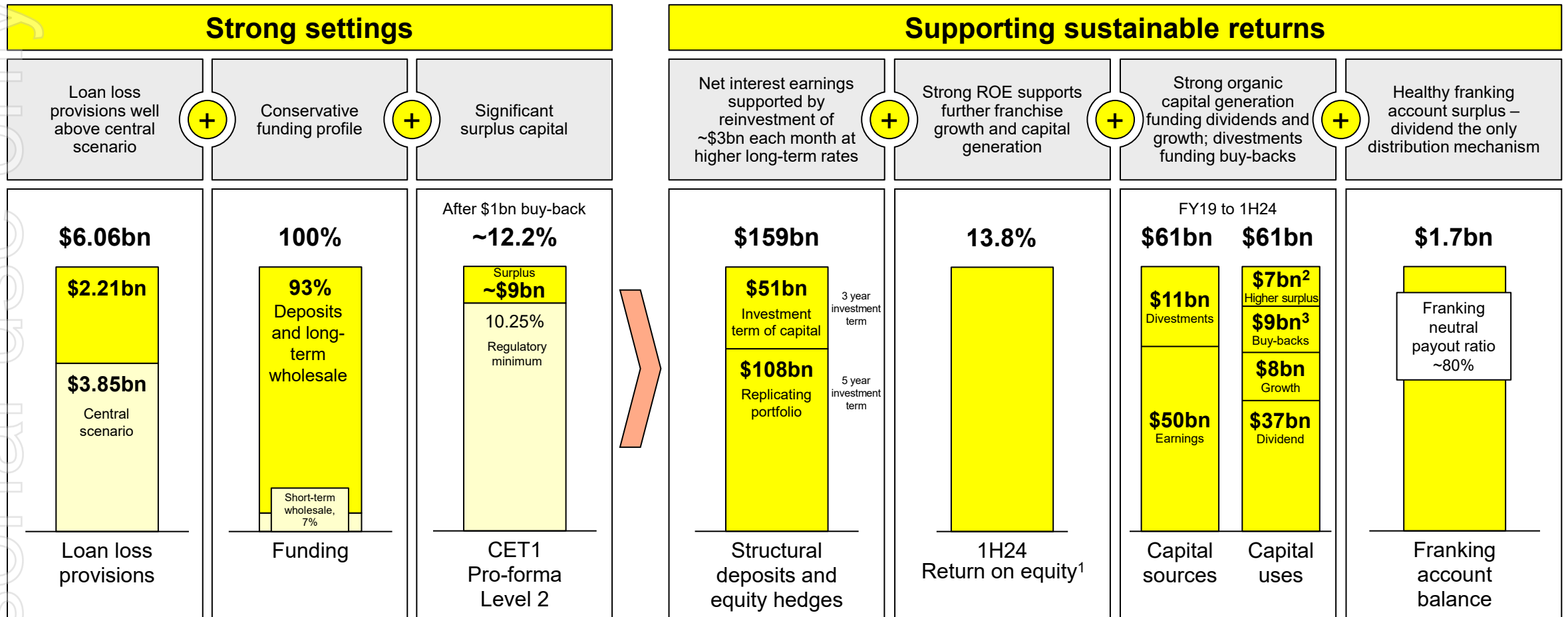
- Interim dividend of \$2.15, 2% increase on 1H23 dividend
- DRP with no discount and expected to be fully neutralised
- Half year payout ratio of 72%
- The Bank will continue to target a full year payout ratio of 70-80% Cash NPAT



1. Comparative information has been restated to conform to presentation in the current period. 2. Cash NPAT inclusive of discontinued operations.

Strong settings – supporting sustainable returns

Resilient under a broad range of scenarios



1. Return on equity (ROE) is on a cash and continuing operations basis. 2. Increase in capital surplus against a minimum of 9.5% in June 2018 (as per APRA's announcement, 19 July 2017) and 10.25% in December 2023. 3. Excludes the completion of the remaining \$846 million of the \$1 billion on-market share buy-back.

Economic outlook

Downside risks remain, Australian economy resilient



- Solid fundamentals for the Australian economy
 - Low unemployment, low underemployment, high participation rates
 - Strong non-mining investment
 - Immigration providing a structural tailwind
- Inflation and economy moderating due to higher interest rates
 - Economic growth slowing, inflation falling
 - Real household disposable incomes decreasing
 - Many households finding it harder, impacts unevenly felt
- Downside risks remain for the economy
 - Households and businesses continuing to adjust to the economic conditions
 - Unit labour costs rising, productivity is weak
 - Continued global uncertainty – Australia well positioned

Summary

Customer focus, consistent execution, strength and stability

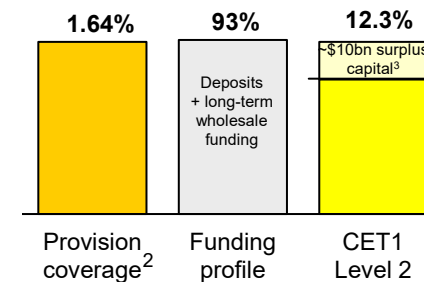


- Supporting our customers and communities
- Capital and balance sheet strength, critical to support Australia
- Consistent, disciplined execution
- Customer focus – building deeper, stronger relationships
- Franchise strength – differentiation, extending leadership

Customers

Net Promoter Score ¹	Rank	Market share	Rank
Consumer	#1	Household deposits	#1
Business	#1	Home lending	#1
Consumer digital	#1	Business deposits	#1
Business digital	#1	Business lending	#2

Balance sheet



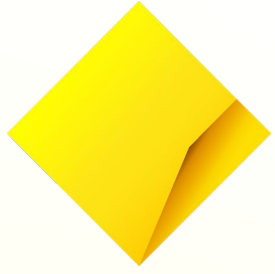
Shareholders

Total Shareholder Return⁴

Period	Rank
10yr	#1
5yr	#1
3yr	#2
1yr	#2

1. Refer to sources, glossary and notes at the back of this presentation for further details. 2. Total provisions divided by credit risk weighted assets. 3. Surplus CET1 capital in excess of APRA regulatory minimum of 10.25% under the revised capital framework effective from 1 January 2023. 4. Source: Bloomberg. Total Shareholder Return as at 29 December 2023, compared to major peer banks.

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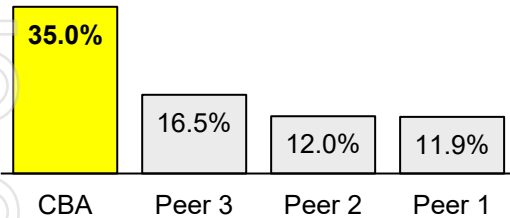
Overview & strategy

Why CBA?

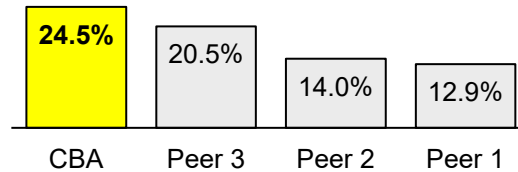
Leading franchise – strong balance sheet settings – supporting sustainable returns



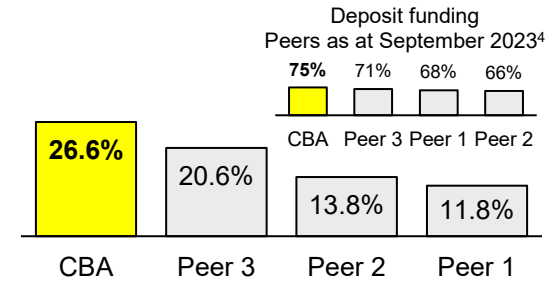
Consumer MFI share¹ (%)



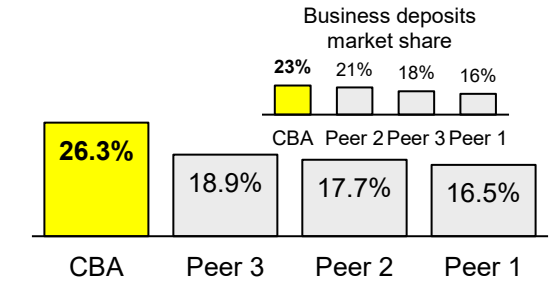
Home lending share² (%)



Household deposits share³ (%)

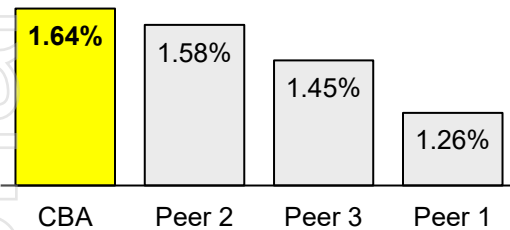


Business MFI share¹ (%)



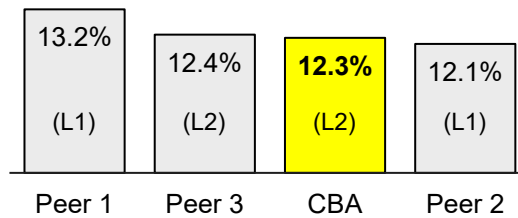
Provisioning (%)

Total provision coverage to Credit RWA⁵
Peers as at September 2023



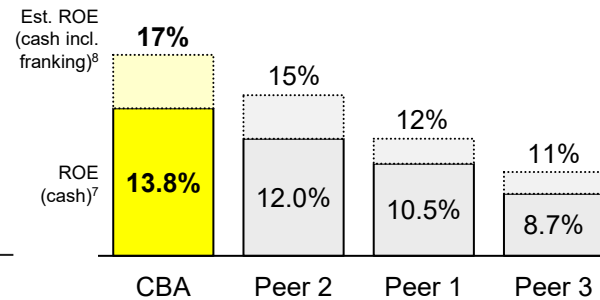
CET1 capital (%)

Capital binding constraint⁶
Peers as at September 2023



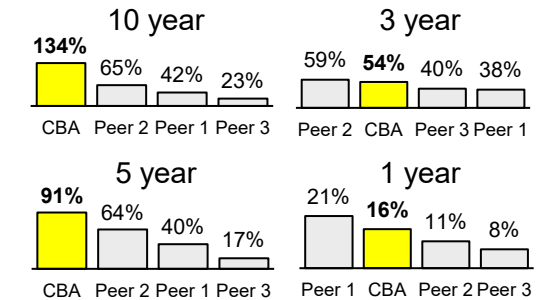
ROE (cash)⁷ (%)

Peers as at September 2023



Shareholder returns (%)

Total Shareholder Return⁹



1. Refer to the glossary for source information. 2. CBA source: RBA Lending and Credit Aggregates. Peer source: Peer APRA Monthly Authorised Deposit-taking Institution Statistics (MADIS) balance divided by RBA Lending and Credit Aggregates system balance. 3. Source: APRA Monthly Authorised Deposit-taking Institution Statistics (MADIS). 4. Calculated as total customer deposits divided by total funding excluding equity. Peer data as derived from publicly available disclosures. 5. Total provisions divided by credit risk weighted assets. Peer 2 excludes estimated impairment provisions for derivatives at fair value for consistency. 6. Binding constraint is the lower of Level 1 and Level 2 CET1 capital ratio. 7. Return on equity on a cash or cash equivalent continuing operations basis over average ordinary equity. 8. Estimated Return on equity (cash) including the benefit from franking credits which is recognised as 70% of the Australian tax generated in FY23 for peer banks and in 2H23 and 1H24 for CBA, relative to the average shareholders' equity in the period. 9. Source: Bloomberg. Total Shareholder Return as at 29 December 2023.

Delivering

Balanced outcomes – delivering for all stakeholders



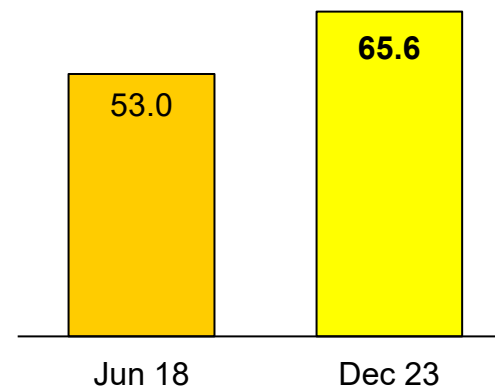
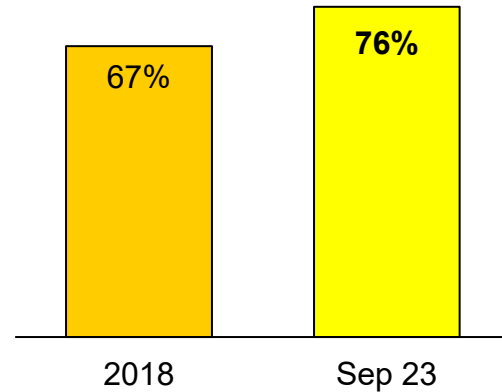
 **Customer**
Net Promoter Score¹

 **People**
People engagement²

 **Community**
Reputation score³

 **Shareholders**
Total Shareholder Return⁴

	Rank
Consumer	#1
Consumer digital	#1
Business	#1
Business digital	#1



Period	%	Rank
10yr	134%	#1
5yr	91%	#1
3yr	54%	#2
1yr	16%	#2

1. Refer to sources, glossary and notes at the back of this presentation for further details. 2. Represents results from employees who undertook the 'CBA Your Voice' engagement survey. 3. CBA and major peer bank reputation scores. Source: RepTrak, The RepTrak Company. Data is collected throughout the quarter and reported at quarter end from July 2020. 4. Source: Bloomberg. Total Shareholder Return as at 29 December 2023, compared to major peer banks.

How we contribute to Australia¹

Supporting our customers, the community and the economy



Customers & domestic debt investors²

- Leading retail bank with >25% share of market³
- Includes ~\$9bn interest paid to Australian savers (up ~\$6bn on 1H23)

Government⁴

- One of Australia's largest corporate tax payers
- Includes ~\$1.8bn in Australian income tax paid in 1H24
- Signatory of the Voluntary Tax Transparency Code

Offshore investors⁵

- Accessing offshore wholesale funding to help our customers buy a home and invest for their future, supporting domestic economic growth

Our people

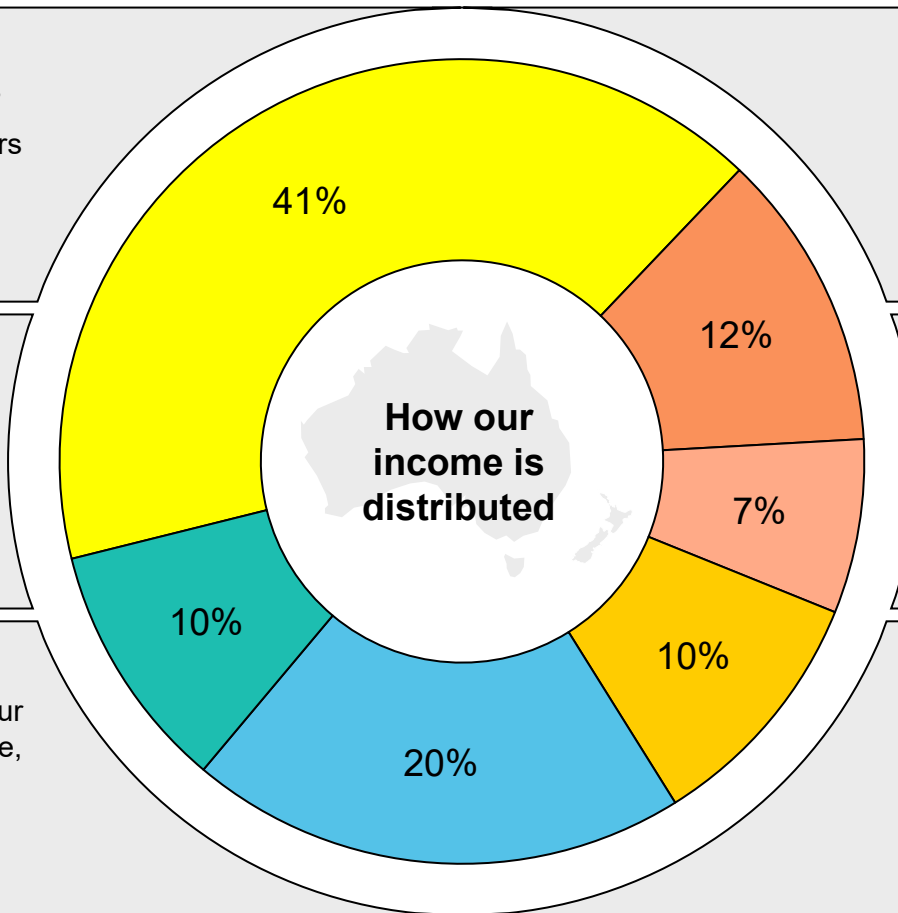
- Over 53,000 people employed, predominantly in Australia and New Zealand
- Over 50% of the workforce is female
- 37% cultural diversity in Executive Manager and above roles

Suppliers and partners⁶

- Supporting domestic small and medium sized businesses
- Lent \$18bn to help businesses grow⁷

Domestic shareholders

- ~\$3bn in dividends paid to shareholders
- Average interim dividend of ~\$1,680 to be paid to shareholders⁸
- Returns to more than 12 million Australians through superannuation



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

Our strategy

Building tomorrow's bank today for our customers



Our purpose

Building a brighter future for all

Our priorities

Leadership in Australia's recovery and transition

Extend retail and business banking leadership

Help build Australia's future economy

Lead in the support we provide to customers and communities

Reimagined products and services

Reimagine priority customer journeys

Differentiate our customer proposition

Connect to external services and build new ventures

Global best digital experiences and technology

Deliver the best integrated digital experiences

Build world-class engineering capability

Modernise systems and digitise end-to-end

Simpler, better foundations

Fix customer breakpoints

Deliver better customer outcomes through leading risk management

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

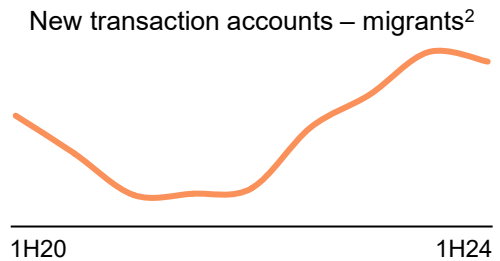
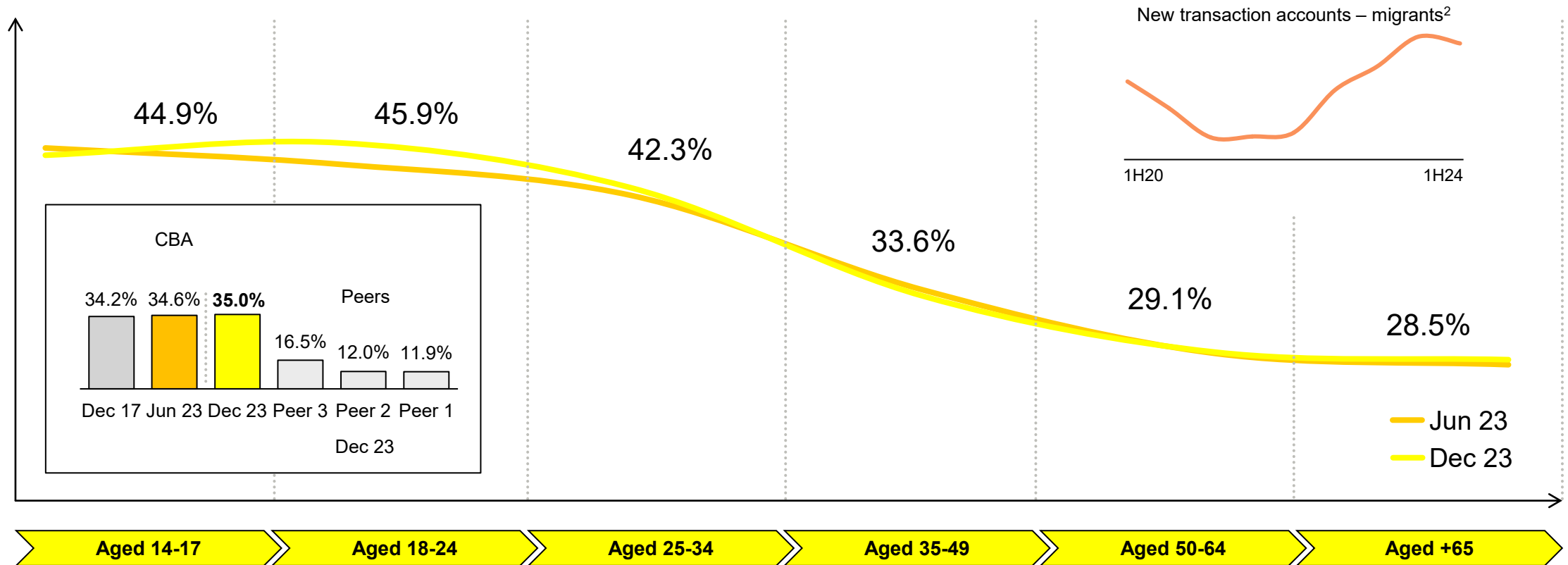
We are unwavering in our commitment – we do what's right and we work together to get things done

Reimagining banking

Franchise strength supporting our customers across the lifecycle



CBA Retail MFI share¹



1. Refer to sources, glossary and notes at the back of this presentation for further details. 2. Number of new migrant transaction accounts, RBS excluding Bankwest.

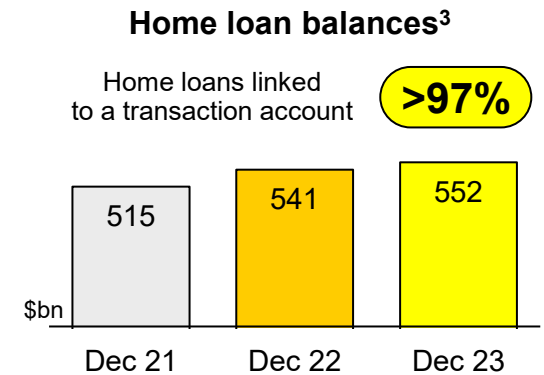
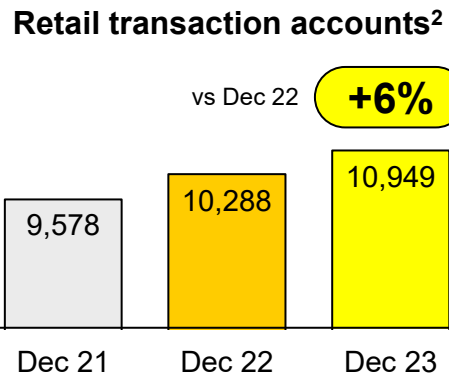
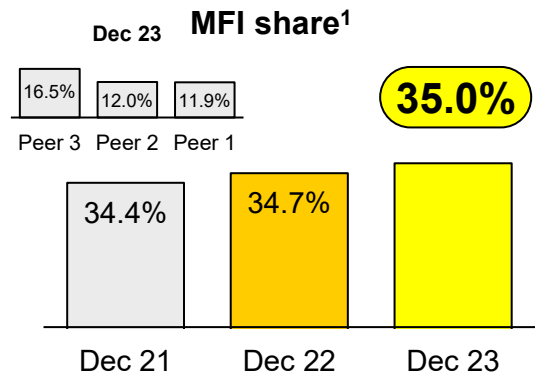
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Engaged customers

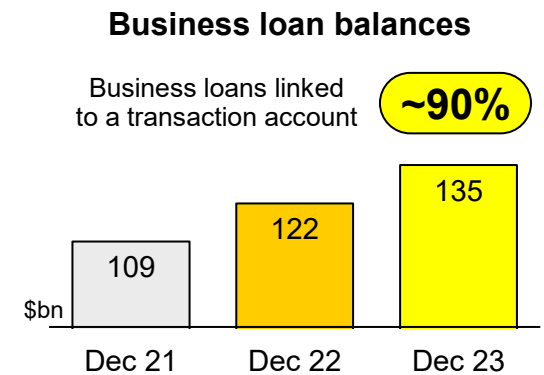
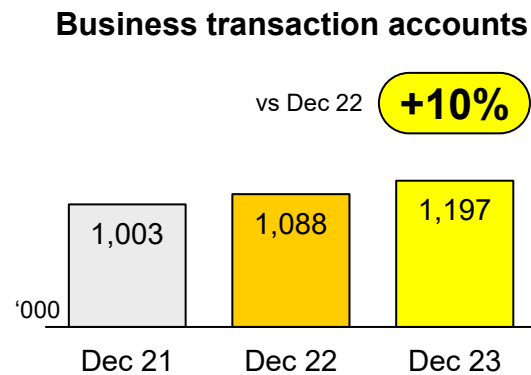
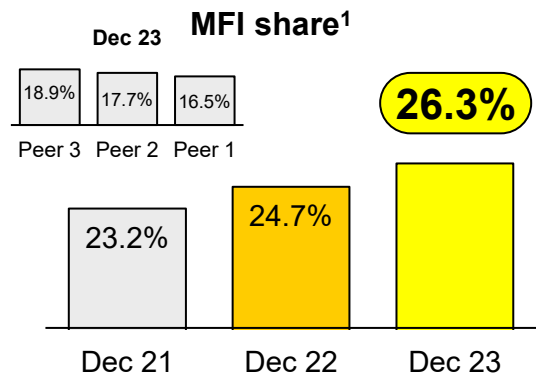
Strong customer engagement creates deeper relationships – key driver of growth



Retail



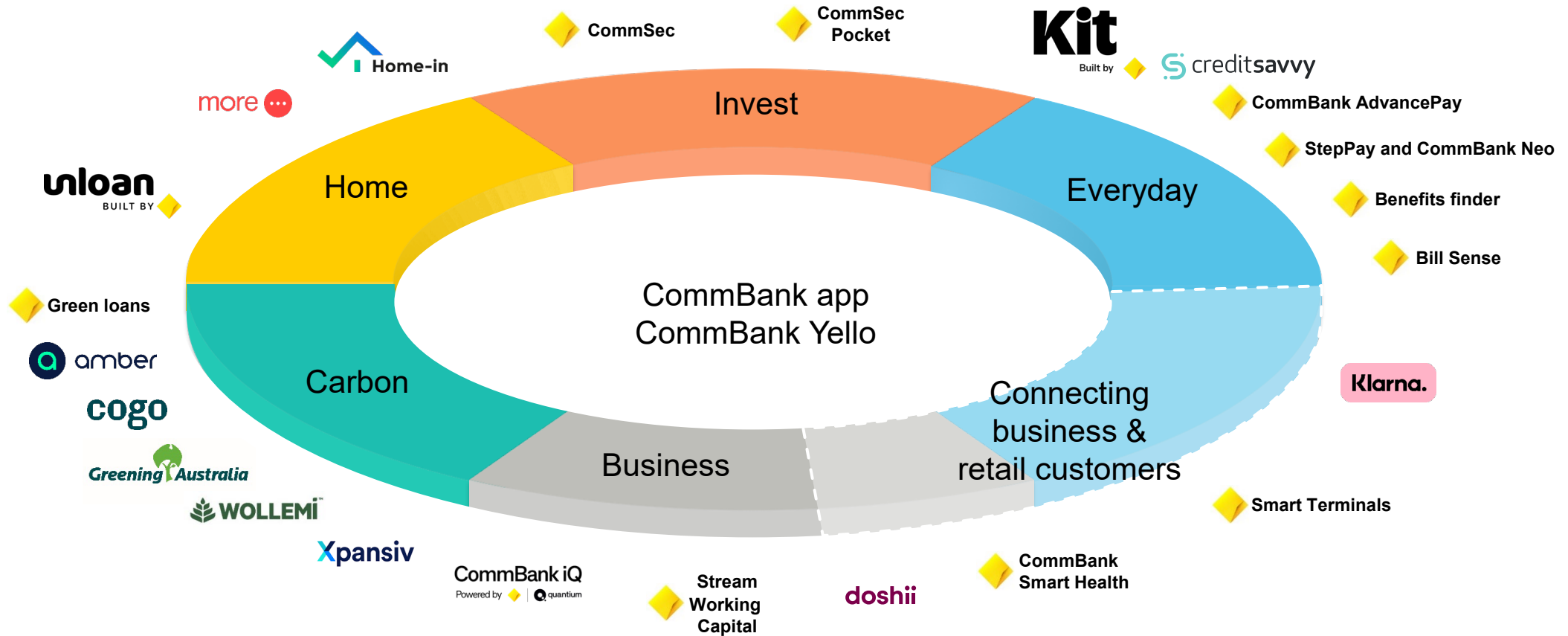
Business



1. Refer to sources, glossary and notes at the back of this presentation for further details. 2. Total retail transaction accounts, excluding offset accounts. Includes Bankwest. 3. Source: RBA Lending and Credit Aggregates.

Reimagining banking

Reinforcing our core proposition – example initiatives¹



¹. Includes CBA owned, minority investments, joint ventures and contractual strategic relationships.

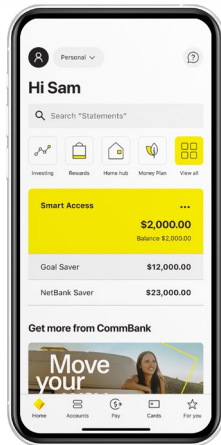
ersonal use only

Reimagining banking

Extending our market leading digital assets



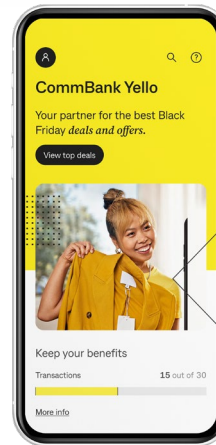
CommBank app



Australia's most popular banking app¹
Simpler, better, easier to use

> 8 million
active app users²


CommBank Yello

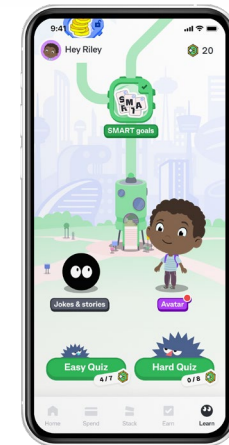


Rewards & recognition for customers
Tailored benefits and offers

> 3 million
engaged customers³

Kit

Built by 



Kids pocket money app & prepaid card
Accelerate financial capability of youth

> 41,000
customers⁴

1. Based on most active app users. 2. Based on the number of monthly active app users as at December 2023. 3. Customers who have engaged with a CommBank Yello location (CommBank Yello hub, Offer hub or CommBank Yello offer Next Best Conversation) since launch in 1H24. 4. Since pilot in May 2022.

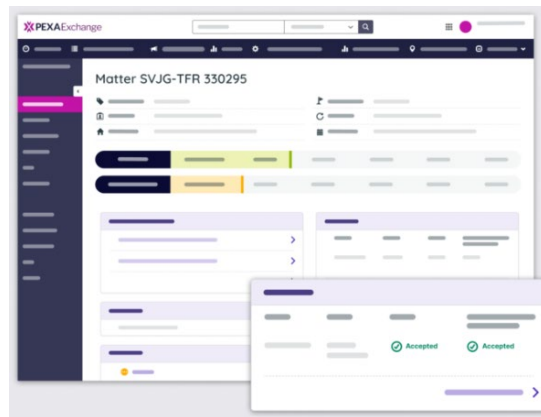
Reimagining banking

Making home buying faster and easier



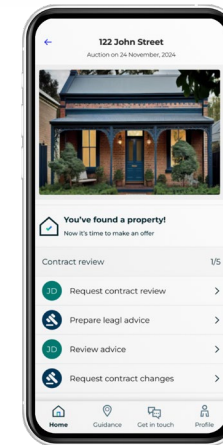
Simple, fast, digital home loans
Apply in as little as 10 minutes

> \$5 billion
in lending balances¹



Property settlement leader
Digital settlements platform

95%
of CBA settlements²



10% of pre-approved customers³
98% take up a CBA home loan⁴

> \$5 billion
homes settled⁵

1. Spot balance as at 31 December 2023. 2. July 2023 to December 2023. 3. Proprietary CBA customers in 1H24. 4. Since inception to 31 December 2023. 5. Since public launch in November 2020.

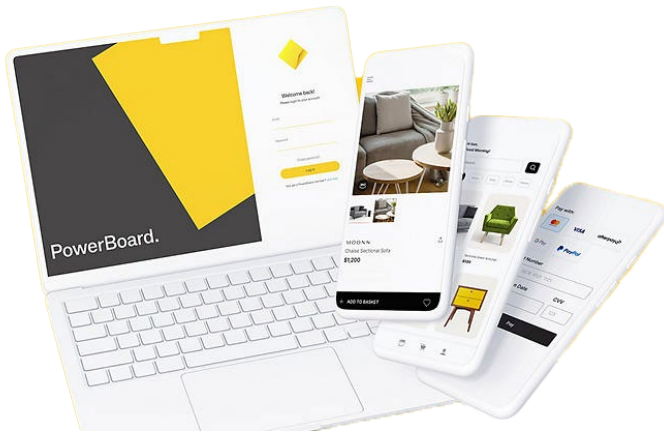
Personal use only

Reimagining banking

Payments



PowerBoard

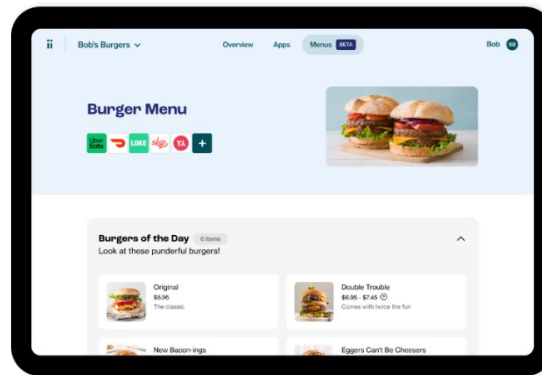


Single platform eCommerce solution
Payment choice, efficiency and security

Launched

September 2023¹

doshii



Hospitality POS integration technology
Covers 84% of serviceable market

> 11 million

orders through Doshii²

Smart Terminals



POS integration via Smart Sync
Customer insights and reporting

> 90,000

terminals in market³

1. PowerBoard entered into a pilot with selected customers in December 2022 and was launched to all customers on September 2023. 2. Since acquisition: 1 January 2021 to 31 December 2023. 3. As at 31 December 2023.

Reimagining banking

Business Banking – differentiating through industry verticals

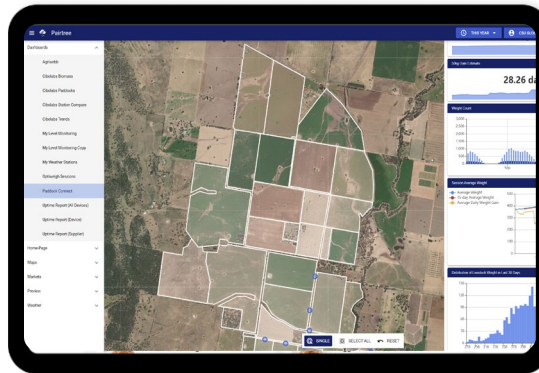


Smart Health



Private health & Medicare claiming
Payments partner for NDIS¹

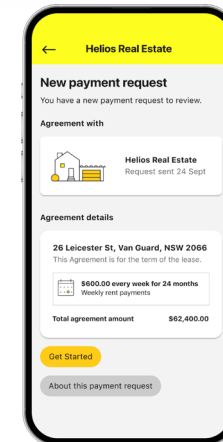
> 3,000
providers enrolled²



Streamlined agri data aggregation tool
Reporting & insights to agribusinesses

> 100
aggregated data sources

Smart Real Estate Payments



Making rental payments easy & safe
Collect & reconcile payments

Announced
November 2023³

1. National Disability Insurance Scheme. 2. Number of providers enrolled since inception to 31 January 2024. 3. To launch in 2024.

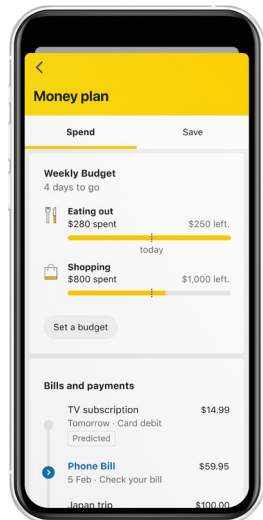
Supporting our customers

3 million customers engaging monthly with our money management tools¹



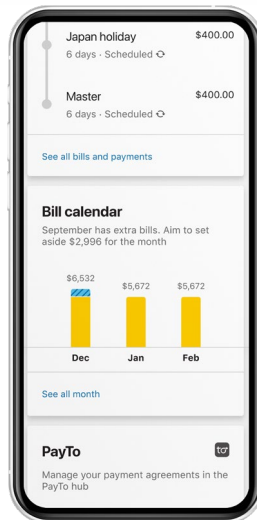
Money Plan

Money management tools in one place



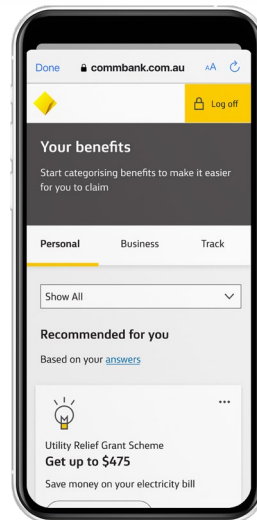
Bill Sense

Predict and prepare for upcoming bills



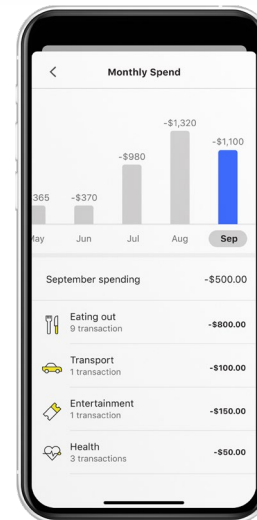
Benefits finder

Easier access to a range of benefits



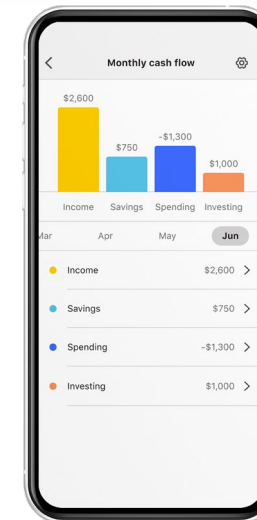
Spend Tracker

Easily view and categorise spending



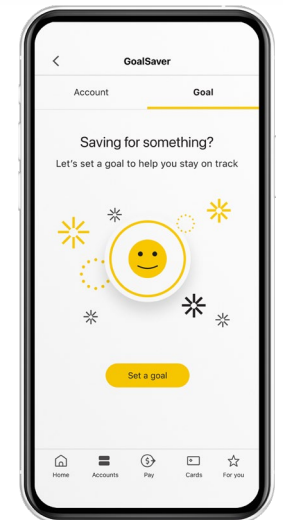
Cash Flow View

Track income, spending, saving & investments



Goal Tracker

Set and track a savings goal



340,000
customers engaging monthly²

1.5 million
customers engaging monthly²

~\$1.2 billion
benefits identified³

980,000
customers engaging monthly²

950,000
customers engaging monthly²

670,000
goals in progress⁴

1. Average monthly unique customers who engaged with one of our money management features in the CommBank app between July 2023 to December 2023. Money management features include Money Plan, Spend Tracker, Bill Sense, Category Budgets, Cash Flow View, Goal Tracker, Credit Score, Carbon Tracker, CommSec Pocket and Smart Savings. 2. Average monthly unique customers who visited the respective Money Plan, Bill Sense, Spend Tracker and Cash Flow View features in their CommBank app between July 2023 to December 2023. 3. Estimated value of retail and business benefits connected to customers since inception (2019). 4. Number of active goals in the month of December 2023.

Global best digital experiences

Building on a history of innovation



Strong foundations

Establishing leadership

Reimagining banking



NetBank
Full functionality
24-hour online
banking service



CommSee
Proprietary
customer
relationship
system

24/7

Core banking
Real-time
banking and
settlement



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



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



**CommSec
Pocket**
Make investing
affordable and
approachable
for more
Australians



**CommBank
app 4.0**
Simple, smart
and secure

x15

**Launch of
x15ventures**
Building a
pipeline of
new digital
businesses



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



**Partnering with
industry leaders**
Providing more
value in banking
and beyond



**CommBank
app 5.0**
Making Australia's
most popular
banking app¹
even better



**CommBank
Yello**
One of
Australia's
largest
customer
recognition
programs

1997 – 2009

2010 – 2019

2020 & beyond

Examples



Examples



1. Based on most active app users.

Global best digital experiences

CommBank app 5.0 – a simpler, more personalised experience with seamless business integration



Business profile switching

Separate business and personal accounts and toggle seamlessly between profiles

Quick links

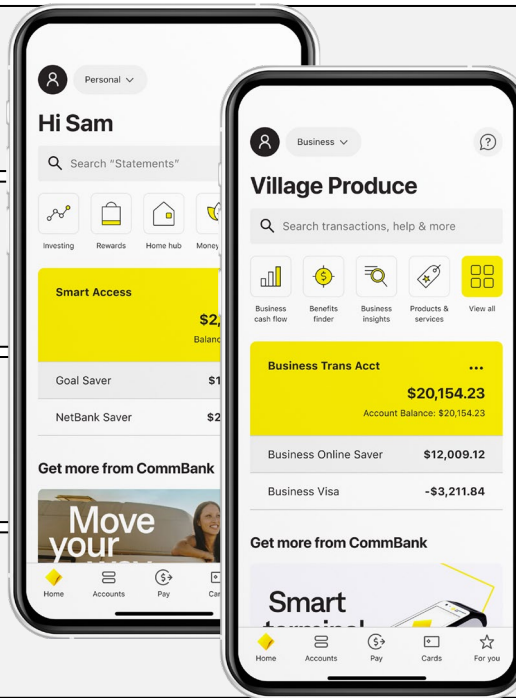
Personalised navigation tiles based on customer's in-app behaviour (e.g. frequently visited)

New investing functionality

Native in-app investing experience allowing customers to buy, sell and hold Australian shares and ETFs

Automatic login

Faster experience by securely logging in as soon as the app opens



Enhanced search

App-wide search for features, products, transactions and more, including real time suggestions

App library

Simplified catalogue of app features, products and services

Expanded simple balance

Ability to see current balance of up to three accounts on homepage

Get more from CommBank

Surfaces personalised discovery content including tips and promotion of features, tools and products

> 8 million
active app users¹

~4 billion
app logins per year²

+28%
daily app logins³

~3 million
using money mgt tools⁴

29%
of CommSec accounts
opened via app⁵

1. The total number of customers that have logged into the CommBank app at least once in the month of December 2023. 2. Logins into the CommBank app for the 12 months ended December 2023. 3. Uplift in the number of daily logins for the month of December year on year. 4. Average monthly unique customers who engaged with one of our money management features in the CommBank app between July 2023 to December 2023. Money management features include Money Plan, Spend Tracker, Bill Sense, Category Budgets, Cash Flow View, Goal Tracker, Credit Score, Carbon Tracker, CommSec Pocket and Smart Savings. 5. Percentage of CommSec accounts opened in CommBank app as a proportion of total CommSec accounts opened (including accounts opened via the CommSec website or paper application), based on the month of December 2023.

Global best digital experiences

Focus on security and innovation



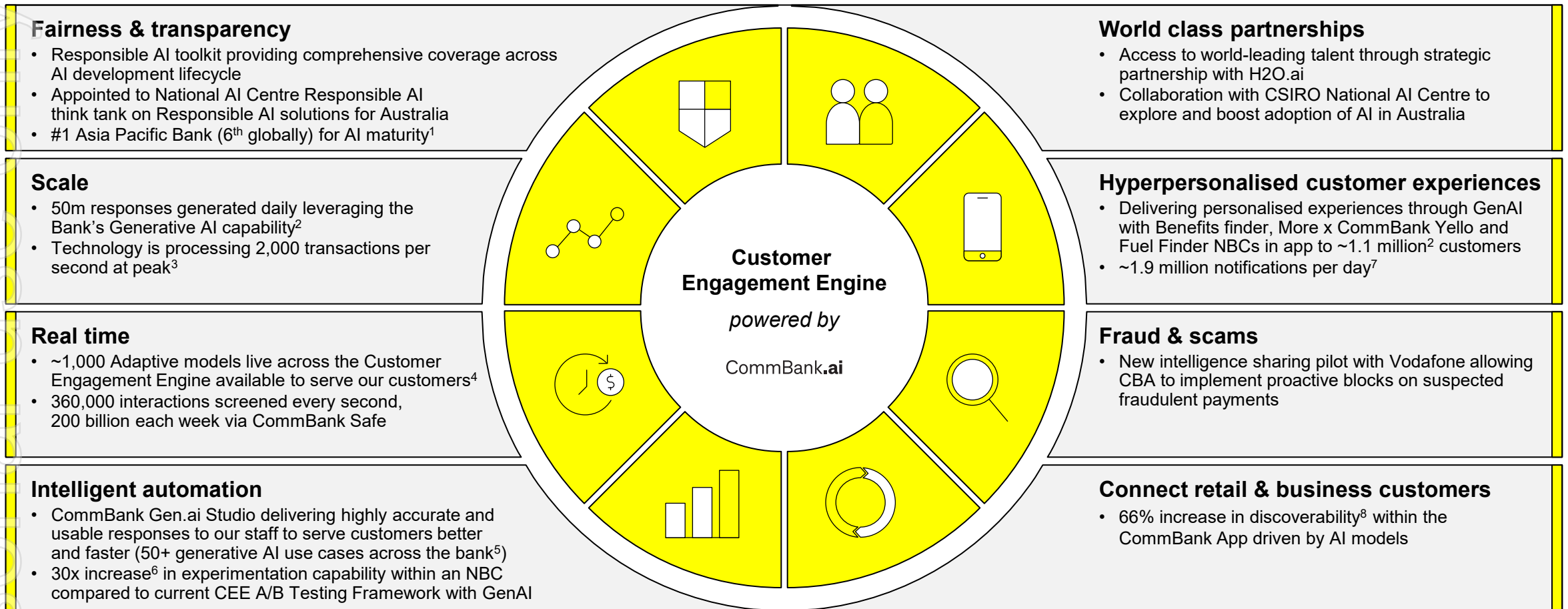
ersonal use only

Group priority	Build world-class engineering capability	Deliver the best integrated digital experiences	Modernise systems and digitise end-to-end	Simpler, better foundations
Tech focus	Deliver faster for customers	World-class data and AI	Modern tech estate	Operational excellence
Recent developments / highlights	<ul style="list-style-type: none"> Delivering faster and more safely through optimising delivery and DevSecOps¹ 927 engineers hired in 1H24, +2.5% YoY (~5,000 in total), to increase the technology skills of our people Launched female cloud skills program with ~1,300 participants, building an inclusive and future ready workforce 	<ul style="list-style-type: none"> Utilising AI to deliver personalised customer experiences, +66% customer engagement via the CommBank app² Responsible scaling of AI resulted in 50+ Generative AI use cases to simplify operational processes and support our frontline to serve our customers Upskilled over 500 staff on AI tools to democratise the responsible use of AI 	<ul style="list-style-type: none"> Continuing to simplify and modernise our technology platforms to deliver exceptional customer experiences Delivered API infrastructure to drive consistency, reusability and efficient use of our APIs across the Group Continuing to leverage cloud platform flexibly to enable faster customer outcomes 	<ul style="list-style-type: none"> Launched Scam Indicator, helping to safeguard customers from high-risk scam situations in real time Extended NameCheck technology which has prevented ~\$200 million in mistaken payments and scams³ Enhancing resilience capabilities to meet growing customer expectations and regulatory requirements

1. DevSecOps represents a software development lifecycle (SDLC) methodology which involves bringing together development, security and operations throughout the entire SDLC. 2. Unique users interacting with the Quick Links bar in the app from 1 July 2023 to 20 November 2023. 3. Data as of 31 December 2023, based on payments made via the CommBank app and NetBank between March 2023 and December 2023.

Global best digital experiences

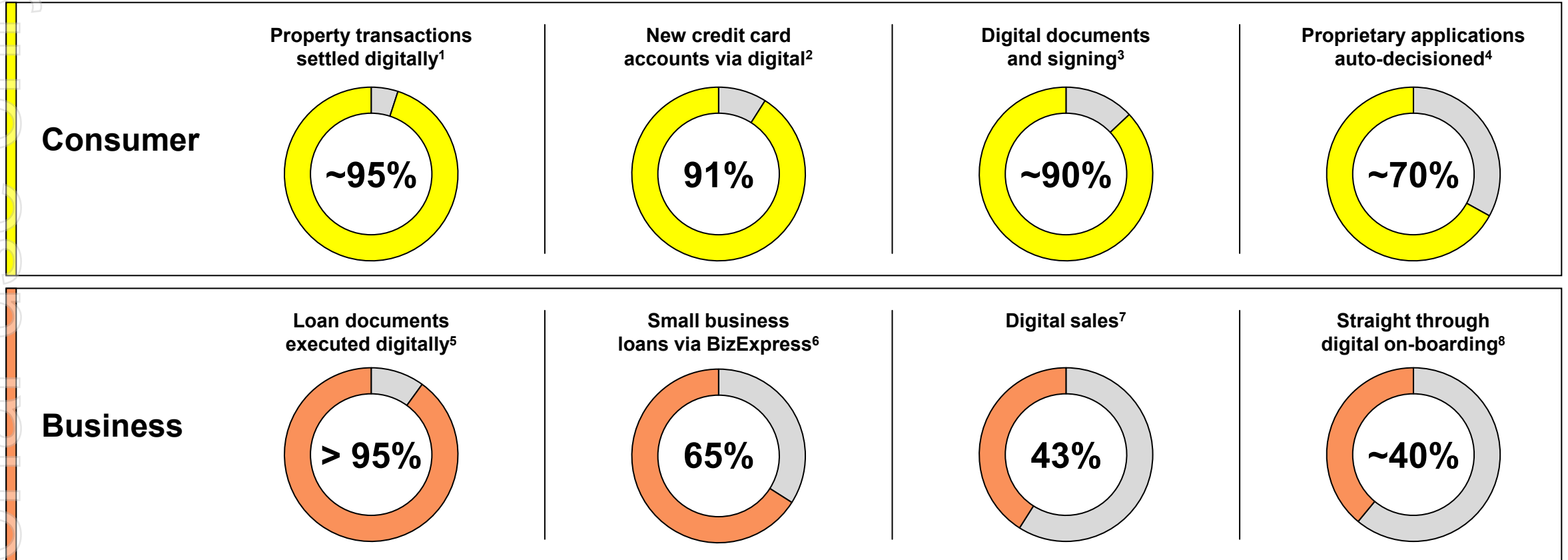
Reimagining data and analytics



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

Global best digital experiences

Faster digital processing



1. Home loans settled digitally via PEXA in 1H24. 2. RBS only, excludes Bankwest and StepPay. Metric relates to the 1H24 proportion of new credit card accounts originated through the bank's digital channels. 3. Home loan digital document and signing utilisation for eligible customers in 1H24. 4. Proprietary home loan applications auto approved using an automated credit rules engine in 1H24. 5. Average percentage of loans processed through DocuSign from July to December 2023. 6. Average percentage of loans (Better Business Loan, Business Overdrafts) funded through BizExpress, for Small Business Banking customers from July to December 2023. 7. Average percentage of business deposits, business lending and merchants opened through digital channels from July to December 2023. 8. Average percentage of new to bank customers onboarded for deposit applications, completed via straight through processing with no manual intervention from July to December 2023.

