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# Results Presentation

FOR THE FULL YEAR ENDED 30 JUNE 2012



**Ian Narev**  
Chief Executive Officer

**David Craig**  
Chief Financial Officer

# Notes

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## Disclaimer

The material that follows is a presentation of general background information about the Group's activities current at the date of the presentation, 15 August 2012. It is information given in summary form and does not purport to be complete. It is not intended to be relied upon as advice to investors or potential investors and does not take into account the investment objectives, financial situation or needs of any particular investor. These should be considered, with or without professional advice when deciding if an investment is appropriate.

## Cash Profit

The Management Discussion and Analysis discloses the net profit after tax on both a 'Statutory basis' and a 'Cash basis'. The Statutory basis is prepared in accordance with the Corporations Act 2001 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 Group's underlying operating results, excluding a number of items that introduce volatility and/ or one off distortions of the Group's current period performance. These items, such as hedging and IFRS volatility, are calculated consistently year on year and do not discriminate between positive and negative adjustments. A list of items excluded from statutory profit is provided in the reconciliation of the Net profit after tax ("Cash basis") on page 3 of the Profit Announcement (PA) and described in greater detail on page 11 of the PA and can be accessed at our website <http://www.commbank.com.au/about-us/shareholders/financial-information/results/>

# Agenda

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 **Ian Narev, CEO – Company Update**

David Craig, CFO – Financial Overview

Ian Narev, CEO – Summary and Outlook

Questions and Answers



# Continuing momentum

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	<b>Jun 12</b>	<b>VS Jun 11</b>
Statutory Profit (\$m)	<b>7,090</b>	<b>11%</b>
Cash NPAT (\$m)	<b>7,113</b>	<b>4%</b>
ROE – Cash (%)	<b>18.6%</b>	<b>(90) bpts</b>
Cash Earnings per Share (\$)	<b>4.49</b>	<b>2%</b>
Dividend per Share (\$)	<b>3.34</b>	<b>4%</b>



# Additional information

## Business unit profitability

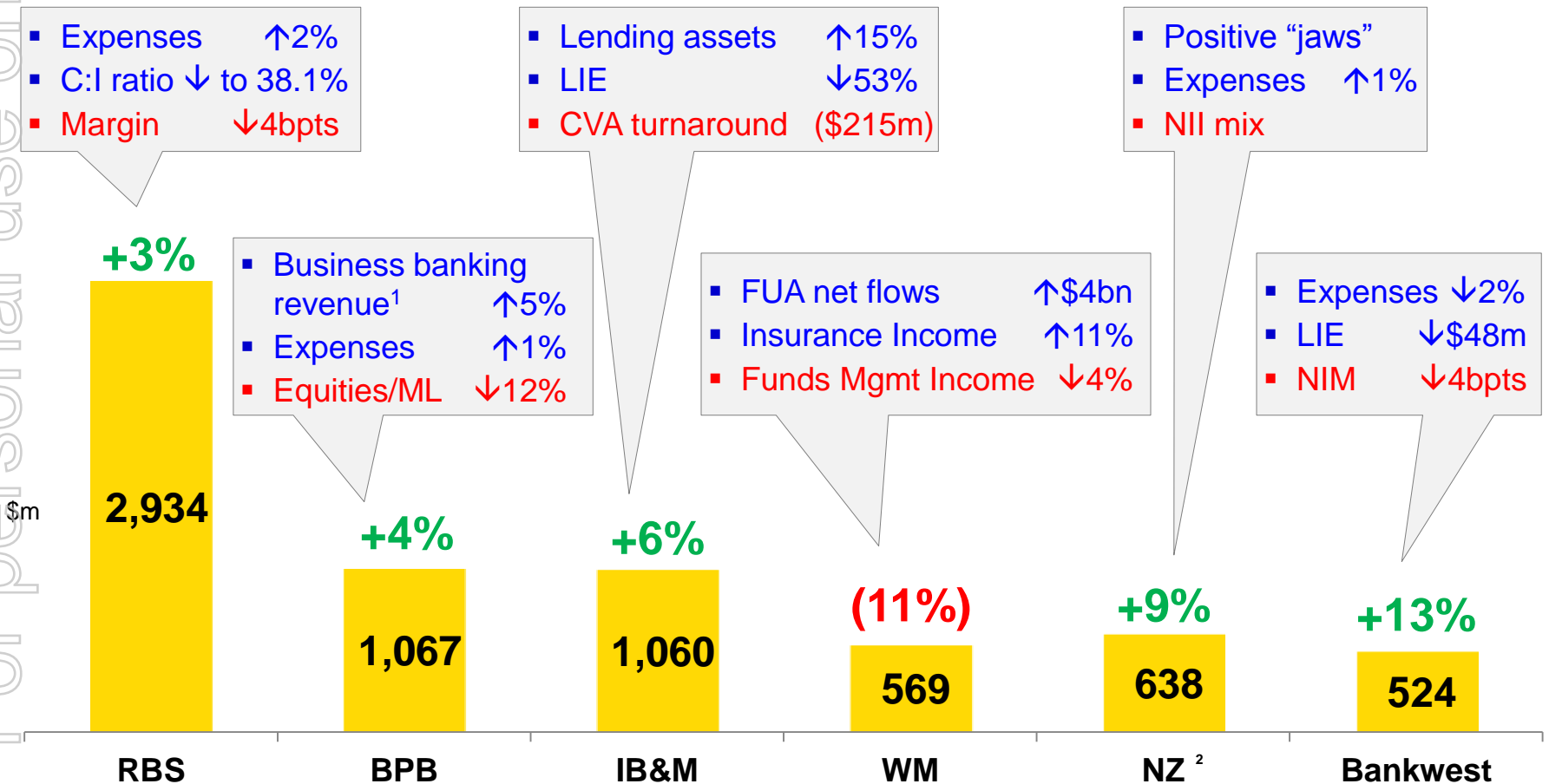
\$m	Operating Performance	Mvt Operating Performance	Impairment Expense	Investment Experience	Tax & non-controlling interests	Cash NPAT Jun 12	Cash NPAT Jun 11	Mvt Cash NPAT
RBS	4,795	4%	(623)	-	(1,238)	2,934	2,854	3%
BPB	1,753	3%	(227)	-	(459)	1,067	1,030	4%
IB&M	1,495	(9%)	(153)	-	(282)	1,060	1,004	6%
WM	670	(16%)	-	108	(209)	569	642	(11%)
NZ <sup>1</sup>	702	4%	(37)	(11)	(164)	490	470	4%
Bankwest	812	5%	(61)	-	(227)	524	463	13%
Other <sup>2</sup>	578	30%	12	52	(173)	469	372	26%
<b>Total</b>	<b>10,805</b>	<b>1%</b>	<b>(1,089)</b>	<b>149</b>	<b>(2,752)</b>	<b>7,113</b>	<b>6,835</b>	<b>4%</b>

<sup>1</sup> NZ result in AUD.

<sup>2</sup> Includes Group Treasury, Centre functions, IFS Asia.

# Cash NPAT drivers

FY12



<sup>1</sup> Business and Private Banking excluding Private Bank and Equities & Margin Lending.

<sup>2</sup> NZ result in NZD.