Home loans – experience¹

Enhancing customer experience through simple, scalable and digitised processes



Simple and seamless application experience

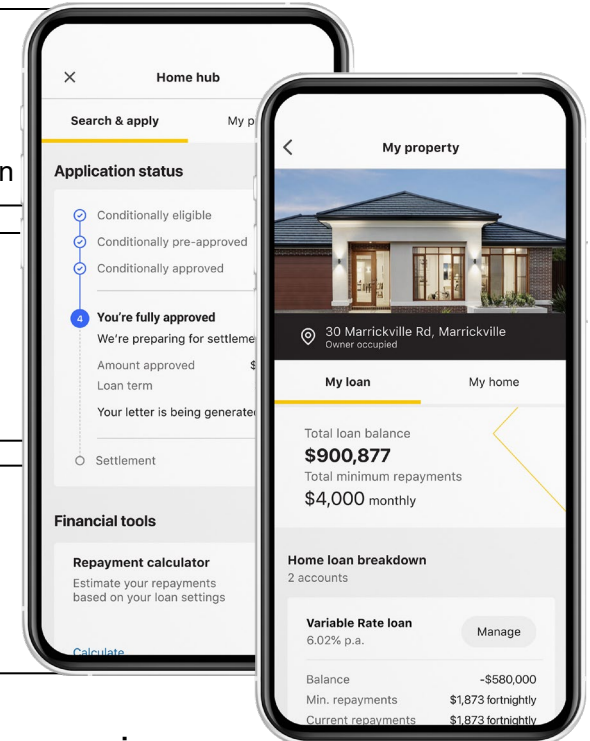
- Application experience – simple online applications with fast initial approval
- Pre-populated inputs – to make it easy for customers and lenders to progress at first attempt
- Status tracking – digital application status tracking through CBA Home Hub and CommBroker
- Largest national lending network – supporting customers (simple to complex) over the phone and in person

Fast verification and credit assessment

- Digital ID verification – safely identifying customers digitally with ability to use multiple forms of ID
- Income verification – using AI tools to verify customer income more quickly
- Automated title and valuations – digitally order and verify title and property valuation information
- Automatic first credit decision (auto-decisioning) – simplified process to increase speed to decision

Digital settlement and self-serve tools

- Digital loan documents – digital documents including ability to support digital signatures
- Fast settlements – digital and on-time settlements
- In-life activities – greater ability to self-serve digitally (including Home Hub), phone or in branch support
- Fast mortgage release – streamlined discharge process to ensure release as scheduled



Applications auto decided same day²
(proprietary)

~70%

Time to first decision³
(proprietary & broker)

~3 days

Digital loan document usage⁴
(proprietary & broker)

~90%

Applications settled digitally⁵
(proprietary & broker)

~95%

Customers using app to manage their loan⁶

>1m

1. Information relates to new home loan applications unless noted otherwise. 2. Proprietary home loan applications auto approved using an automated credit rules engine in 1H24. 3. 'Days' relates to business days. Application times relate to average first decisions for the 6 months (July to December 2023) for both simple and complex. 4. Home loan digital document and signing utilisation for eligible customers in 1H24. 5. Home loans settled digitally via PEXA in 1H24. 6. Number of unique customers using home loan features in the CommBank app (July 2023 to December 2023).

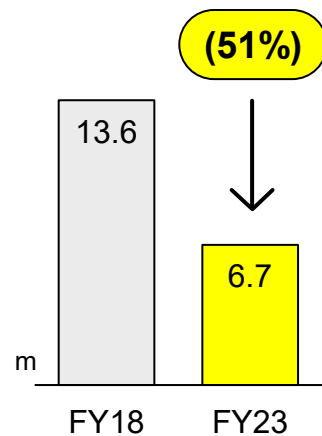
Cost of providing cash services

Challenging commercial model



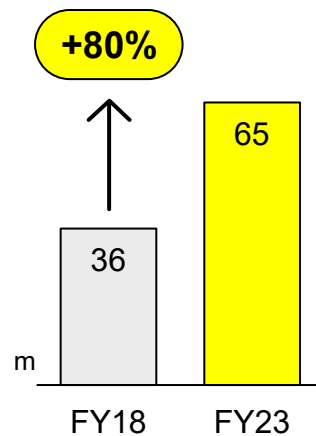
ATM withdrawals¹

Monthly average



Digital payments²

Monthly average



Revenue and costs from cash services

Annual	\$m
Consumer	~20
Business	~50
Total revenue	~70
Total costs	~(410)

Net cost of providing cash

~\$340m

- Free ATM withdrawals at major banks since 2017
- Monthly cash withdrawal volumes halved³
- Unit cost of providing cash up ~50%⁴
- > 1,850 CBA ATMs⁵, more than 2x next peer
- ~25% of ATM withdrawals from non-customers

1. CBA excluding Bankwest. 2. CBA including Bankwest. Includes outward Direct Credit and New Payments Platform payments, of which vast majority are initiated through digital channels. FY18 Direct Credit volume annualised from February to June data. 3. Between FY18 and FY23. 4. FY19 to FY23. All cash transactions (including deposits). 5. ATMs and Intelligent Deposit Machines (IDM) as at December 2023, including in branches and off-premise, excludes Bankwest.

Our commitment to sustainability

Building a brighter future for all



Climate strategy

- Set financed emissions targets for nine sectors¹, representing 65% of in-scope drawn lending²
- Funded 46 Sustainable Finance³ transactions in 1H24 across BB and IB&M, totalling \$5.9bn in new and re-financed funding
- Partnered with Tesla Australia to help customers switch to electric vehicles
- Refreshed our Green, Social & Sustainability Funding Framework supporting Sustainable Funding Instrument issuance

\$6.1bn

in total renewable energy exposure⁴, up 30% compared to Jun 23



Engaging our people

- New Enterprise Agreement with 90% of respondents voting 'yes'
- \$1,000 once-off cost of living payment and up to 13% pay rise over 3 years for eligible employees
- 76% employee engagement, Your Voice Survey⁵
- New cultural diversity goal for Executive Manager and above roles⁶
- 472 leaders through 'Leading Tomorrow'

37%

Cultural diversity in Executive Manager and above roles (Goal: 40%, 2028)



Supporting our customers

- Over \$750m⁷ spent to prevent fraud, scams, financial and cyber crime
- NameCheck prevented an estimated ~\$20m of scams against 8,600 customer payments and ~\$180m in mistaken payments⁸
- CallerCheck verified ~2m calls to and from CommBank⁹
- ~8m customers contacted on scam awareness and education
- Largest ATM and branch network with ~40% of branches based in regional Australia

#1

NPS¹⁰ Retail, Business and Institutional Banking



Strengthening our communities

- Over \$2m in grants made to 201 community organisations by CommBank Staff Foundation
- \$2.5m raised by over 7,600 participants for Can4Cancer
- Emergency assistance provided to customers and communities impacted by Cyclone Jasper
- Partner of the CommBank Matildas and Australian Women's International Cricket team
- Super Sponsor of SXSW Sydney

6,910

participants supported through the Financial Independence Hub since inception (1 July 2020)



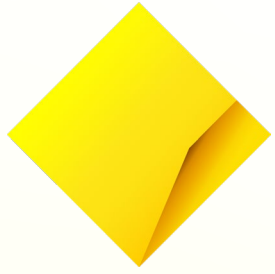
Conducting business responsibly

- Partnership with Supply Nation to support the growth of Indigenous businesses
- \$7.8m Australian Indigenous supplier direct spend, 47% increase on 2H23
- Published our 2023 Modern Slavery and Human Trafficking Statement in accordance with the Australian Modern Slavery Act 2018 (Cth) and UK Modern Slavery Act 2015¹¹

65.6

RepTrak reputation score¹² +12.6 vs Jun 18

1. Since June 2022. 2. Drawn lending as at 30 June 2022. In-scope portfolio excludes exposures to finance and insurance, and government administration and defence ANZSICs. 3. Sustainable Finance transactions include Green, Social, Sustainability and Sustainability-Linked Loans and Trade Finance products. 4. Group total committed exposure as at 31 December 2023. Renewable energy exposures includes pure-play renewables companies and diversified power generation customers where at least 90% of electricity generated is from renewable sources. 5. 'CBA Your Voice' employee survey as at September 2023. 6. CBA's aspiration is for Executive Manager and above roles to match the cultural diversity of our Australian-based workforce. 7. Includes expenditure on operational processes and upgrading functionalities spent in FY23. 8. Includes preventing ~\$180m of mistaken payments by customers and an estimated ~\$20m of scams across 8,600 customer payments via the CommBank app and NetBank from July to December 2023. 9. From July 2023 to December 2023. 10. Refer to sources, glossary and notes at the back of this presentation for further details. 11. Statement available at [commbank.com.au/sustainabilityreporting](https://www.commbank.com.au/sustainabilityreporting). 12. CBA and major bank peer reputation scores. Source: RepTrak, The RepTrak Company. Data is collected throughout the quarter and reported at quarter end from July 2020.



Financial overview

Overview – 1H24 result¹

Key outcomes summary



Financial

Statutory NPAT (\$m)	4,837	(7.7%)
Cash NPAT (\$m)	5,019	(3.1%)
ROE % (cash)	13.8%	(40bpts)
EPS cents (cash)	300	(6c)
DPS ² (\$)	2.15	+5c
Cost-to-income (%)	44.0%	+160bpts
NIM (%)	1.99%	(11bpts)
Operating income (\$m)	13,649	+0.2%
Operating expenses (\$m)	6,011	+4.1%
Profit after capital charge (PACC) ³ (\$m)	2,925	(5.2%)
LIE to GLAA ⁴ (bpts)	9	(2bpts)

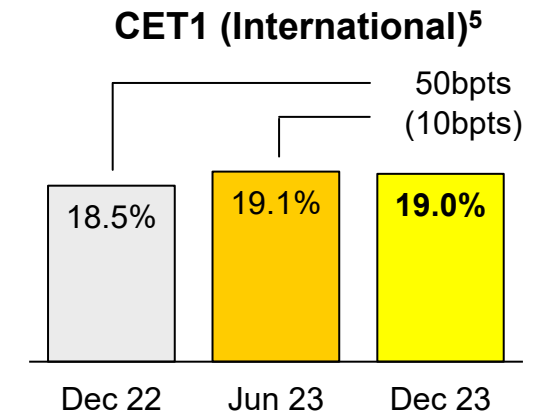
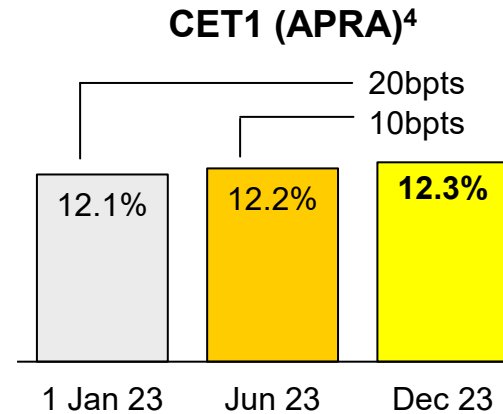
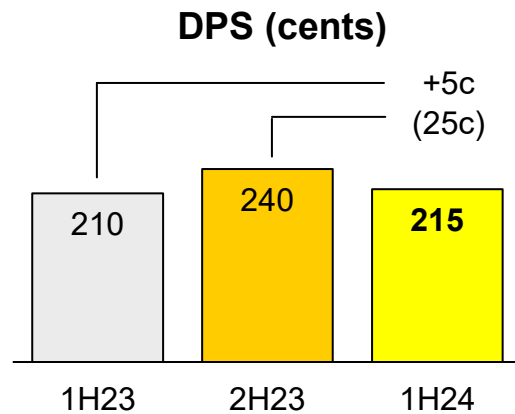
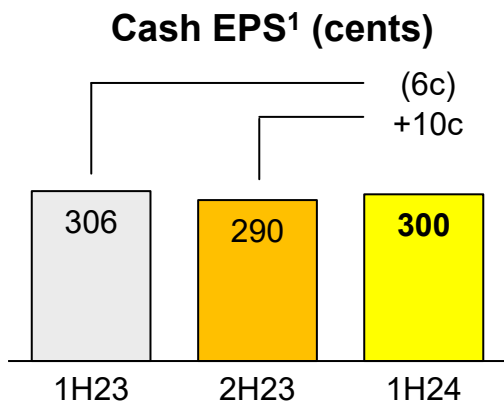
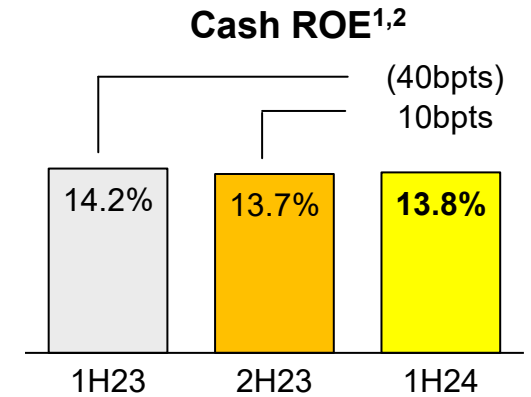
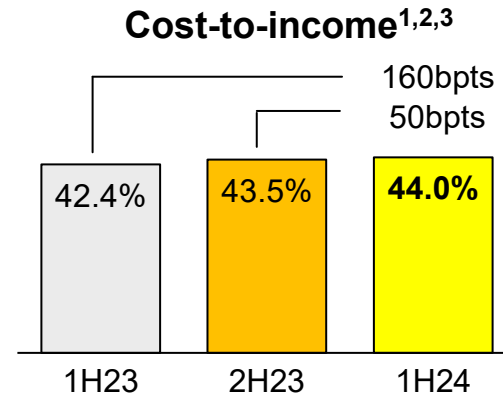
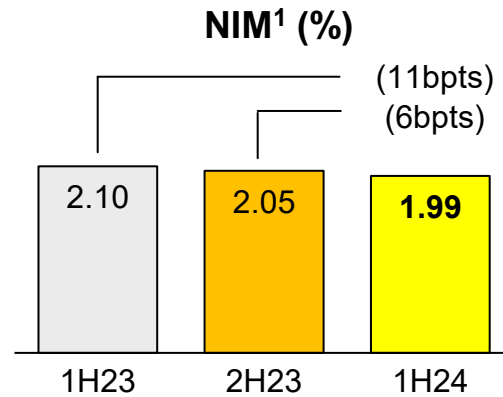
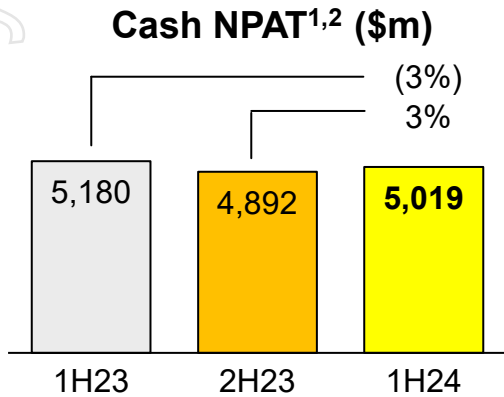
Balance sheet, capital & funding

Capital – CET1 ^{2,5} (Int'l)	19.0%	+50bpts
Capital – CET1 ^{2,6} (APRA)	12.3%	+20bpts
Total assets (\$bn)	1,276	+3.6%
Total liabilities (\$bn)	1,203	+3.7%
Deposit funding	75%	Flat
LT wholesale funding WAM ⁷	5.2yrs	+0.4yrs
Liquidity coverage ratio ⁸	136%	+500bpts
Leverage ratio (APRA) ²	5.0%	(10bpts)
Net stable funding ratio	121%	(800bpts)
Credit ratings ⁹	AA-/Aa3/A+	Refer footnote 9

1. Presented on a continuing operations basis, all movements on the prior comparative period unless otherwise stated. Comparative information has been restated to conform to presentation in the current period. 2. Includes discontinued operations. 3. The Group uses PACC as a key measure of risk-adjusted profitability. It takes into account the profit achieved, the risk to capital that was taken to achieve it, and other adjustments. 4. Loan impairment expense as a percentage of average Gross Loans and Acceptances (GLAA) annualised. 5. International capital, refer to glossary for definition. 6. Movement based on the CET1 ratio under APRA's revised framework effective from 1 January 2023. 7. As at 31 December 2023, Weighted Average Maturity (WAM) includes TFF and RBNZ term lending facilities drawdowns. WAM excluding TFF and RBNZ term lending facilities drawdowns is 5.3 years (-0.5yrs from 31 December 2022). 8. Quarterly average. 9. S&P, Moody's and Fitch. S&P affirmed CBA's ratings and stable outlook on 9 February 2023. Moody's affirmed CBA's ratings and stable outlook on 29 March 2023. Fitch affirmed CBA's ratings and stable outlook on 21 March 2023.

Overview – 1H24 result

Key financial outcomes



1. Presented on a continuing operations basis. 2. Comparative information has been restated to conform to presentation in the current period. 3. On an underlying basis. 4. CET1 ratio under APRA's revised framework effective from 1 January 2023. 5. International capital, refer to glossary for definition.

Cash NPAT

By division¹



RBS²

	vs PCP
• Income	(4%)
• Costs	+3%
• Impairment expense	-\$24m

BB

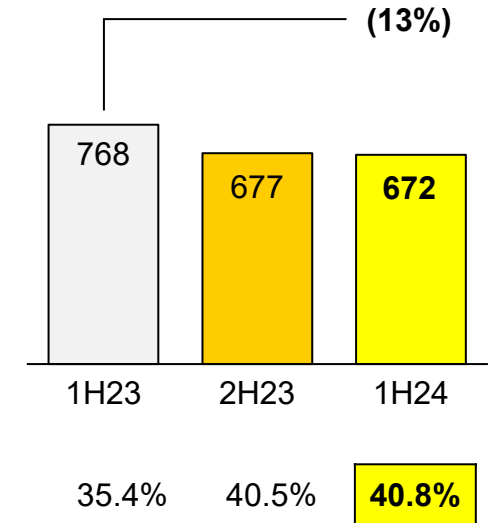
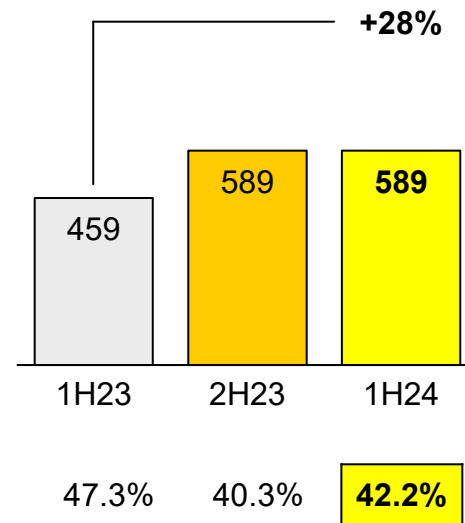
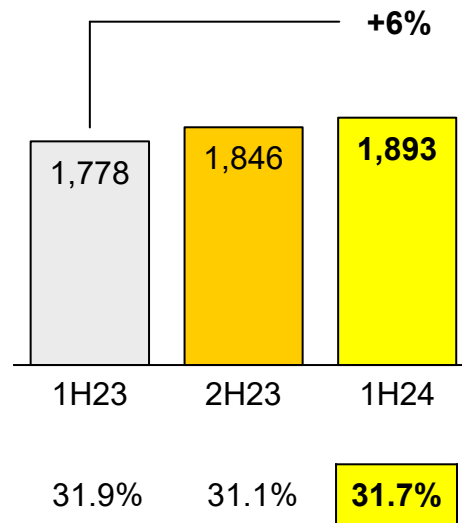
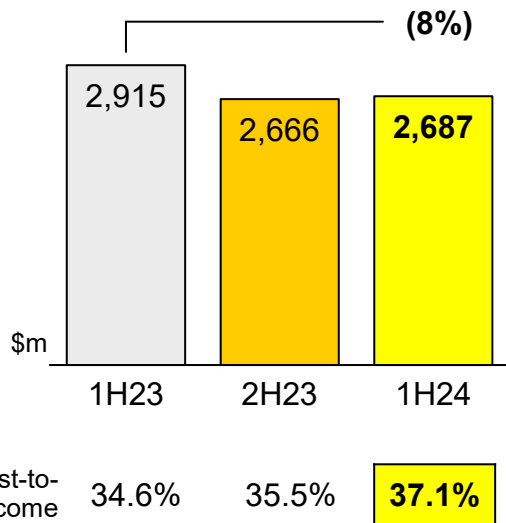
	vs PCP
• Income	+4%
• Costs	+3%
• Impairment expense	-\$53m

IB&M

	vs PCP
• Income	+14%
• Costs	+2%
• Impairment benefit	-\$2m

NZ (NZD)³

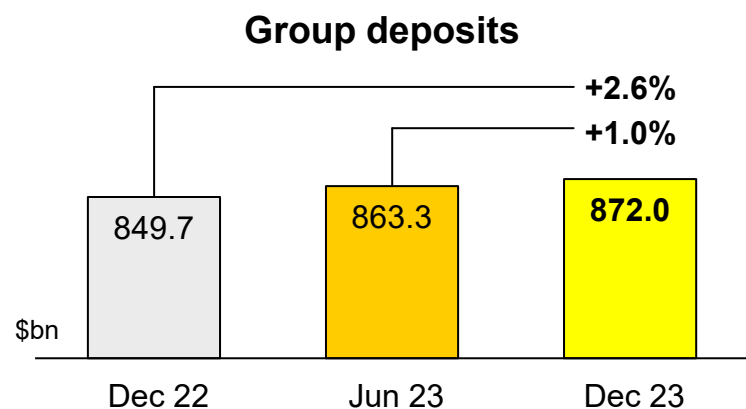
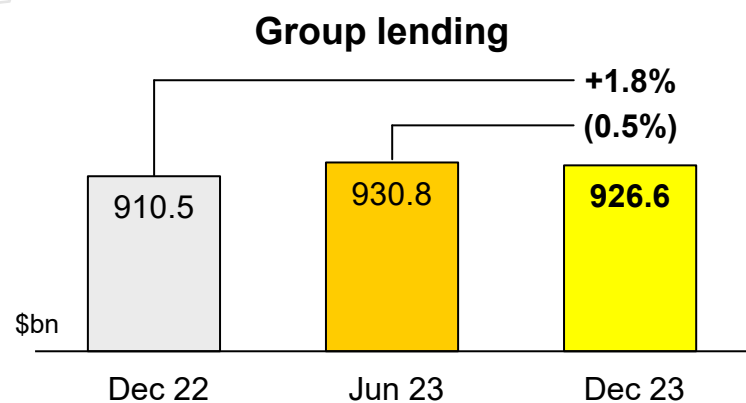
	vs PCP
• Income	(8%)
• Costs	+6%
• Impairment expense	-\$39m



1. Presented on a continuing operations basis. Comparative information has been restated to conform to presentation in the current period. 2. Includes Bankwest Retail, excludes General Insurance.
 3. New Zealand result incorporates ASB, and CBA cost allocations including capital charges and funding costs. The CBA Branch results relating to the Institutional Banking and Markets business in New Zealand are not included.

Balance sheet¹

Lending flat vs 2H23, growth in higher yielding deposits



\$bn	Dec 22	Jun 23	Dec 23	Dec 23 vs Jun 23	Dec 23 vs Dec 22
Home loans	639.3	652.2	650.5	(0.3%)	1.7%
Consumer finance	17.0	17.0	17.5	2.6%	3.0%
Business loans ²	156.1	164.7	169.2	2.7%	8.4%
Institutional loans	98.1	96.8	89.4	(7.6%)	(8.9%)
Total Group lending	910.5	930.8	926.6	(0.5%)	1.8%
Non-lending interest earning assets	267.1	272.0	289.3	6.4%	8.3%
Other assets (including held for sale)	54.5	49.6	60.1	21.0%	10.2%
Total assets	1,232.2	1,252.4	1,276.0	1.9%	3.6%
Total interest bearing deposits	719.2	744.8	761.1	2.2%	5.8%
Non-interest bearing trans. deposits	130.5	118.5	110.8	(6.5%)	(15.1%)
Total Group deposits	849.7	863.3	872.0	1.0%	2.6%
Debt issues	118.8	122.3	139.3	13.9%	17.2%
Term funding from central banks	56.0	54.2	36.6	(32.5%)	(34.7%)
Other interest bearing liabilities (incl. loan capital)	86.6	97.8	102.0	4.4%	17.9%
Other liabilities (including held for sale)	48.7	43.2	53.3	23.2%	9.3%
Total liabilities	1,159.9	1,180.8	1,203.1	1.9%	3.7%

1. Comparative information has been restated to conform to presentation in the current period. Due to rounding, numbers presented in this section may not sum precisely to the totals provided.

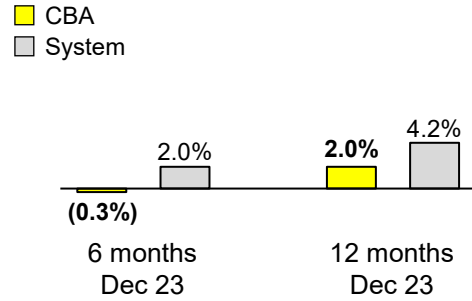
2. Business loans growth of +2.7% (vs June 2023) driven by Business Banking growth of +3.9%, and NZ Business and Rural lending growth of +0.2% (excl. FX, NZ Business and Rural lending declined -0.8%).

Volume growth

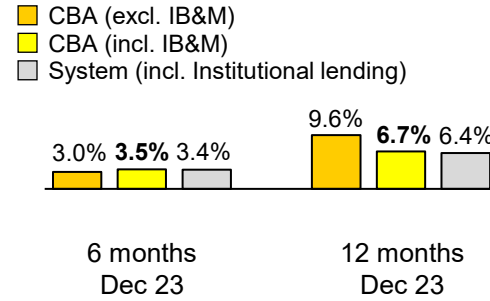
Disciplined approach, targeted growth – focus on sustainable returns



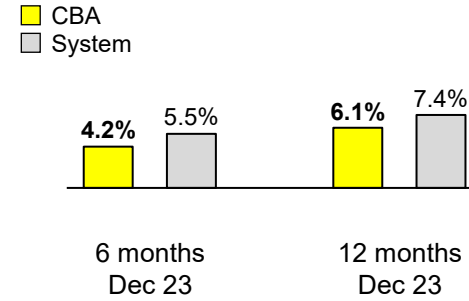
Home lending^{1,2}



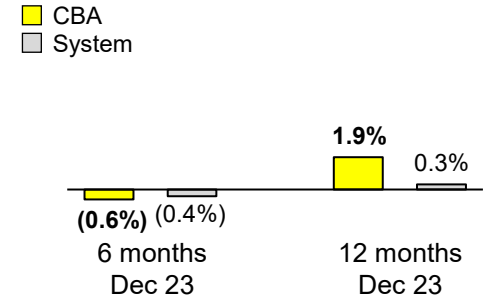
Business lending^{1,2,3}



Household deposits^{1,4}

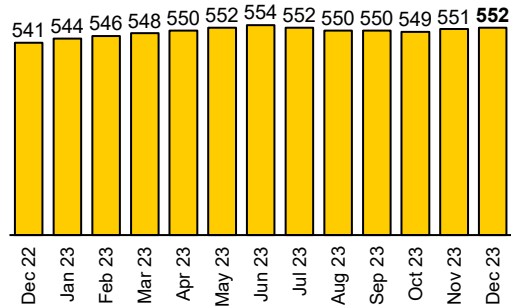


Business deposits^{1,5}



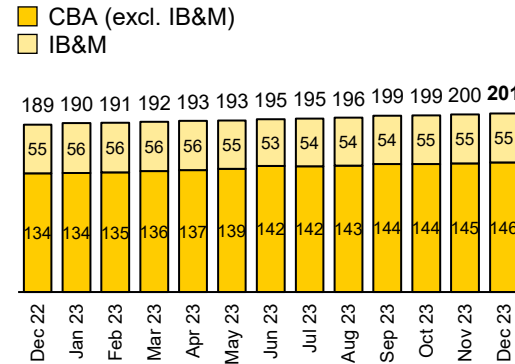
Balances by month⁶

\$bn



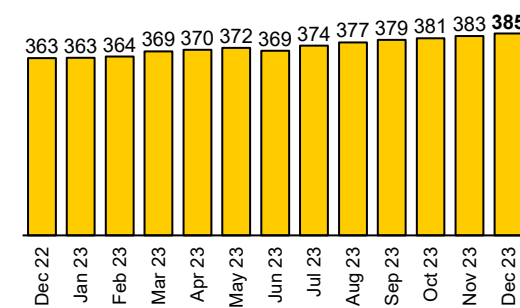
Balances by month⁶

\$bn



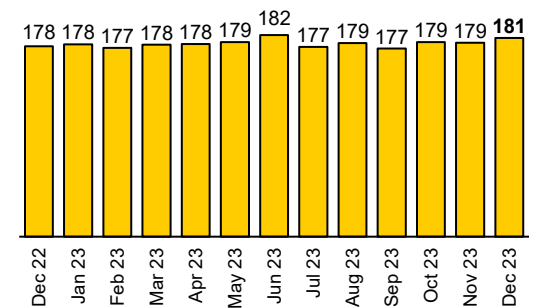
Balances by month⁶

\$bn



Balances by month⁶

\$bn



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

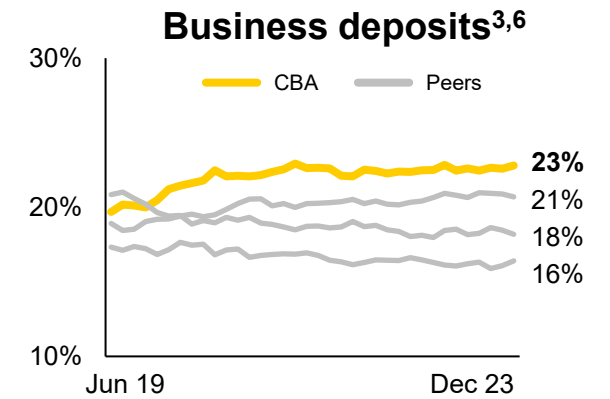
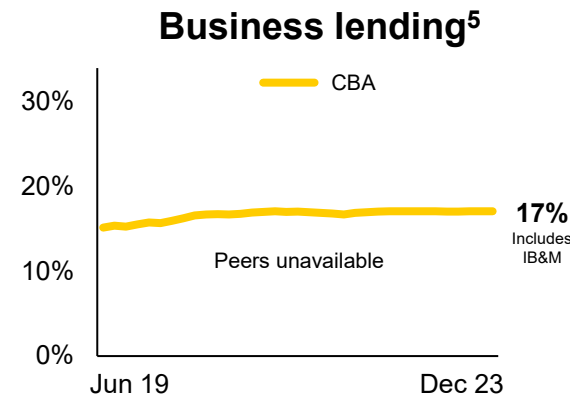
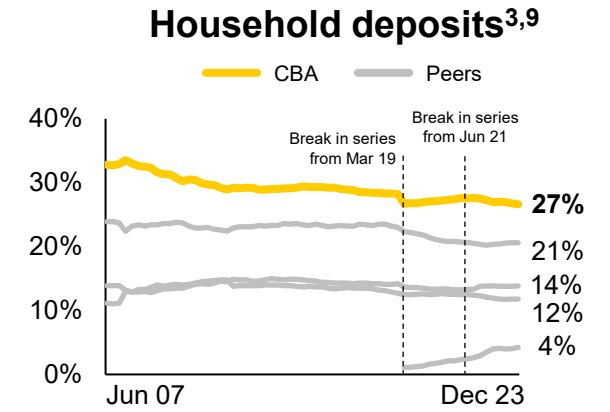
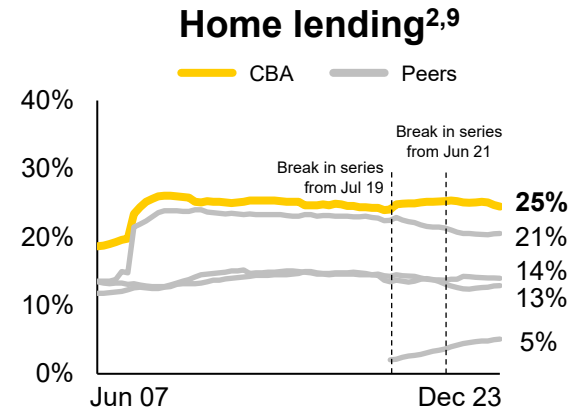
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Market share¹

Disciplined approach to growth



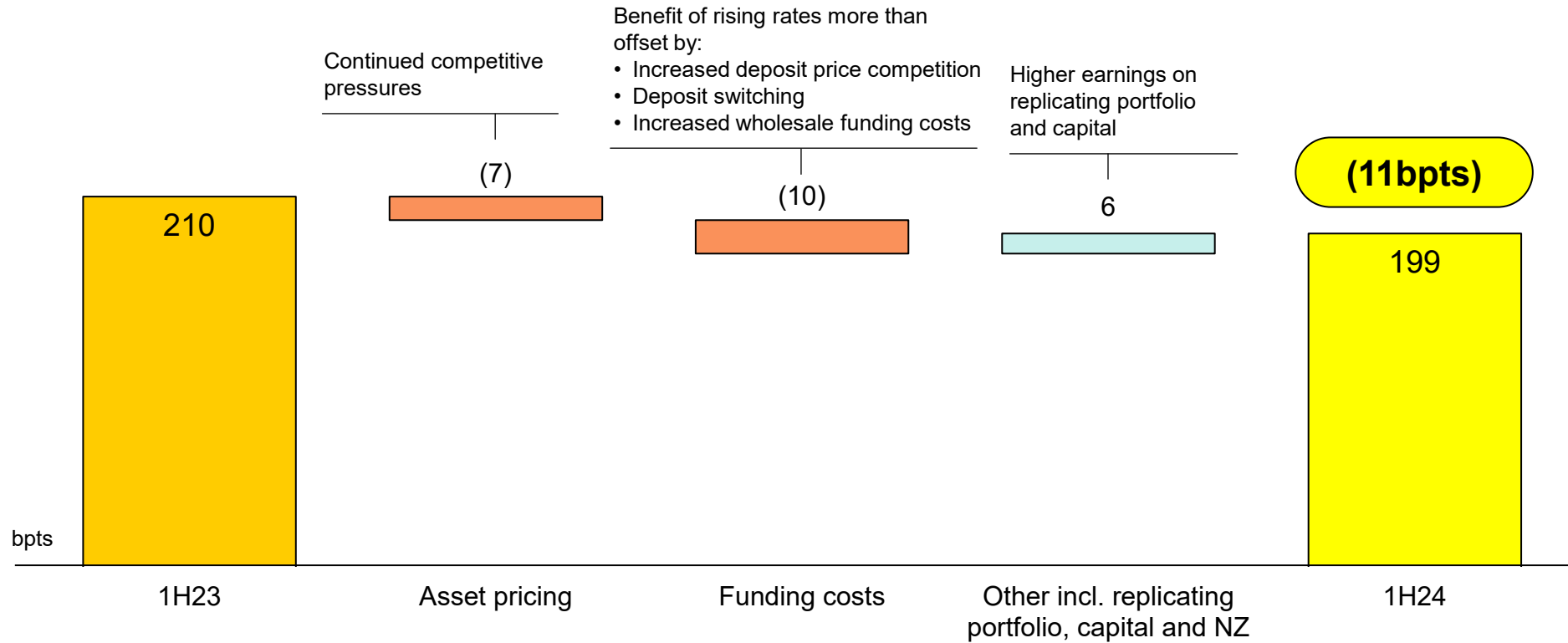
%	Dec 22	Jun 23	Dec 23
Home loans – RBA ²	25.1	25.1	24.5
Home loans – APRA ³	25.8	25.8	25.3
Credit cards – APRA ³	28.8	28.9	29.0
Other household lending – APRA ^{3,4}	19.5	20.5	21.3
Household deposits – APRA ³	26.9	26.9	26.6
Business lending – RBA ⁵	17.0	17.1	17.1
Business lending – APRA ^{3,6}	17.8	18.0	18.2
Business deposits – APRA ^{3,6}	22.4	22.8	22.8
Equities trading ⁷	3.7	3.5	3.3
NZ home loans ⁸	21.6	21.5	21.0
NZ business lending ⁸	16.8	17.3	17.2
NZ customer deposits ⁸	18.0	18.5	18.6



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

Group margin – 12 months

Continued competitive pressures and higher funding costs, partly offset by hedging returns



Deposit switching

Rate of switching has slowed

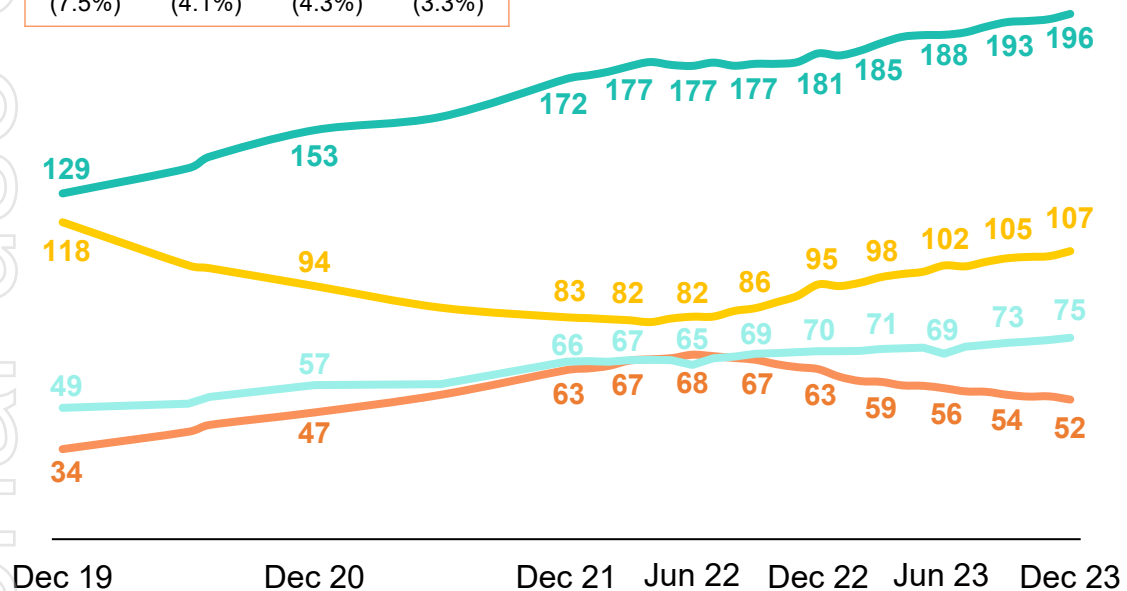


Domestic retail deposits^{1,2}

\$bn

Non-interest bearing mvt %⁴

3Q23	4Q23	1Q24	2Q24
(7.5%)	(4.1%)	(4.3%)	(3.3%)

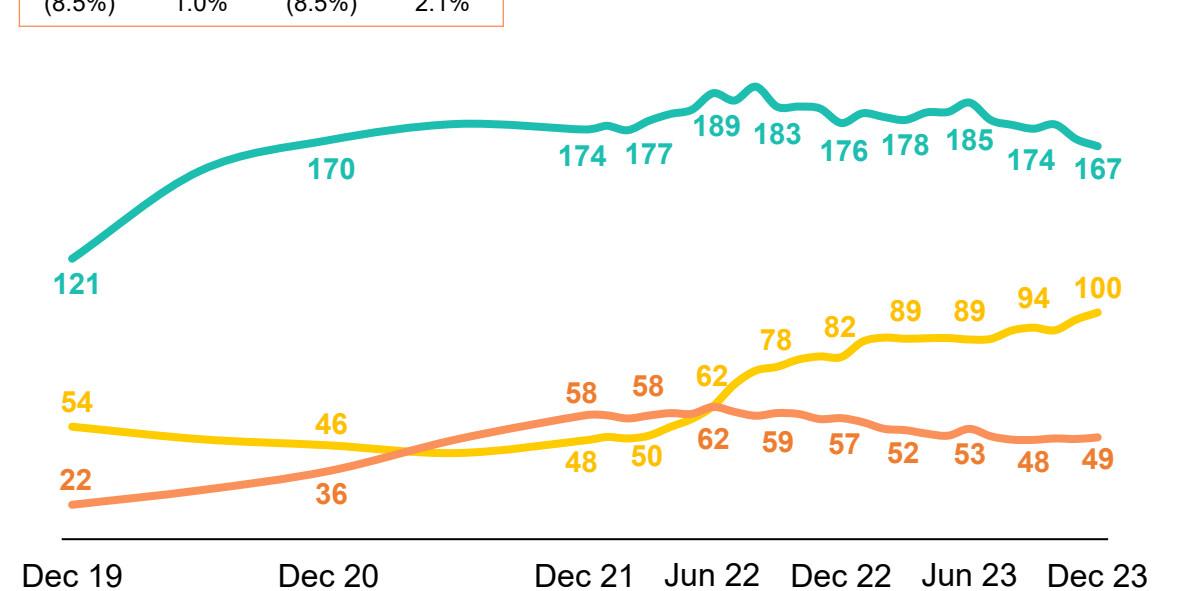


Domestic business deposits^{1,2,3}

\$bn

Non-interest bearing mvt %⁴

3Q23	4Q23	1Q24	2Q24
(8.5%)	1.0%	(8.5%)	2.1%



— Term deposits — At-call interest bearing⁵ — Offsets⁵ — Non-interest bearing

1. CBA Group, excludes ASB. Reflects retail and business deposits distributed to RBS, BB and IB&M customers. 2. Excludes other demand deposits. 3. Includes IB&M. 4. Percentage change in spot balances on an unrounded basis versus the prior quarter. 5. At-call interest bearing deposits excluding offsets. Offsets are included in At-call interest bearing deposits on the balance sheet.

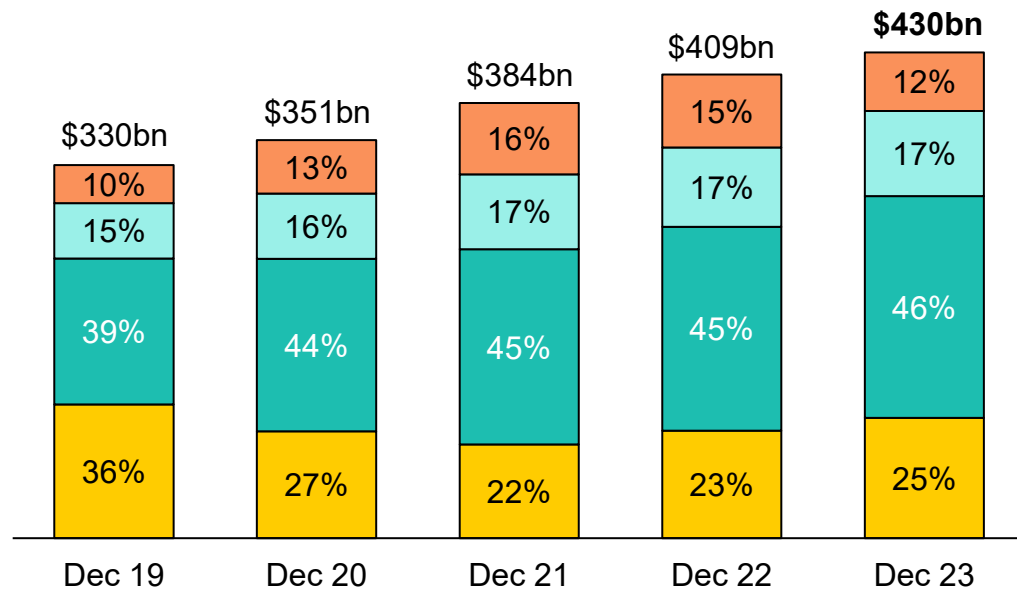
Deposit composition

Increasing term deposit mix



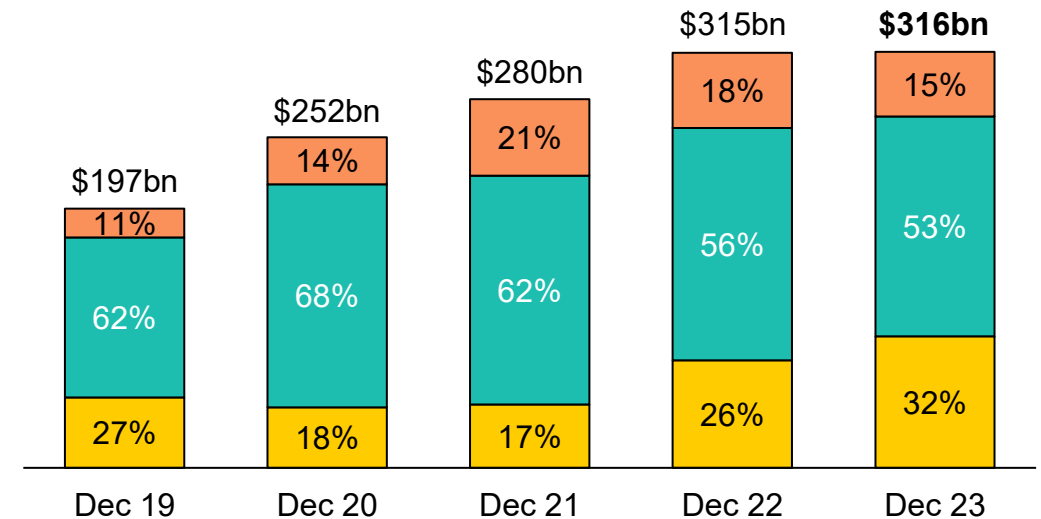
Domestic retail deposits^{1,2}

\$bn



Domestic business deposits^{1,2,3}

\$bn



■ Term deposits
 ■ At-call interest bearing⁴
 ■ Offsets⁴
 ■ Non-interest bearing

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

4. At-call interest bearing deposits excluding offsets. Offsets are included in At-call interest bearing deposits on the Balance Sheet.

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Group margin

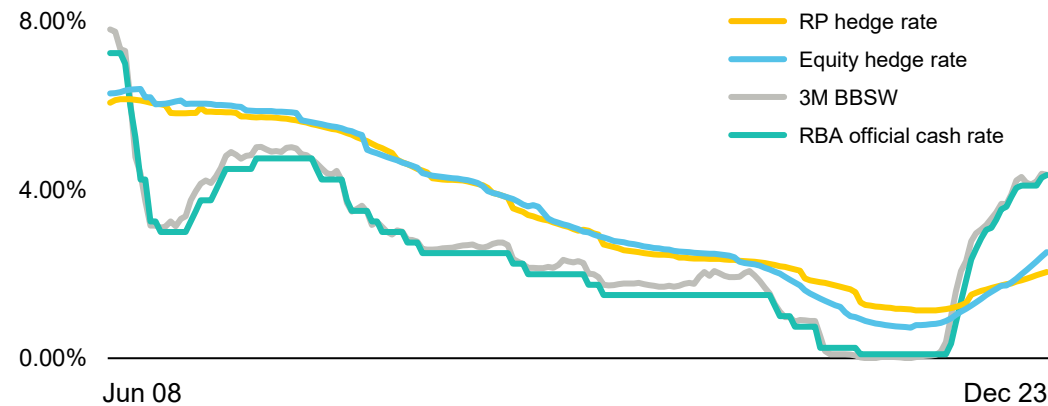
Increased hedge earnings from higher rates



Replicated portfolio (RP) & equity hedge

- In 1H24, RP and equity hedge earnings benefitted from higher rates
- Earnings outlook continues to improve with higher exit tractor rates

	Dec 23 balance \$bn	1H24 Avg. tractor ¹	Exit tractor ¹ rate	Investment term
Domestic equity hedge	51	2.25%	2.52%	3 years
Deposit hedge	108	1.95%	2.05%	5 years



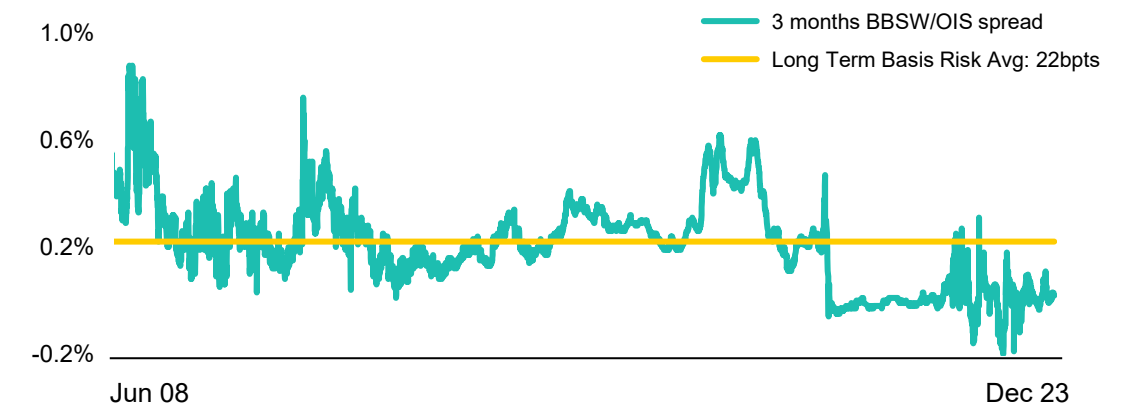
Liquidity & basis risk

Liquidity

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

Basis risk

- Increased sensitivity to basis risk in 1H24 with mix reversion back to variable rate home loans and term deposits driving higher exposure to basis risk
- Dec 23 average BBSW/OIS spread = 1bpt
- As at Dec 23², every 9bpts = ~1bpt of Group NIM, this ratio will reduce as exposure to basis risk increases



1. Tractor is the moving average hedge rate on equity and rate insensitive deposits. Exit tractor rate represents average rate for December 2023. 2. Based on average exposure to basis risk in December 2023.