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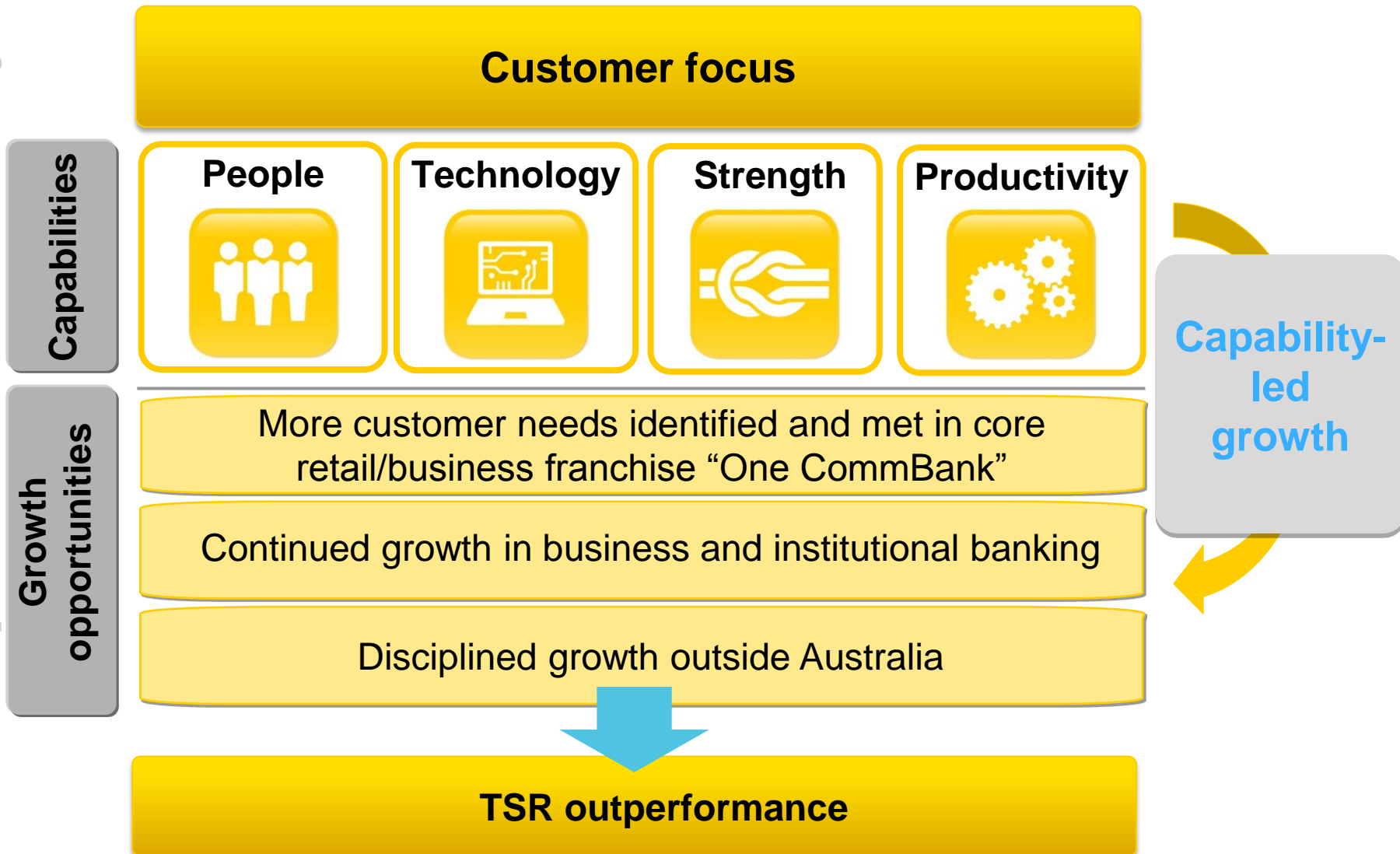
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# Our strategy

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# Australia's leading technology bank

#1

Online banking

#1

In the youth segment

>40%

of all payment transactions

#1

itunes app\*

#1

Social & Facebook

460k

Kaching downloads

1<sup>st</sup>

Real-time banking

#1

Contactless acceptance points

4.25m

active online customers

>2.0m

customers on mobile

MFI for  
1 in 3

Australians

#1

Contactless  
(7m PayPass enabled cards)

\* CommBank Kaching. Finance category as at 13 August 2012.

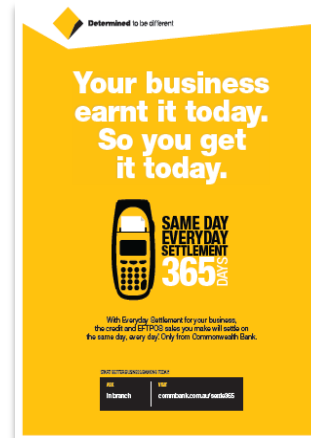
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# Technology

## Core Banking

- ◆ Deposits completed
- ◆ Lending well advanced
- ◆ 12 million+ customers migrated
- ◆ Real-time banking 24/7
- ◆ Focus on benefits realisation