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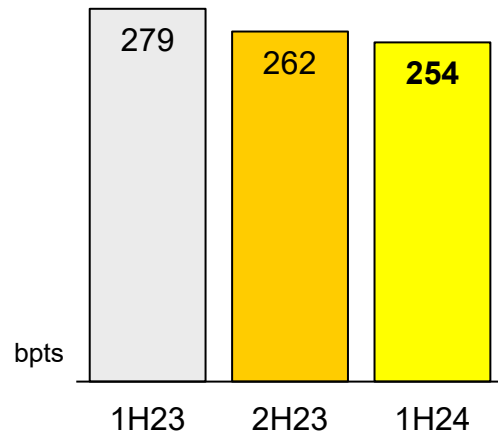
Margins by division¹

Ongoing competitive pressures and deposit mix



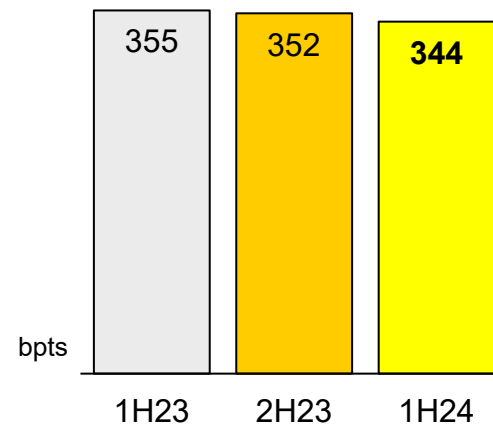
RBS²

Lower margins due to increased competition and unfavourable deposit mix as customers switch to higher yielding savings and term deposits



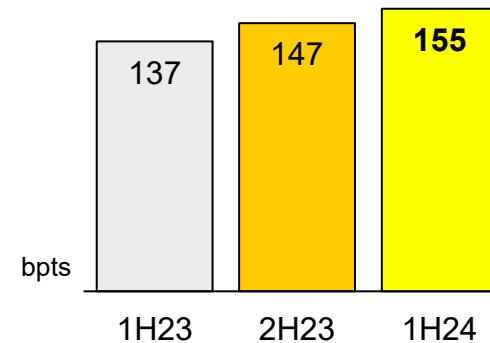
BB

Lower lending margins reflecting increased competition and unfavourable deposit mix as customers switch to higher yielding deposits, partly offset by higher deposit margins



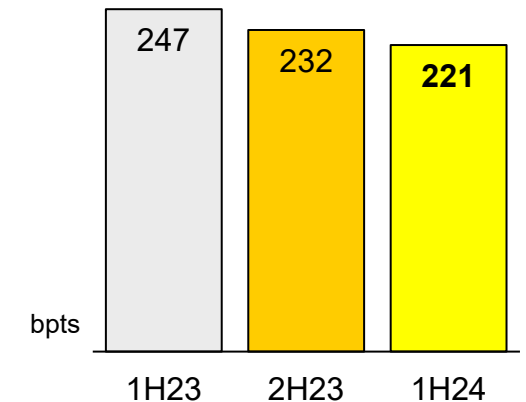
IB&M (ex Markets)³

Increase on prior half reflecting favourable portfolio mix and higher earnings on equity, partly offset by lower lending margins



NZ (ASB)⁴

Lower lending margins reflecting increased competition, and unfavourable deposit mix as customers switch to higher yielding deposits



1. Comparative information has been restated to conform to presentation in the current period. 2. Includes Bankwest Retail, excludes General Insurance. 3. IB&M NIM including Markets is 1H23: 87 bpts, 2H23: 91 bpts, 1H24: 82 bpts. 4. NIM is ASB Bank only and calculated in NZD.

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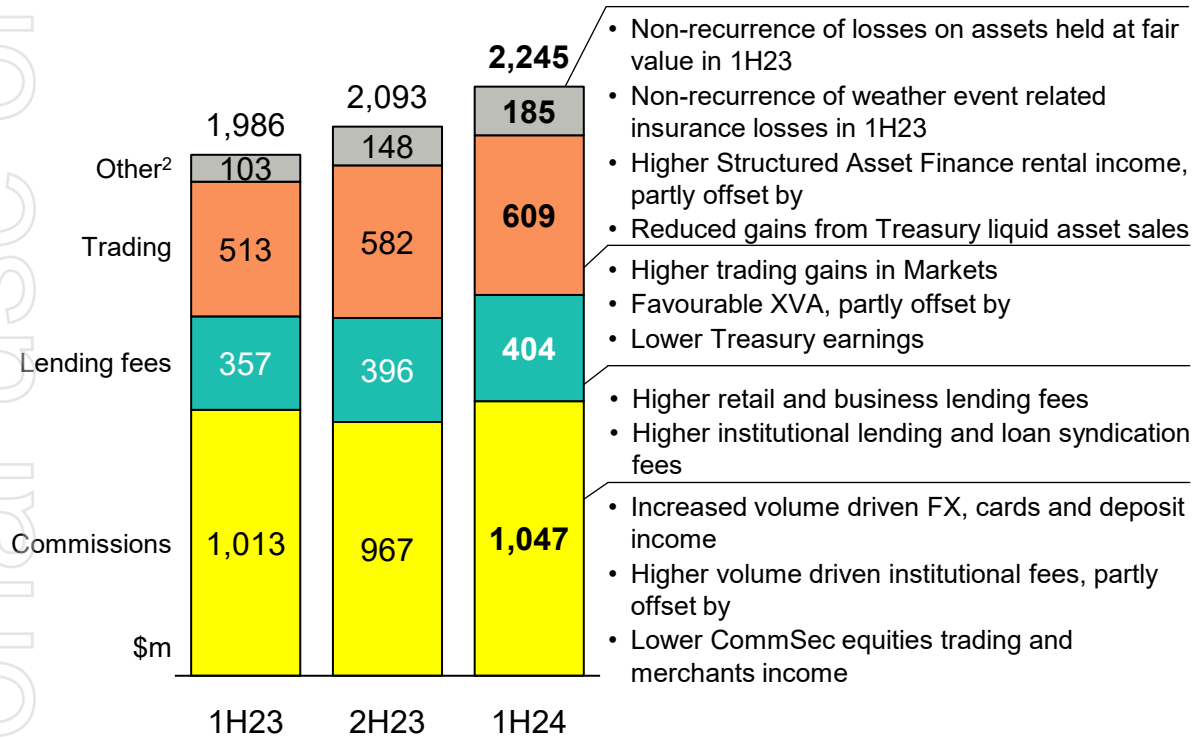
Other operating income¹

Higher trading income and fees



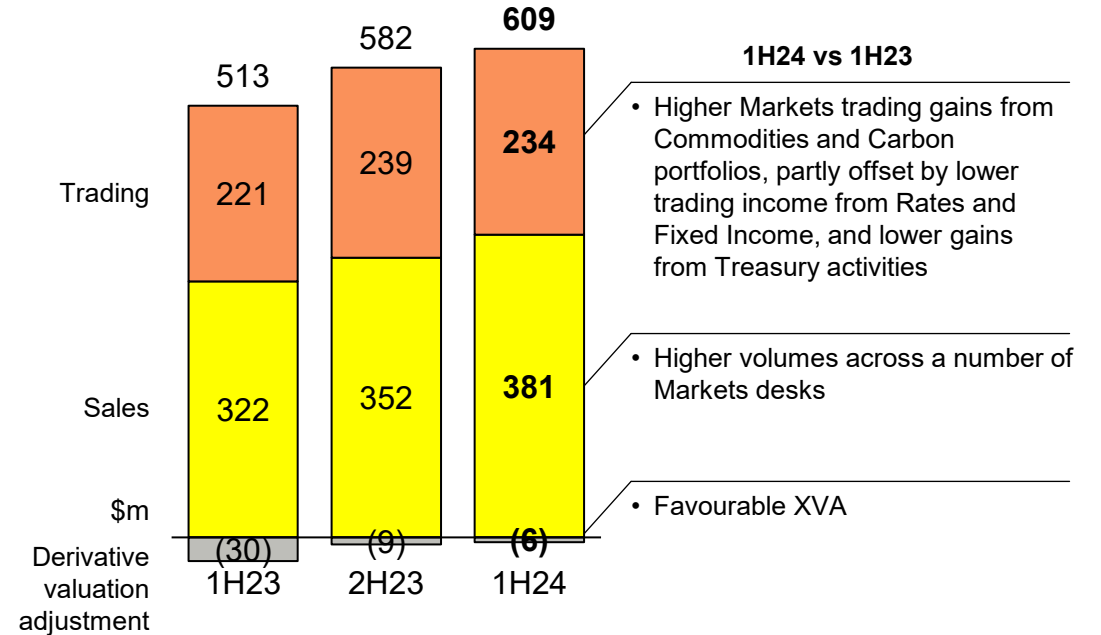
Other operating income

1H24 vs 1H23



Trading income

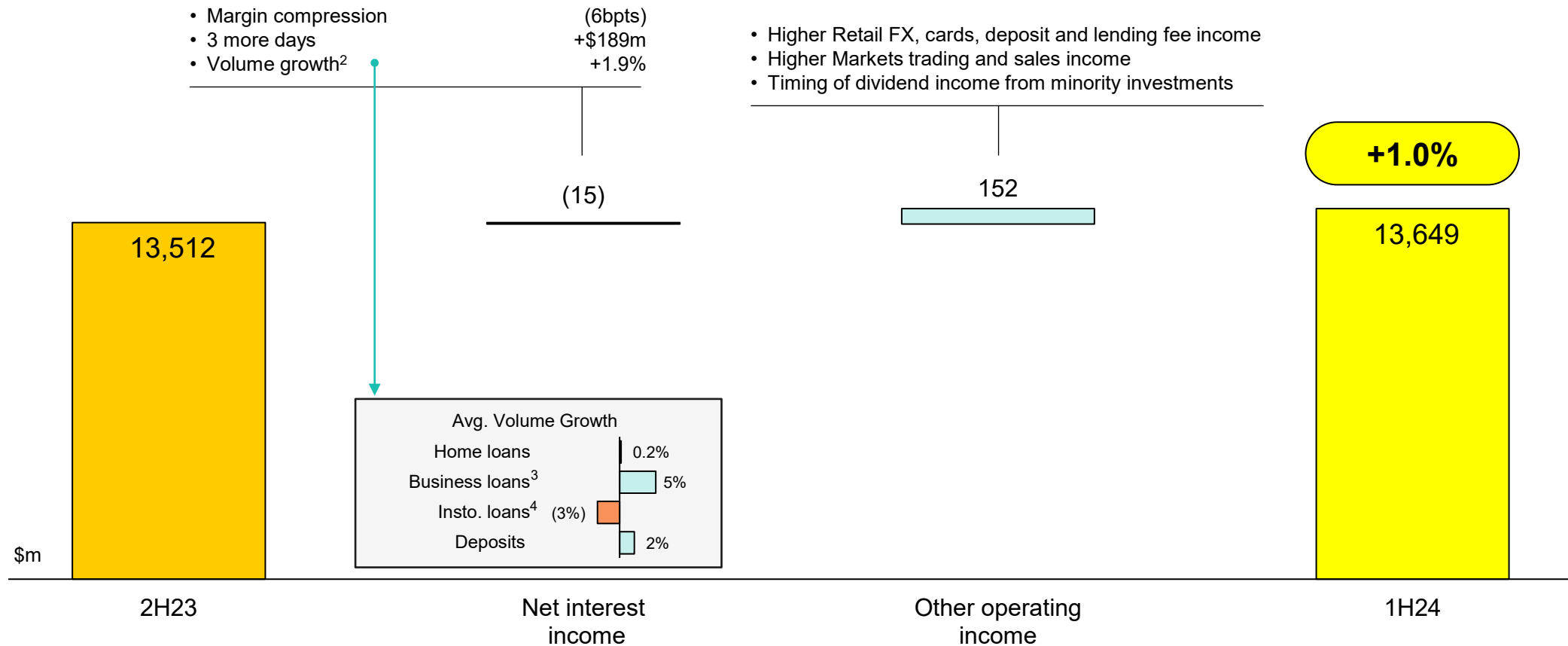
1H24 vs 1H23



1. Presented on a continuing operations basis. Comparative information has been restated to conform to presentation in the current period. 2. Includes funds management and insurance income.

Sequential half operating income¹

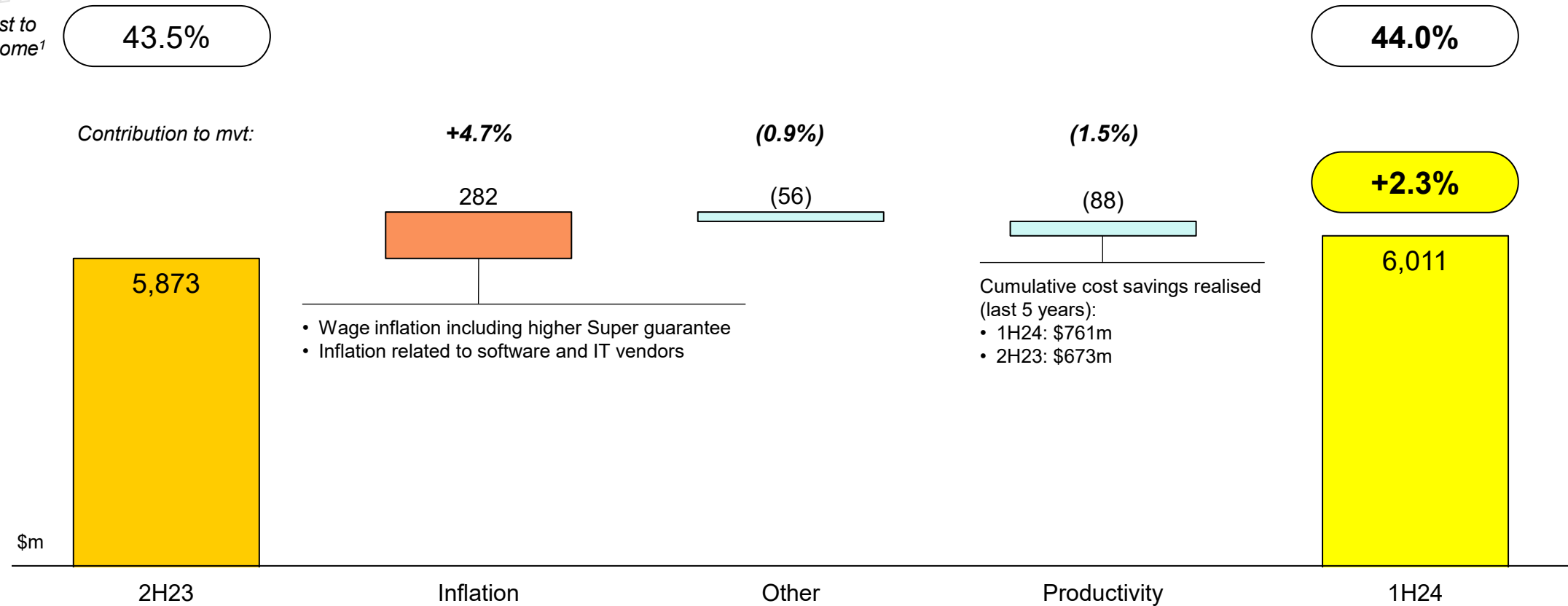
Volume growth, higher other operating income and 3 more days, partly offset by margin compression



1. Presented on a continuing operations basis. Comparative information has been restated to conform to presentation in the current period. 2. Excluding liquids. 3. Includes New Zealand and other business loans. 4. Excluding Cash Management Pooling Facilities.

Sequential half operating expenses¹

Inflation driving cost growth



1. Presented on a continuing operations basis excluding \$212m relating to restructuring and one-off regulatory provisions in 2H23. Headline operating expenses (1.2%) including this item.

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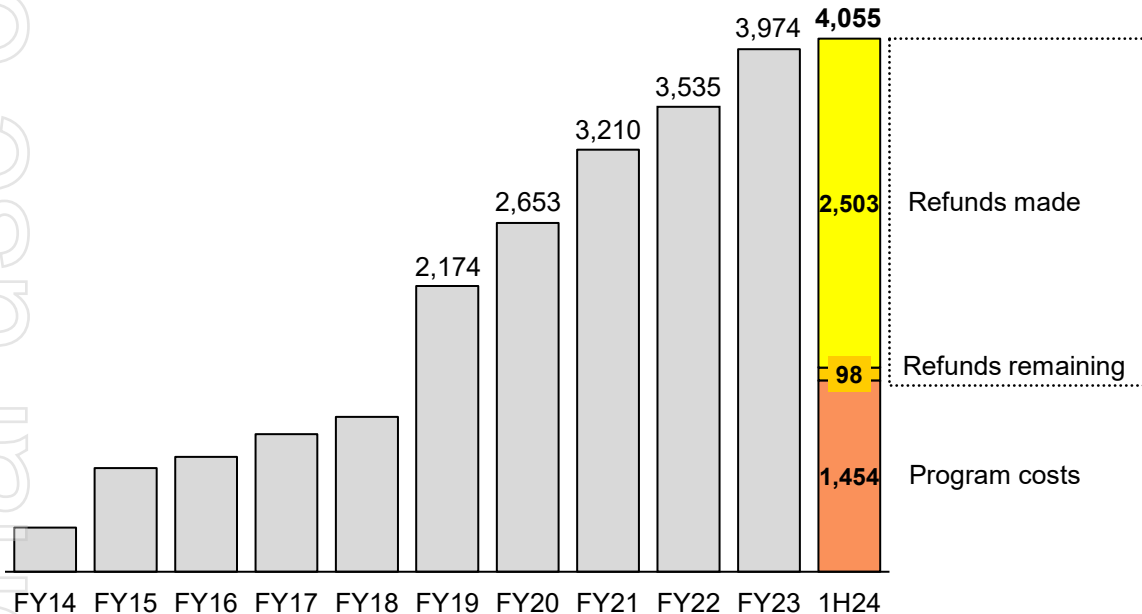
Customer remediation

Committed to making things right for customers



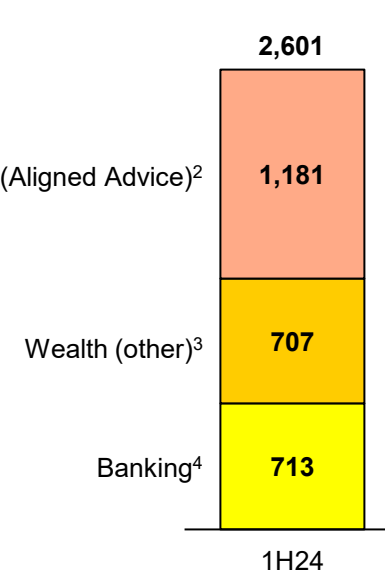
Remediation & program costs

Cumulative spend and provisions (\$m)¹



Customer refunds

Cumulative customer refunds (\$m)¹



- \$2,503m returned to customers
- \$98m remaining

	Salaried	Aligned Advice
Period	FY09 – FY18	FY09 – FY19
Estimated fees received by advisors	~\$0.5bn	~\$1.2bn
Refund rate excluding interest	22%	48% ⁵

1. Relates to remediation programs in domestic divisions including those related to divested entities. 2. Includes historical Aligned Advice remediation primarily associated with ongoing service fees charged where no service was provided. 3. Includes an estimate of customer refunds (including interest) relating to advice quality, the Consumer Credit Insurance products, certain superannuation and other products. 4. Includes Retail and Business Banking, package fees, interest and fee remediation. 5. As at 31 December 2023, the Group had materially completed all case assessments and therefore does not expect the refund rate to change.

Cost approach

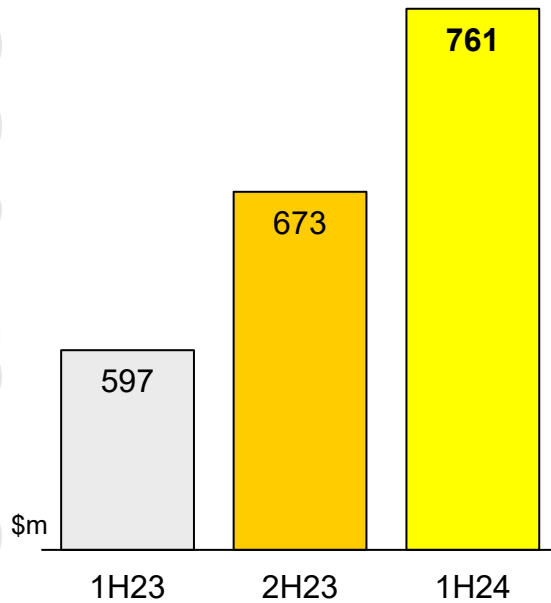
Ongoing productivity savings creating capacity for long-term investment



Cost reduction

Cumulative savings
(last 5 years)

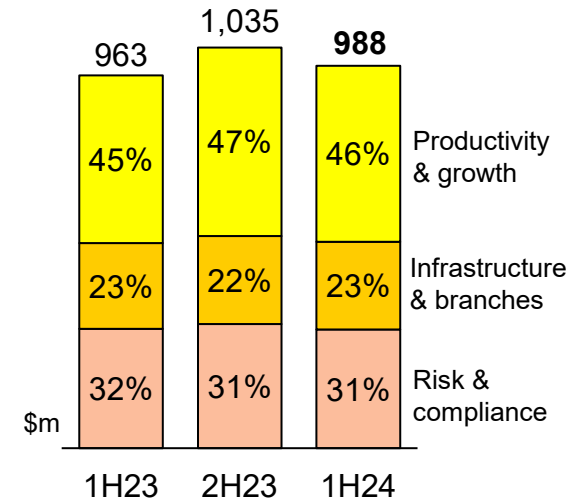
Cost approach



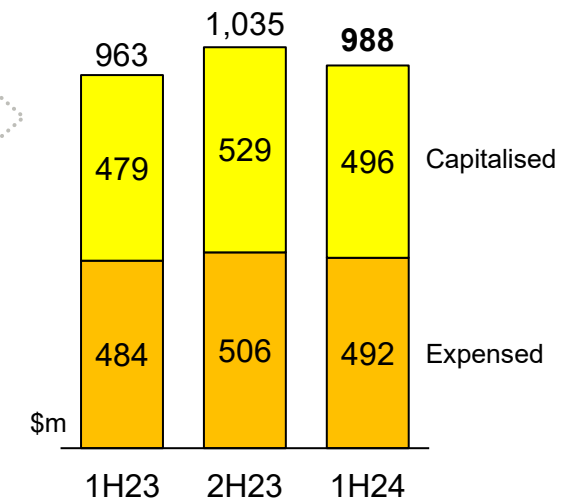
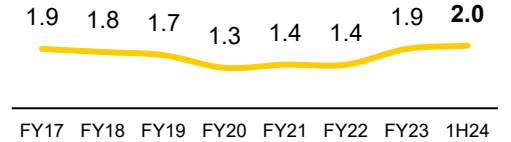
- **Simpler, more efficient** business for our customers and people
- Continue to **invest** in the business
- Strengthen our **digital and technology capability** for future growth
- Deliver long-term **sustainable shareholder returns**

Investment spend

Continued focus on productivity & growth



Capitalised software
(\$bn)



Loan losses

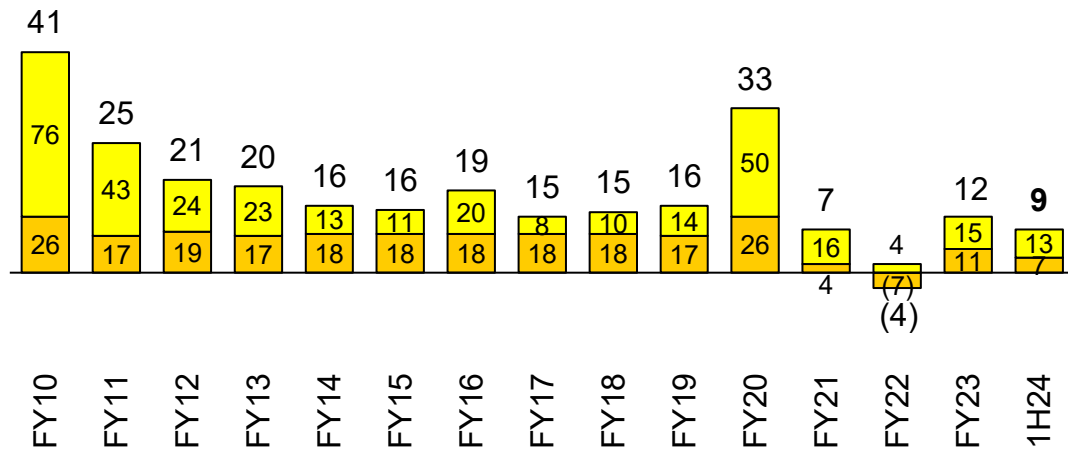
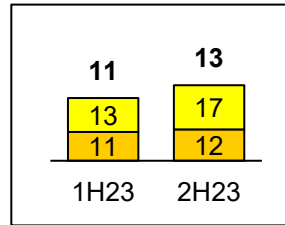
Loan impairment expense remains low



Loan loss rate¹

bpts

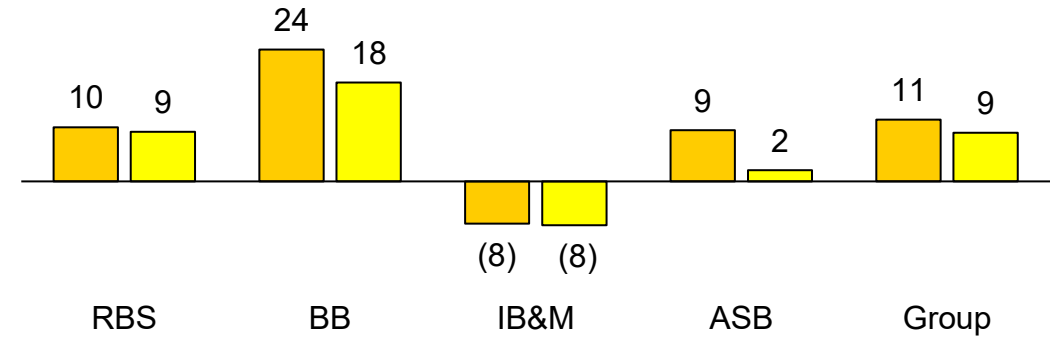
Consumer Corporate



Loan loss rate by business unit^{1,2}

bpts

1H23 1H24



1. Loan impairment expense as a percentage of average Gross loans and acceptances annualised. 2. Comparative information has been restated to conform to presentation in the current period.

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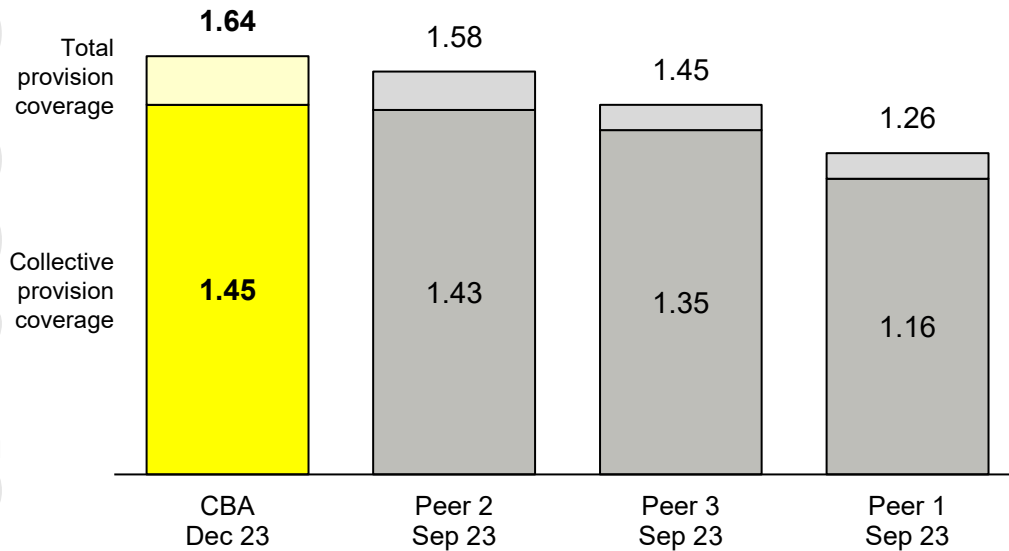
Provisions¹

Peer leading provision coverage of 1.64%



Provision coverage²/CRWA

%



Provisions by stage

	\$m	Credit exposures		Credit provisions		Stage 2 exposures by credit grade ³			
		Jun 23	Dec 23	Jun 23	Dec 23	Jun 23	Dec 23		
Collectively assessed	Stage 1	921,565	913,693	1,709	1,752	\$188bn	Weak		
	Stage 2 ⁴	187,874	198,203	2,889	2,929			8	7
	Stage 3	6,210	6,648	598	649			156	159
Individually assessed	Stage 3	1,567	1,383	754	733	Pass	Investment		
	Total	1,117,216	1,119,927	5,950	6,063			24	32

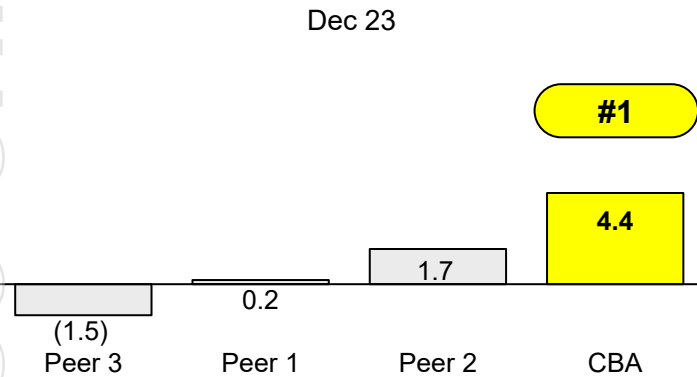
1. AASB 9 classifies loans into stages; Stage 1 – Performing, Stage 2 – Performing but significantly increased credit risk, Stage 3 – Non-performing. Performing relates to Stage 1 and Stage 2. Non-performing relates to Stage 3. Stage 2 is defined based on a significant deterioration in internal credit risk ratings, as well as other indicators such as arrears. Assessment of Stage 2 includes the impact of forward-looking adjustments for emerging risk. 2. Excludes estimated impairment provisions for derivatives at fair value. 3. Segmentation of loans in retail and risk rated portfolios is based on the mapping of a counterparty's internally assessed PD to S&P Global ratings (refer Pillar 3), reflecting a counterparty's ability to meet their credit obligations. 4. The assessment of significant increase in credit risk includes the impact of forward looking multiple economic scenarios in addition to adjustments for emerging risks at an industry, geographic location or particular portfolio segment level, which are calculated by stressing an exposure's internal credit rating grade at the reporting date. This accounts for approximately 62% of Stage 2 exposures as at 31 December 2023 (30 June 2023: 62%, 31 December 2022: 59%). In 1H24, the Group recalibrated the capital model for the large corporate portfolio which resulted in a higher proportion of exposures allocated to Stage 2 as at 31 December 2023. This change did not have an impact on provisioning coverage as the Group recognised an increase in provisions for the expected impact of the new model in the prior period.

Retail Banking Services (RBS)¹

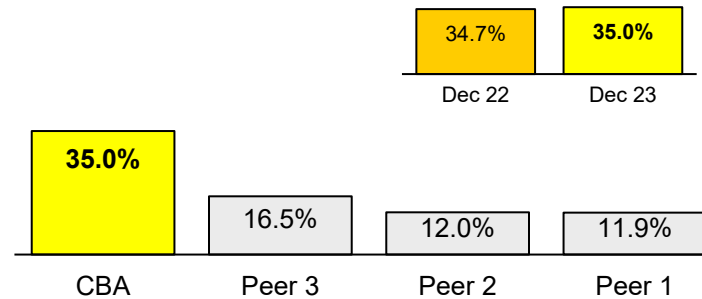
Consistent and disciplined execution



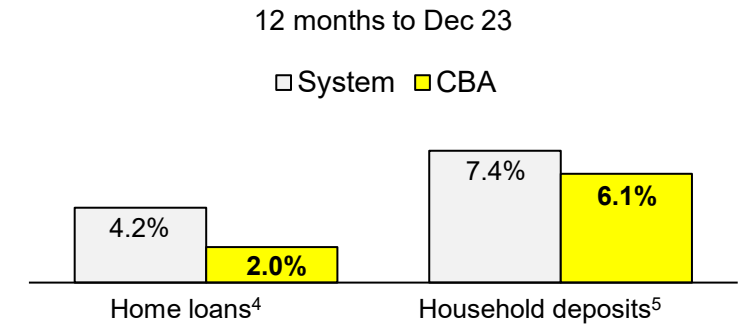
Net Promoter Score²



MFI share²

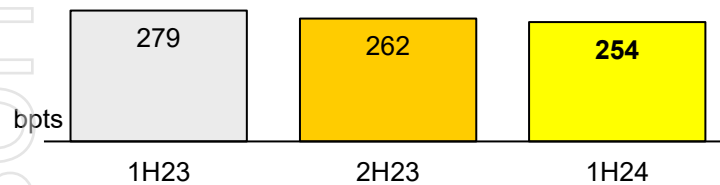


Volume growth³



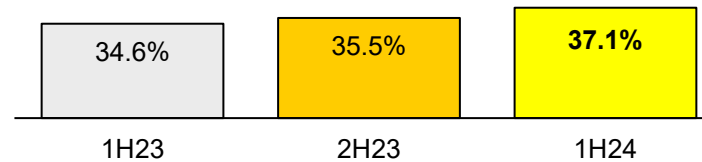
Margin

Lower margins due to increased competition and unfavourable deposit mix as customers switch to higher yielding savings and term deposits



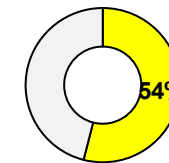
Cost-to-income

Increase driven by lower operating income due to lower margins and higher operating expenses



Financials

% Group NPAT



	\$m	1H24	vs 1H23
Income		6,465	(4%)
Expense		(2,401)	+3%
Impairment		(216)	(10%)
NPAT		2,687	(8%)

Income – Lower lending and deposit margins

Expense – Inflation, higher staff costs, amortisation and IT spend, scam management resources, fraud and operational losses, partly offset by productivity initiatives

Impairment – Lower collective provisions reflecting higher house prices, partly offset by ongoing cost of living pressures and rising interest rates

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

Business Banking (BB)¹

Continued investment in franchise build, leveraging digital assets for strong volume growth

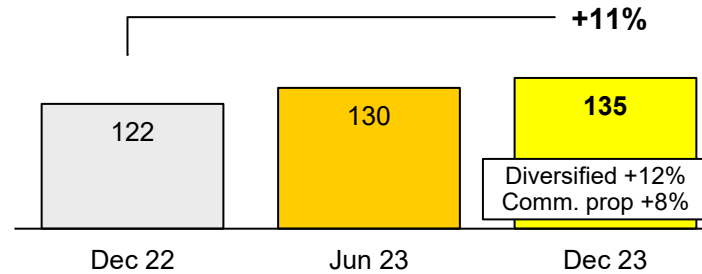


Performance

Dec 23	Rank	Actual	Gap to nearest peer
Business NPS ²	#1	3.1	+8.0
Business digital NPS ²	#1	12.4	+3.7
MFI share ²	#1	26.3%	+7.4 ppts
Business lending share ³	#2	18.2%	(3.6%)
BB major bank segment share ⁴	#2	31.5%	(1.9%)
Business deposits share ⁵	#1	22.8%	+2.1%
Merchant acquiring share ^{2,6}	#1	19.3%	N/A

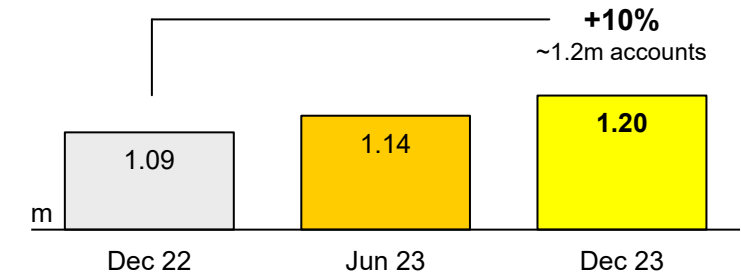
Business lending

Spot balances (\$bn)



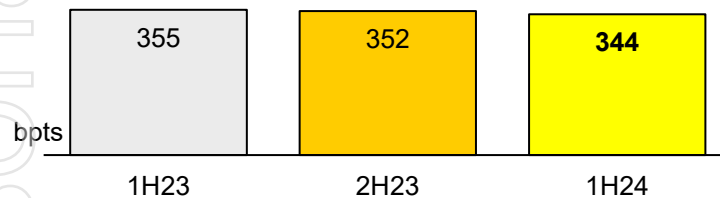
Transaction account growth

~59k increase in total accounts in 1H24, 38% via digital⁷



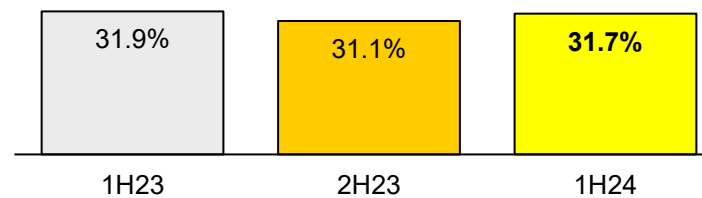
Margin

Lower lending margins reflecting increased competition and unfavourable deposit mix as customers switch to higher yielding deposits, partly offset by higher deposit margins



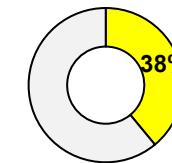
Cost-to-income

Decrease vs 1H23 driven by higher operating income



Financials

% Group NPAT



	\$m	1H24	vs 1H23
Income		4,267	+4%
Expense		(1,354)	+3%
Impairment		(207)	(20%)
NPAT		1,893	+6%

Income – Volume growth, partly offset by lower margins
Expense – Inflation, increased IT and remediation costs
Impairment – Decrease driven by lower individually assessed provisions

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

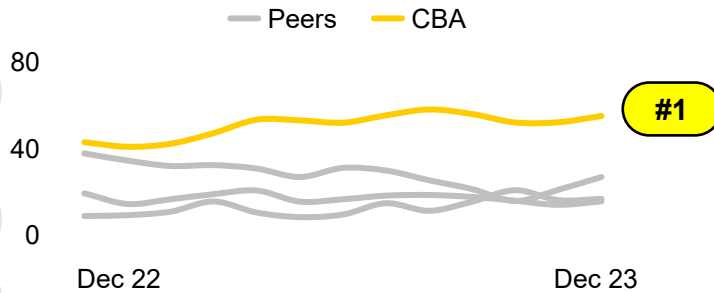
Institutional Banking and Markets (IB&M)¹

Strong performance, supporting clients in a challenging macro environment



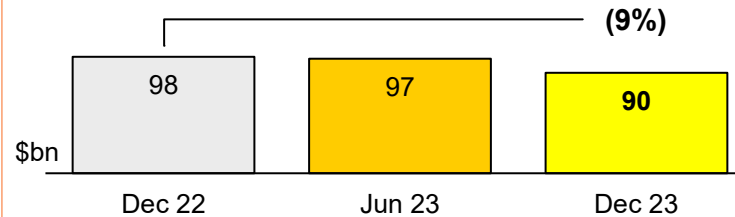
Net Promoter Score²

(Turnover \$300M+ p.a.)



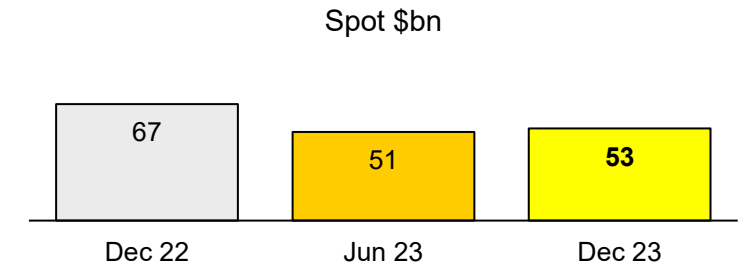
IB&M lending

Lower balances in pooled facilities and the funds finance portfolio



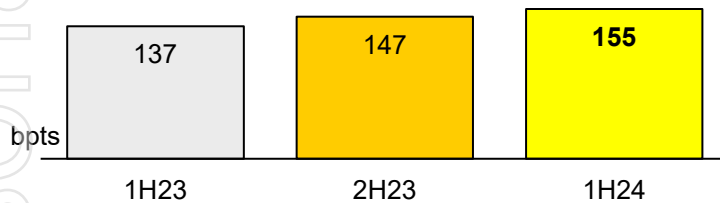
Credit RWAs

Increase in Dec 23 over the prior half primarily driven by higher derivative exposures



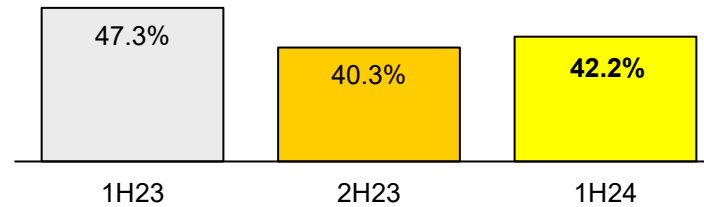
Margin (ex Markets)³

Increase on prior half reflecting favourable portfolio mix and higher earnings on equity, partly offset by lower lending margins



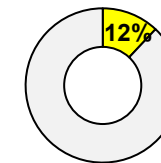
Cost-to-income

Decrease vs 1H23 driven by higher operating income



Financials

% Group NPAT



\$m	1H24	vs 1H23
Income	1,286	+14%
Expense	(543)	+2%
Impairment	37	+5%
NPAT	589	+28%

Income – Higher Markets revenue, earnings on equity and favourable derivative valuation adjustments, partly offset by higher funding costs
Expense – Driven by inflation and amortisation, IT and regulatory costs, partly offset by productivity initiatives
Impairment benefit – Lower collective provision releases in the current period, partly offset by lower individually assessed provisions

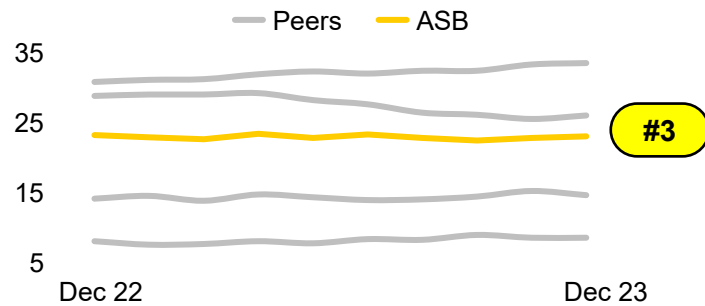
1, 2, 3. Refer to sources, glossary and notes at the back of this presentation for further details.

ASB¹

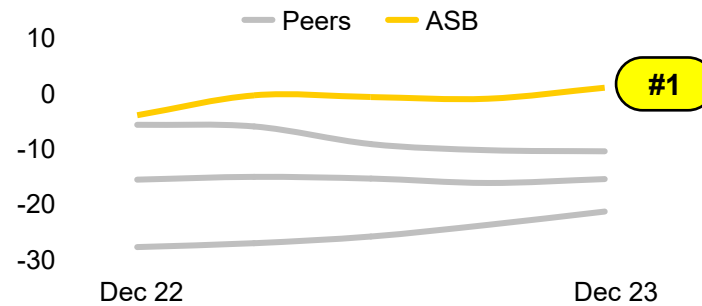
Balancing sustainable margins and growth in a competitive environment



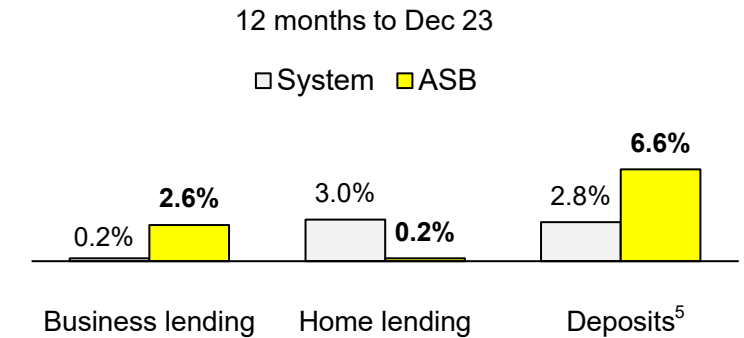
Consumer Net Promoter Score²



Business Net Promoter Score³

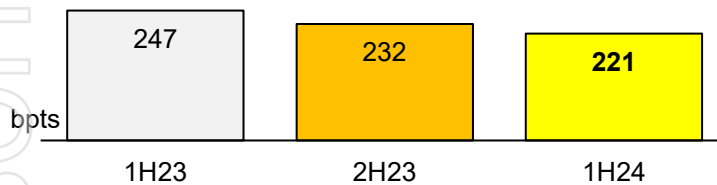


Volume growth⁴



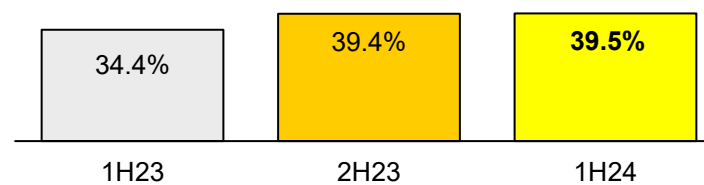
Margin⁶

Lower lending margins reflecting increased competition, and unfavourable deposit mix as customers switch to higher yielding deposits



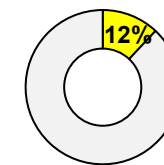
Cost-to-income

Increase vs 1H23 driven by lower operating income and higher operating expenses



Financials

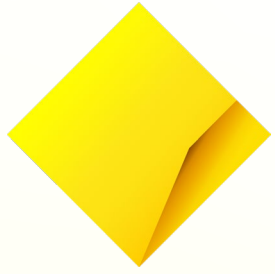
% of Group NPAT⁷



	\$NZDm	1H24	vs 1H23
Income		1,640	(8%)
Expense		(648)	+6%
Impairment		(10)	(80%)
NPAT		707	(12%)

Income – Lower lending margins, and deposit margins mainly due to unfavourable deposit mix, partly offset by volume growth
 Expense – Increased investment spend, software amortisation and licensing, and staff costs
 Impairment – Lower home lending provisioning, partly offset by higher individually assessed provisions in the business portfolio

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



Home & consumer lending

Home loans – CBA¹

A disciplined approach to portfolio quality, growth and sustainable returns



Portfolio ¹	Dec 22	Jun 23	Dec 23
Total balances – spot (\$bn)	570	584	582
Total balances – average (\$bn)	562	577	580
Total accounts (m)	2.0	2.0	1.9
Variable rate (%)	66	72	81
Owner occupied (%)	71	71	70
Investment (%)	28	28	29
Line of credit (%)	1	1	1
Proprietary (%) ²	53	53	54
Broker (%) ²	47	47	46
Interest only (%) ^{2,3}	9	10	10
Lenders' mortgage insurance (%) ²	18	17	16
Mortgagee in possession (bpts) ²	2	2	2
Negative equity (%) ^{2,4}	0.5	1.0	1.1
Annualised loss rate (bpts) ²	1	1	1
Portfolio dynamic LVR (%) ^{2,5}	44	45	45
Customers in advance (%) ^{2,6}	78	78	79
Payments in advance incl. offset ^{2,7}	32	29	30
Offset balances – spot (\$bn) ²	70	69	75

New business ¹	Dec 22	Jun 23	Dec 23
Total funding (\$bn) ⁸	77	72	67
Average funding size (\$'000) ⁹	425	431	453
Serviceability buffer (%) ¹⁰	3.0	3.0	3.0
Variable rate (%)	93	95	97
Owner occupied (%)	72	68	63
Investment (%)	28	32	37
Line of credit (%)	0	0	0
Proprietary (%) ²	51	53	57
Broker (%) ²	49	47	43
Interest only (%) ¹¹	19	21	24
Lenders' mortgage insurance (%) ²	10	8	8

- All portfolio and new business metrics are based on balances and funding respectively, unless stated otherwise. All new business metrics are based on 6 months to December 2022, June 2023 and December 2023. CBA including Bankwest. Excludes ASB.
- Excludes Residential Mortgage Group.
- Excludes Viridian Line of Credit.
- Negative equity arises when the outstanding loan balance (less offset balances) exceeds updated house value. Based on outstanding balances, taking into account both cross-collateralisation and offset balances. Excludes Line of Credit, Reverse Mortgage, Commonwealth Portfolio Loans, Residential Mortgage Group and Unloan.
- Dynamic LVR defined as current balance/current valuation.
- Any amount ahead of monthly minimum repayment; includes offset facilities.
- Average number of monthly payments ahead of scheduled repayments.
- Gross funding includes internal refinancing and top-ups, Viridian Line of Credit and Residential Mortgage Group.
- Average funding size defined as funded amount/number of funded accounts. Excludes Residential Mortgage Group.
- Serviceability test based on the higher of the customer rate plus an interest rate buffer or minimum floor rate.
- Based on the APRA definition of Interest Only reporting, inclusive of construction loans.