## Leveraging real time



## Product innovation



## Driving efficiency

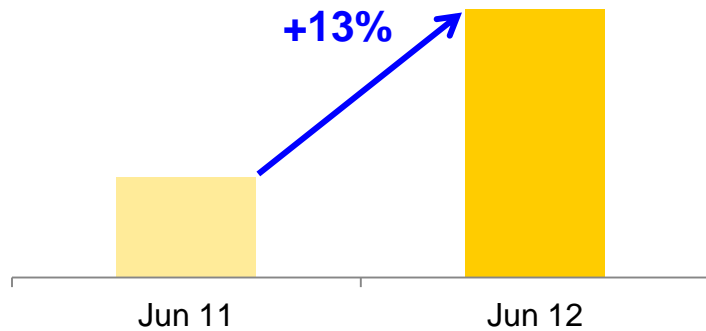
- ◆ Process elimination
- ◆ Straight-through processing
- ◆ Immediate problem resolution
- ◆ Instant account opening
- ◆ Increased customer self-service
- ◆ Product rationalisation

# Productivity – some examples

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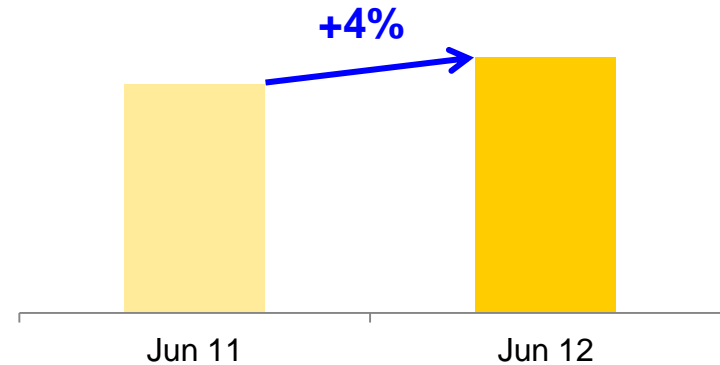
## Retail branch sales

Sales and converted referrals per CSS per week<sup>1</sup>



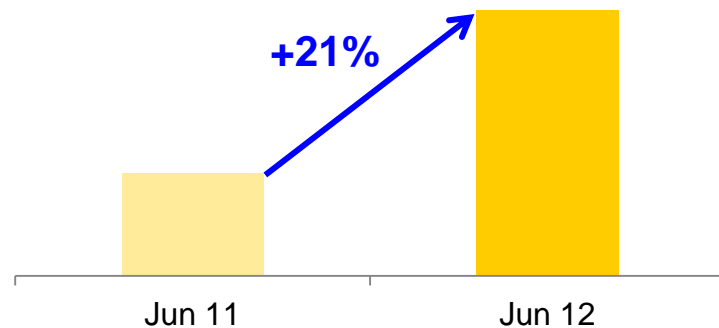
## Retail customer service

Transactions per CSR per week<sup>2</sup>



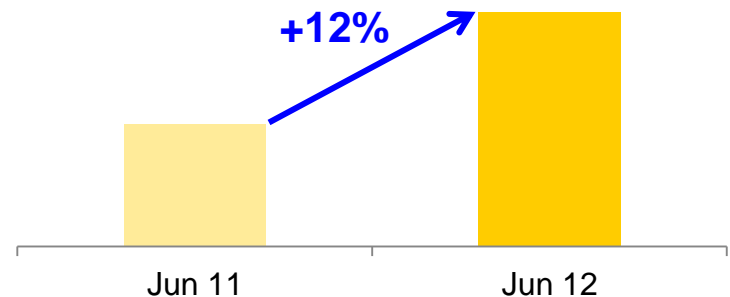
## Local Business Banking call centres

Time spent on customer related activities per day<sup>3</sup>



## Bankwest home loan processing

Home loan applications per operations FTE<sup>4</sup>



1 Average number of sales and converted referrals completed per week in branch by Customer Service Specialists & Savings Specialists.

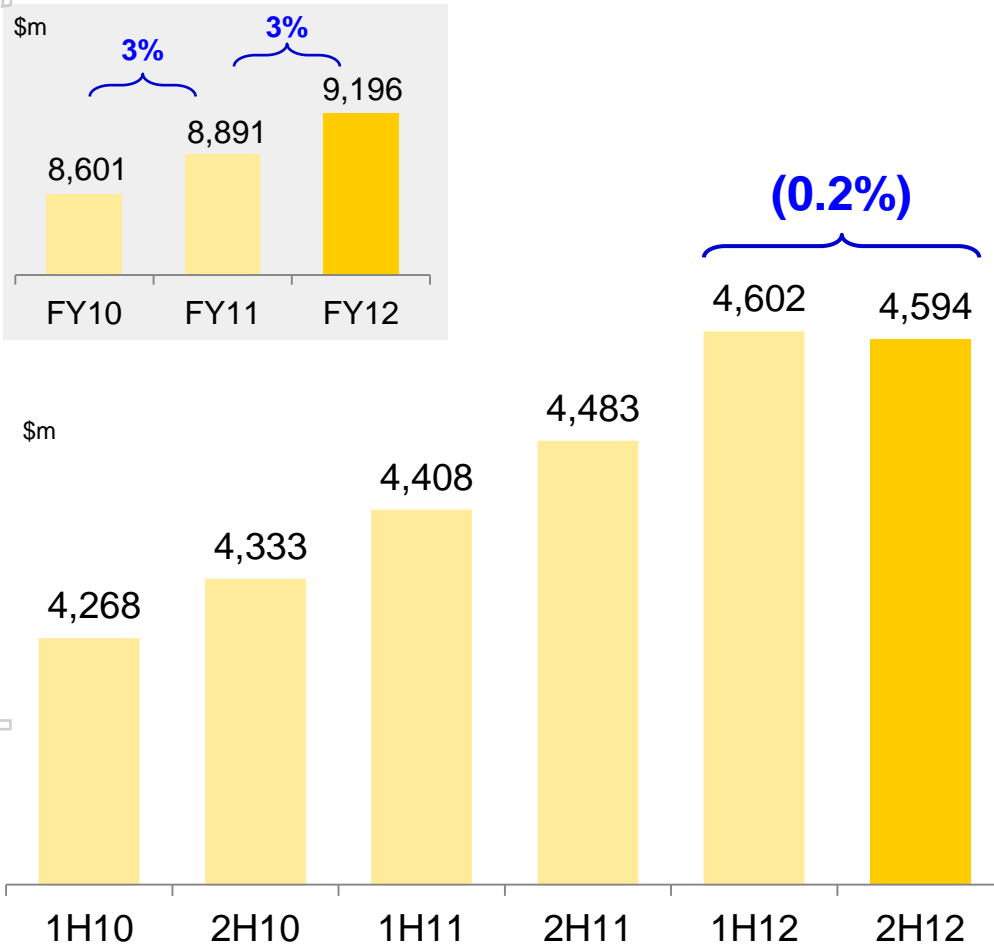
2 Average number of transactions completed per week in branch by Customer Service Representatives.

3 Average time Local Business Banking associates are available to complete core customer related activities per day.

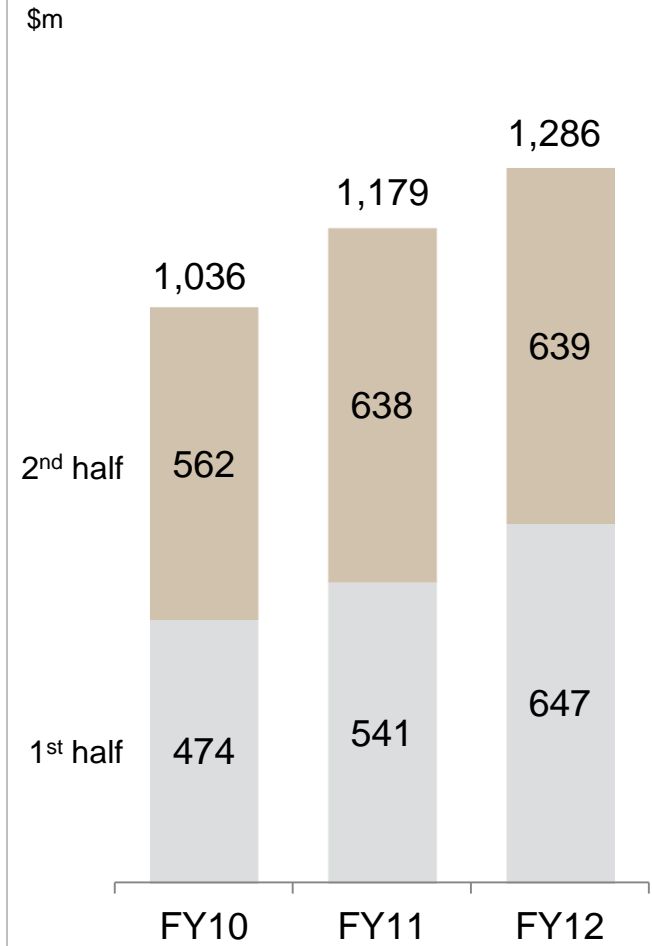
4 Home loan applications processed per annum per Bankwest operations FTE.