Home loans – CBA ex BWA¹

A disciplined approach to portfolio quality, growth and sustainable returns



Portfolio ¹	Dec 22	Jun 23	Dec 23
Total balances – spot (\$bn)	483	494	491
Total balances – average (\$bn)	477	489	490
Total accounts (m)	1.7	1.7	1.6
Variable rate (%)	65	71	79
Owner occupied (%)	71	70	70
Investment (%)	28	29	29
Line of credit (%)	1	1	1
Proprietary (%) ²	60	60	61
Broker (%) ²	40	40	39
Interest only (%) ^{2,3}	9	10	10
Lenders' mortgage insurance (%) ²	17	16	15
First home buyers (%) ²	10	9	9
Mortgagee in possession (bpts) ²	2	1	2
Annualised loss rate (bpts) ²	1	1	1
Portfolio dynamic LVR (%) ^{2,4}	44	44	44
Customers in advance (%) ^{2,5}	75	76	77
Payments in advance incl. offset ^{2,6}	33	30	31
Offset balances – spot (\$bn) ²	59	58	63

New business ¹	Dec 22	Jun 23	Dec 23
Total funding (\$bn) ⁷	65	60	55
Average funding size (\$'000) ⁸	418	427	447
Serviceability buffer (%) ⁹	3.0	3.0	3.0
Variable rate (%)	92	94	96
Owner occupied (%)	71	68	64
Investment (%)	29	32	36
Line of credit (%)	0	0	0
Proprietary (%) ²	58	61	67
Broker (%) ²	42	39	33
Interest only (%) ¹⁰	19	20	21
Lenders' mortgage insurance (%) ²	10	8	8
First home buyers (%) ²	11	11	11

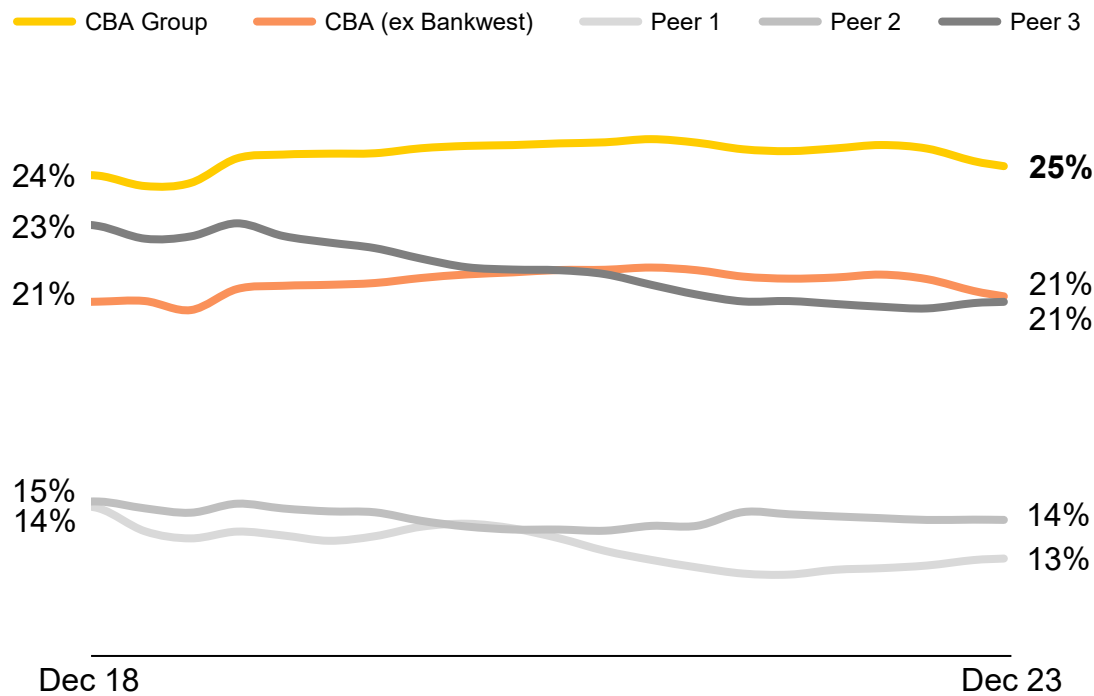
- All portfolio and new business metrics are based on balances and funding respectively, unless stated otherwise. All new business metrics are based on 6 months to December 2022, June 2023 and December 2023. CBA excluding Bankwest and ASB.
- Excludes Residential Mortgage Group.
- Excludes Viridian Line of Credit.
- Dynamic LVR defined as current balance/current valuation.
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Home loans – growth

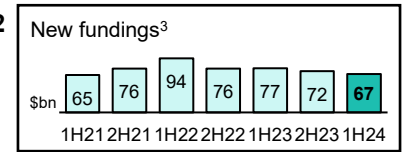
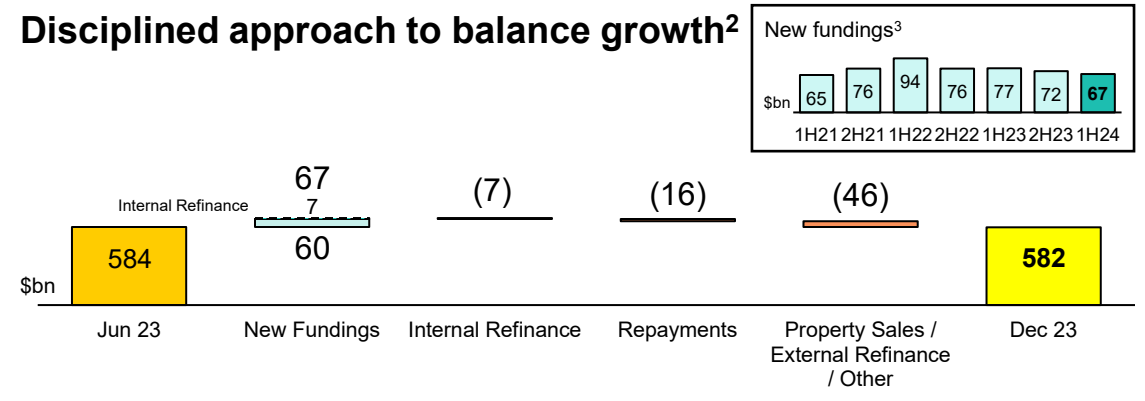
Consistent and disciplined execution in a highly competitive market



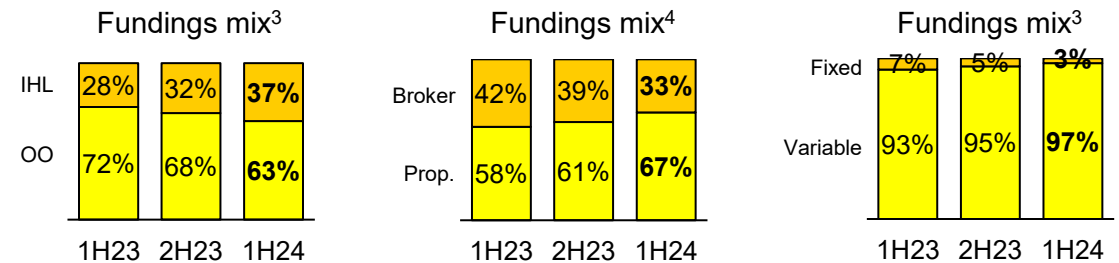
Consistent market share performance¹



Disciplined approach to balance growth²



Fundings weighted towards proprietary distribution, reduction in owner occupied and fixed rate lending



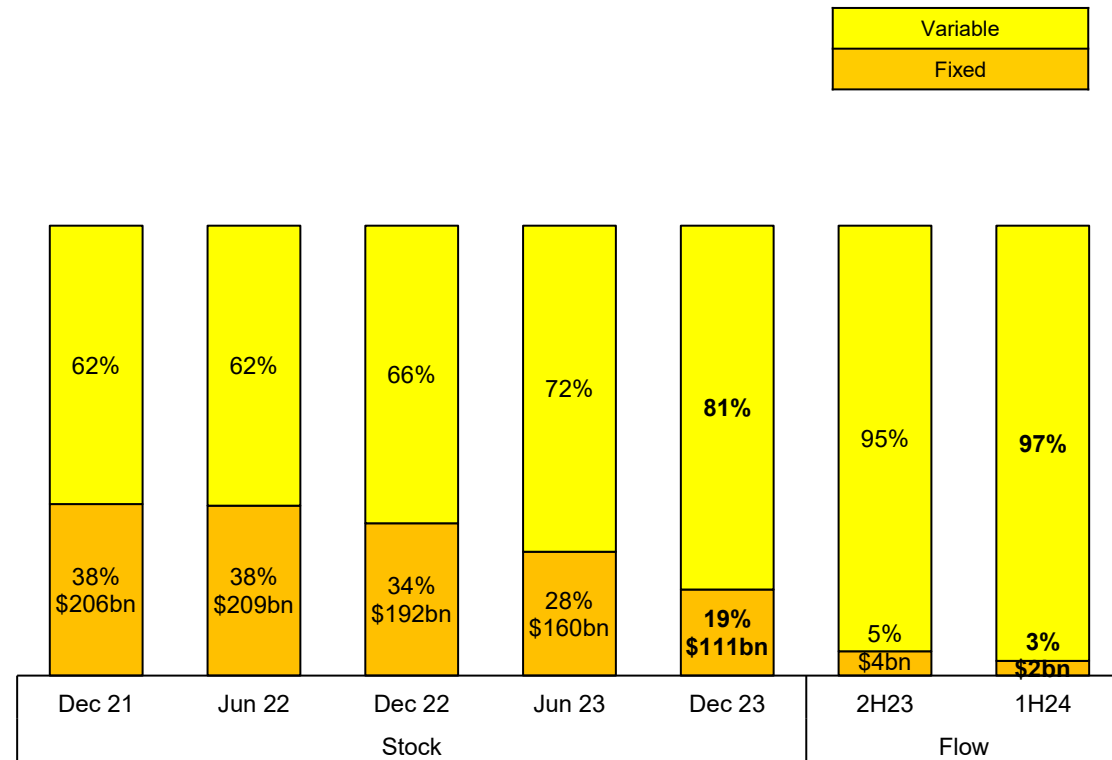
1. CBA source: RBA Lending and Credit Aggregates, Peer source: Peer APRA Monthly Authorised Deposit-taking Institution Statistics (MADIS) balance divided by RBA Lending and Credit Aggregates system balance. Series break due to new regulatory definitions set by APRA from 1 July 2019. As a result of this change, market share is not comparable to previous reporting periods. Additional series break from June 21 relating to restatements. 2. CBA including Bankwest. 3. Includes internal refinancing, Unloan, Residential Mortgage Group and Bankwest and excludes Viridian Line of Credit (VLOC). 4. Excludes Bankwest and Residential Mortgage Group.

Home loans – mix¹

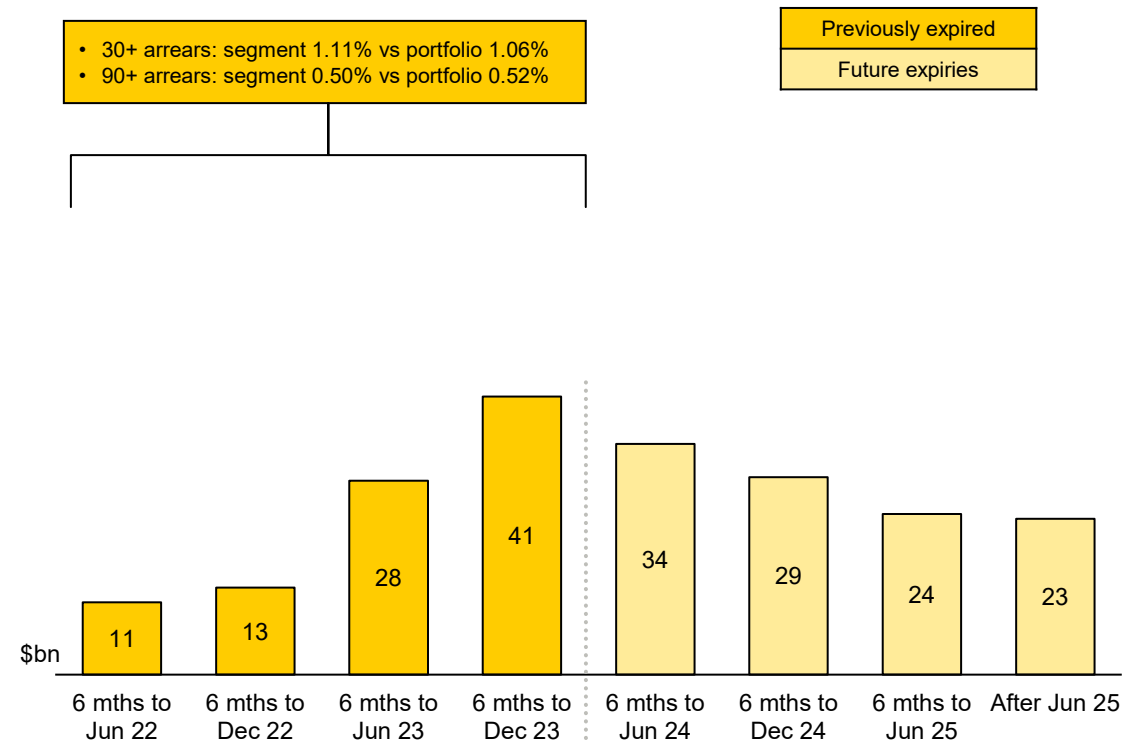
Peak of fixed rate expiries in 1H24



Fixed vs variable rate stock and flow²



Fixed rate expiry schedule³



1. CBA including Bankwest. Excludes Lines of Credit, Reverse Mortgages, Commonwealth Portfolio Loans, Residential Mortgage Group and Unloan, unless otherwise stated. 2. Includes Residential Mortgage Group and Unloan. Flow metrics are based on 6 months to June 2023 and December 2023. 3. CBA including Bankwest, excludes ASB.

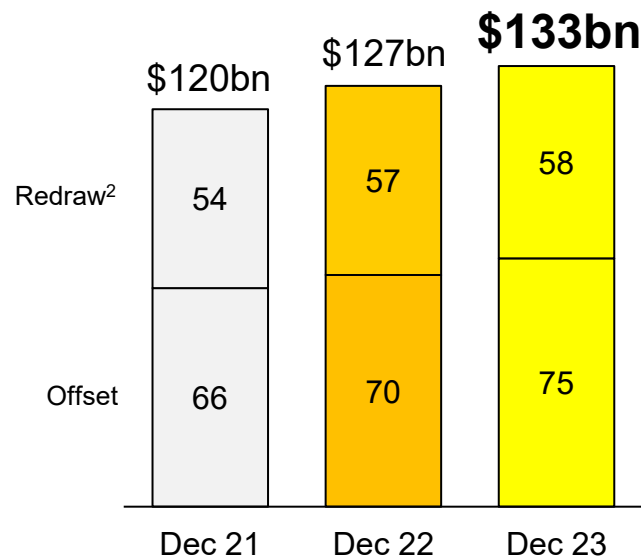
Home loans – credit quality

Credit quality remains sound – majority of interest rate rises passed through



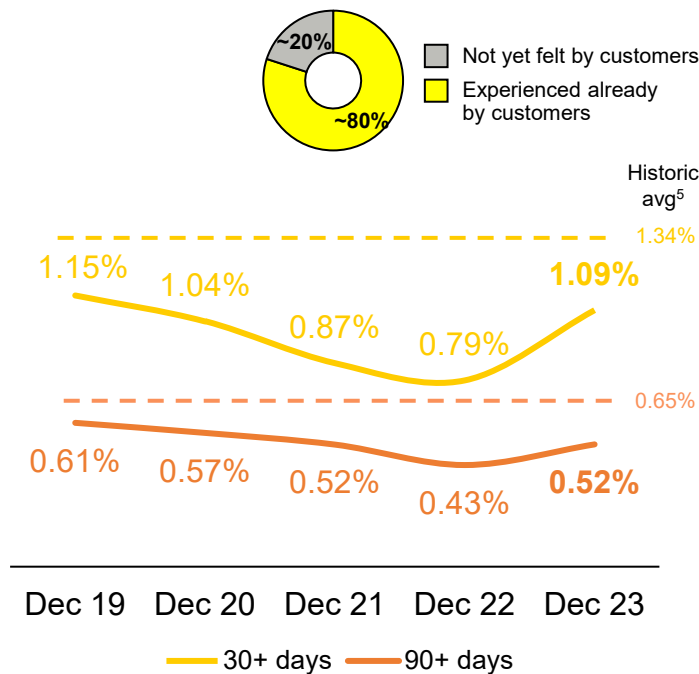
Buffers¹, \$bn

Offset and redraw balances, spot



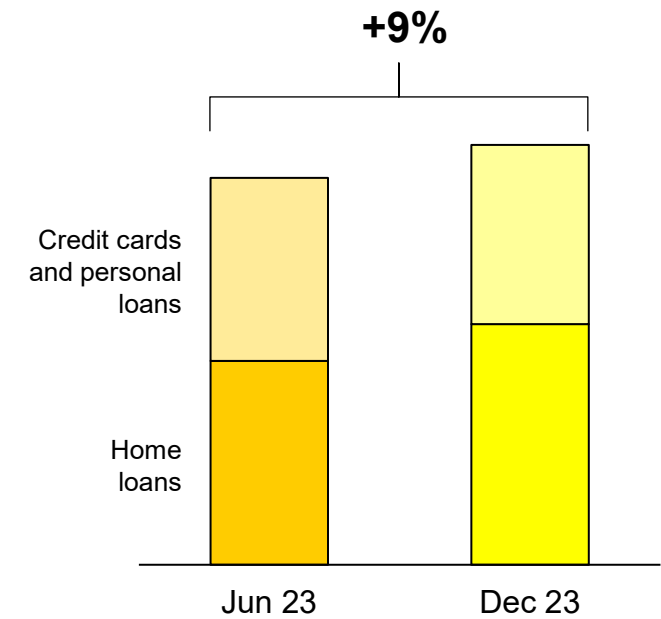
Home loan arrears³ %

Impact of cash rate changes on mortgage repayments⁴



Hardship⁶

Number of cases



1. CBA including Bankwest. Excludes ASB. 2. Redraw balances represents the value of all payments in advance (payments ahead of scheduled repayments), excluding offset facilities. 3. Group including New Zealand. 4. Due to the impact of fixed rates and 3-4 month lag between cash rate increases and repayments increasing. Impact of November 2023 cash rate increase on repayments still to be realised. Estimated for CBA excluding Bankwest. 5. Historic average represents the average 30+ home loan arrears from Dec 2008 to Jun 2023. 6. Number of cases in hardship includes customers restructured on non-commercial terms.

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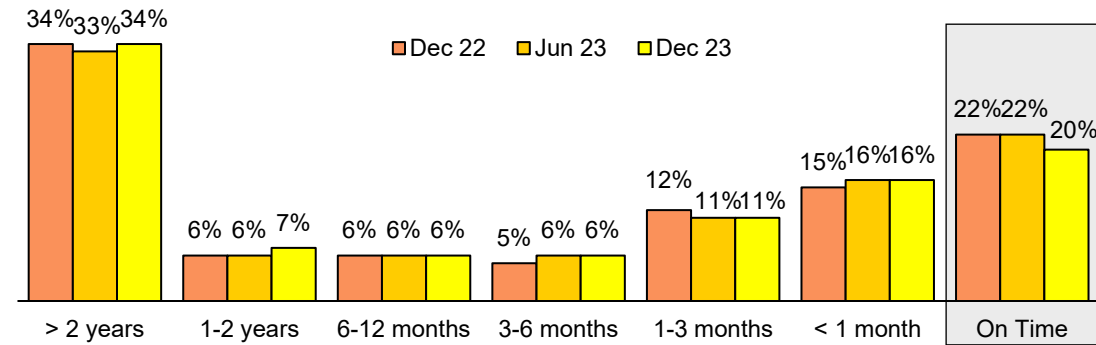
Home loans – resilience

Strong repayment and savings buffers



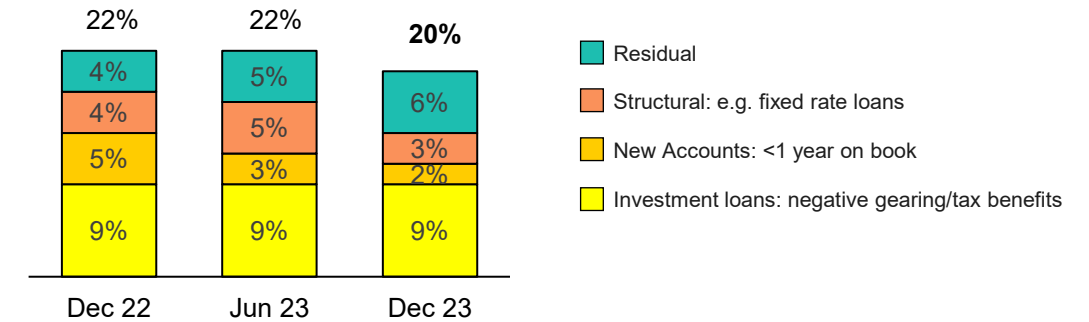
Repayment buffers

(Payments in advance ¹, % of accounts)



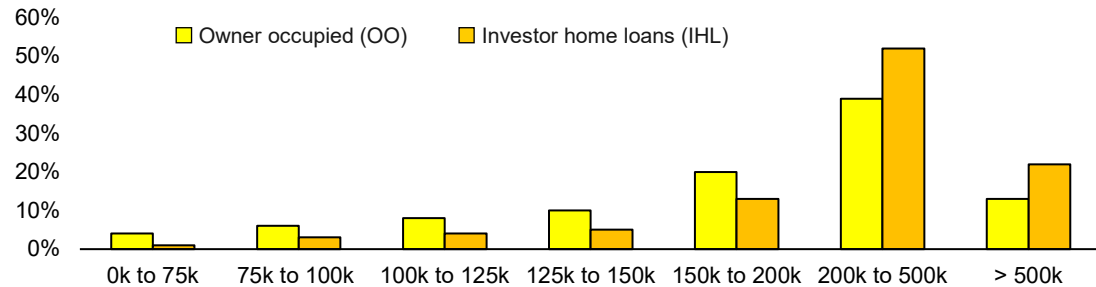
Repayment buffers

Payments on time ¹, % of accounts)



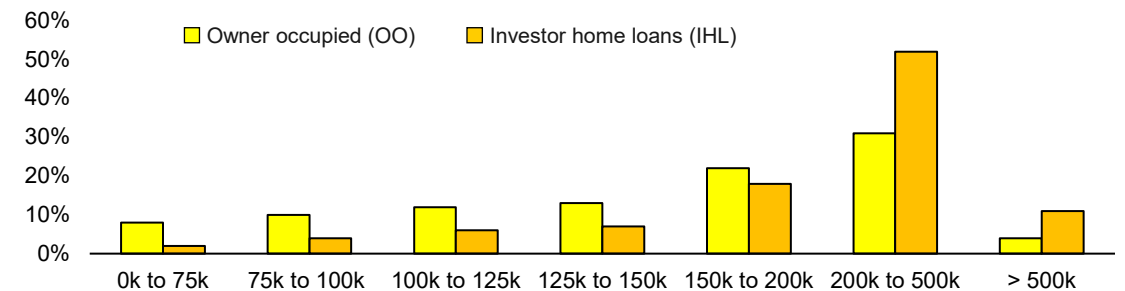
Application gross income band

6 months to Dec 23 – Funding \$



Application gross income band

6 months to Dec 23 – Funding #



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

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Home loans – resilience¹

88% of the book originated under tightened standards since FY16



Key serviceability changes by year²

- FY16-19**
- Increased serviceability buffer and buffers on existing debts
 - Removed Low doc and EQFS products
 - Tightened lending requirements for non-residents and use of foreign currency
 - Tightened lending requirements in high risk areas
 - Reduced IO maximum term limits

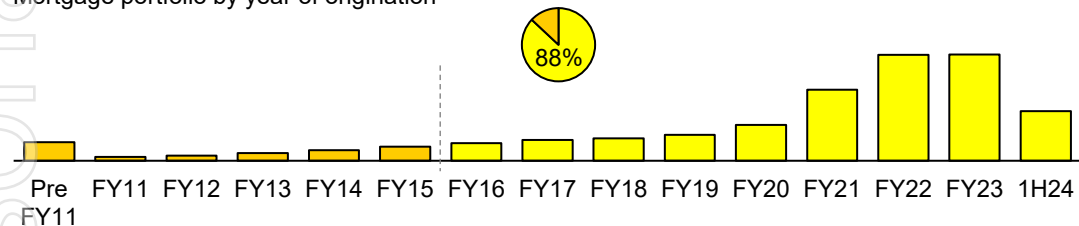
- FY20**
- Changes to serviceability buffer and floor assessment rate
 - Removed LMI/LDP waivers for construction, land loans
 - Temporary COVID-19 tightening on verification

- FY21**
- Restrictions on family guarantor arrangements
 - Rental expense capture (net rental income)
 - Expenses excluded from HEM added to higher of declared expenses or HEM
 - Increased serviceability floor rate
 - Reduced max LVR for construction and bridging loans

- FY22**
- Enhanced self employed and investment income calculations
 - Increased serviceability buffer

- FY23**
- Tightened LVR limits for high value properties
 - Updated post code level appetite to current economic cycle
 - Updated rental income shading and maximum yield to market cycle
 - Allowed latest year financials for high quality self employed segments
 - Increased serviceability floor rate

Mortgage portfolio by year of origination



New loan assessment (from FY16)³

- Income**
- All income used in application to assess serviceability is verified
 - 80% or lower cap on less stable income sources (e.g. bonus, overtime)
 - Applicants reliant on less stable sources of income manually decided
 - 90% cap on tax free income, including Government benefits
 - Limits on investor income allowances
 - Rental income net of rental expenses used for servicing

- Living expenses**
- Living expenses captured for all customers
 - Servicing calculations use the higher of declared expenses or HEM adjusted by income and household size
 - Expenses excluded from HEM are added to the higher of the declared expenses or HEM

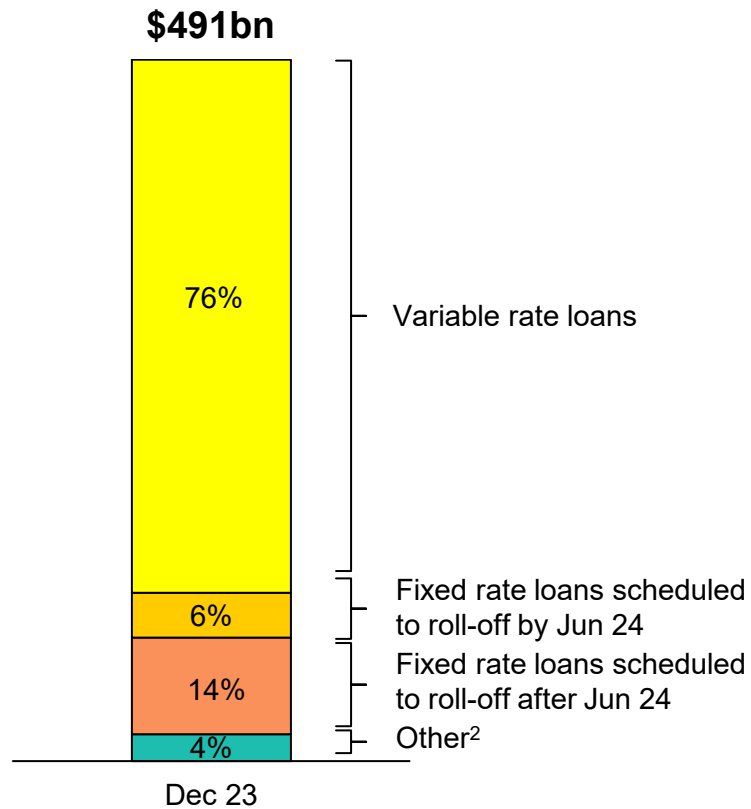
- Interest rates**
- Assess customer ability to pay based on the higher of the customer rate plus serviceability buffer or minimum floor rate
 - Interest Only (IO) loans assessed on principal and interest basis over the residual term of the loan

- Existing debt**
- Existing customer commitments are verified through Comprehensive Credit Reporting (CCR) or CBA transaction accounts data
 - CBA transaction accounts and CCR data used to identify undisclosed customer obligations
 - For repayments on existing debt:
 - CBA and OFI repayments recalculated using the higher of the actual rate plus a buffer or minimum floor over remaining principal and interest loan term
 - Credit card repayments calculated at an assessment rate of 3.8%
 - Other debt repayments calculated based on actual rate + buffer

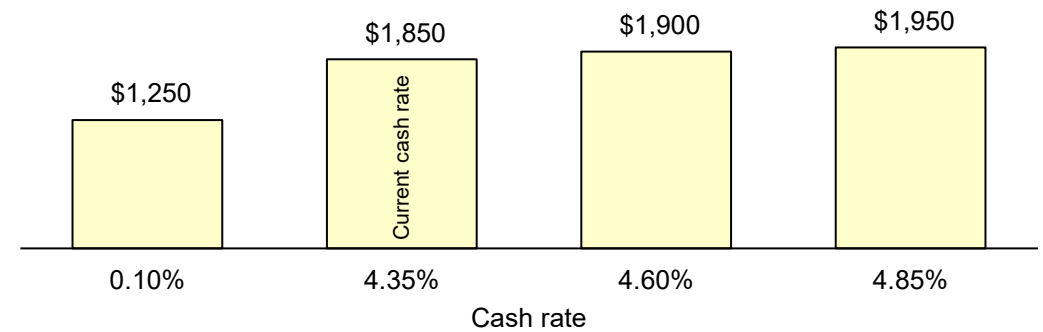
1. CBA excluding Bankwest unless stated otherwise. Excludes Line of Credit, Reverse Mortgage, Commonwealth Portfolio Loan and Residential Mortgage Group. 2. Serviceability changes are reflective of changes made within the financial year and may have changed since implementation or may not be in currently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

Home loans – resilience^{1,2}

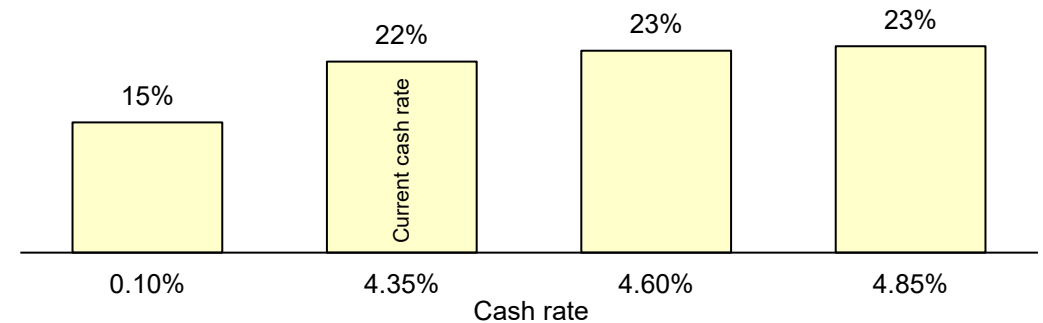
Median minimum repayments represent 22% of pre-tax income



Average minimum monthly repayment³



Median monthly repayment as % of pre-tax income³



1. CBA excluding Bankwest unless otherwise stated. 2. Includes Line of Credit, Reverse Mortgage, Commonwealth Portfolio Loan, Residential Mortgage Group and Unloan. 3. For cash rates 4.60% and higher, fixed rate accounts expiring by June 2024 have had their repayment forecast based on a projected variable rate.

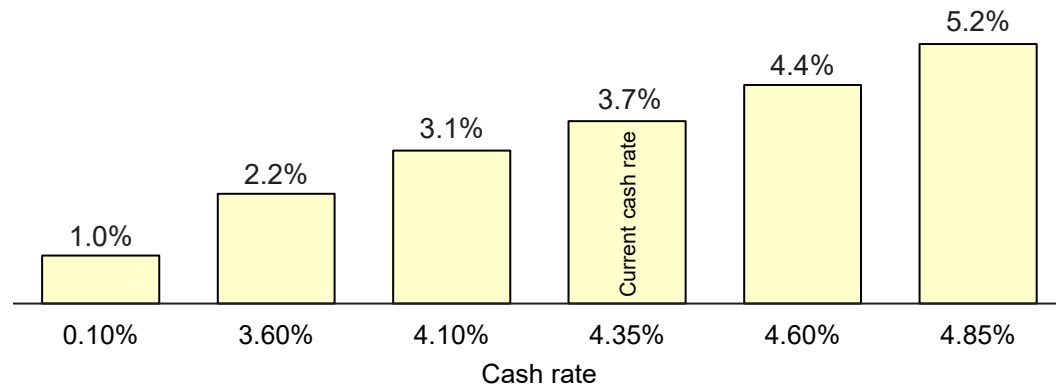
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Home loans – resilience¹

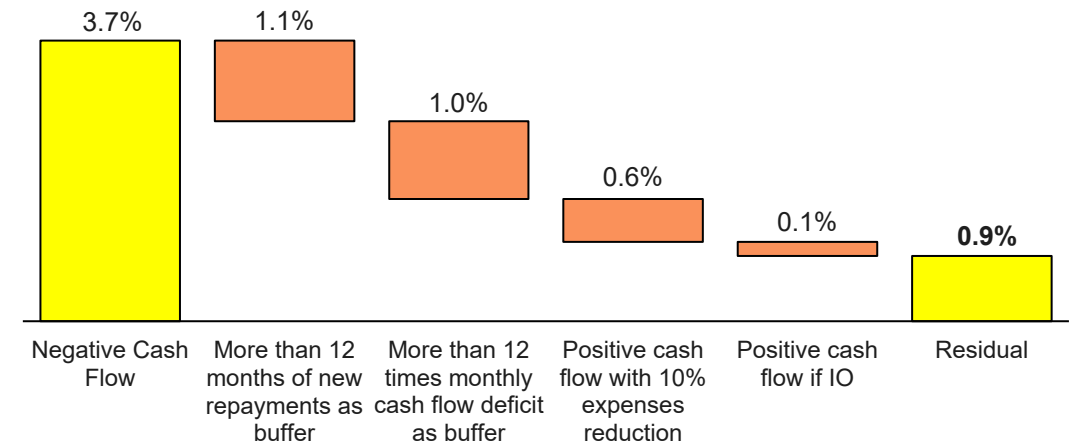
Savings and repayment buffers lessen potential negative cash flow outcomes



Proportion of variable rate owner occupier loans originated in the past 5 years estimated with negative cash flow at different cash rates



Negative cash flow profile at 4.35% cash rate



- Loans are limited to originations in the past 5 years
- Income at origination is scaled by Wage Price Index
- Assumes no changes to household composition and financial circumstances
- Customer declared expenses² are scaled by Consumer Price Index and benchmarked against latest HEM
- Assumes no other monthly debt commitments aside from repayments on home loans held with CBA and Bankwest

1. CBA including Bankwest. Excludes Line of Credit, Reverse Mortgage, Commonwealth Portfolio Loan, Residential Mortgage Group and Unloan. Originations limited to within the past 5 years. 2. Includes basic and discretionary expenses.

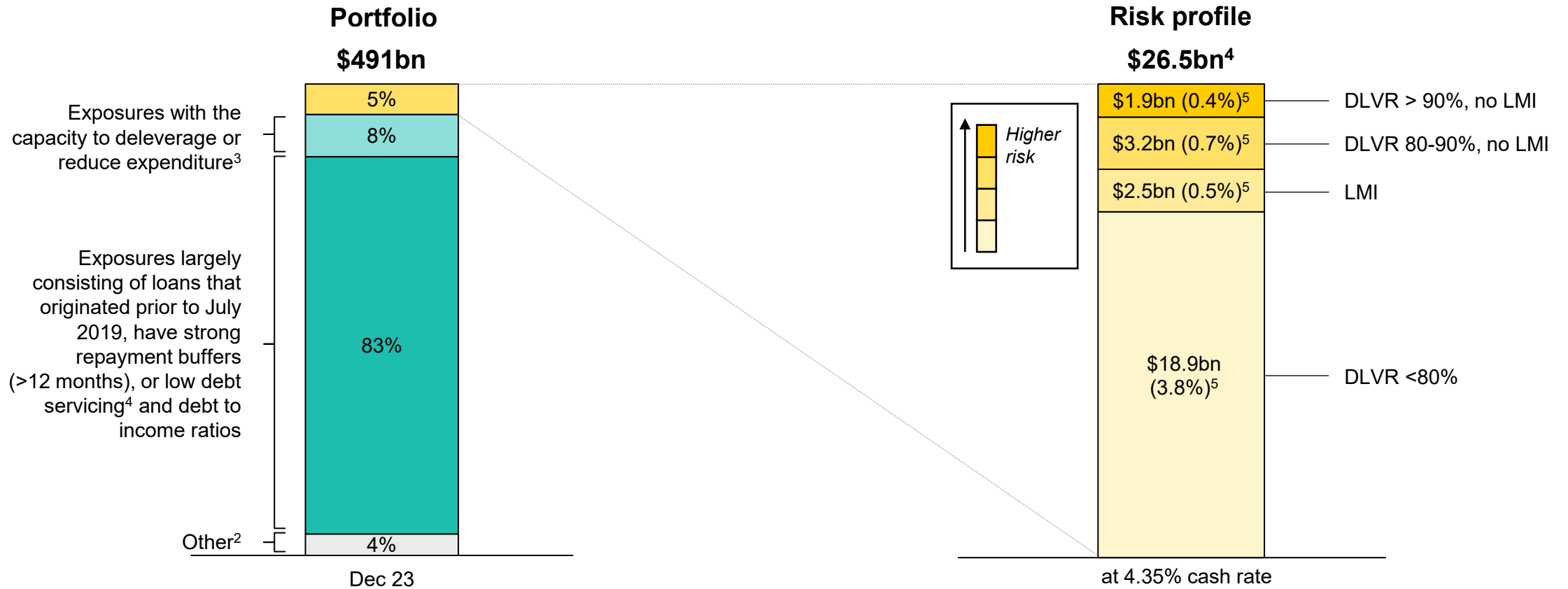
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Home loans – resilience^{1,2}

Targeted support for customers in the highest risk segment (~0.4% of book)



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1. CBA excluding Bankwest. Unless otherwise stated. 2. Includes Line of Credit, Reverse Mortgage, Commonwealth Portfolio Loan, Residential Mortgage Group and Unloan. 3. Predominantly investors or have lower repayments. 4. Monthly repayments have been estimated at 4.35% cash rate for variable rate loans and fixed rate loans scheduled to roll-off by June 2024. 5. Proportion of overall portfolio of \$491bn.

Home loans – resilience¹

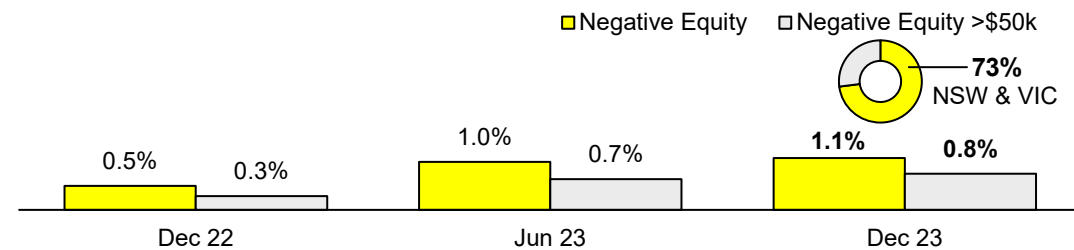
Portfolio DLVR strong and stable at 45%



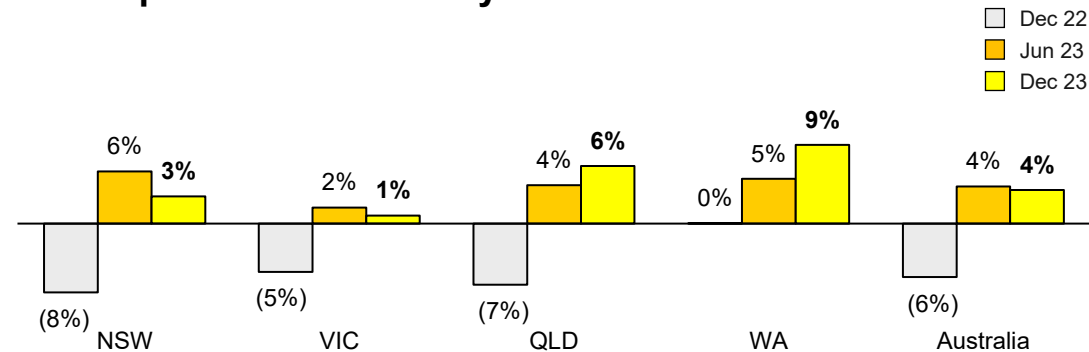
Negative equity²

Proportion of balances in negative equity

- 59% of customers ahead of repayments
- 20% of home loans in negative equity have Lenders Mortgage Insurance

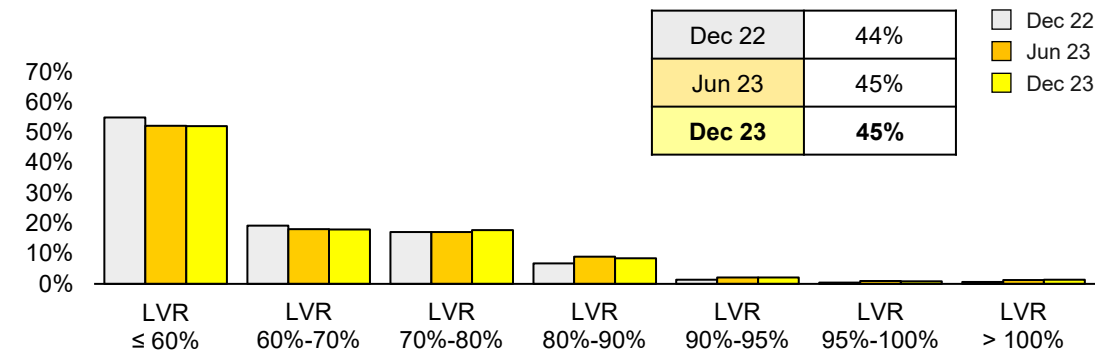


House price movements by state⁵



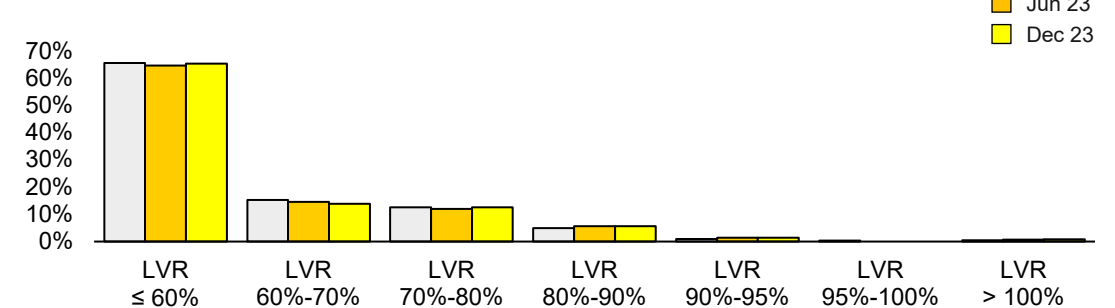
Dynamic LVR bands³

% of total portfolio balances



Dynamic LVR bands³

% of total portfolio accounts



1. CBA including Bankwest. Excludes Line of Credit, Reverse Mortgage, Commonwealth Portfolio Loan, Residential Mortgage Group and Unloan. 2. Negative equity arises when the outstanding loan (less offsets) exceeds house value. Based on outstanding balances, taking into account cross-collateralisation and offset balances. CBA updates house prices monthly using internal and external valuation data. 3. Taking into account cross-collateralisation. Offset balances not considered. 4. CBA including Bankwest, Line of Credit & Reverse Mortgages. Excludes Commonwealth Portfolio Loans and Residential Mortgage Group and Unloan. Average calculations based on collateral grouping. 5. Six month change sourced from CoreLogic Home Value Index released 1 January 2024.

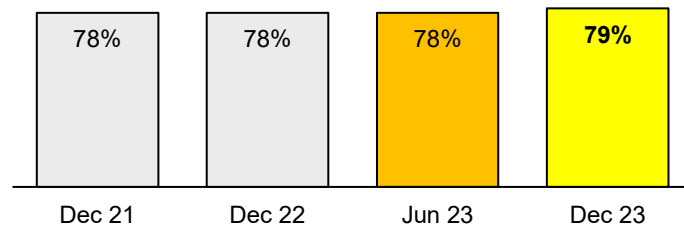
Home loans – resilience¹

Portfolio remains resilient – modest uptick in arrears, remain low



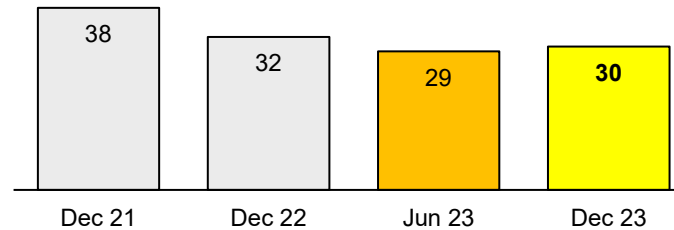
Customers in advance²

% of customers



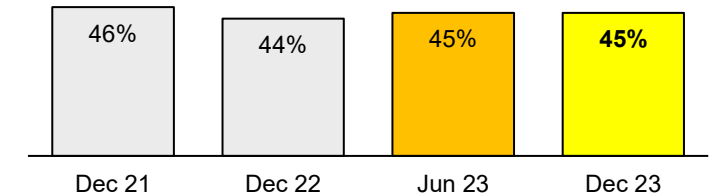
Average payments in advance^{2,3}

of payments



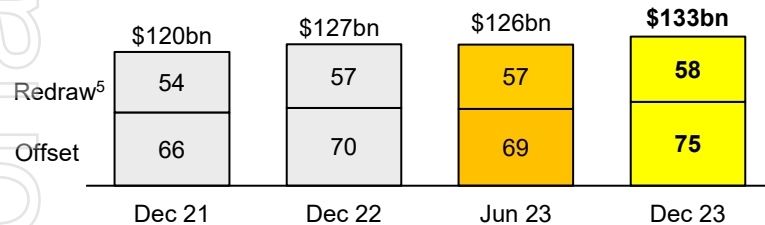
Dynamic LVR⁴

Portfolio averages



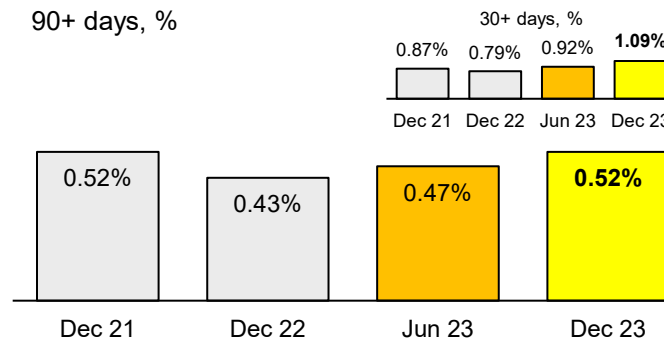
Offset and redraw balances

\$bn



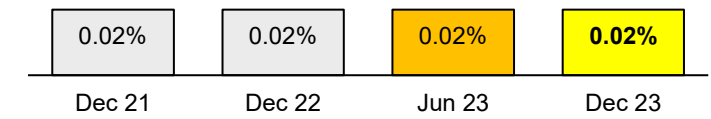
Home loan arrears⁶

90+ days, %



Mortgagee in possession (%)

% of accounts



1. CBA including Bankwest. Excludes Line of Credit, Reverse Mortgage, Commonwealth Portfolio Loans, and Residential Mortgage Group and Unloan, unless otherwise stated. 2. Any amount ahead of monthly minimum repayment; includes offset balances. 3. Average number of monthly payments ahead of scheduled repayments. 4. Taking into account cross-collateralisation. Offset balances not considered. 5. Redraw balances represent the value of all payments in advance (payments ahead of scheduled repayments), excluding offset facilities. 6. Group including New Zealand.

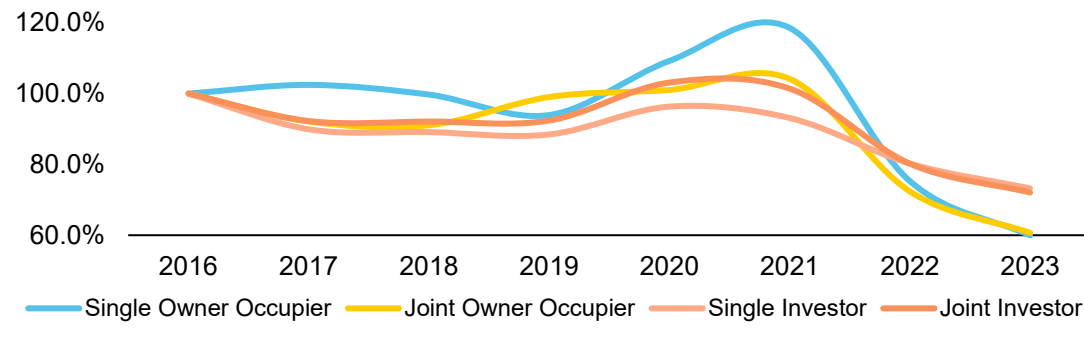
Home loans – capacity¹

Higher interest rates continue to impact borrowing capacity



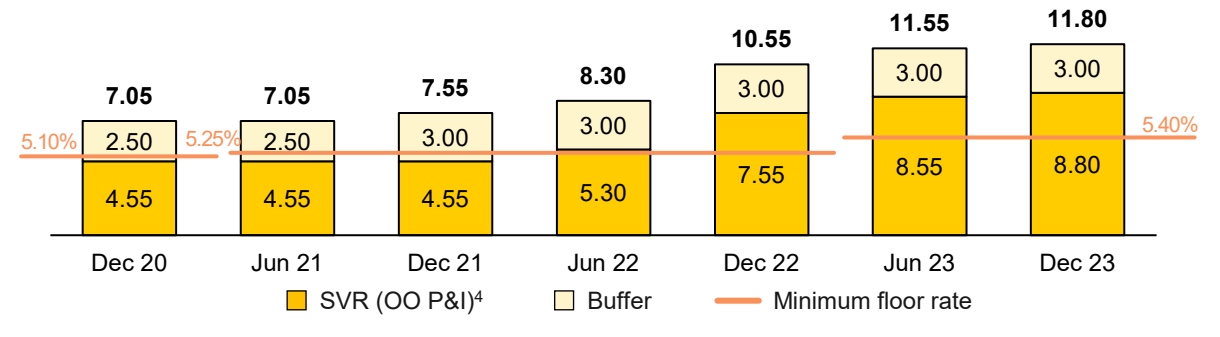
Borrowing capacity reducing²

Change in maximum borrowing capacity² – Indexed Dec 16



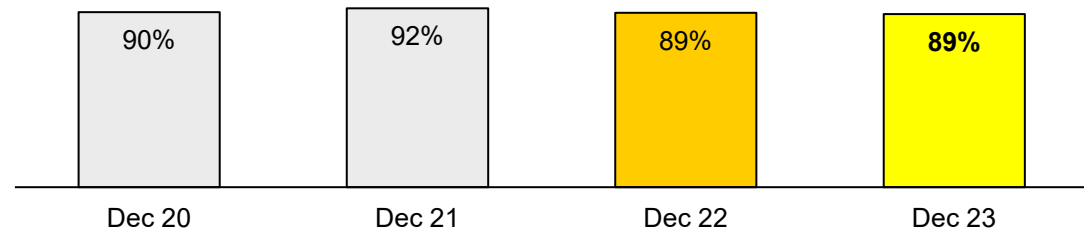
Driven by increase in serviceability buffer and interest rates

(Loans assessed based on the higher of the customer rate³ + buffer, or minimum floor rate)



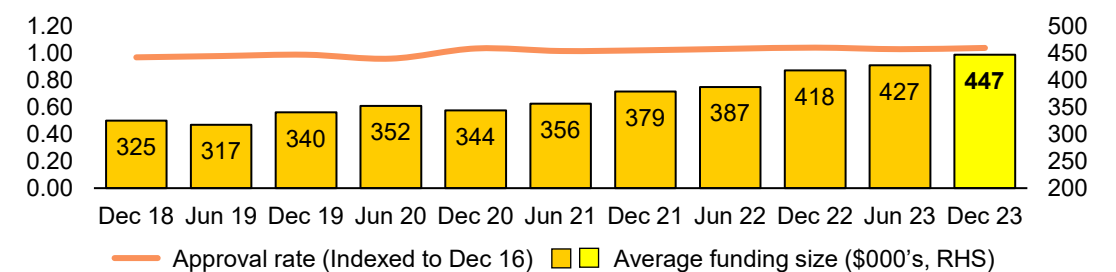
Borrowing capacity⁵

% of applicants with additional capacity to borrow



With average loan size⁶ increasing

Indexed



1. CBA excluding Bankwest and Unloan, unless noted otherwise. 2. Scenarios based on differing assumptions with respect to family types, number of dependents, loan size, income sources and existing liabilities/commitments. 3. Customer rate includes any customer discounts that may apply. 4. SVR (OO P&I) reflects the advertised reference rate and does not include any customer pricing concessions. 5. Applications that have passed system serviceability test; borrowed with excess capacity reflects applicants above minimal net income surplus. 6. Based on fundings 6 months ending. Average funding size defined as funded amount/number of funded accounts. Includes Unloan.

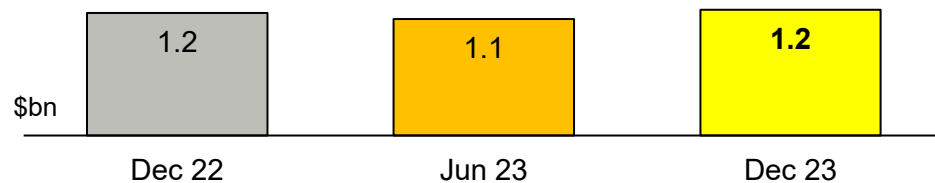
Home loans – resilience¹

Impaired loans and portfolio losses remain low

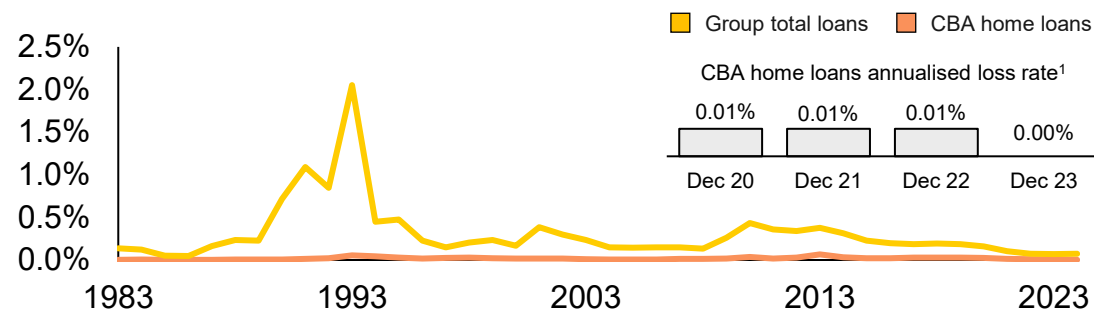


Impaired home loans²

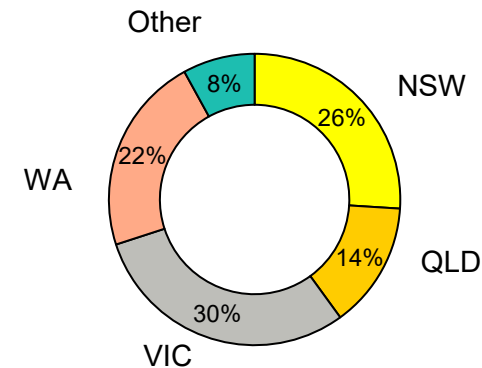
Modest increase in Australian home loan impairments as higher interest rates continue to provide upward pressure on households



Losses to average gross loans and acceptances (GLAA)⁴

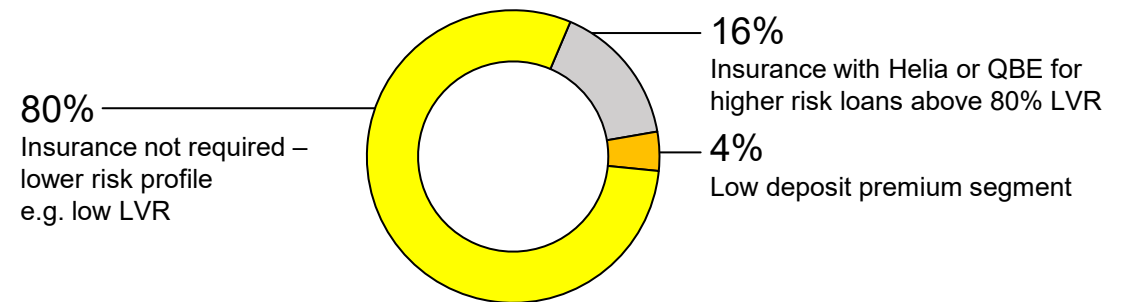


Impaired home loans – by State³



Portfolio insurance profile⁵

% of home loan portfolio



1. CBA including Bankwest. 2. Process for identification of impairments: impairment assessments are carried out at 90 days past due for not well secured loans or at observed events e.g. bankruptcy, and takes into account cross-collateralisation, impairment is triggered where refreshed security valuation, minus 4% transaction cost and expected next 12 months interests, is less than the loan balance by $\geq \$1$, impaired accounts 90+ days past due are included in 90+ arrears reporting and where the shortfall is greater than or equal to \$20,000 an Individually Assessed Provision (IAP) is raised. 3. Excludes ASB.

4. Bankwest included from FY09. 5. Excludes Line of Credit, Reverse Mortgage, Commonwealth Portfolio Loan, Residential Mortgage Group and Unloan.

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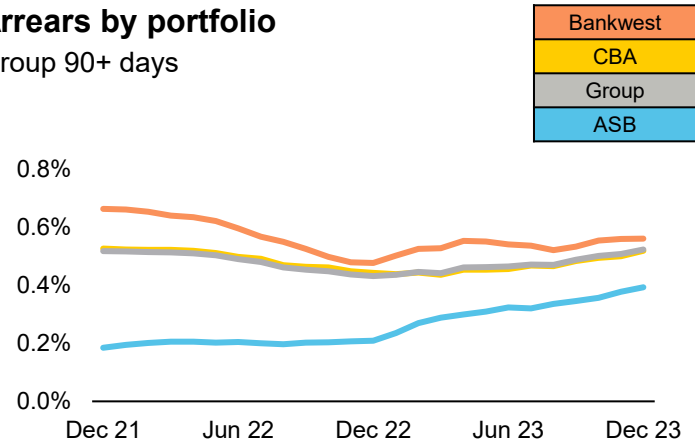
Home loans – resilience

Modest uptick in arrears, however remain low



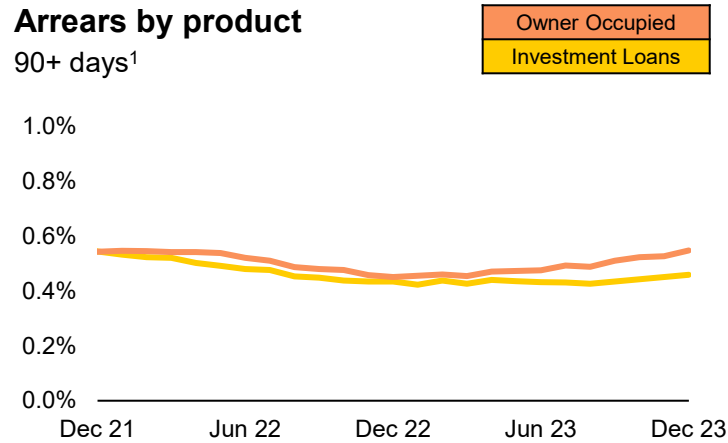
Arrears by portfolio

Group 90+ days



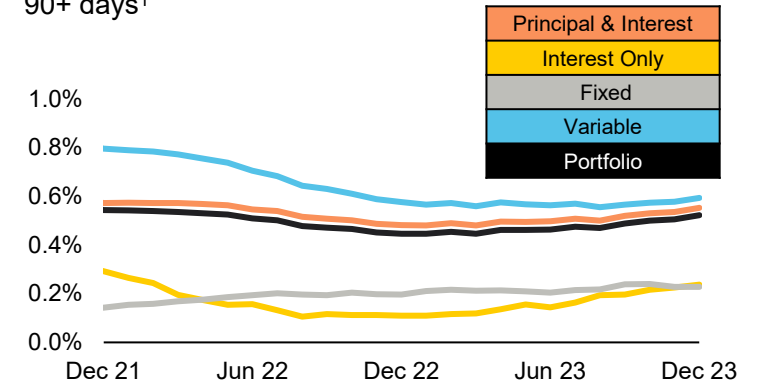
Arrears by product

90+ days¹



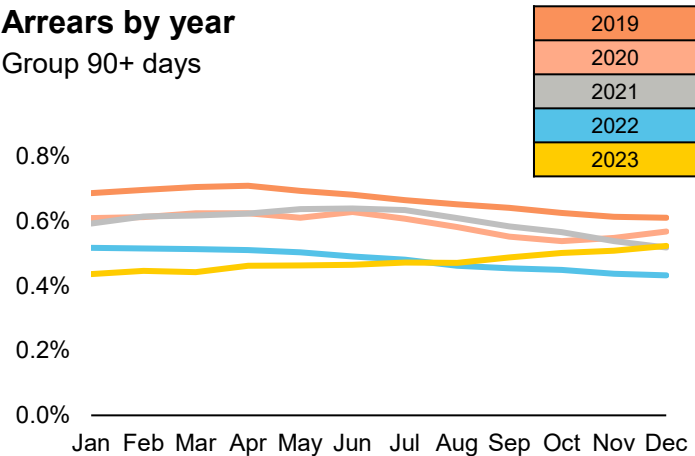
Arrears by repayment and interest type

90+ days¹



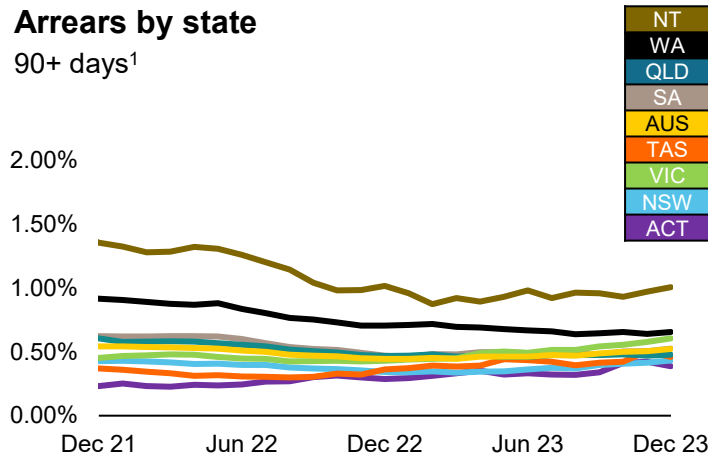
Arrears by year

Group 90+ days



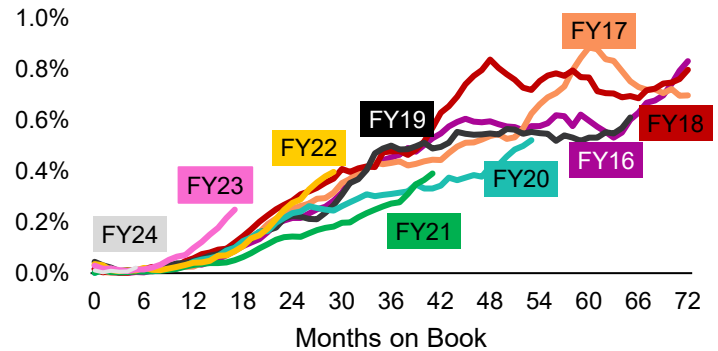
Arrears by state

90+ days¹



Arrears by vintage

90+ days¹



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

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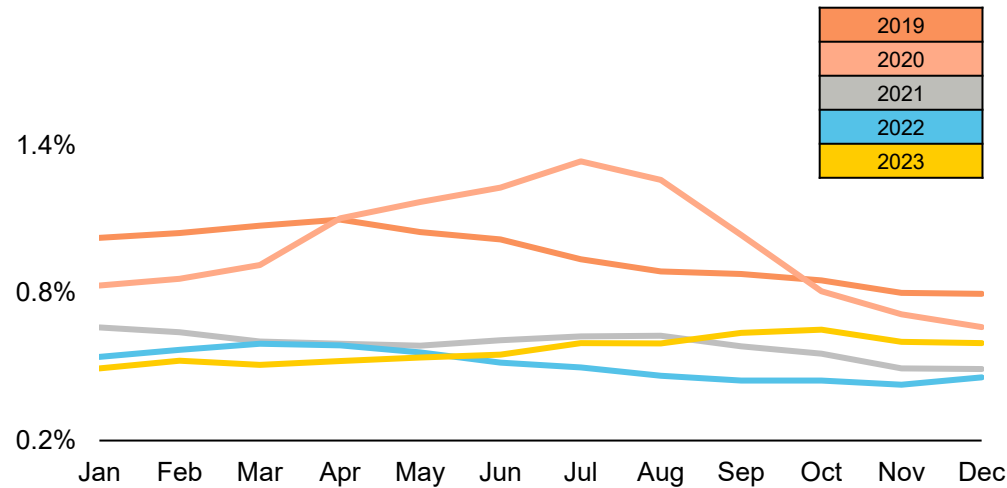
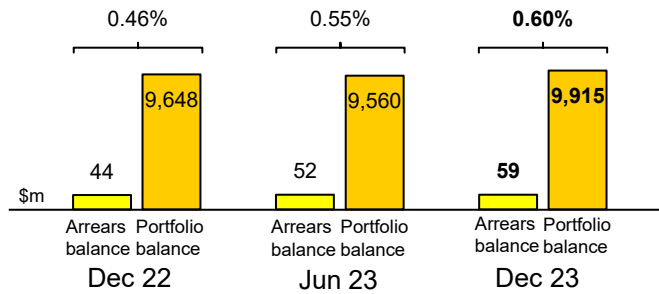
Consumer arrears¹

Increase in arrears influenced by borrowers susceptible to higher cost of living – young, low income



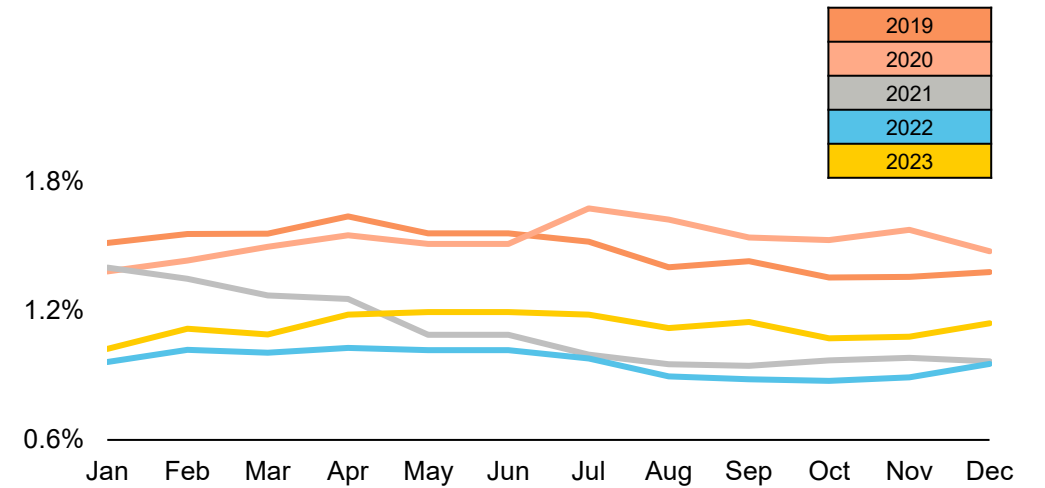
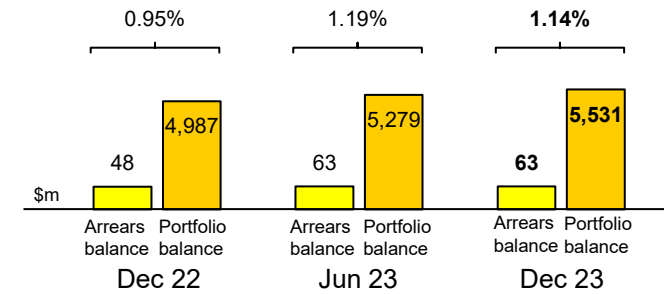
Credit cards

Group 90+ days



Personal loans

Group 90+ days



1. Group consumer arrears including New Zealand.

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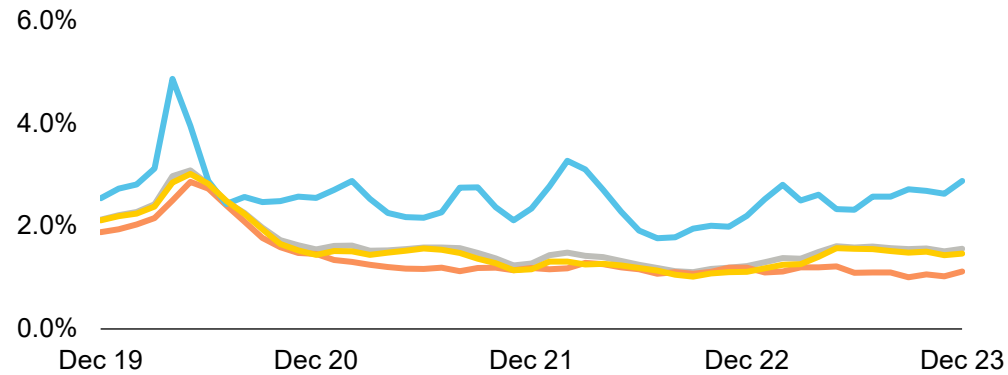
Consumer arrears¹

Arrears increasing modestly from historic lows



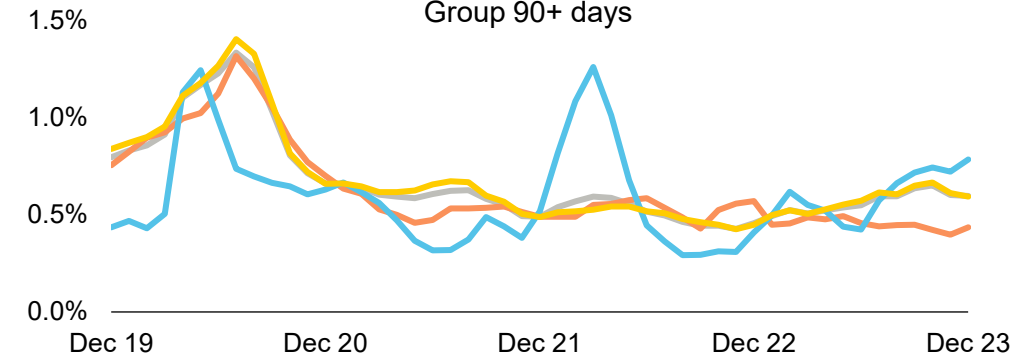
Credit cards

Group 30+ days



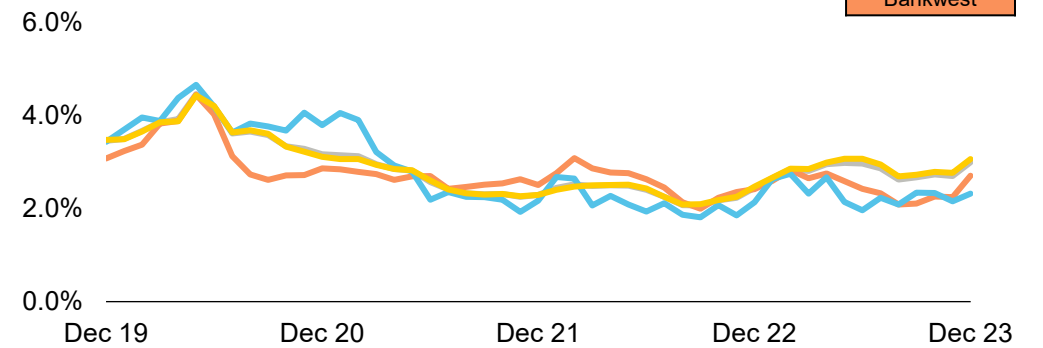
Credit cards

Group 90+ days



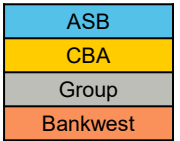
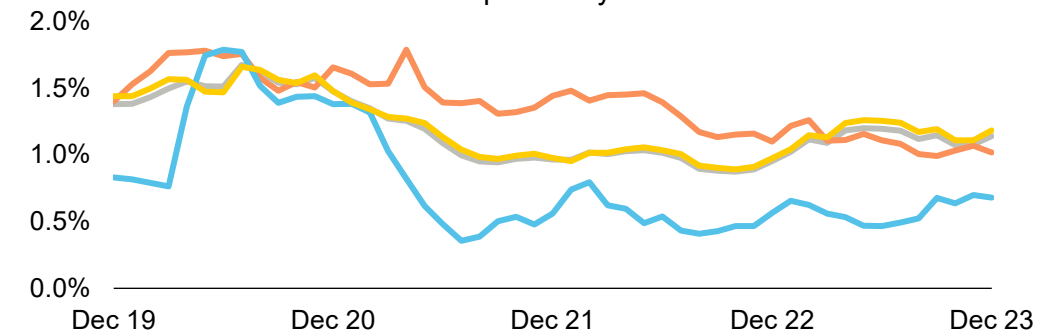
Personal loans

Group 30+ days



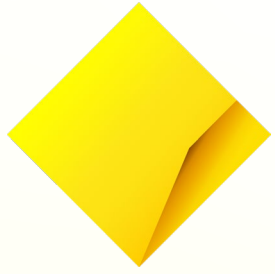
Personal loans

Group 90+ days



1. ASB write-off credit card and personal loans typically around 110 days past due if no agreed repayment plan.

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Business & corporate lending

Portfolio quality¹

Portfolio quality metrics sound

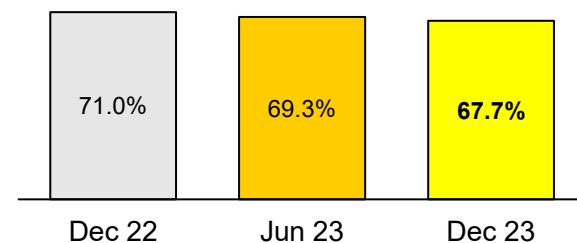


Exposures by industry¹

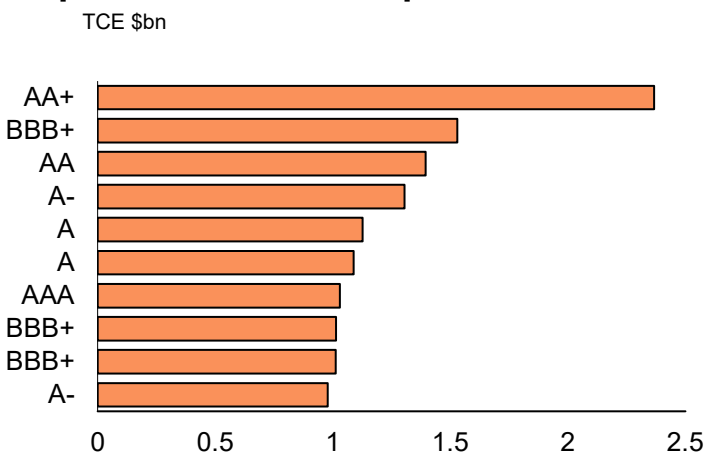
TCE \$bn	AAA to AA-	A+ to A-	BBB+ to BBB-	Other	Dec 23
Gov. admin & defence	187.2	18.6	0.6	0.5	206.9
Finance & insurance	53.9	48.6	7.2	3.6	113.3
Com. property	1.9	10.1	23.3	58.8	94.0
Agriculture & forestry	-	0.4	4.6	26.3	31.2
Transport & storage	0.3	3.3	11.5	11.0	26.1
Manufacturing	0.0	1.7	6.3	12.4	20.4
Wholesale trade	-	0.0	5.1	11.8	17.0
Ent. leisure & tourism	0.0	0.0	0.8	15.7	16.6
Retail trade	0.0	0.9	2.9	12.3	16.1
Elect. gas & water	0.4	3.1	9.7	2.8	15.9
Health & community services	0.0	0.7	3.3	11.3	15.4
Business services	0.2	0.4	3.8	11.1	15.4
Construction	0.0	-	0.8	11.7	12.5
Mining, oil & gas	0.0	0.7	3.6	2.4	6.8
Media & communications	1.4	1.0	1.8	1.3	5.5
All other ex consumer	0.4	1.3	1.6	8.9	12.2
Total	246.0	90.7	86.8	201.9	625.4

Corporate portfolio quality

Investment grade



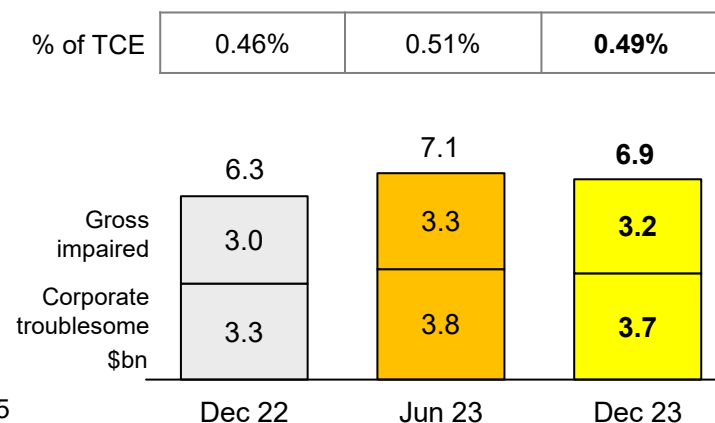
Top 10 commercial exposures



Group TCE by geography

	Dec 22	Jun 23	Dec 23
Australia	81.9%	82.2%	80.6%
New Zealand	10.0%	9.7%	9.8%
Americas	3.4%	3.5%	3.4%
Europe	2.6%	2.2%	3.2%
Asia	2.1%	2.4%	3.0%

Troublesome & impaired assets



1. CBA grades in S&P equivalents.

Total committed exposure¹

Close monitoring of key sectors



	Group TCE (\$bn)		TIA (\$bn)		TIA % of TCE		Provisions to total committed exposure %	
	Jun 23	Dec 23	Jun 23	Dec 23	Jun 23	Dec 23	Jun 23	Dec 23
Consumer	776.8	776.2	2.0	2.0	0.3%	0.3%	0.4%	0.4%
Government administration & defence	231.3	206.9	0.0	0.0	0.0%	0.0%	0.0%	0.0%
Finance & insurance	97.9	113.3	0.1	0.1	0.1%	0.1%	0.1%	0.1%
Commercial property	91.9	94.0	0.9	0.6	1.0%	0.7%	0.5%	0.5%
Agriculture & forestry	30.0	31.2	0.6	0.8	2.1%	2.5%	0.5%	0.7%
Transport & storage	24.7	26.1	0.2	0.2	0.8%	0.8%	0.6%	0.6%
Manufacturing	19.3	20.4	0.4	0.4	1.9%	2.0%	1.4%	1.4%
Wholesale trade	15.9	17.0	0.4	0.4	2.5%	2.3%	2.0%	1.8%
Entertainment, leisure & tourism	16.1	16.6	0.4	0.4	2.3%	2.2%	1.2%	1.5%
Retail trade	15.4	16.1	0.4	0.3	2.7%	1.9%	1.2%	1.2%
Electricity, gas & water	13.7	15.9	0.1	0.0	0.9%	0.1%	0.6%	0.3%
Health & community services	14.7	15.4	0.3	0.4	2.3%	2.4%	1.1%	1.2%
Business services	14.6	15.4	0.2	0.2	1.6%	1.5%	0.9%	0.8%
Construction	11.8	12.5	0.6	0.7	5.5%	5.8%	3.9%	3.4%
Mining, oil & gas	7.4	6.8	0.1	0.0	0.9%	0.5%	0.7%	0.8%
Media & communications	5.7	5.5	0.1	0.1	1.0%	1.3%	0.6%	0.5%
Education	3.7	3.6	0.0	0.0	0.5%	1.3%	0.3%	0.3%
Personal & other services	3.3	3.3	0.0	0.1	1.0%	2.0%	0.6%	0.8%
Other	5.9	5.4	0.3	0.2	3.2%	3.0%	n/a	n/a
Total	1,400.1	1,401.6	7.1	6.9	0.5%	0.5%	0.4%	0.4%

Refer separate slides following

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

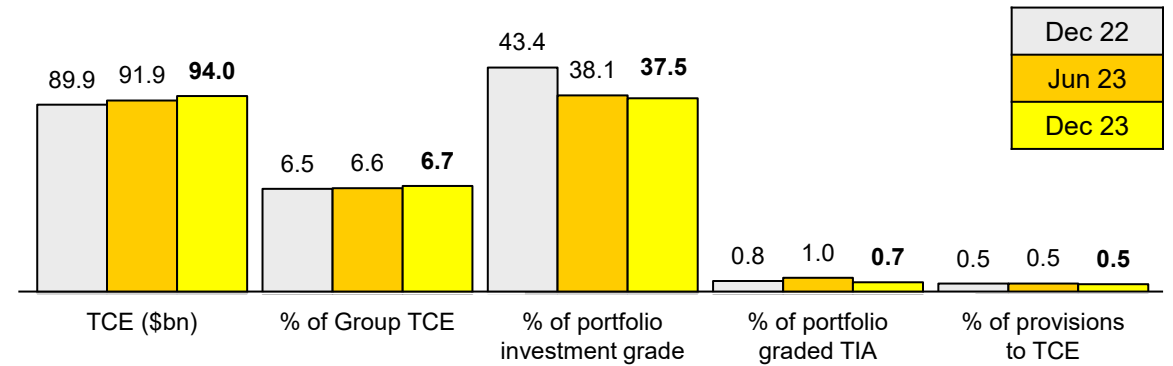
Commercial property

Well diversified, moderately leveraged portfolio

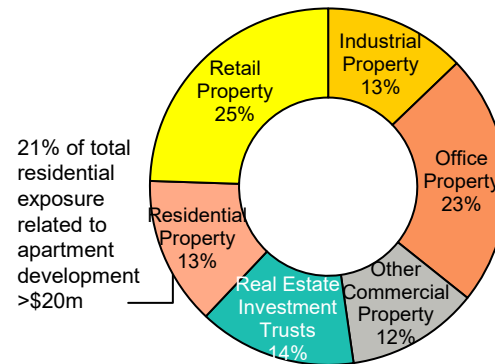
- There have been moderate declines in property values, although some assets with more challenging tenancy profiles, higher vacancies, location or significant capex for refurbishing are experiencing larger declines in value.
- Valuation sensitivities demonstrate that the portfolio remains well secured under downside scenarios. A result of active management of Loan to Valuation (LVR), and Interest Coverage origination thresholds which are assessed against future cash flows and interest rate settings.
- Tighter origination LVRs are in place for Office properties in high vacancy precincts. Over the half year Office exposure increased in Premium/A grade and decreased in B grade and below.
- Office exposures weighted toward Premium/A Grade property with weighted average LVR maintaining a buffer to the Bank's minimum requirements.
- Retail origination criteria actively managed with tighter criteria for assets with predominantly discretionary retailers as tenants.
- Portfolio remains well secured. Fully secured¹ exposure has increased from 80% in June 2022 to 82% as at December 2023. Of the 14% that is Unsecured, 95% is to investment grade customers.
- Exposure is diversified across sectors and by counterparty, with the top 20 counterparties representing 14% of the portfolio.
- Growth primarily concentrated in sectors with better credit quality or market conditions with exposure to REITS, Industrial and Premium/A grade office increasing and exposure to Secondary Office decreasing.
- Commercial property exposures outside Australia and New Zealand comprise less than 0.5% of the portfolio.
- Maintaining close portfolio oversight with serviceability criteria continuing to factor in forecast interest rate changes.



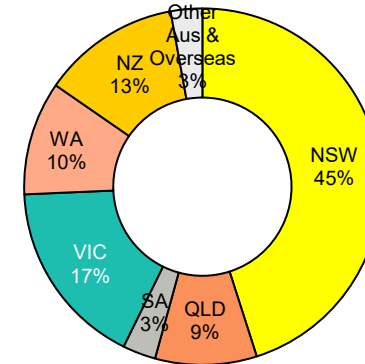
Group exposure



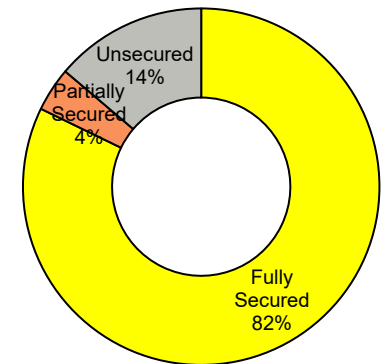
Sector



Profile Geography



Security¹



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

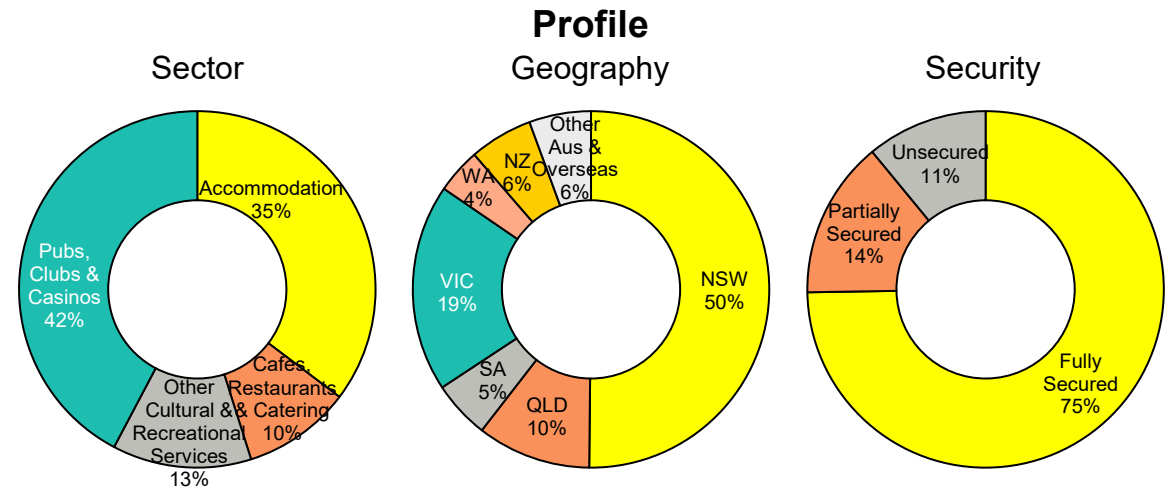
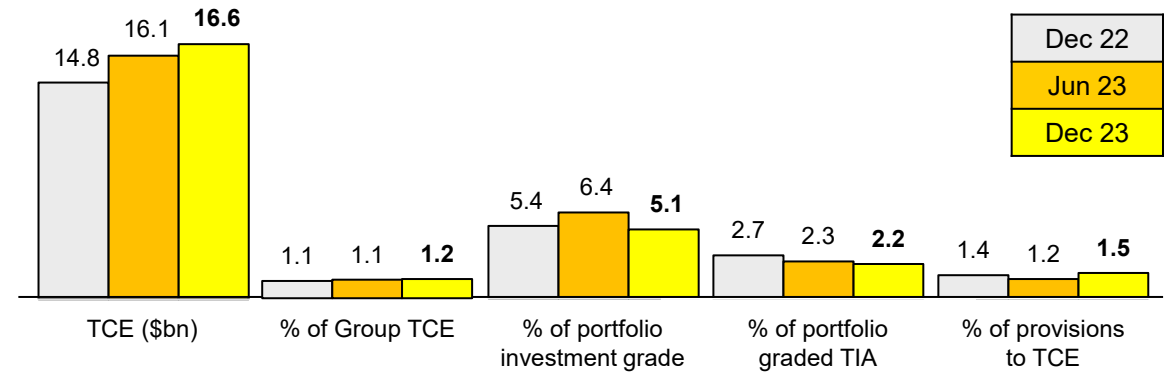
Entertainment, leisure & tourism

Performance steady despite cost of living challenges



- Recent portfolio growth has focused on higher quality and diversified operators with strong LVRs.
- Pubs and clubs have traded well, though operators are cautious about consumer spending, particularly in relation to food and beverage.
- Accommodation has benefitted from heightened domestic travel and improving business demand.
- LVRs across the portfolio remain well positioned and typically lower than 55%, assisted by improved net operating income.
- The CommBank Household Spending Insights (HSI) Index saw Hospitality growth of 3.2% in the year to December 2023.

Group exposure



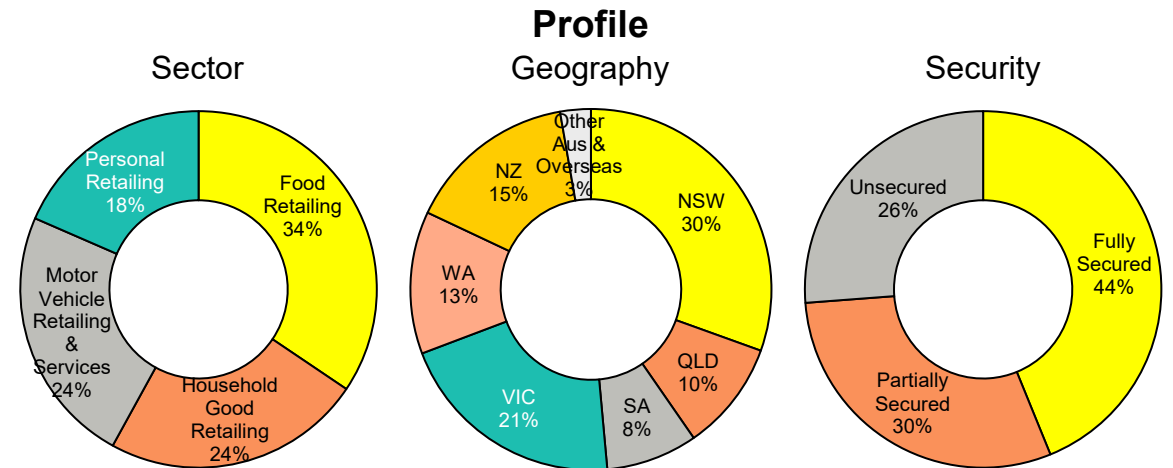
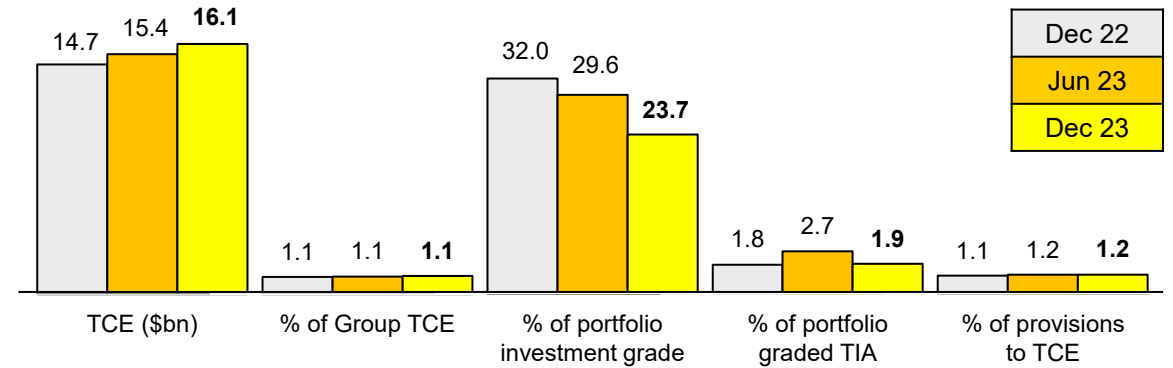
Retail trade

Household spending moderating



- Growth in Retail Trade was predominantly within non-discretionary sectors with caution exercised due to emerging cost of living challenges.
- The CommBank Household Spending Insights (HSI) Index declined by 3.9% in the month of December 2023. There were falls in 8 of the 12 HSI categories, with the largest falls in Household Goods (-16.0%/mth) and Recreation (-6.5%/mth).
- Annual Household Spending growth has reduced from the peak of 18.1% in August 2022 to 3.1% in December 2023 (in nominal dollars).
- Labour availability pressures have eased, influenced by migration into Australia.

Group exposure



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Construction

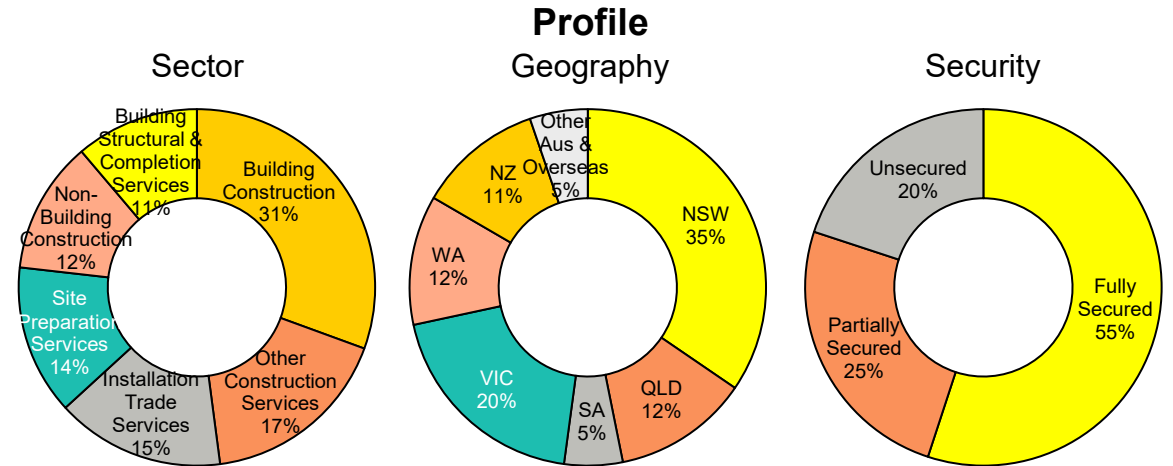
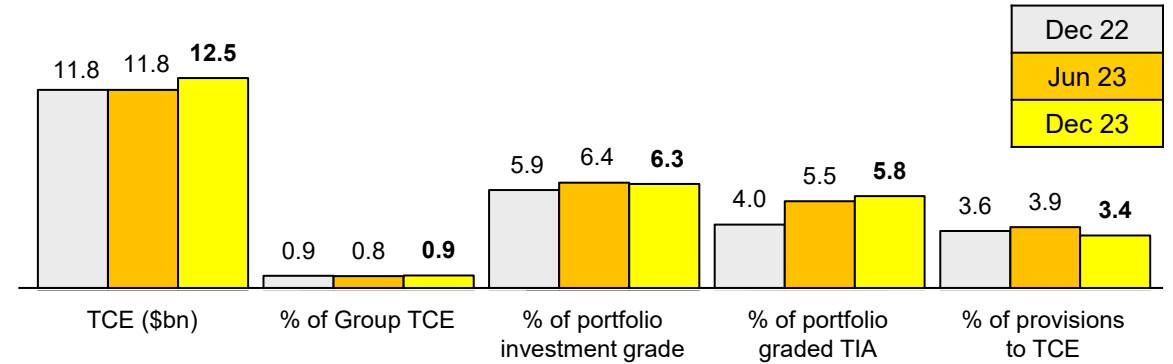
Sector remains challenged, growth directed to well-performing counterparties and sub-sectors



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- Growth directed to sub-sectors less exposed to high risk, fixed price contracts.
- For the half year to December 2023, Non-Building Construction, Civils, Installation Trade Services and Other Construction Services represented more than half of the sector growth, in line with portfolio weighting of 58%.
- Low dwelling approvals and commencements point to a constrained longer-term outlook.
- Industry surveys suggest building material cost inflation is easing. Labour shortages remain an issue across specific skilled trades.
- Loss making fixed price dwelling contracts are increasingly being worked through, with many operators returning to profitability.
- Performance in Non-Building Construction and Civils has been stable, and pipelines remain robust.

Group exposure



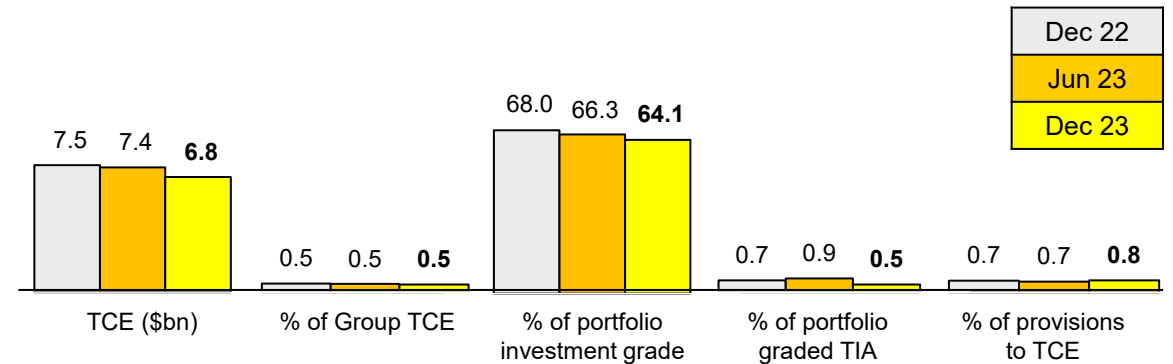
Mining, oil & gas

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

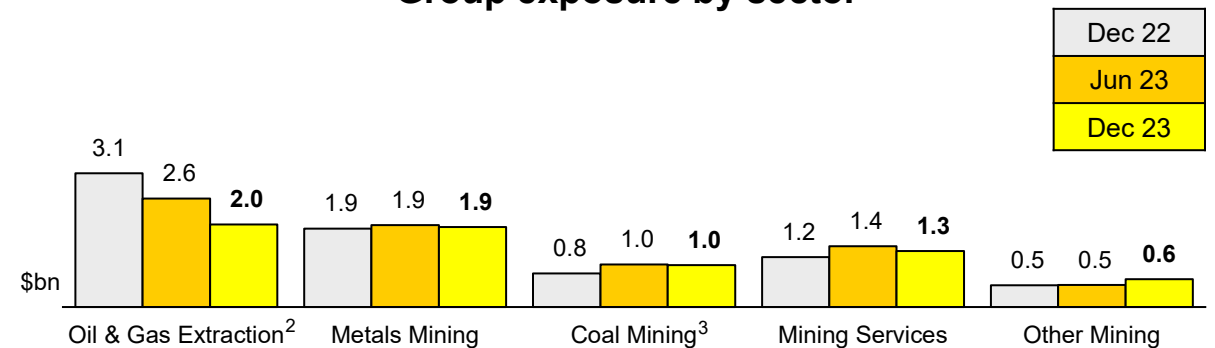


- Overall decrease in Oil and Gas extraction sub-sector.
- Stable performance over the past 6 months:
 - Investment grade largely stable at 64% of portfolio.
 - Diversified by commodity/customer/region.
 - Focus on quality, low cost projects with strong fundamentals and sponsors.
- Oil & Gas Extraction is the largest sub-sector (30% of total), 86% investment grade.
- Troublesome and impaired level reduced to 0.5%.

Group exposure

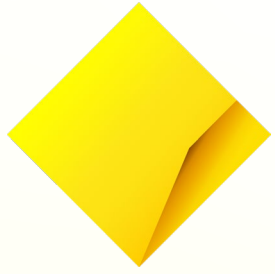


Group exposure by sector¹



1. Please see our Environmental and Social Framework commbank.com.au/policies and our 2023 Climate Report commbank.com.au/ClimateReport2023 to learn more about our sector-level commitments and 2030 sector-level targets. 2. Includes LNG terminals. 3. Includes all exposure with black coal mining as per the ANZSIC classification.

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Funding, liquidity & capital

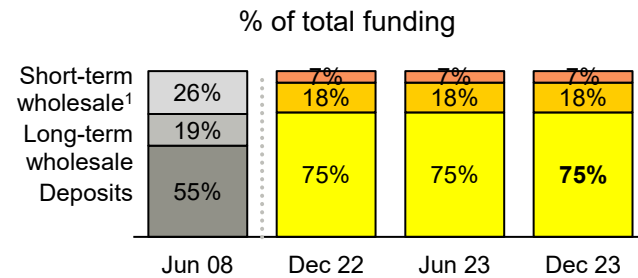
Funding overview

Conservative funding settings maintained, flexibility through tighter financial conditions



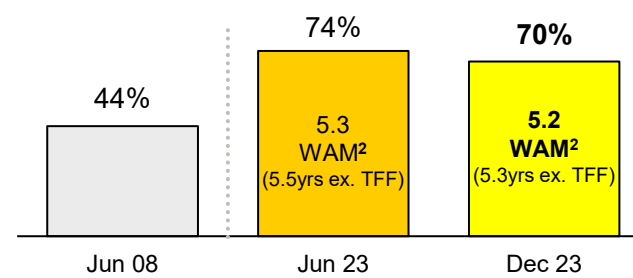
Funding composition

Deposit growth supporting 75% of funding



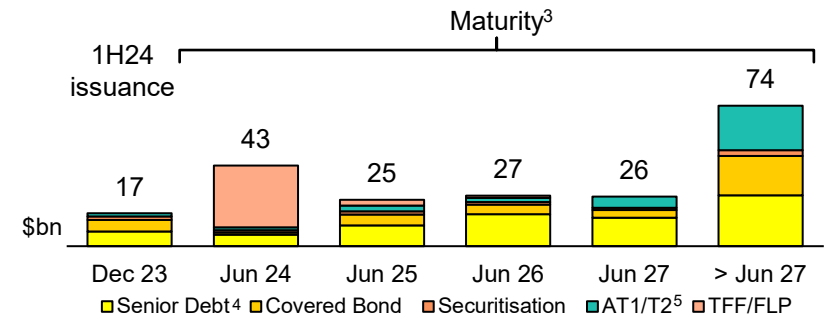
Wholesale funding

Weighted to long-term

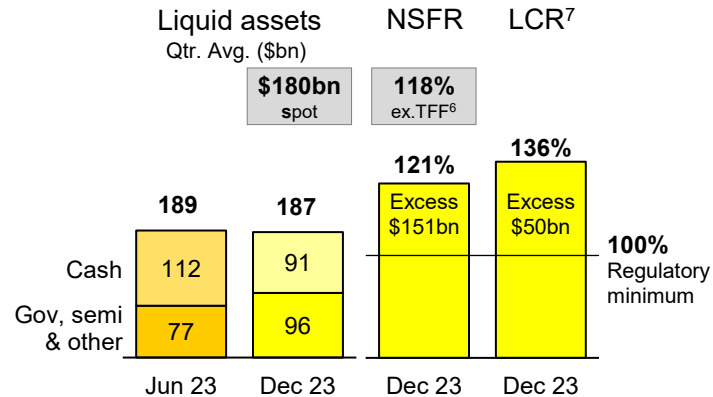


Funding profile

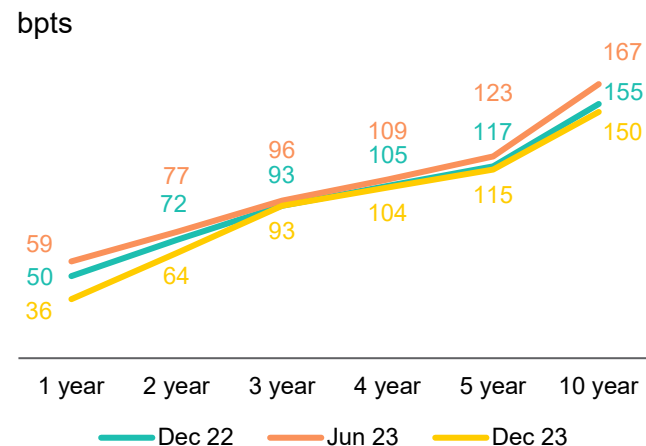
TFF refinance to be managed across FY24 – FY25 period



Liquidity metrics

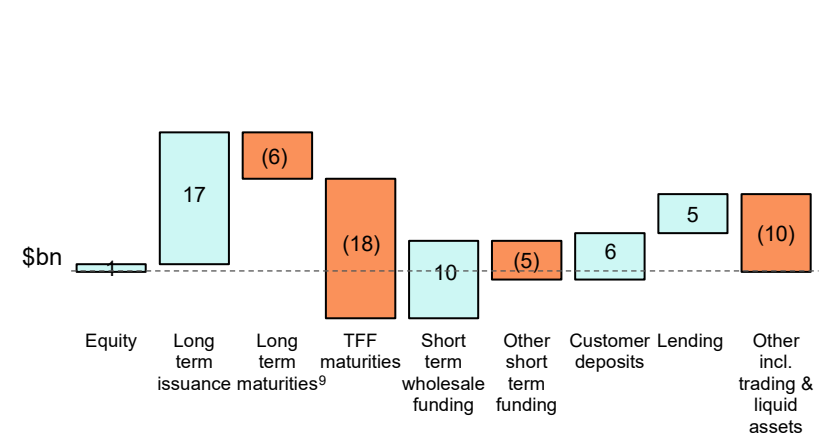


Indicative wholesale funding costs⁸



Sources and uses of funds

6 months to Dec 23



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

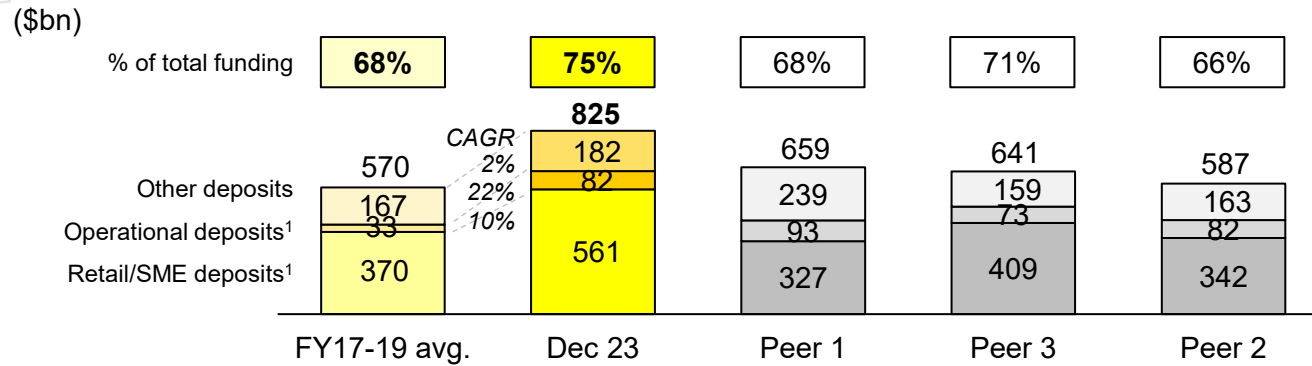
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Deposit funding

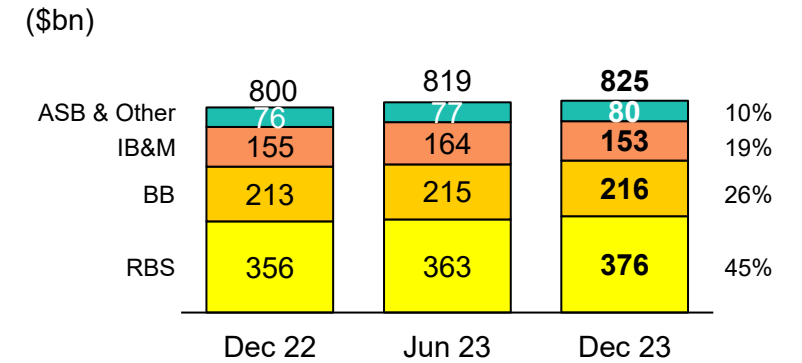
Highest share of stable customer deposits in Australia



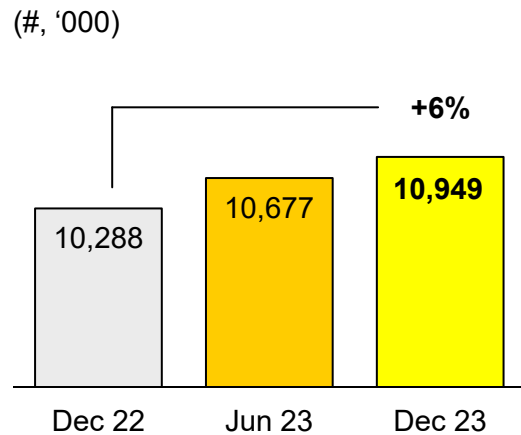
Customer deposits vs peers¹



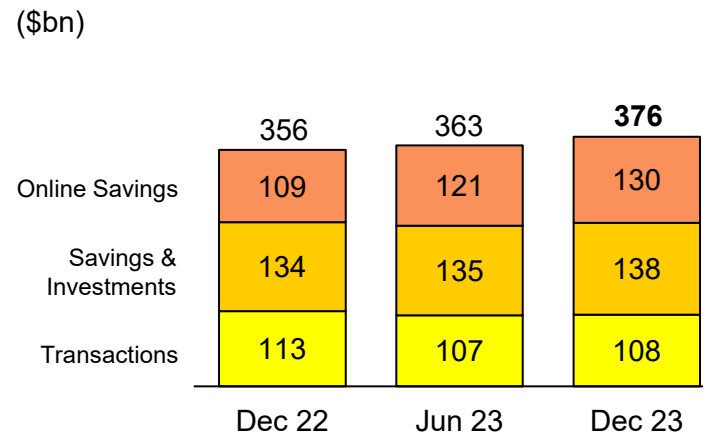
Customer deposits by segment⁴



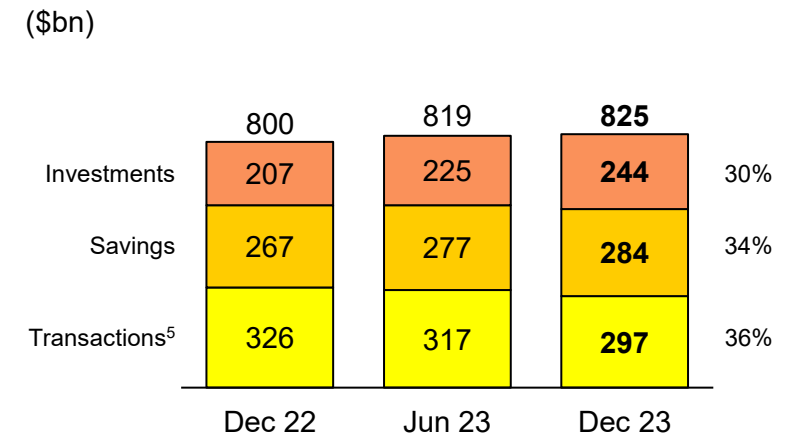
Retail transaction accounts²



Retail deposit mix³



Customer deposits by product⁴



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

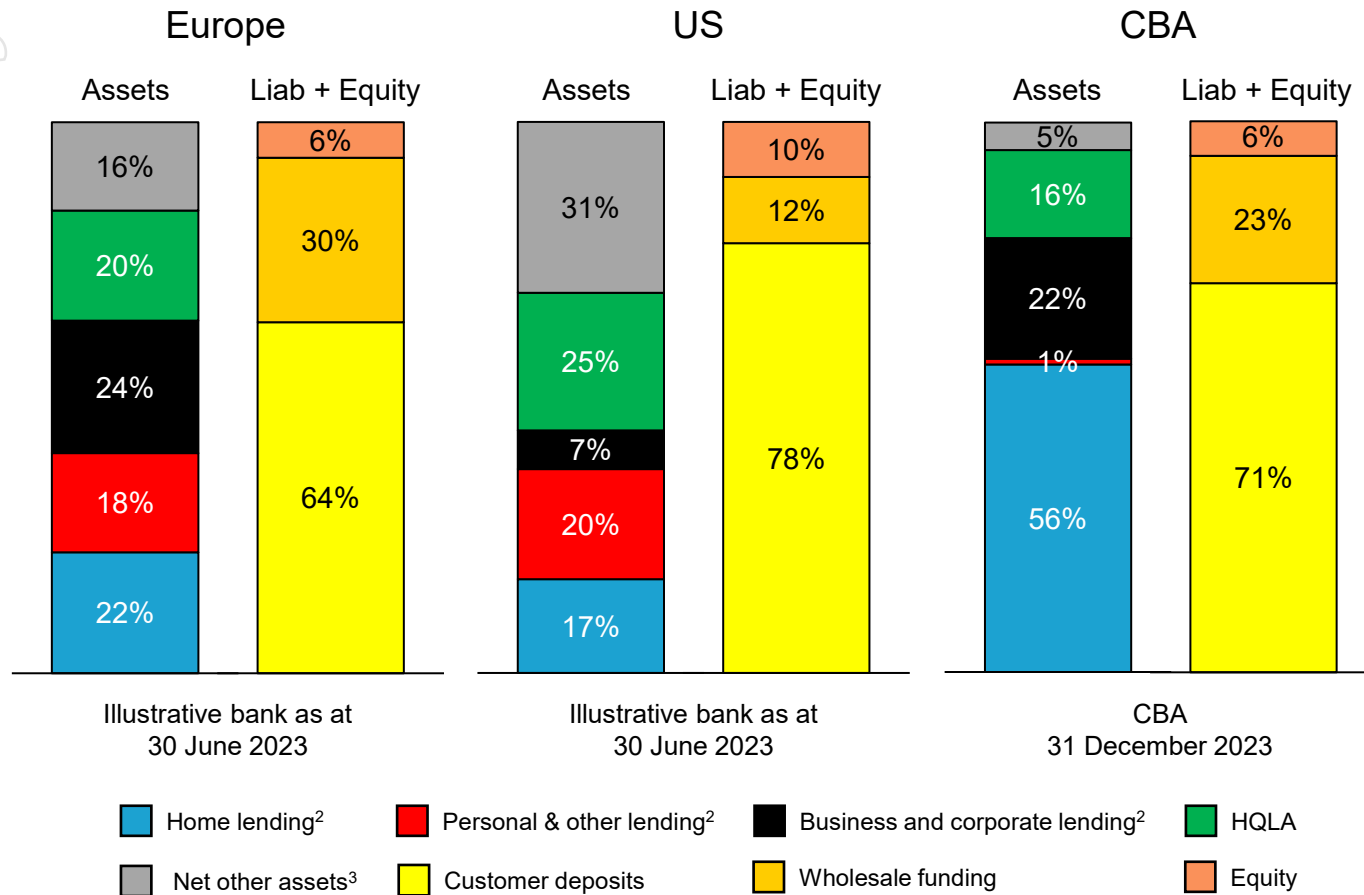
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Balance sheet composition¹

CBA has stable, high quality assets and conservative funding settings



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Assets – CBA has a stable, high quality asset profile:

- High proportion of well secured home lending assets
- Very low proportion of higher risk unsecured consumer finance/personal lending
- HQLA primarily consists of cash and deposits with central banks, government and semi-government securities; all bonds held are fully hedged for interest rate risk

Funding – CBA has proactively maintained conservative funding settings:

- Low proportion of short-term funding which provides flexibility through tighter financial conditions and to manage TFF maturities
- Long-term wholesale funding has a weighted average maturity of 5.2 years and is diversified by product and currency; track record of good access to global funding markets
- Large proportion of customer deposits funding including highest proportion of stable household deposits

1. Based on published peer bank Balance Sheet disclosures, with the exception of other assets, which are presented net of other liabilities, and HQLA which is based on Pillar 3 LCR disclosures.

2. Lending includes net loans and advances. 3. Include unencumbered marketable securities that do not qualify as HQLA, pledged securities and other assets net of trading and other liabilities.

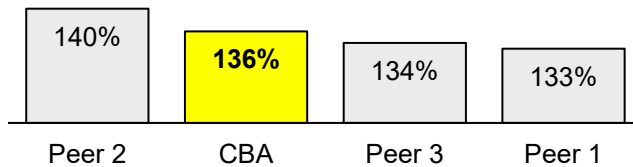
Liquidity

Disciplined approach to liquidity risk management



Liquidity Coverage Ratio (LCR)¹

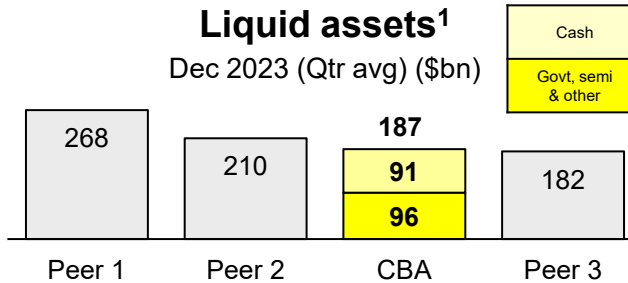
Dec 2023 (Qtr avg)



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

Liquid assets¹

Dec 2023 (Qtr avg) (\$bn)



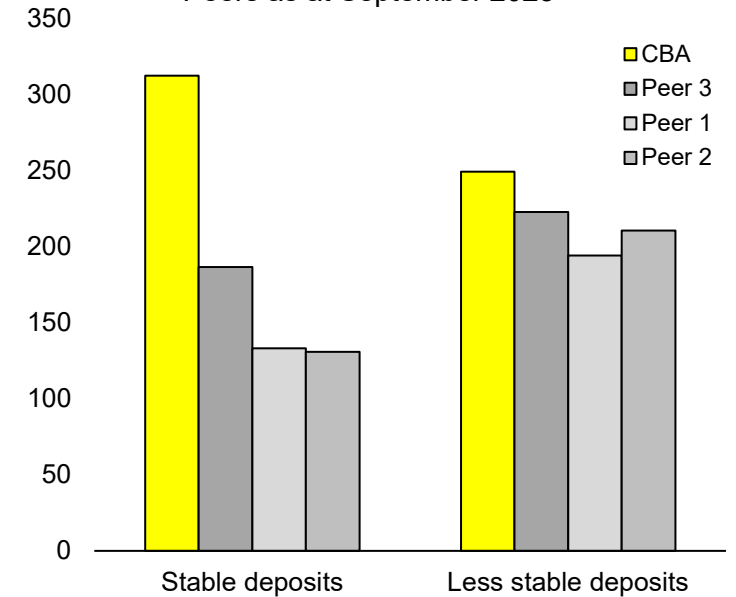
Liquid assets primarily consists of cash and deposits with central banks, Australian semi-government and Commonwealth government securities.

Retail and SME deposits

Deposits in NSFR² (\$bn)

As at December 2023

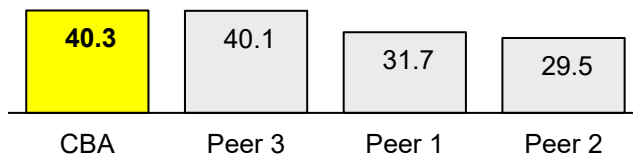
Peers as at September 2023¹



CBA has a significant share of stable household deposits with over **42%** of CBA's deposits protected under the Financial Claims Scheme as at Dec 23.

Interest rate risk management

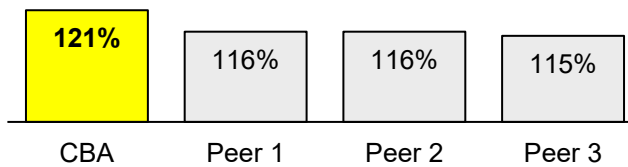
IRRBB RWA³ (\$bn) as at Dec 2023



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

Net Stable Funding Ratio (NSFR)¹

Dec 2023



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

1. Peer Source: 30 September 2023 Pillar 3 Regulatory Disclosures. 2. Stable and less stable deposits in NSFR calculation. Excludes operational deposits, other deposits and wholesale funding.

3. Based on IRRBB risk weighted assets as per publicly available disclosures. CBA data as at 31 December 2023. Peer data as at 30 September 2023.

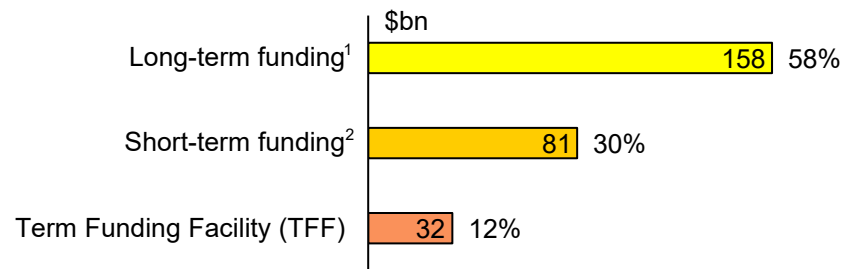
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Wholesale funding

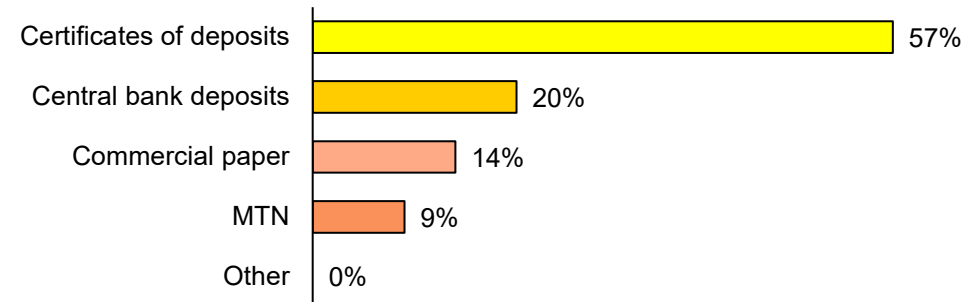
Wholesale funding is diversified across differing products, currencies and tenor



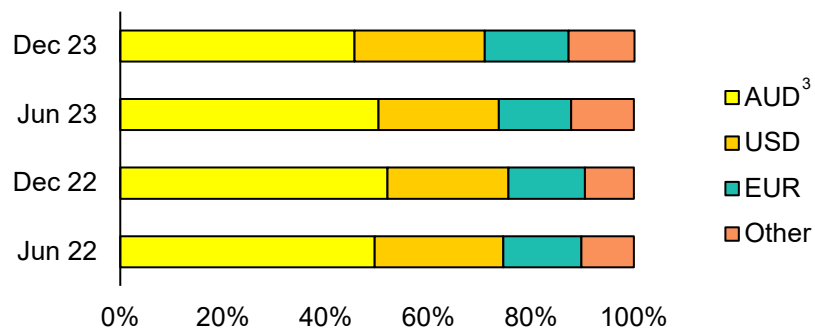
Portfolio mix



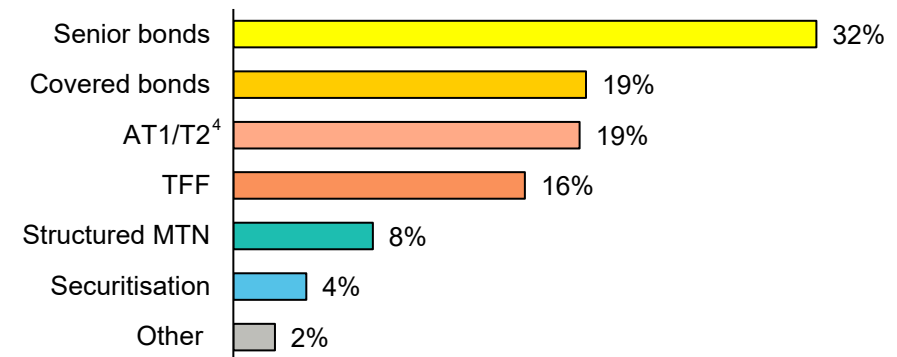
Short-term funding by product



Long-term funding by currency



Long-term funding by product



1. Represents the carrying value of long-term funding inclusive of hedges. 2. Excludes short-term collateral deposits (-\$0.6bn). 3. Includes TFF drawdowns. 4. Additional Tier 1 and Tier 2 Capital.

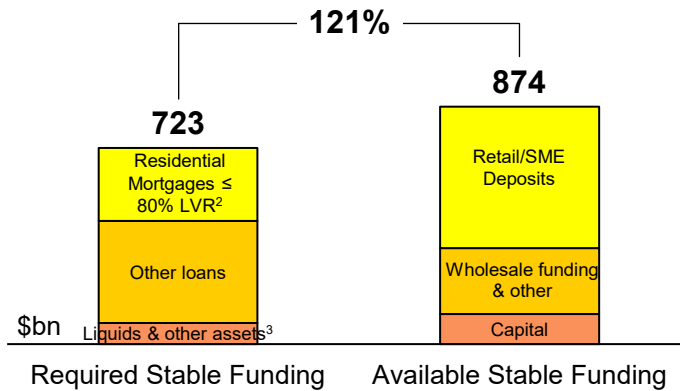
Funding and liquidity metrics¹

Conservative funding and liquidity metrics maintained

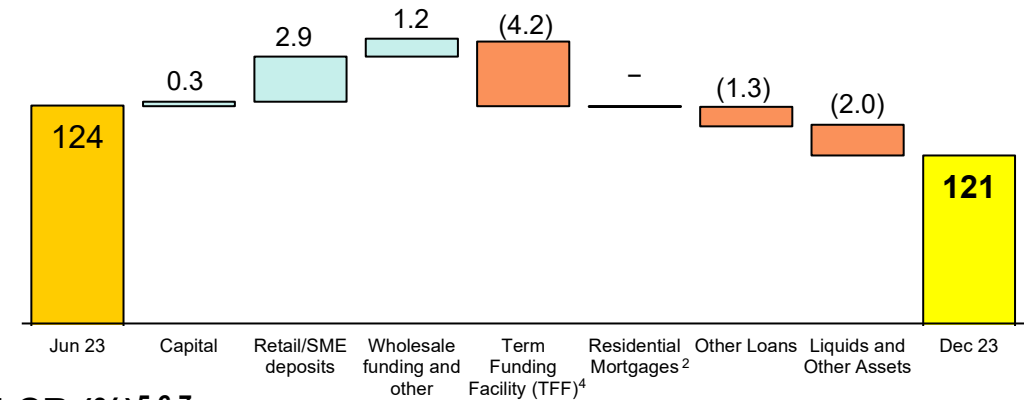


NSFR

Dec 23

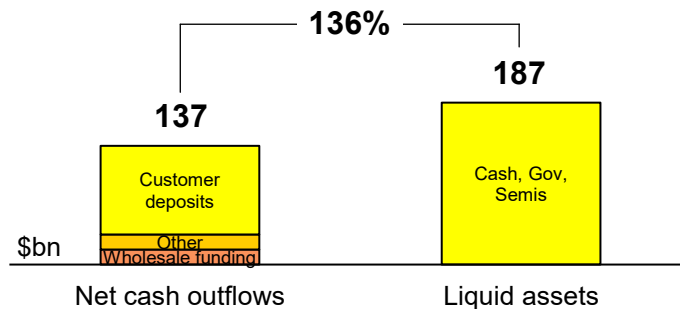


NSFR (%)



LCR⁶

Dec 23



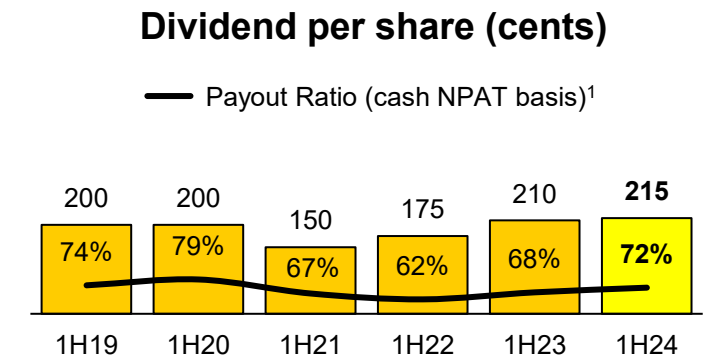
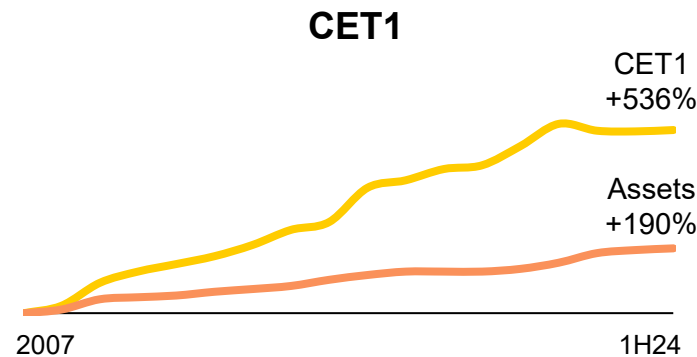
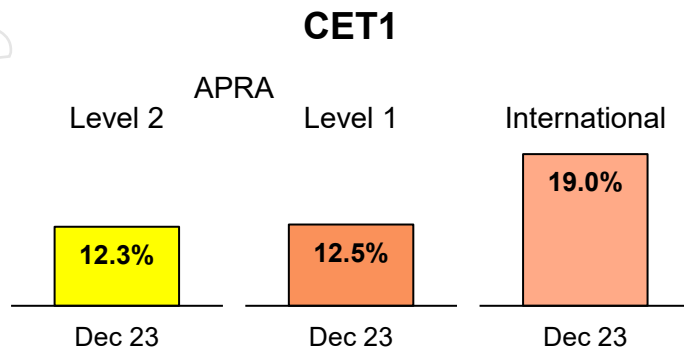
LCR (%)^{5,6,7}



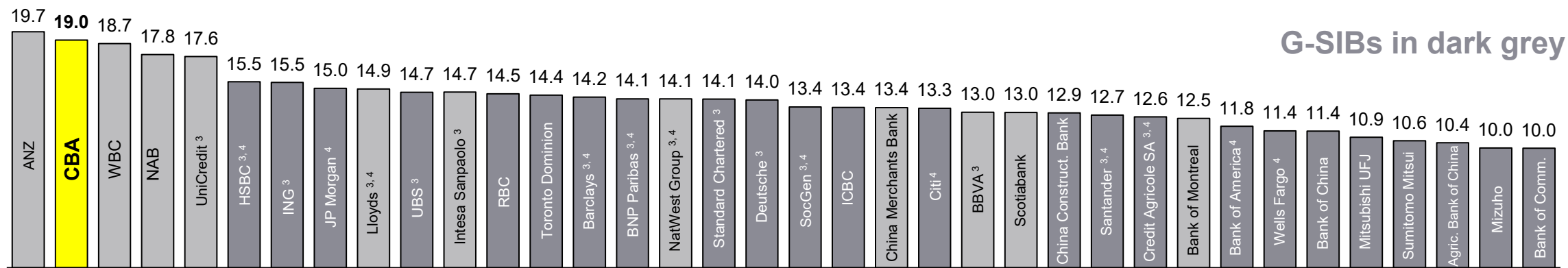
1. All figures shown on a Level 2 basis. 2. Primarily relates to residential mortgages that are subject to application of the 65% RSF factor when calculating NSFR. 3. 'Other assets' includes non-performing loans, off-balance sheet items, net derivatives and other assets. 4. For the purpose of calculating NSFR, the residential mortgages that have been pledged as collateral for the TFF received a lower RSF factor. The repayment of the initial allowance resulted in an increased RSF factor for these mortgages (as they are no longer pledged as collateral) and therefore increased the RSF, reducing NSFR. 5. Calculation reflects movements in both the numerator and denominator. 6. Quarterly average. 7. Liquid assets includes High Quality Liquid Assets (HQLA) of \$186.7bn (June 2023: \$189.4bn) and RBNZ eligible securities of \$0.1bn (June 2023: \$0.8bn).

Capital overview

Strong capital position maintained



International CET1 ratios²

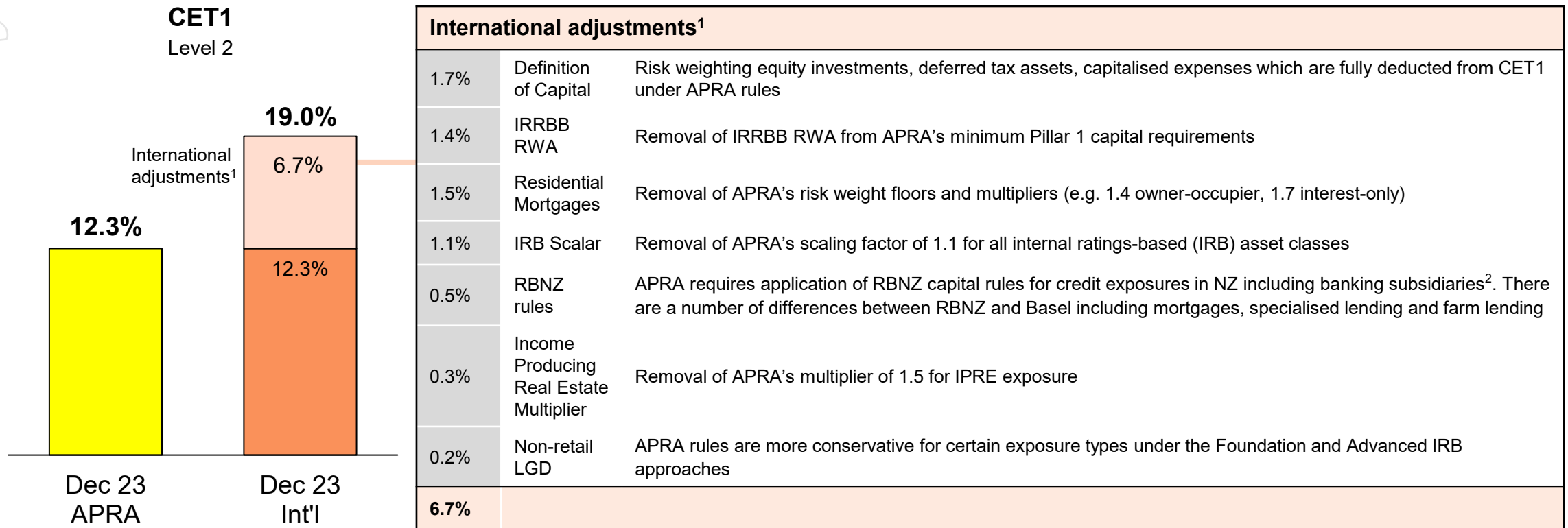


G-SIBs in dark grey

1. Cash NPAT inclusive of discontinued operations. Comparative information has been restated to conform to presentation in the current period. 2. Source: Morgan Stanley and CBA. CBA as at 31 December 2023. Peers based on last reported CET1 ratios up to 8 February 2024. Peer group comprises: (i) Domestic peers: disclosed September 2023 International CET1 ratios based on Australian Banking Association publication 'Basel 3.1 Capital Comparison Study' (March 2023); and (ii) listed commercial banks with total assets in excess of A\$1,200bn which have disclosed fully implemented Basel III ratios or provided sufficient disclosure for a Morgan Stanley estimate. 3. Deduction for accrued expected future dividends added back for comparability. 4. CET1 includes benefit of COVID-19 transitional arrangements for expected credit loss provisioning to be phased-out over 3 years to 2024.

CET1 – International

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

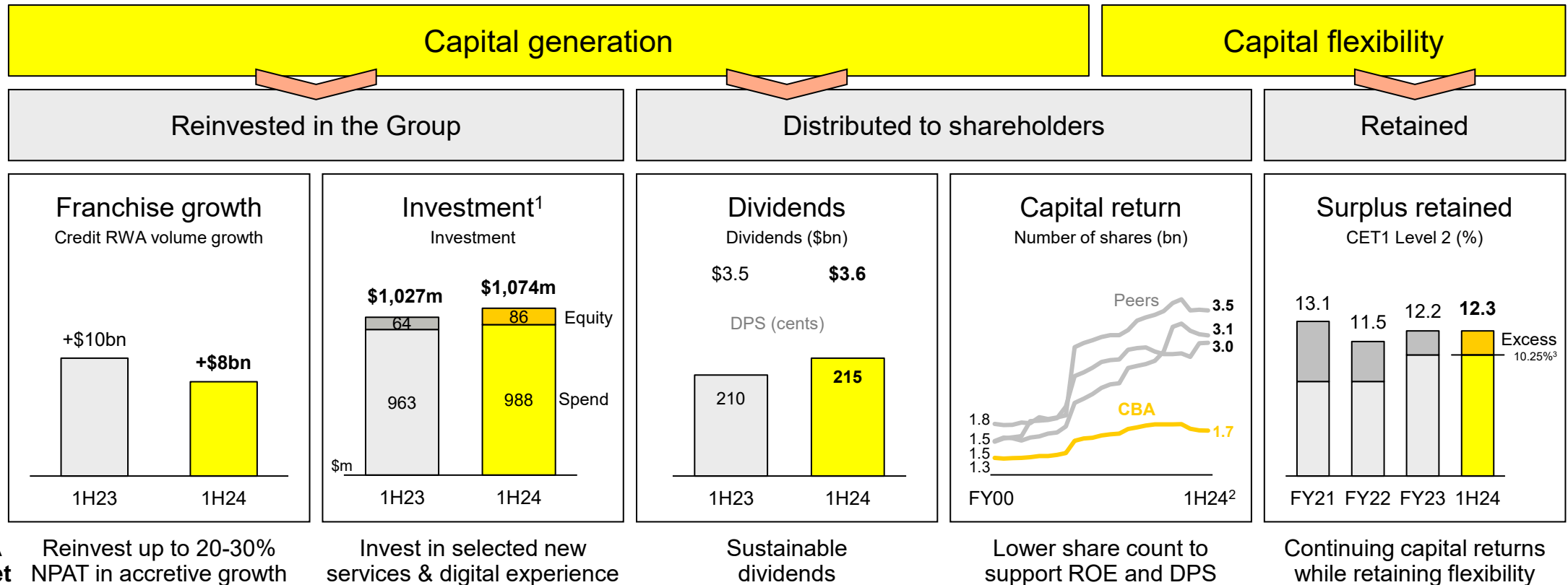


1. Methodology based on the Australian Banking Association publication 'Basel 3.1 Capital Comparison Study' (March 2023), which compares APRA's revised capital framework, including RBNZ prudential requirements, with the finalised post-crisis Basel III reforms. 2. Except in respect of the overall scaling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

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Capital management

Disciplined & balanced approach to optimise growth, reinvestment, shareholder returns & flexibility



1. Investment spend in the franchise and capital injected in minority equity investments. 2. CBA and peers shares on issue as at 31 December 2023. 3. APRA regulatory minimum of 8% under the previous framework up until 31 December 2022 and 10.25% under the revised framework effective from 1 January 2023 (inclusive of 1% default countercyclical capital buffer which may be varied by APRA in the range of 0% to 3.5%).

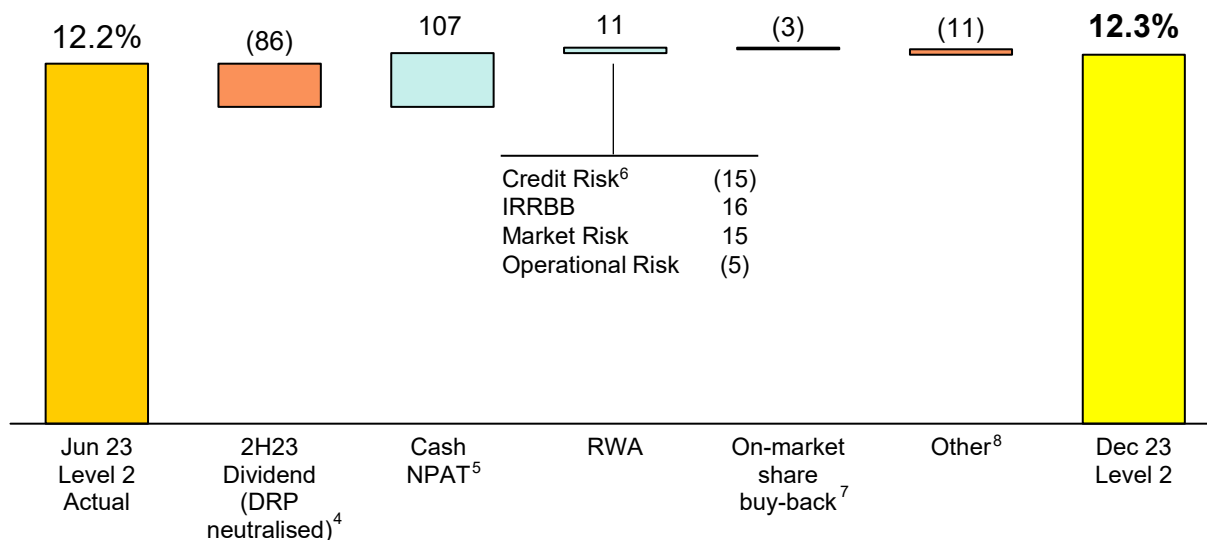
Capital – summary

Strong capital position maintained in 1H24



- CET1 ratio of 12.3%
- 2023 final dividend and 2024 interim dividend – DRP neutralised
- Commencement of the previously announced \$1bn on-market share buy-back

CET1 capital ratio movements¹



Key capital ratios (%)	Dec 22 ²	Jun 23 ³	Dec 23 ³
CET1 capital ratio	11.4	12.2	12.3
Additional Tier 1 capital	1.9	2.3	2.4
Tier 1 capital ratio	13.3	14.5	14.7
Tier 2 capital	4.5	5.5	5.8
Total capital ratio	17.8	20.0	20.5
Risk weighted assets (RWA) (\$bn)	504	468	464
Leverage ratio	5.1	5.1	5.0
Level 1 CET1 ratio	11.7	12.5	12.5
International ratios			
Leverage ratio	5.7	5.7	5.6
CET1 capital ratio	18.5	19.1	19.0

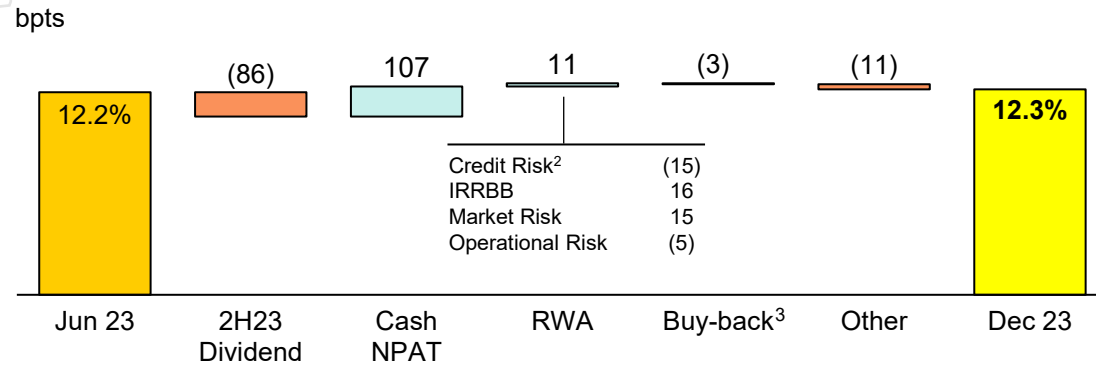
1. Due to rounding, numbers presented may not sum precisely to the totals provided. 2. Under APRA's capital framework effective up until 31 December 2022. 3. Under APRA's revised capital framework effective from 1 January 2023. 4. Includes the on-market purchase of shares in respect of the DRP. 5. Excludes equity accounted profits/losses from investments, which are neutral from a regulatory capital perspective due to the offsetting increase in capital deductions. 6. Excludes impact of foreign exchange movements on Credit RWA, which is included in 'Other'. 7. \$154m of the previously announced \$1bn on-market share buy-back has been completed as at 31 December 2023 (1,517,388 shares acquired at an average price of \$101.49). 8. Other includes the impact of intangibles, FX impact on Credit RWA, equity accounted profits/losses from associates, movements in reserves and other regulatory adjustments.

Capital – RWA drivers

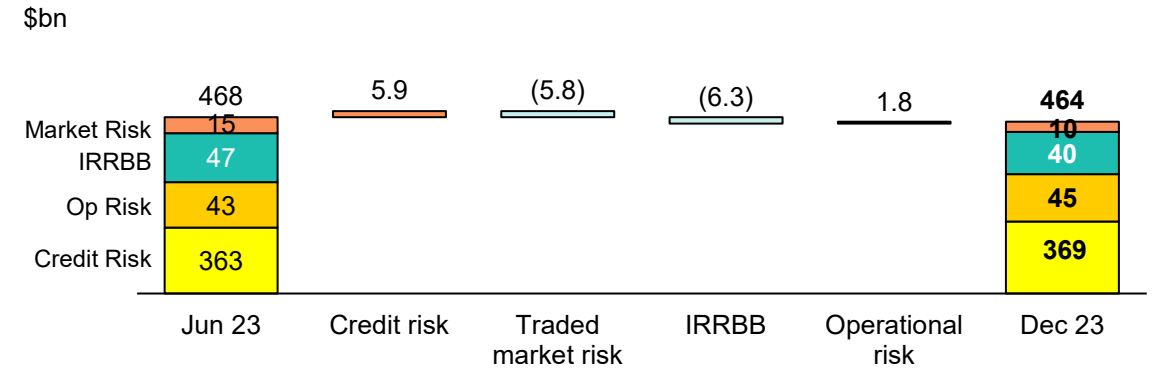
Lower RWA driven by lower IRRBB and Traded Market Risk RWA, partly offset by CRWA growth



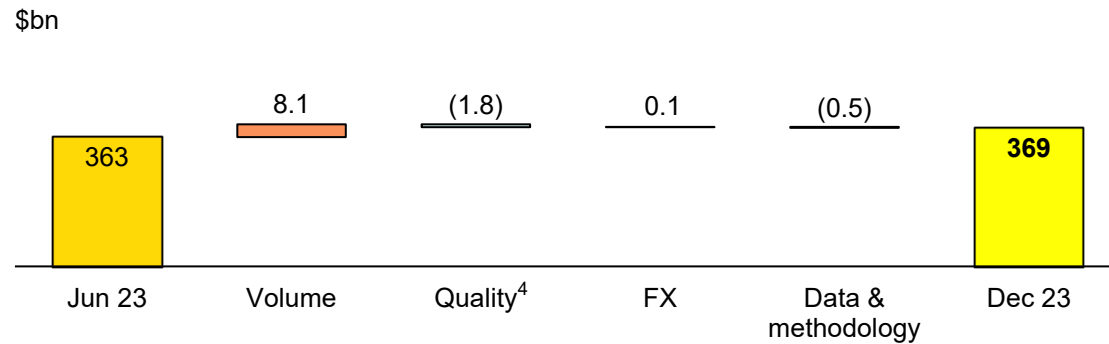
CET1 (Level 2)¹



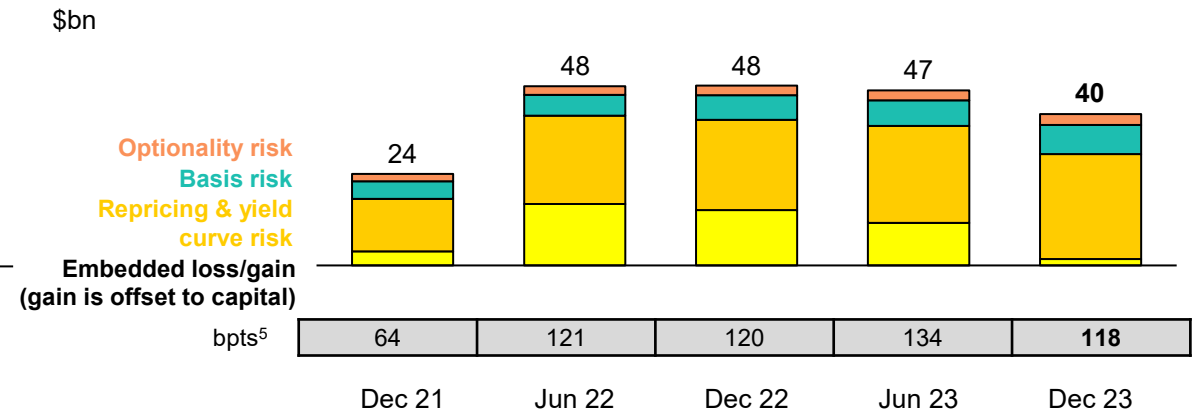
Total Risk Weighted Assets (RWA)¹



Credit RWA¹



Interest Rate Risk in Banking Book (IRRBB)



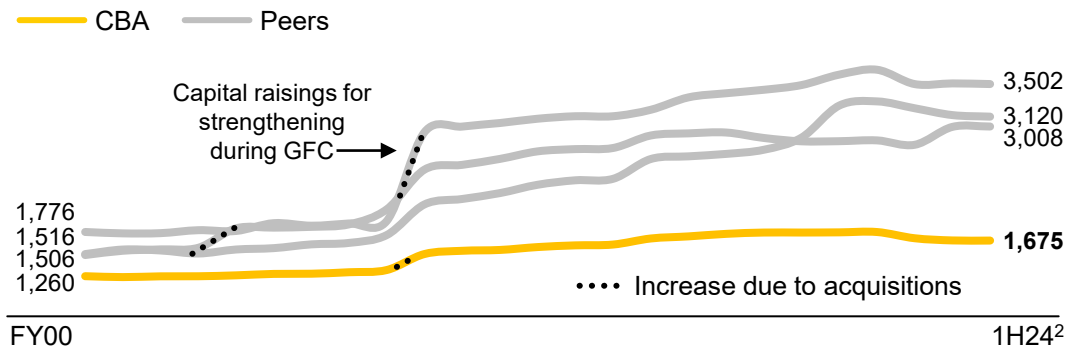
1. Due to rounding, numbers presented may not sum precisely to the totals provided. 2. Excludes impact of foreign exchange movements on Credit RWA, which is included in 'Other'. 3. \$154m of the previously announced \$1bn on-market share buy-back has been completed as at 31 December 2023 (1,517,388 shares acquired at an average price of \$101.49). 4. Credit quality includes portfolio mix. 5. Basis points impact on CET1 ratio.

Capital – share count

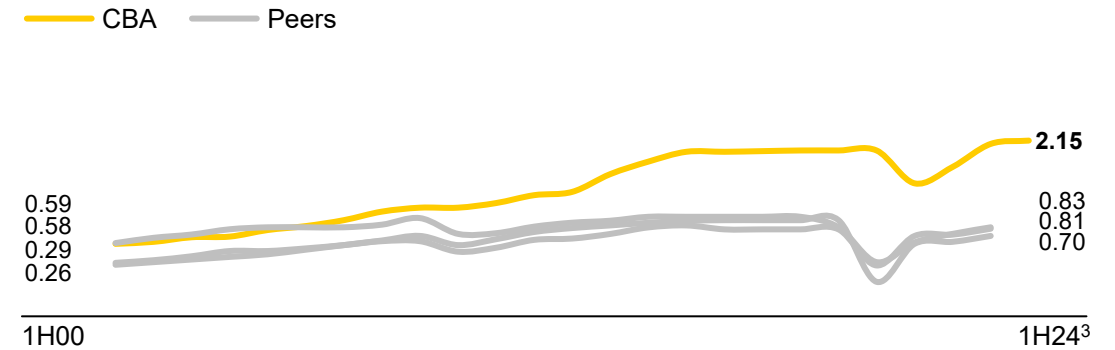
Lower share count supports higher shareholder returns and dividends



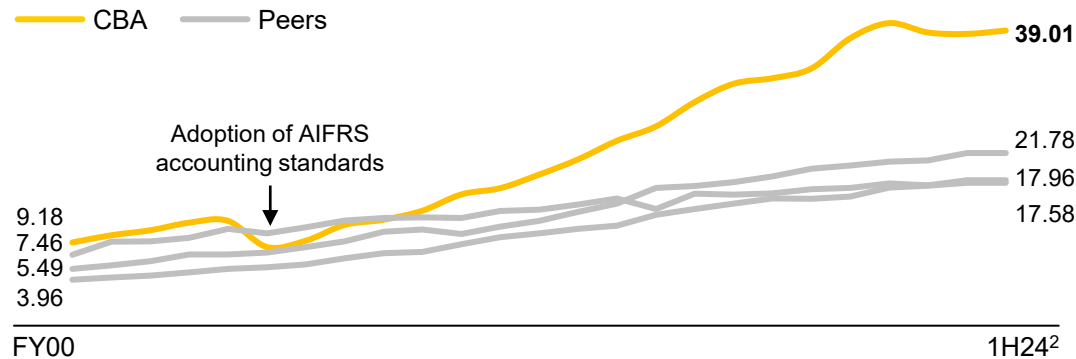
Number of shares (m)¹



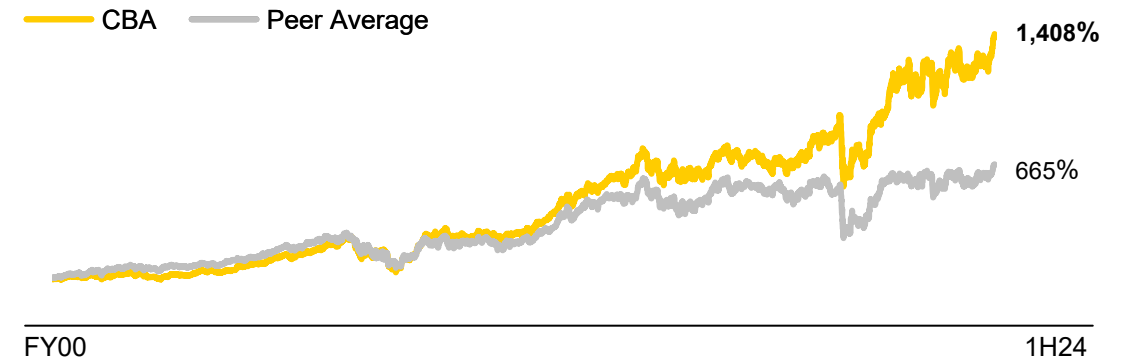
Dividend per share (\$)



Net tangible assets per share (\$)⁴



Total shareholder return (%)⁵



1. Historical share count data sourced from Bloomberg, using the last trading day in September of each year. 2. CBA and peers shares on issue as at 31 December 2023. 3. Reflects 1H23 interim dividend for peers and 1H24 interim dividend for CBA. 4. Net tangible assets per share as reported. FY00 – FY04 net tangible assets have not been normalised for the impact of the transition to AIFRS in 2005. 5. Source: Bloomberg. Peer average is the average of our major bank peers.

Capital – divestments/buy-backs

Announced divestment program – \$9.2bn returned to shareholders to date

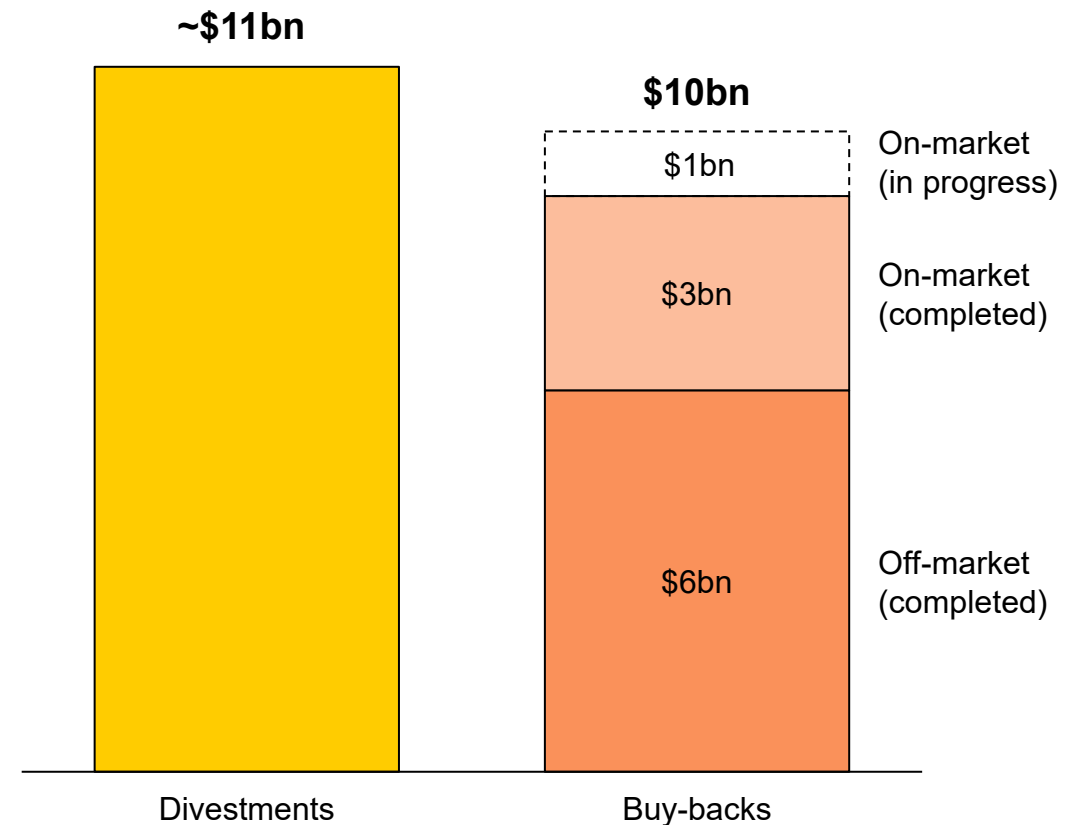


Divestments

	Completed	Associated buy-back
PT Bank Commonwealth	Mid CY24	<p>Completed: \$3bn on-market buy-back and \$6bn off-market buy-back.</p> <p>In progress: \$1bn on-market buy-back announced Aug 23, \$154m completed as at Dec 23.</p>
General Insurance	Sep 22	
Bank of Hangzhou (HZB) ¹	Jun 22	
Colonial First State (CFS) ¹	Dec 21	
Aussie Home Loans (AHL) ¹	May 21	
AUSIEX	May 21	
CommInsure Life	Apr 21	
BoCommLife	Dec 20	
PT Commonwealth Life	Jun 20	
Financial Wisdom	Jun 20	
CFP Pathways	Mar 20	
Count Financial	Oct 19	
CFSGAM	Aug 19	
TymeDigital	Nov 18	
Sovereign	Jul 18	

■ Completed

CET1

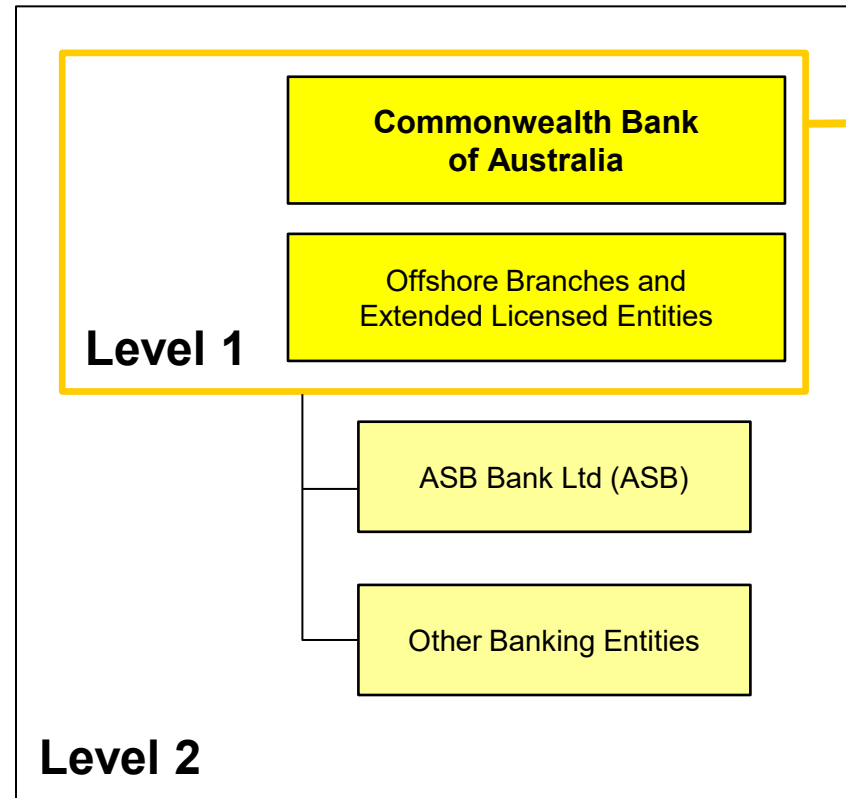


¹. Represents partial divestments. CBA's retained shareholdings are ~5.6% of HZB, 45% of CFS and ~42% of Lendi (merged with AHL).

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CET1 – Level 1 vs Level 2

CET1 Level 1 of 12.5%, 20bpts above Level 2



Level 1	12.5%
RWA of Level 2 banking subsidiaries	(170)
Higher reserves and retained earnings at Level 2	110
Elimination of investments in regulated banking subsidiaries at Level 2	60
Goodwill & Intangibles	(20)
Level 2	12.3%

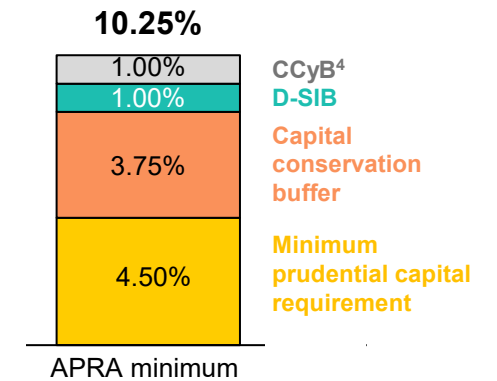
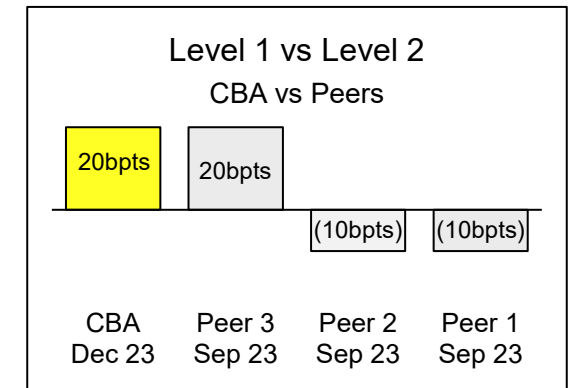
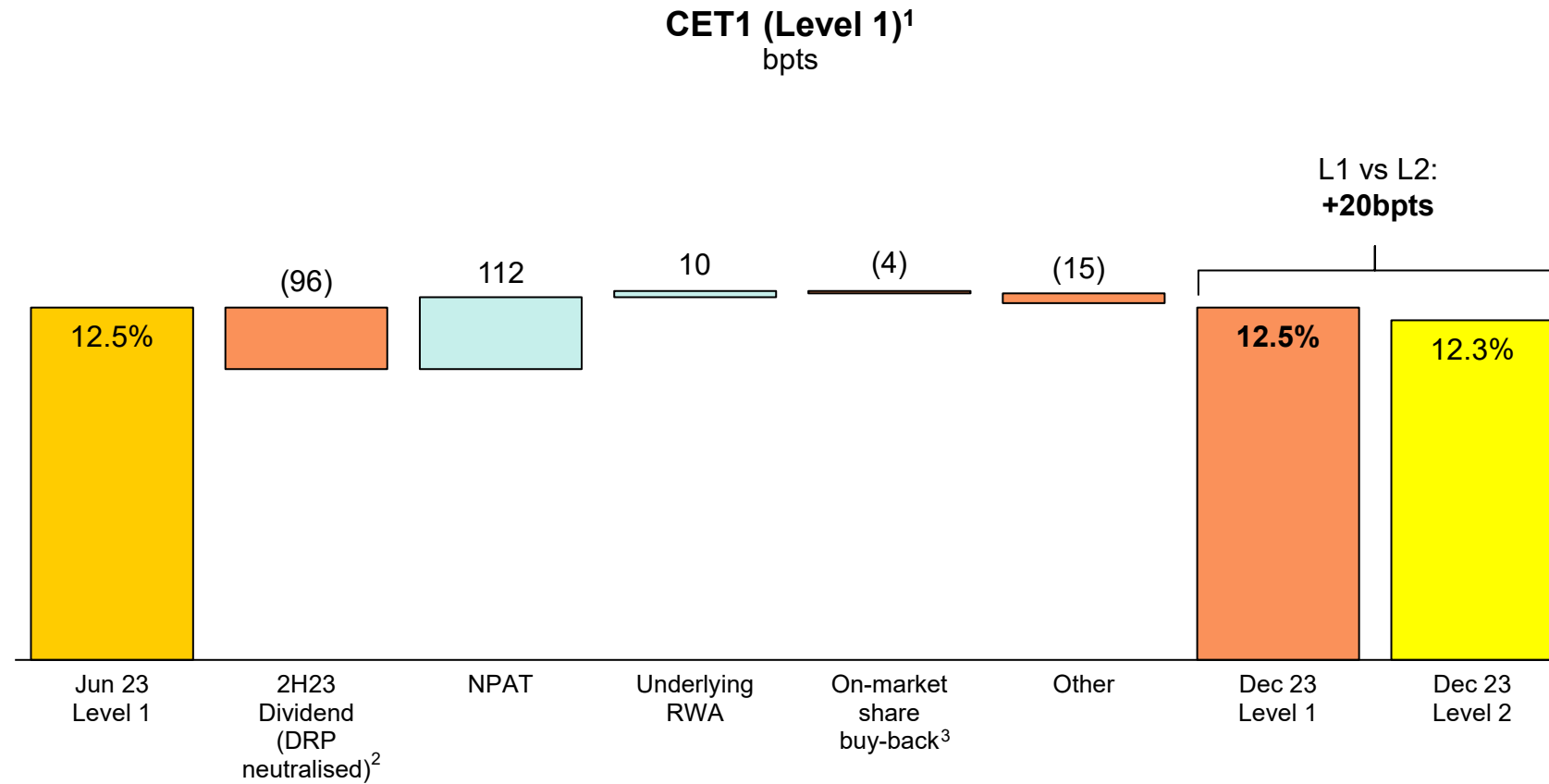
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CET1 – Level 1

CET1 Level 1 of 12.5%, 20bpts above Level 2



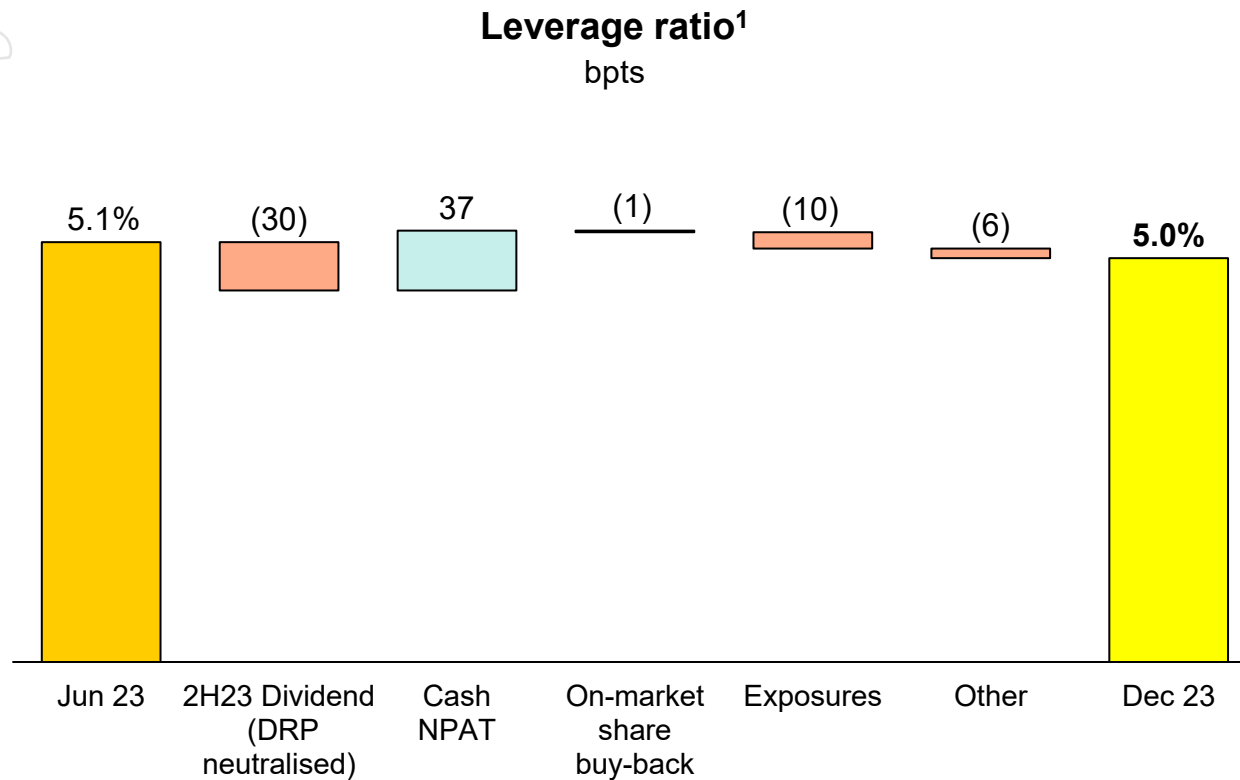
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1. Due to rounding, numbers presented may not sum precisely to the total provided. 2. Includes the on-market purchase of shares in respect of the DRP. 3. \$154m of the previously announced \$1bn on-market share buy-back has been completed as at 31 December 2023 (1,517,388 shares acquired at an average price of \$101.49). 4. Inclusive of 1% default countercyclical capital buffer which may be varied by APRA in the range of 0% to 3.5%.

Leverage ratio

Well in excess of regulatory minimum



The ratio reduced by 10 basis points on the prior half with an increase in exposures and payment of the 2H23 dividend, partly offset by capital generated from earnings.

1. Leverage ratio is defined as Tier 1 Capital as a percentage of total exposures (total on-balance sheet assets and off-balance sheet exposures).

Capital – regulatory changes

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



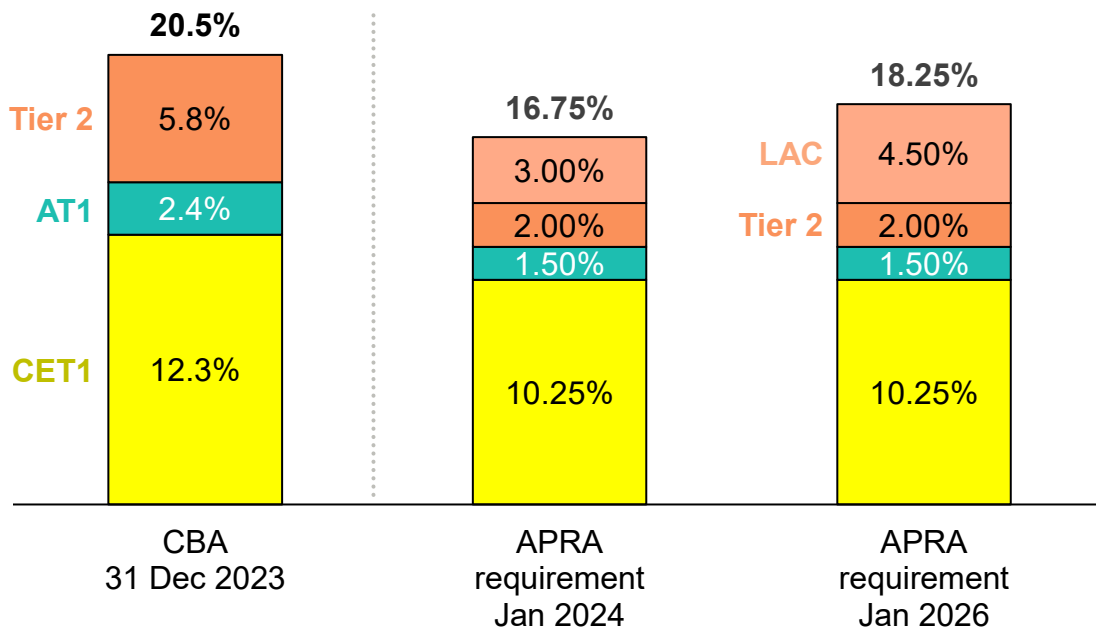
Change	Implementation	Details
Revision to Capital Framework (including Operational Risk)	APS 110, 111, 112, 113, 115 (Implemented) Minor amendments to APS 112, 113 (30 Jun 2024) APS 330 (1 Jan 2025)	<ul style="list-style-type: none"> Implemented on 1 Jan 2023 with the aim to increase the risk sensitivity within the capital framework, enhance the ability of ADIs to respond flexibly to future stress events, and improve the comparability with international standards. Minimum CET1 Capital ratio of 10.25% for IRB ADIs such as CBA, including a baseline countercyclical capital buffer (CCyB) of 1% which may be varied by APRA in the range of 0%-3.50% and releasable in times of systemic stress and post-stress recovery. Revised APS 330 on public disclosure requirements which aligns with both APRA's new capital framework and the Basel Committee's internationally agreed minimum requirements effective from 1 Jan 2025, replacing the existing transitional APS 330. APRA further consulted on minor amendments impacting APS 112 and APS 113 to address specific implementation issues raised by the industry, which are expected to have an immaterial impact for CBA with a number of the revisions already implemented.
ADI Liquidity and Capital Standards	APS 210 and APS111 (1 Jan 2025)	<ul style="list-style-type: none"> Targeted revisions to ensure ADIs have strong crisis preparedness, prudently value their liquid assets and minimise potential contagion risks. APRA commenced consultation on 15 Nov 2023 and intends to finalise the consultation in the first half of 2024.
Market Risk	APS 117 (1 Oct 2025) APS 116 (2026)	<ul style="list-style-type: none"> Non-traded: Updated draft APS 117 released by APRA on 12 Dec 2023 in response to the Nov 2022 consultation, which aims to standardise aspects of the calculation of IRRBB capital to reduce volatility over time and variations between ADIs. APRA intends to finalise the consultation by mid-2024 ahead of implementation on 1 October 2025. Traded: APRA is yet to commence consultation on Fundamental Review of the Trading Book.
Loss Absorbing Capital (LAC)	1 Jan 2024 and 1 Jan 2026	<ul style="list-style-type: none"> Increase of 3% to Total Capital on 1 Jan 2024, and a further 1.5% to 4.5% by 1 Jan 2026. Can be met via any form of capital (CET1, Tier 1 or Tier 2).
RBNZ Capital Review	Phased implementation from Oct 2021 to 1 Jul 2028	<ul style="list-style-type: none"> By the end of the transition period, the minimum Tier 1 and Total capital requirements for Domestic-Systemically Important Banks (D-SIBs), including ASB, will increase to 16% and 18% of RWA respectively, of which 13.5% must be in the form of CET1 capital. Tier 2 capital can contribute up to a maximum of 2% of the Total capital requirement.
Additional Tier 1 Capital	Discussion paper released on 21 Sep 23 with formal consultation in 2024	<ul style="list-style-type: none"> Considers the effectiveness of AT1 Capital as a 'going concern' instrument to stabilise a bank in stress, and support an orderly resolution to avoid the use of public money and safeguard depositor funds. The discussion paper outlines a number of potential options centred around 3 key themes, being the design, role and participation in AT1. Response to discussion paper submitted on 15 Nov 2023 and APRA expects to undertake a formal consultation process in CY2024.

Capital – total capital

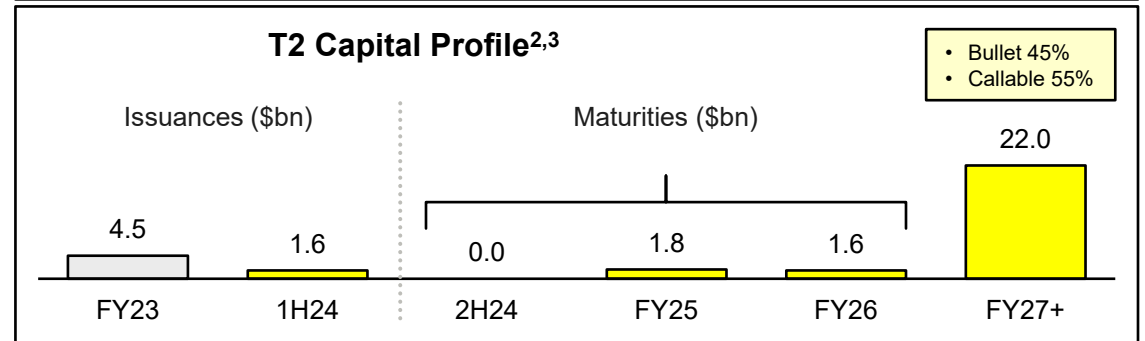
Well placed to meet APRA requirements for loss-absorbing capacity (LAC)



- Total capital at Dec 2023 of 20.5%, \$10.6bn above 1 Jan 2026 requirement of 18.25%.
- With 5.8% of Tier 2 at Dec 2023 CBA is well positioned to meet the 1 Jan 2026 LAC requirement of 6.5%.



\$bn	Jan 2024 Req. of 5%	Jan 2026 Req. of 6.5%
Risk Weighted Assets at 31 December 2023	464	464
Tier 2 Requirement	23.2	30.1
Existing Tier 2 at 31 December 2023 (5.8%) ¹	27.1	27.1
Excess / (Shortfall) (excluding Tier 1 capital excess)	3.9	(3.0)
Maturities by 1 Jan 2026	N/A	3.4



1. Inclusive of provisions eligible for inclusion in Tier 2 and Tier 2 regulatory adjustments. 2. Represents AUD equivalent notional amount using spot FX translation at date of issue for issuance and spot FX translation at 31 December 2023 for maturities. 3. Securities in callable format profiled to first call date. Securities in bullet format profiled based on capital treatment (including amortisation period).

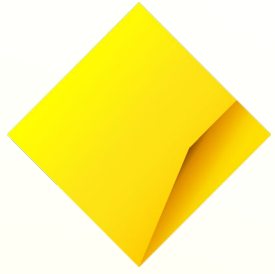
Regulatory expected loss¹

For non-defaulted exposures, eligible provisions in excess of regulated expected losses added back to Tier 2 capital



\$m	Dec 22		Jun 23		Dec 23	
	Defaulted	Non-defaulted	Defaulted	Non-defaulted	Defaulted	Non-defaulted
Regulatory expected loss (EL)	1,361	3,122	1,253	2,377	1,506	2,399
Eligible provisions (EP)						
Collective and specific provisions ²	1,481	4,249	1,466	4,598	1,623	4,681
Less: ineligible provisions (standardised portfolio)	(126)	(159)	(118)	(145)	(87)	(119)
Total eligible provisions	1,355	4,090	1,348	4,453	1,536	4,563
Shortfall / (excess) of regulatory EL to EP	6	(968)	(95)	(2,076)	(30)	(2,164)
Common equity tier 1 deduction	6	-	-	-	-	-
Tier 2 capital add-back	N/A	968	N/A	2,011	N/A	2,043

1. Represents the shortfall between the calculated Regulatory 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 to a maximum of 0.6% of total Credit RWA. 2. Defaulted provisions comprises of specific provisions, including accounting collective provisions relating to defaulted exposures, and partial write offs.



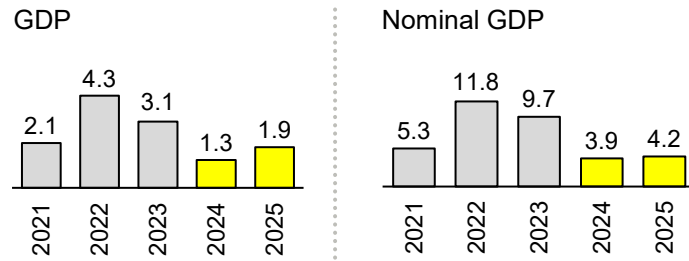
Economic overview

Key Australian economic indicators¹ (June FY)



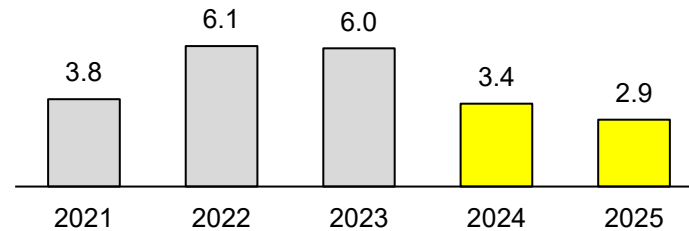
GDP %

Financial year average



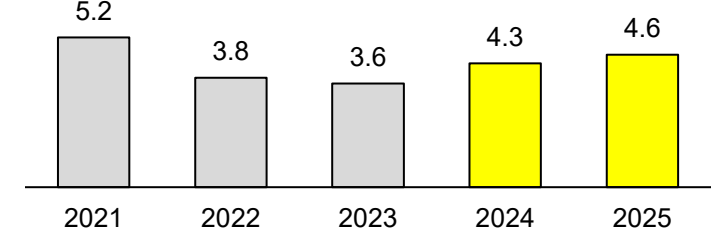
Headline CPI %

Year on year, June quarter

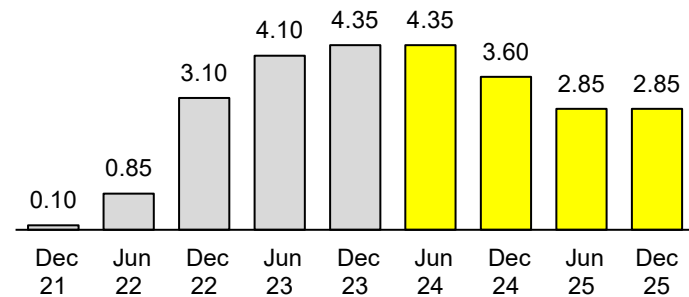


Unemployment rate %

June quarter average

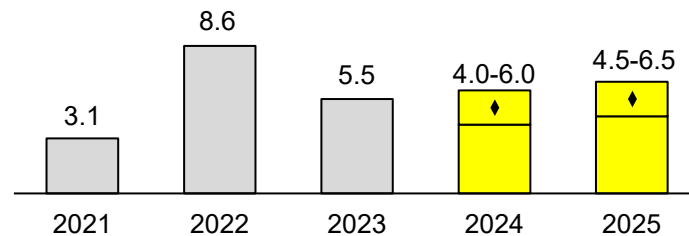


Cash rate %



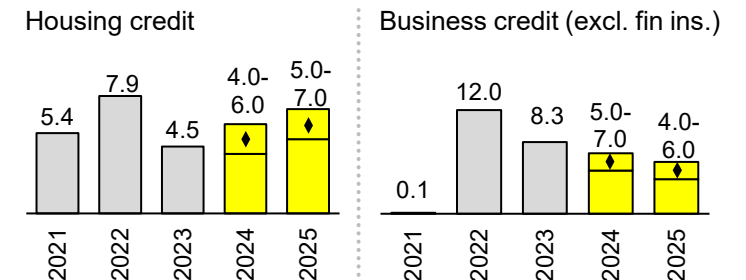
Total credit growth %

12 months to June



Selected credit growth %

12 months to June



Actual Forecast, CBA Global Economic & Markets Research

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

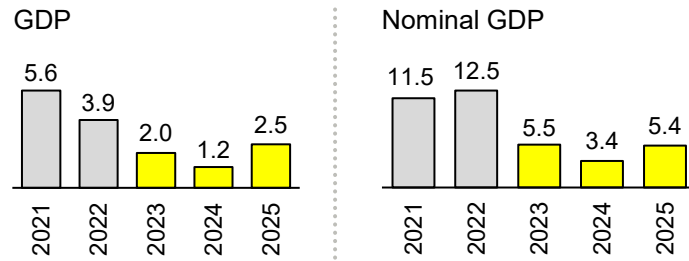
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Key Australian economic indicators¹ (December CY)



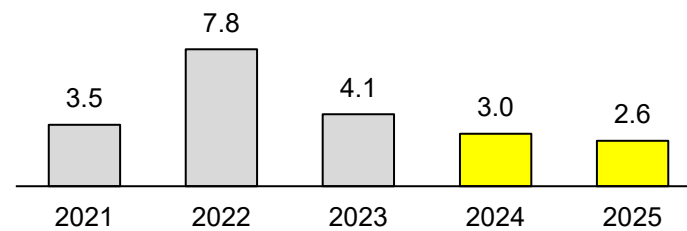
GDP %

Calendar year average



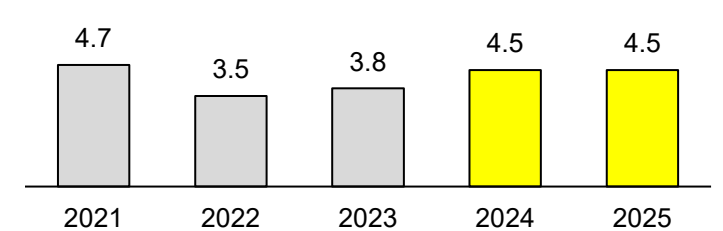
Headline CPI %

Year on year, December quarter

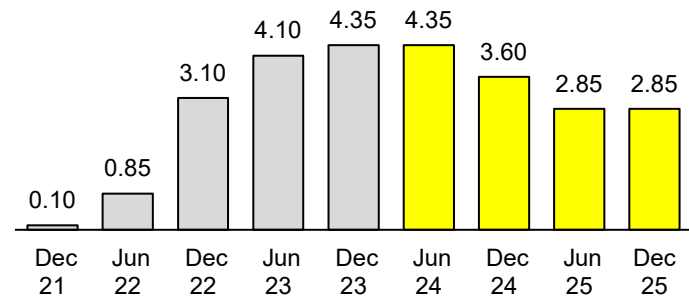


Unemployment rate %

December quarter average

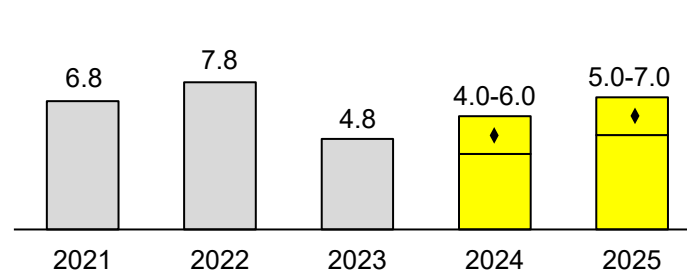


Cash rate %



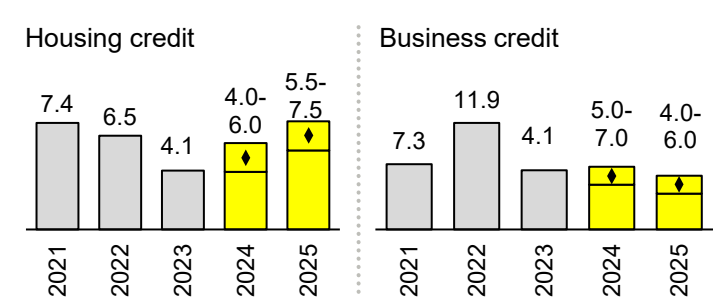
Total credit growth %

12 months to December



Selected credit growth %

12 months to December



Actual Forecast, CBA Global Economic & Markets Research

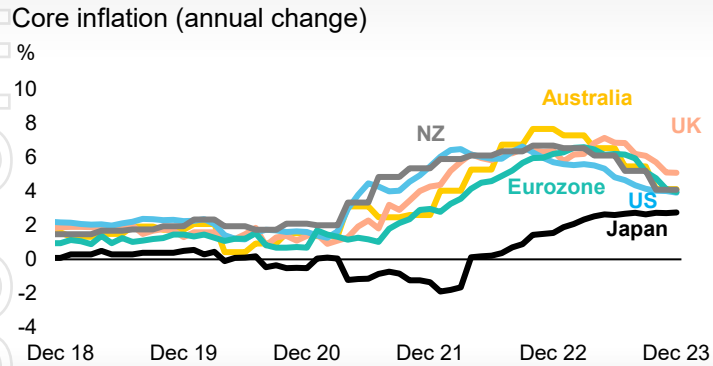
1. Source: ABS, RBA and CBA Global Economic and Markets Research.

The global economy

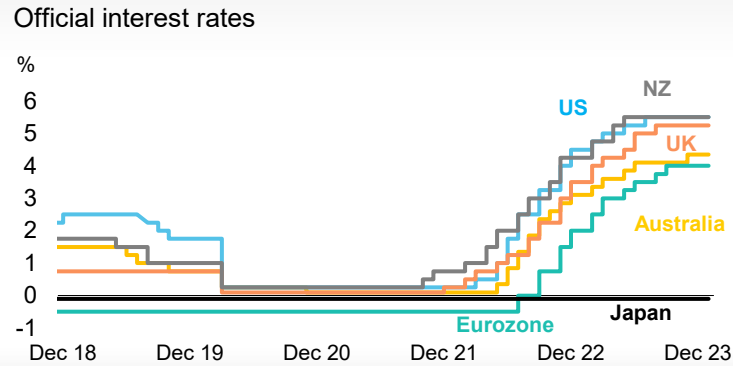
Economic growth to slow before easing cycle commences



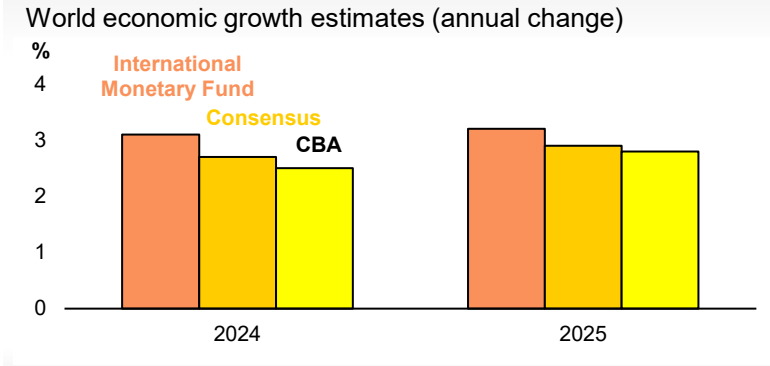
Lower inflation opens the door to interest rate cuts¹



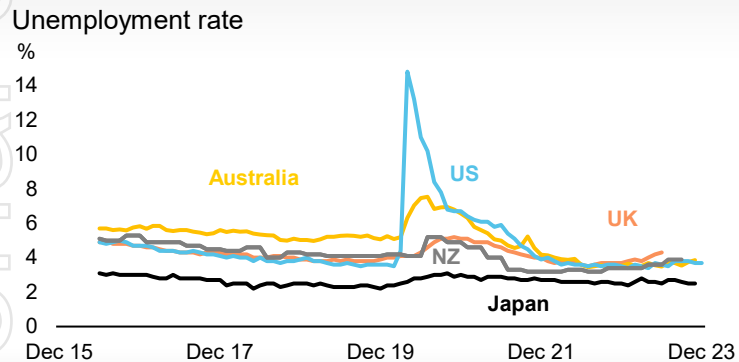
Official interest rates at peak, rate cuts middle 2024¹



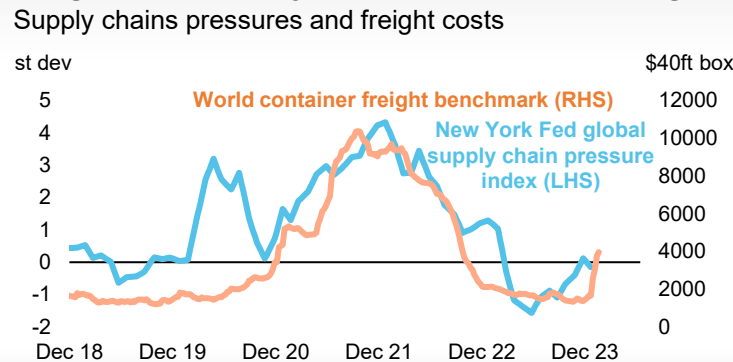
World economic growth to expand modestly²



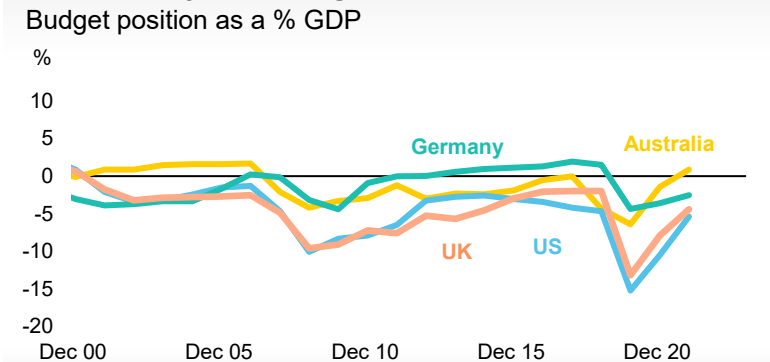
Labour markets resilient¹



Freight costs, supply chains lower but risks linger³



Fiscal policy impacting economic outcomes¹



1. Source: Bloomberg, CBA. 2. Source: CBA, Bloomberg, BoJ. 3. Source: NY Fed, Bloomberg.

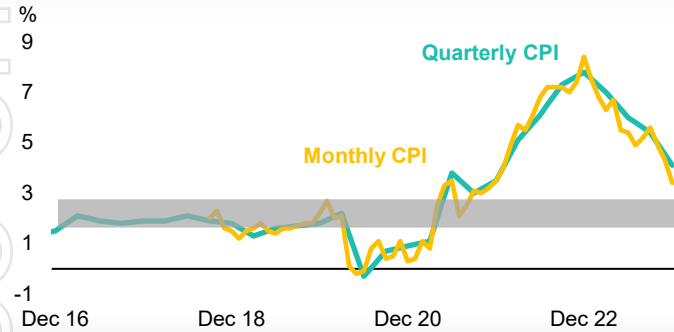
The Australian economy

Cost of living challenges, inflation moderating



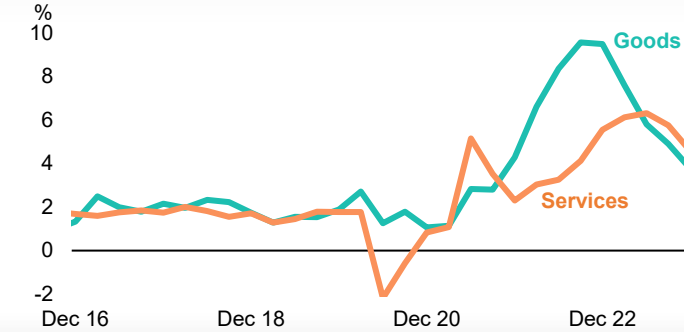
Inflation moderating¹

Inflation (annual change)



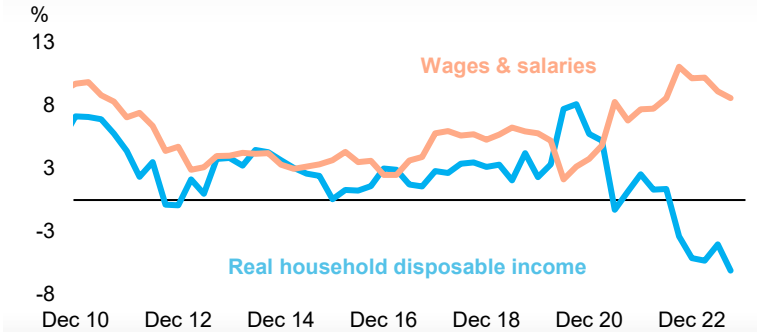
Goods prices lower, services prices sticky²

Inflation (annual change)



Real household disposable income falling²

Household incomes (annual change)



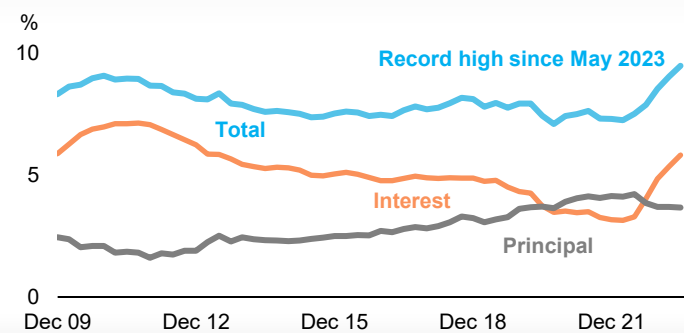
Due to higher tax take²

Household taxes (share of household gross income)



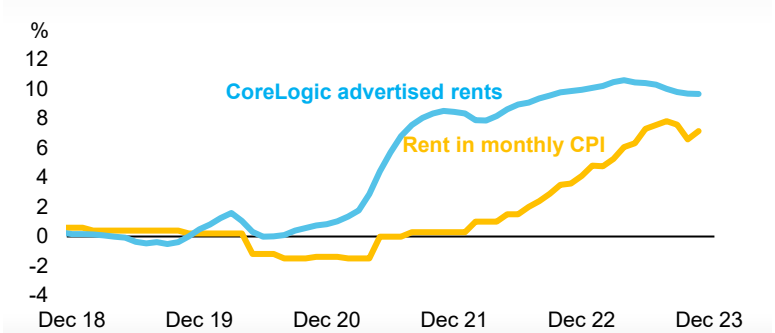
And higher housing debt payments¹

Housing debt servicing costs (share of disposable income)



Rising rents also a challenge for many households³

Rent (annual change)



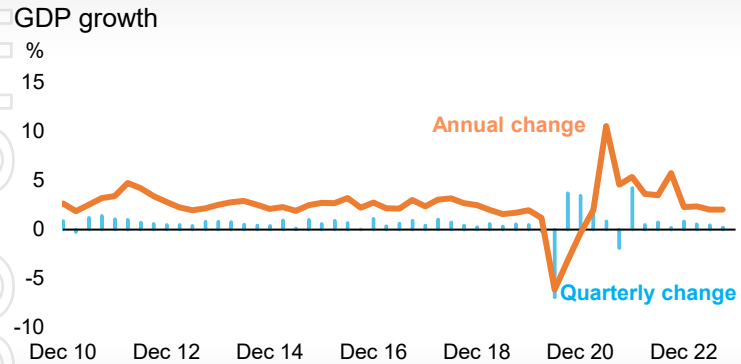
1. Source: RBA, ABS. 2. ABS. 3. Source: ABS, CoreLogic.

The Australian economy

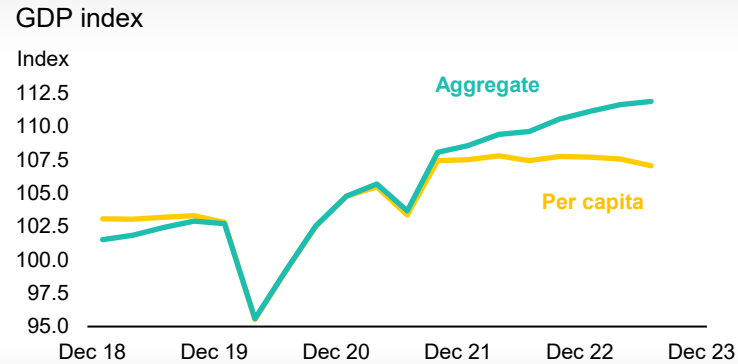
Economic growth moderating



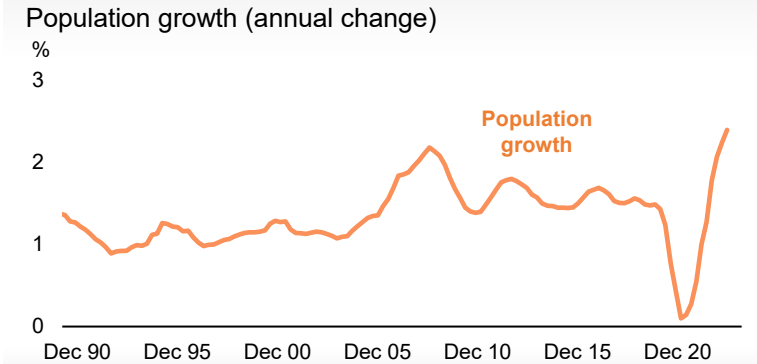
Momentum in the economy slowing late 2023¹



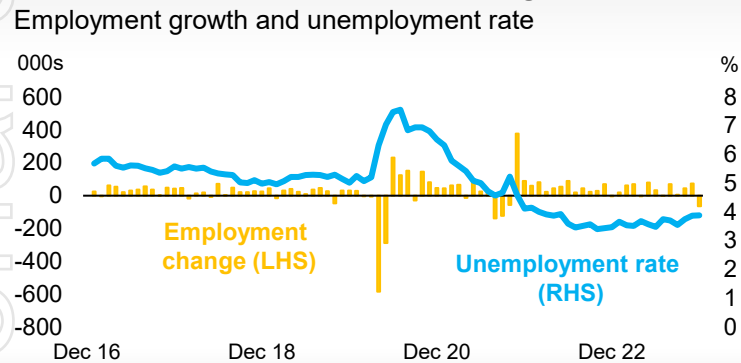
A GDP per capita in recession¹



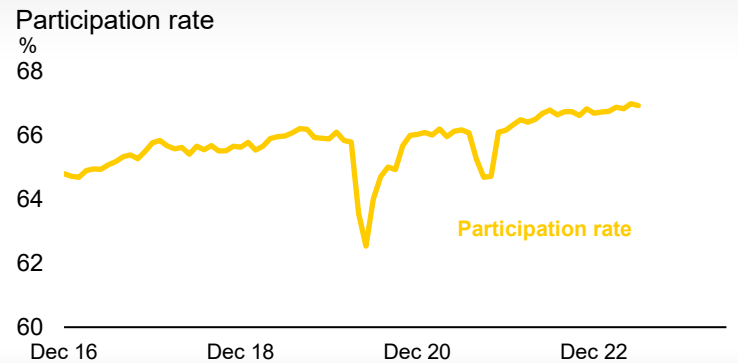
Population growth has been a tailwind¹



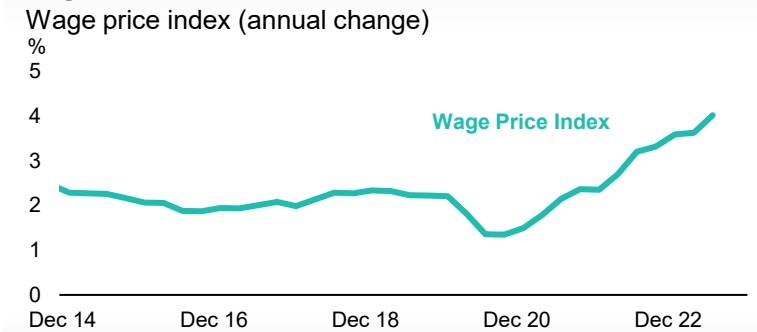
Labour market resilient but loosening¹



More people want and need to work¹



Wages growth has risen, but annual growth still negative in real terms¹



1. Source: ABS.

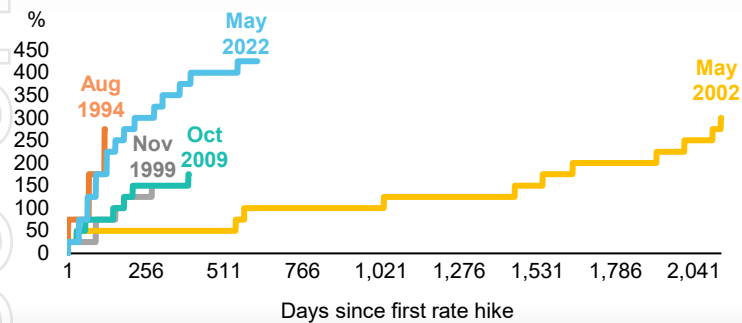
The Australian economy

Higher cost of living impacting consumers



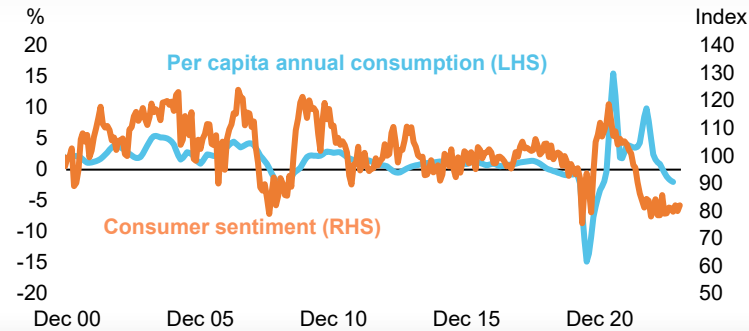
The cash rate hiking cycle has been large¹

RBA cash rate



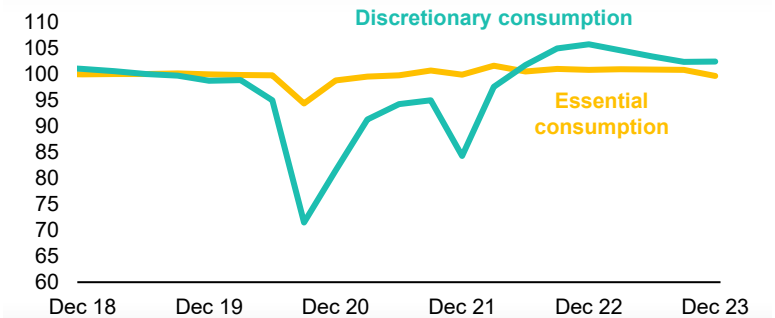
Consumer sentiment weak, consumption slowing²

Consumer sentiment



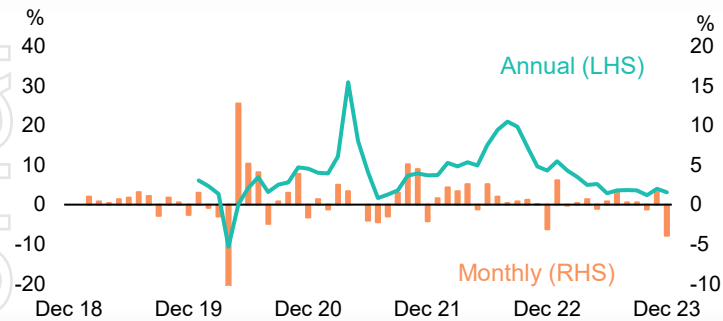
Consumer spend patterns shifting³

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



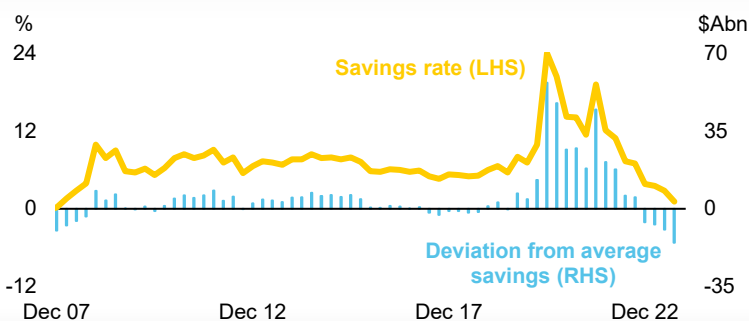
More recent data showing continued softening⁴

CBA Household Spending Intentions



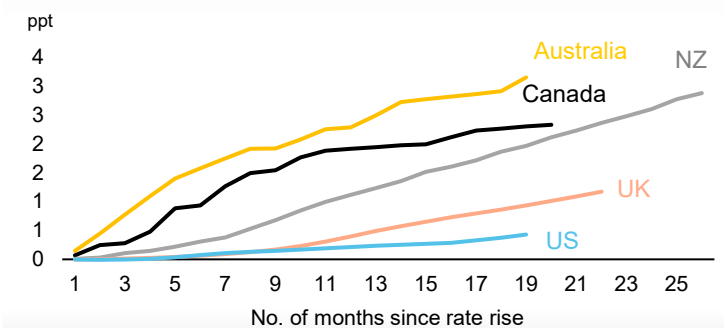
Savings rate fallen but stock remains high⁵

Household savings (rate and deviation from average \$bn)



RBA policy transmission more direct in Australia⁶

Outstanding mortgage rates lift



1. Source: RBA, CBA. 2. Source: Westpac / Melbourne Institute, ABS. 3. Source: ABS. 4. Source: CBA. 5. Source ABS, CBA. 6. Source: Bloomberg, RBNZ, RBA, BoE, BoC, CBA.

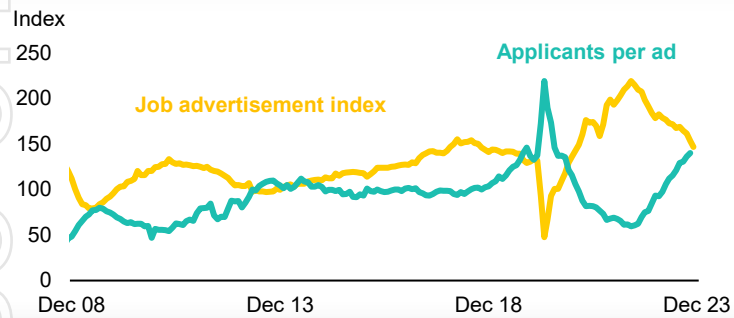
The Australian economy

Slowing growth, remains resilient



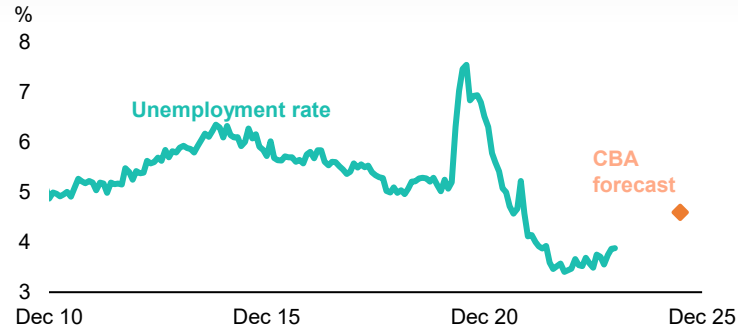
Labour demand weakening¹

Labour demand



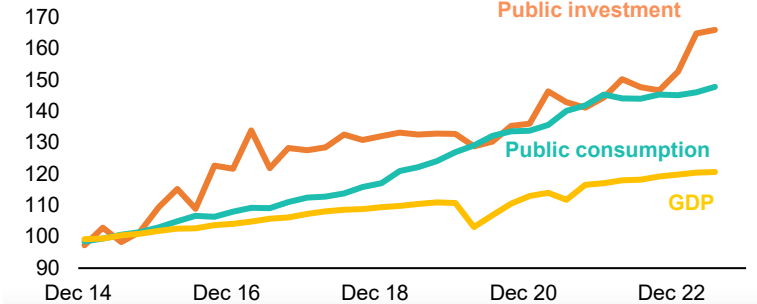
Unemployment to rise from here²

Unemployment rate (with CBA forecast)



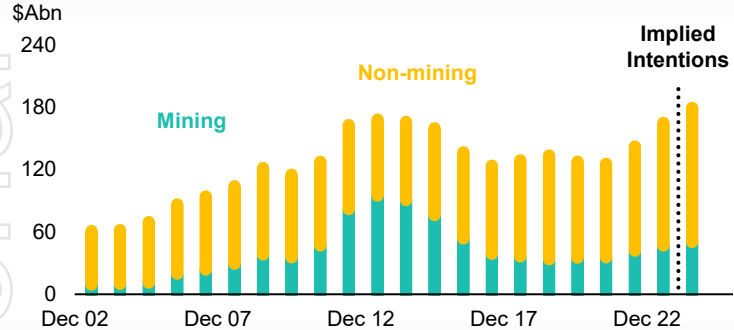
Government investment and spending supporting the economy²

Index = 100 in 2015



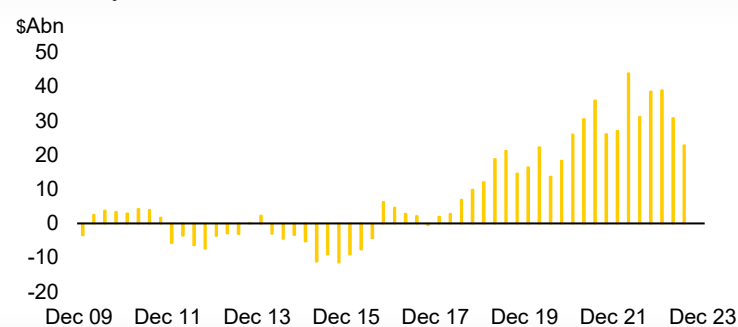
Private business investment due to lift²

CAPEX



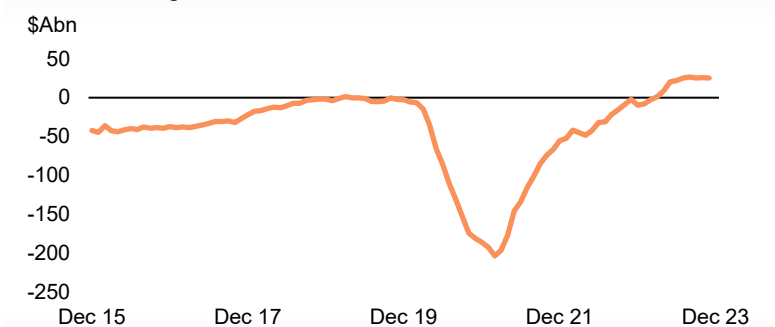
External sector performing well³

Quarterly trade balance



Leading to a better budget balance⁴

Federal budget balance



1. Source: Seek. 2. Source: ABS, CBA. 3. Source: ABS. 4. Federal Government.

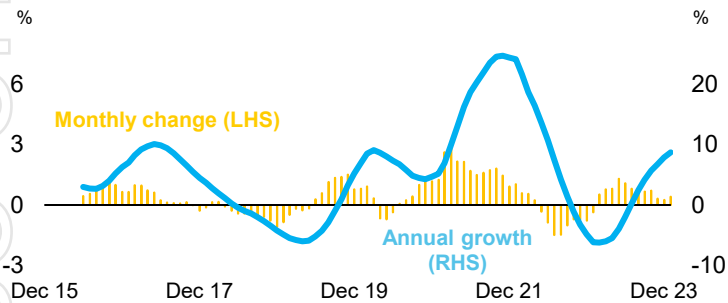
Housing sector

Strong house price recovery



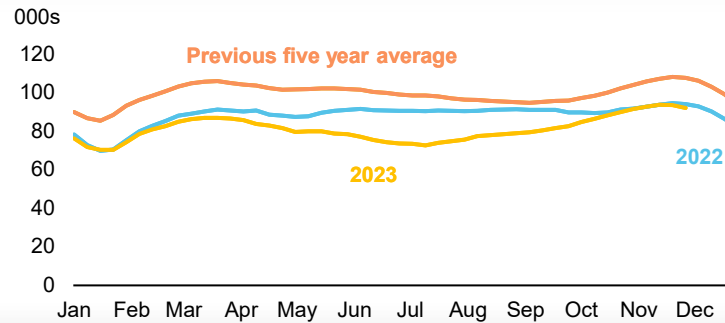
Home prices rose over the past year¹

Dwelling prices (8 capital cities)



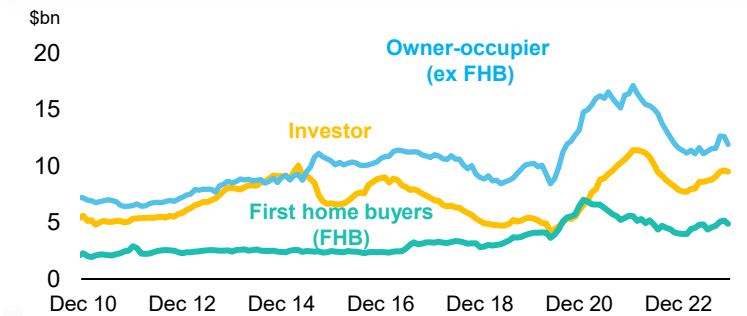
Driven by low stock on the market, now rising¹

CoreLogic total listings (rolling 4 weeks, combined capitals)



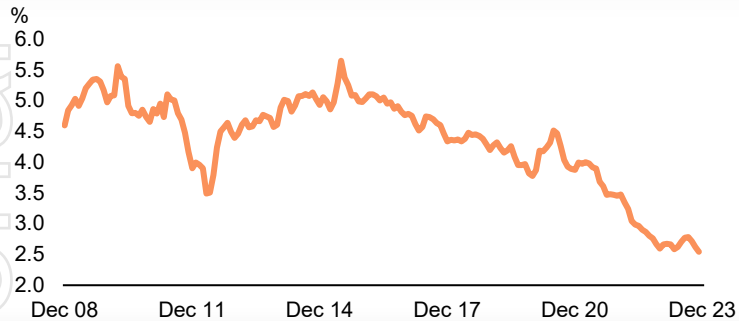
Home lending has risen modestly²

Housing loan approvals (excluding refinancing)



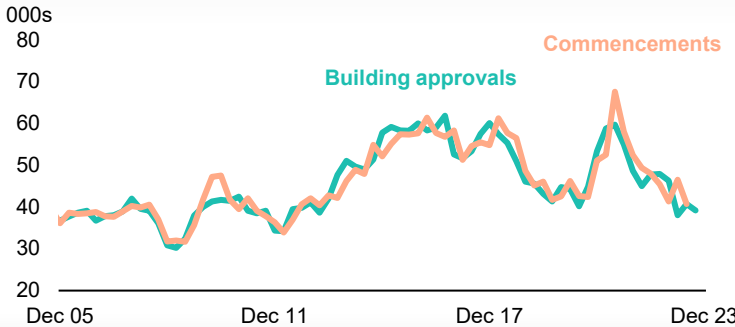
Very low rental vacancy rates¹

Rental vacancy rate (8 capital city average)



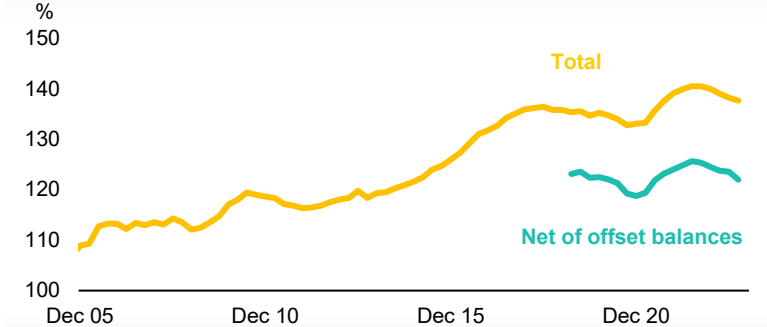
Weak housing construction²

Private residential approvals and commencements



Housing debt off its peak, but still high³

Housing debt to income

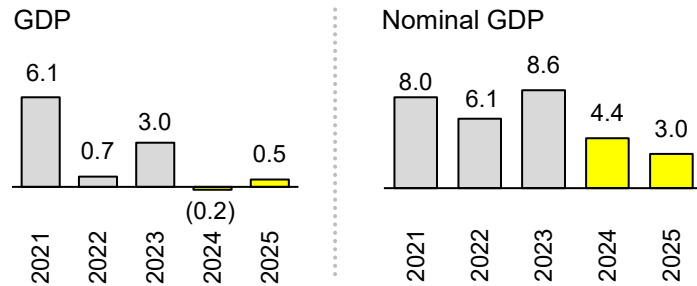


1. Source: CoreLogic. 2. Source: ABS. 3. Source: RBA, ABS, APRA and CBA.

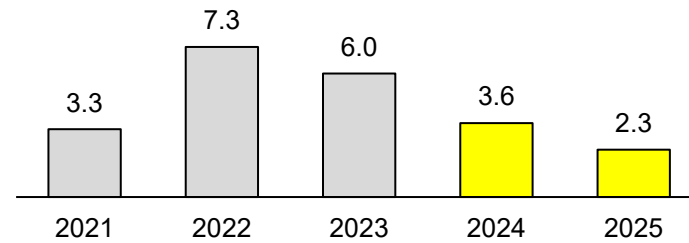
Key New Zealand economic indicators (June FY)



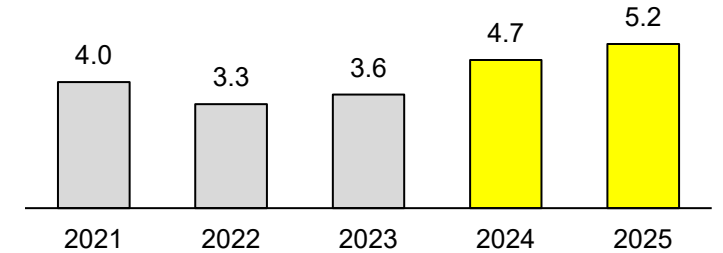
GDP %
Financial year average



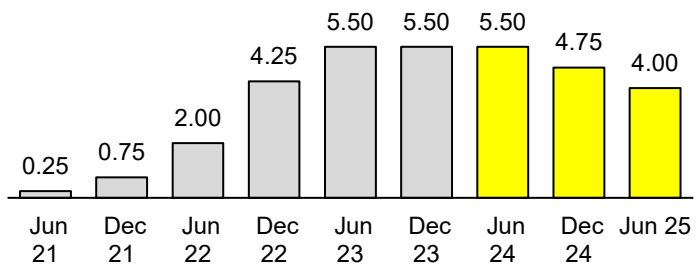
CPI %
Year on year, June quarter



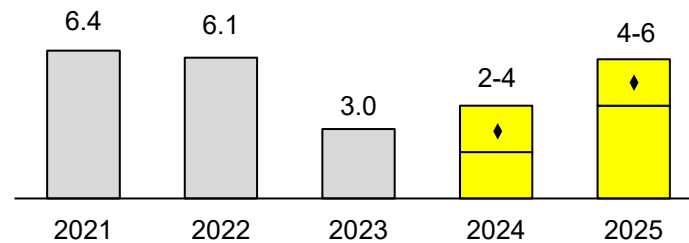
Unemployment rate %
June quarter average



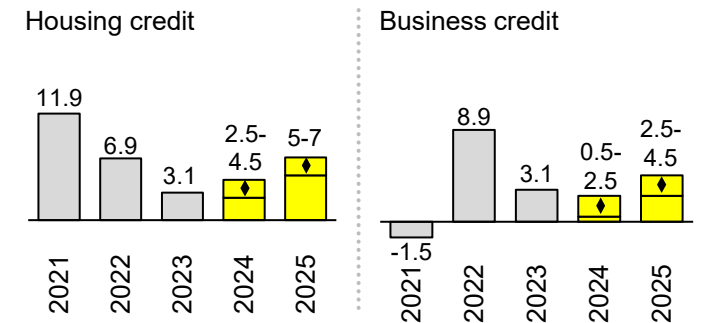
Cash rate %



Total credit growth %
12 months to June



Housing and business credit growth %
12 months to June



Actual Forecast, ASB Economics

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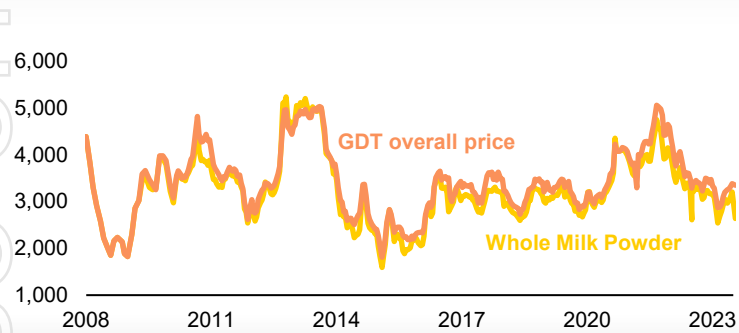
New Zealand

Slowing economy, headwinds impacting



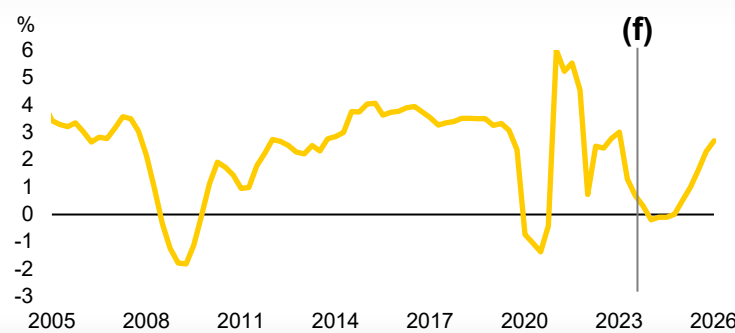
USD Dairy prices undergone a modest recovery

Global dairy trade auction results¹ (USD/tonne)



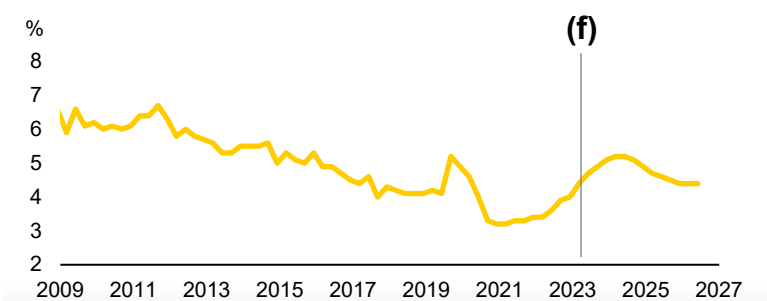
Growth is softening as headwinds bite

NZ GDP growth (annual average)²



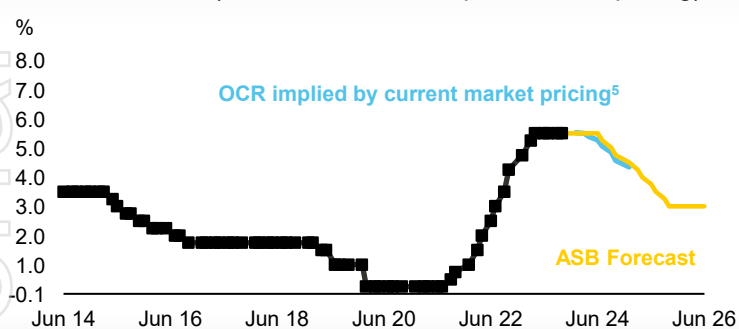
Slowing growth likely to generate labour market slack

NZ unemployment rate³



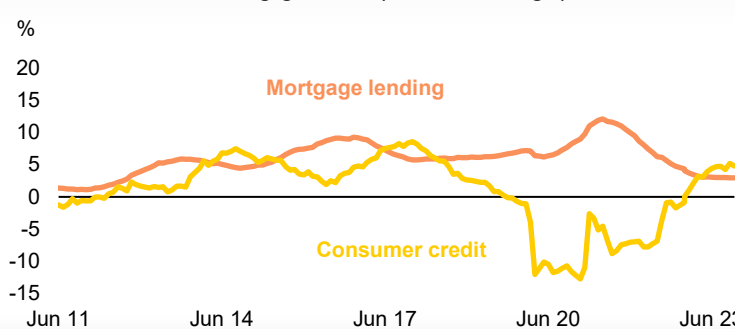
OCR increases have likely finished

OCR Forecasts⁴ (ASB forecast and implied market pricing)



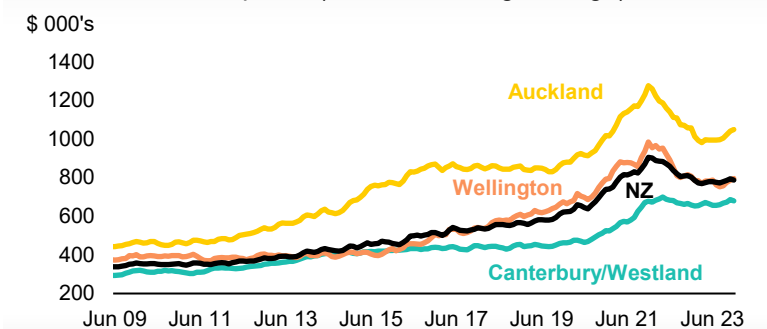
Mortgage lending conditions remain tight

NZ household lending growth⁶ (annual change)

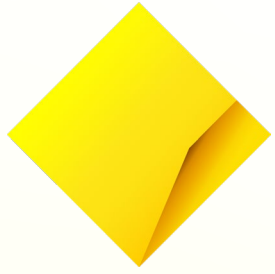


House prices are on the rise, worsening affordability

NZ median house price⁷ (3 month moving average)



1. Source: GlobalDairyTrade. 2. Source: Statistics NZ/ASB. 3. Source: Statistics NZ/ASB. 4. Source: ASB. 5. Bloomberg, as at 5 February 2024. 6. Source: RBNZ. 7. Source: REINZ.



Sources, glossary & notes

Sources and notes



Slide 5

1. Average monthly unique customers who engaged with one of our money management features in the CommBank app between July to December 2023. Money management features include Money Plan, Spend Tracker, Bill Sense, Category Budgets, Cash Flow View, Goal Tracker, Credit Score, Carbon Tracker, CommSec Pocket and Smart Savings.
2. From July to December 2023.
3. Represents the six months to 31 December 2023.
4. Invested over \$750 million in the past year, includes expenditure on operational processes and upgrading functionalities.
5. Represents Business Bank business lending, new funding and drawdowns for the six months to 31 December 2023.
6. By number of transactions.
7. Cumulative investment spend since FY19.
8. CBA commitment to keep all CBA regional branches open until at least the end of 2026.
9. Includes dividend and buy-back. CBA generates returns to over 850,000 direct shareholders and indirectly for over 12 million Australians through their superannuation.

Slide 11

1. Variances to prior comparative period unless otherwise stated.
2. Net Promoter Score®. For the major banks, NPS is reported for main bank (MFI) only. Net Promoter®, NPS®, NPS Prism®, and the NPS-related emoticons are registered trademarks of Bain & Company, Inc., NICE Systems, Inc., and Fred Reichheld. Net Promoter ScoreSM and Net Promoter SystemSM are service marks of Bain & Company, Inc., NICE Systems, Inc., and Fred Reichheld. NPS refers to customer likelihood to recommend their MFI using a scale from 0-10 (where 0 is 'Not at all likely' and 10 is 'Extremely likely') and NPS is calculated by subtracting the percentage of Detractors (scores 0-6) from the percentage of Promoters (scores 9-10).
3. Refer to the glossary for source information.
4. CBA and Major Bank Peer reputation scores. Source: RepTrak, The RepTrak Company. Data is collected throughout the quarter and reported at quarter end from July 2020.
5. Surplus CET1 Capital in excess of APRA regulatory minimum of 10.25% under the revised capital framework effective from 1 January 2023.
6. Represents shareholder returns over 1H24 (2H23 dividend and buy-back).
7. CBA generates returns to over 850,000 direct shareholders and indirectly to over 12 million Australians through their superannuation.

Slide 17

1. Refer to the glossary for source information.
2. Total retail transaction accounts, excluding offset accounts.
3. Business deposits source: spot balance growth of total interest bearing and non-interest bearing deposits in Business Banking divisional performance.
4. CBA Business lending multiple is based on Business Banking growth rate (excluding Institutional Banking and Markets) over published APRA and RBA Total Business Lending data (excluding estimated Institutional Lending balances).
5. Cumulative funding contribution is calculated as the difference between the spot balance growth in interest earning lending assets and deposits, as reported over the period from June 2018 to December 2023.
6. Camorra Retail Market Monitor NPS. Shown on a 12 month roll, peers include ANZ, BNZ, Kiwibank and Westpac. Kantar Business Finance Monitor NPS. Includes All Businesses (\$0-\$150m) and Agri (\$100k+). Shown on a 4 quarter roll.
7. Based upon RBNZ lending by purpose and deposits by sector data.
8. Includes institutional deposits.

Sources and notes



Slide 22

1. Based on most active app users.
2. The total number of customers that have logged into the CommBank app at least once in the month of December 2023.
3. Uplift in the number of monthly logins for the 12 months to December 2023 vs the prior comparative period.
4. Refers to customers who have engaged with a CommBank Yello location (CommBank Yello hub, Offer hub or CommBank Yello offer Next Best Conversation) since launch. Homeowner Benefit Set launched nationally on 4 August 2023. Everyday and Everyday Plus Benefit Set launched nationally on 6 November 2023.
5. Average daily number of customers that have visited the CommBank Yello hub in the CommBank app (post launch on 6 November 2023).
6. Refer to the glossary for source information.
7. The total value (\$) of transactions made digitally via the CommBank app including debit transfers (NPP), BPay and home loan repayments.
8. The total number of customers that have logged into a core digital asset (NetBank or CommBank app. Excludes CommBiz) at least once in the month.
9. The total number of logins to core digital assets (NetBank or CommBank app. Excludes CommBiz) divided by the number of customers who have logged into a core digital asset in the month.
10. The total number of customers that have logged into the CommBank app at least once in the month.
11. CBA won Canstar's Bank of the Year – Digital Banking award for 2023 (for the 14th year in a row). Awarded June 2023.
12. CBA was awarded both the 'Most Innovative Major Bank' and 'Best Major Digital Bank' (for the 5th year in a row) at the DBM Australian Financial Awards 2023. Presented March 2023. Award is based on information collected from the DBM Atlas research program – feedback from over 80,000 business and/or retail customers January through December 2022.

Slide 44

1. Represents an approximated distribution of 1H24 Group gross income (net of loan impairment) to our customers and stakeholders across Australia and New Zealand.
2. Includes interest paid on deposits.
3. Represents share of household deposits at December 2023. Source: APRA Monthly Authorised Deposit-taking Institution Statistics (MADIS).
4. Includes payment of corporate tax, employee related taxes and Major Bank Levy.
5. Includes interest paid on offshore deposits and wholesale funding as well as earnings returned to shareholders.
6. Includes underlying costs incurred and payments made to our suppliers and partners.
7. Represents Business Bank Business lending, new funding and drawdowns for the six months to 31 December 2023.
8. Retail shareholder calculation is based on the number of shareholders who hold less than 10,000 shares.

Slide 57

1. Evident AI Index 2023 published by Evident Insights Index, November 2023.
2. Responses include user prompts and queries.
3. Data source: Customer Engagement Engine Reporting, July 2023 to December 2023.
4. Data source: Customer Engagement Engine Reporting.
5. June 2023 to November 2023.
6. 25 September 2023 to 19 October 2023.
7. Date range: 1 July 2023 to 31 December 2023, average per day. Data source Customer Engagement Engine Reporting.
8. Unique users interacting with the Quick Links bar in the app from 1 July 2023 to 20 November 2023.

Sources and notes



Slide 67

1. Percentage growth calculations are based on actual numbers prior to rounding to the nearest billion on a non-annualised basis.
2. Source: RBA Lending and Credit Aggregates.
3. Business including select financial businesses. CBA excludes Cash Management Pooling Facilities.
4. Source: APRA Monthly Authorised Deposit-taking Institution Statistics (MADIS).
5. Source: APRA NFB Deposits, including IB&M.
6. Totals calculated using unrounded numbers.

Slide 68

1. Comparatives have been updated to reflect market restatements.
2. CBA source: RBA Lending and Credit Aggregates. Home lending peer source: Peer APRA Monthly Authorised Deposit-taking Institution Statistics (MADIS) balance divided by RBA Lending and Credit Aggregates system balance.
3. System source: APRA Monthly Authorised Deposit-taking Institution Statistics (MADIS).
4. Other household lending market share includes personal loans, margin loans and other forms of lending to individuals.
5. Business including select financial businesses.
6. Represents business lending to and business deposits by non-financial businesses under APRA definitions.
7. Represents CommSec traded value as a percentage of total Australian equities markets, on a 12 month rolling average basis.
8. System source: Based upon RBNZ lending by purpose and deposits by sector data.
9. Series break due to new regulatory definitions set by APRA from 1 July 2019. As a result of this change, market share is not comparable to previous reporting periods. Additional series break from June 21 relating to restatements.

Slide 81

1. Comparative information has been restated to conform to presentation in the current period. Includes Bankwest, excludes General Insurance.
2. Refer to the glossary for source information.
3. Percentage growth calculations are based on actual numbers prior to rounding to the nearest billion.
4. Source: RBA Lending and Credit Aggregates.
5. Source: APRA Monthly Authorised Deposit-taking Institution Statistics (MADIS).

Slide 82

1. Comparative information has been restated to conform to presentation in the current period.
2. Refer to the glossary for source information.
3. Non-Financial Business Lending Source: APRA Monthly Authorised Deposit-taking Institution Statistics (MADIS).
4. Represents internal view of lending market share.
5. Non-Financial Business Deposit Source: APRA Monthly Authorised Deposit-taking Institution Statistics (MADIS).
6. Merchants acquiring share shows 6 month moving average of market turnover (November 2023). RBA revised definition December 2022. Source: RBA.
7. 38% of new transaction accounts in 1H24 opened digitally.

Slide 83

1. Comparative information has been restated to conform to presentation in the current period.
2. Refer to the glossary for source information.
3. IB&M NIM including Markets is 1H23: 87bpts, 2H23: 91bpts and 1H24: 82bpts.

Sources and notes



Slide 84

1. Comparative information has been restated to conform to presentation in the current period.
2. Camorra Retail Market Monitor NPS. Shown on a 12 month roll, peers include ANZ, BNZ, Kiwibank and Westpac.
3. Kantar Business Finance Monitor NPS. Includes All Businesses (\$0-\$150m) and Agri (\$100k+). Shown on a 4 quarter roll. There is a trend break in results from September 2022 due to a change in methodology in the Business Finance Monitor that impacts the number of quarters in the roll from the break.
4. Based upon RBNZ lending by purpose and deposits by sector data.
5. Includes institutional deposits.
6. NIM is ASB Bank only and calculated in New Zealand dollars.
7. NPAT is NZ division and calculated in Australian dollars.

Slide 112

1. Includes other short-term liabilities.
2. Represents the Weighted Average Maturity of outstanding long-term wholesale debt with a residual maturity greater than 12 months as at reporting date. WAM and long-term % includes TFF and RBNZ term lending facilities drawdowns.
3. Maturities may vary quarter to quarter due to FX revaluation.
4. Includes Senior Bonds and Structured MTN.
5. Additional Tier 1 and Tier 2 Capital.
6. NSFR numerator (ASF) excludes the size of CBA's TFF drawdowns. Denominator (RSF) increases weighting for TFF collateral by 55%, such that it receives the 65% RSF weighting applicable to unencumbered residential mortgages.
7. Quarterly average.
8. Indicative weighted senior and covered bond funding costs (excluding Tier 2 costs), across major currencies. Updated and restated in FY23 for portfolio mix. Represents the spread over BBSW equivalent on a swapped basis.
9. Includes debt buy-backs and reported at historical FX rates.

Slide 113

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

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Glossary



Term	Description
Cash Profit	The Profit Announcement (PA) discloses the net profit after tax on both a statutory and cash basis. The statutory basis is prepared in accordance with the Corporations Act 2001 (Cth) and the Australian Accounting Standards, which comply with International Financial Reporting Standards (IFRS). The cash basis is used by management to present a clear view of the Bank's operating results. It is not a measure based on cash accounting or cash flows. The items excluded from cash profit, such as hedging and IFRS volatility and losses or gains on acquisition, disposal, closure, capital repatriation and demerger of businesses are calculated consistently with the prior year and prior half disclosures and do not discriminate between positive and negative adjustments. A list of items excluded from cash profit is provided on page 3 of the Group's 31 December 2023 PA, which can be accessed at our website: www.commbank.com.au/results
Level 1	CBA parent bank, offshore branches and extended licensed entities approved by APRA.
Level 2	Consolidated banking group including banking subsidiaries such as ASB Bank, PT Bank Commonwealth (Indonesia) and CBA Europe N.V.
Corporate Troublesome	Corporate Troublesome includes exposures where customers are experiencing financial difficulties which, if they persist, could result in losses of principal or interest, and exposures where repayments are 90 days or more past due and the value of security is sufficient to recover all amounts due.
Credit Value Adjustment (CVA)	The market value of the counterparty credit risk on the derivative portfolio, calculated as the difference between the risk-free portfolio value and the portfolio value that takes into account the possibility of a counterparty's default.
Derivative Valuation Adjustments (XVA)	A number of different valuation adjustments are made to the value of derivative contracts to reflect the additional costs or benefits in holding these contracts. The material valuation adjustments included within the CBA result are CVA and FVA.
Funding Valuation Adjustment (FVA)	The expected funding cost or benefit over the life of the uncollateralised derivative portfolio.
High Quality Liquid Assets (HQLA)	As defined by APRA in Australian Prudential Standard APS210: Liquidity. Qualifying HQLA includes cash, government and semi-government securities, and RBNZ eligible securities.
International Capital	June and December 2023 measures based on the Australian Banking Association publication 'Basel 3.1 Capital Comparison Study' (March 2023), which compares APRA's revised capital framework, including RBNZ prudential requirements, with the finalised post-crisis Basel III reforms. December 2022 calculation is aligned with the APRA study entitled 'International capital comparison study' (13 July 2015).
Leverage Ratio	Tier 1 Capital divided by Total Exposures, expressed as a percentage. Total exposures are the sum of On Balance Sheet items, derivatives, securities financing transactions (SFTs), and Off Balance Sheet items, net of any Tier 1 regulatory deductions that are already included in these items.
Liquidity Coverage Ratio (LCR)	The LCR is the first quantitative liquidity measure that is part of the Basel III reforms. It was implemented by APRA in Australia on 1 January 2015. It requires Australian ADIs to hold sufficient liquid assets to meet 30 day net cash outflows projected under an APRA-prescribed stress scenario.
Main Financial Institution (MFI) Share – Consumer	MFI Share measures the proportion of Banking and Finance MFI Customers that nominated each bank as their MFI. MFI definition: In the Roy Morgan Single Source Survey MFI is a customer determined response where one institution is nominated as the primary financial institution they deal with (when considering all financial products they hold). Peers include ANZ Group, NAB Group and Westpac Group (including St George Group). CBA Group includes Bankwest. Source: Roy Morgan Single Source survey conducted by Roy Morgan, Australian population 14+ (12 month averages to December 2023), excl. unable to identify MFI. Roy Morgan has re-calibrated the results from April 2020 to March 2021 to take into account methodology changes since COVID-19. This has resulted in small differences to some of the previously published figures.

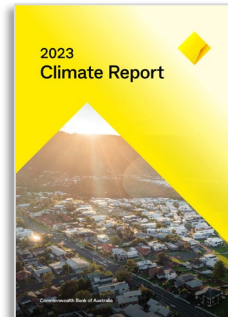
Term	Description
MFI Share – Business	DBM Atlas (part of RFI Global) Business MFI Share. Data on a 6 month roll weighted to the Australian business population. MFI Customer Share is the proportion of all businesses with any business banking, that nominate the FI as their main financial institution. Share based on grouped brands as follows: CBA Group includes CBA and Bankwest, ANZ Group includes ANZ, NAB Group includes NAB, Westpac Group includes Westpac, St George, BankSA and Bank of Melbourne.
Merchant Acquiring Share – Rank	DBM Atlas (part of RFI Global) Business Merchant Facility Penetration. Data on a 6 month roll weighted to the Australian business population. Merchant Facility Penetration is the proportion of all businesses with turnover below \$40m (SME) with a merchant facility issued by the FI. Share based on grouped brands as follows: CBA Group includes CBA and Bankwest, ANZ Group includes ANZ, NAB Group includes NAB and HICAPS, Westpac Group includes Westpac, St George, BankSA and Bank of Melbourne.
NPS – Consumer	DBM Atlas (part of RFI Global) Consumer MFI NPS. Based on Australian population aged 14+ years old rating their likelihood to recommend their MFI. NPS results are shown as a six-month rolling average.
NPS – Business	DBM Atlas (part of RFI Global) Business MFI NPS. Based on Australian businesses rating their likelihood to recommend their MFI for Business Banking. NPS results are shown as a six-month rolling average.
NPS – Institutional	DBM Atlas (part of RFI Global) Institutional \$300M+ Business MFI NPS: Based on Australian businesses with an annual revenue of \$300M or more for the previous financial year rating their likelihood to recommend their MFI for Business Banking. NPS results are shown as a twelve-month rolling average.
NPS – Consumer Mobile App	DBM Atlas (part of RFI Global) Consumer MFI Mobile Banking App NPS: Based on MFI customers rating their likelihood to recommend their MFI's Mobile Banking App used in the last 4 weeks. NPS results are shown as a six-month rolling average.
NPS – Consumer Digital Banking	DBM Atlas (part of RFI Global) Consumer MFI Digital Banking NPS: Based on MFI customers rating their likelihood to recommend their MFI's Mobile Banking App or Online Banking used in the last 4 weeks. Overall Digital NPS is then calculated by weighting Online Banking: Mobile Banking App by a factor of 29:71. NPS results are shown as a six-month rolling average.
NPS – Business Digital Banking	DBM Atlas (part of RFI Global) Business MFI Digital Banking NPS: Based on MFI customers (turnover below \$40m) rating their likelihood to recommend their MFI's Mobile Banking App or Online Banking used in the last 4 weeks. Overall Digital NPS is then calculated by weighting Online Banking: Mobile Banking App by a factor of 44:56. NPS results are shown as a six-month rolling average.
NPS & Share Ranks	NPS, MFI Share, and Merchant Share ranks are based on absolute scores, or simple comparisons of incidences among major banks, not statistically significant differences.
Net Stable Funding Ratio (NSFR)	The NSFR is the second quantitative liquidity measure of the Basel III reforms, in addition to the LCR. It was implemented by APRA in Australia on 1 January 2018. It requires Australian ADIs to fund their assets with sufficient stable funding to reduce funding risk over a one year horizon. APRA prescribed factors are used to determine the stable funding requirement of assets and the stability of funding.
Risk Weighted Assets (RWA)	The value of the Group's On and Off Balance Sheet assets are adjusted by risk weights calculated according to various APRA prudential standards. For more information, refer to the APRA website.
Total Committed Exposure (TCE)	Total Committed Exposure is defined as the balance outstanding and undrawn components of committed facility limits. It is calculated before collateralisation and excludes settlement exposures.
Troublesome and Impaired Assets (TIA)	Corporate troublesome and Group gross impaired exposures.

Our reporting suite

Committed to transparent reporting



Annual Report



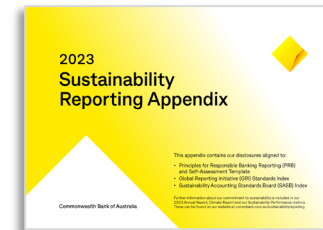
Climate Report



Corporate Governance Statement



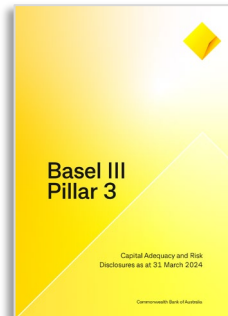
Investor Discussion Pack



Sustainability Reporting Appendix



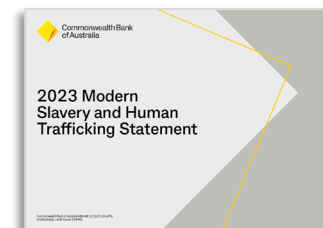
Profit Announcement



Pillar 3 Report



Green, Social and Sustainability Funding Impact Report



Modern Slavery and Human Trafficking Statement

+ View our sustainability performance metrics at commbank.com.au/reporting

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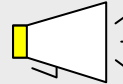
Contact us



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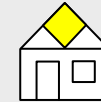
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