# Productivity led flat costs - continuing investment

Total operating expenses



Investment spend



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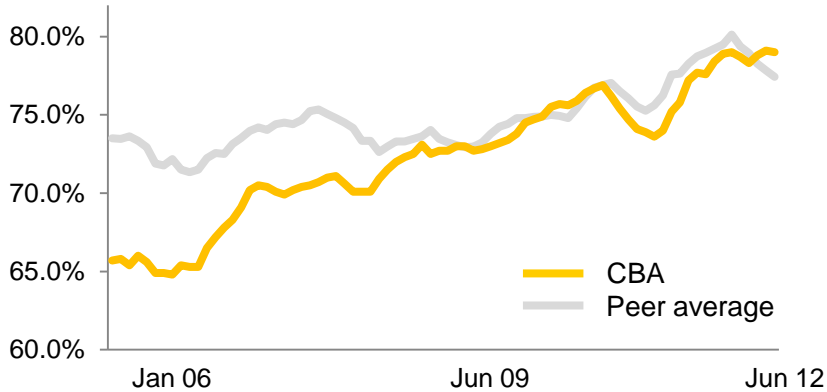
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A large rectangular area with a light gray background, bounded by yellow lines at the top and bottom. It contains 11 horizontal black lines, creating 12 rows for taking notes.

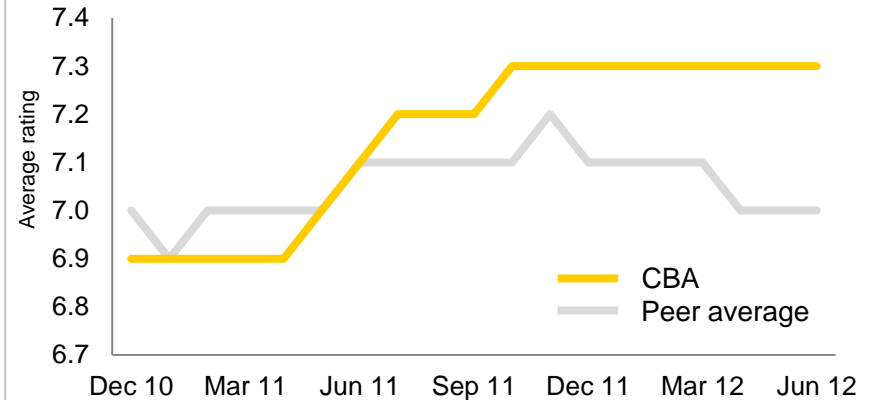


# A vibrant customer-focused culture and people

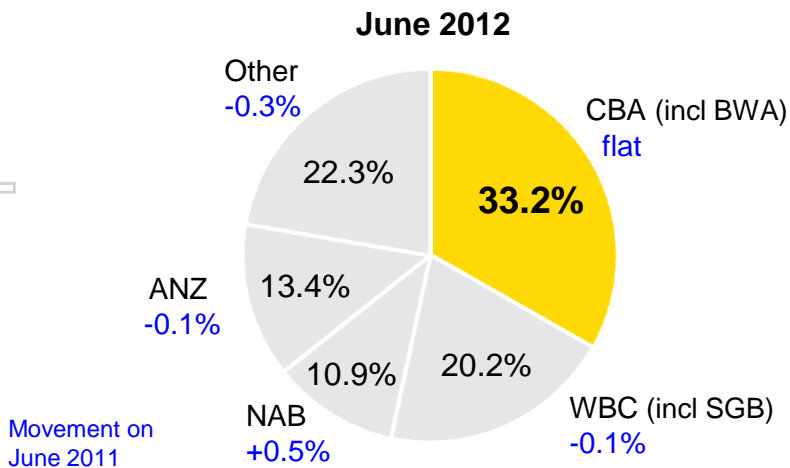
## Retail customer satisfaction<sup>1</sup>



## Business customer satisfaction<sup>2</sup>

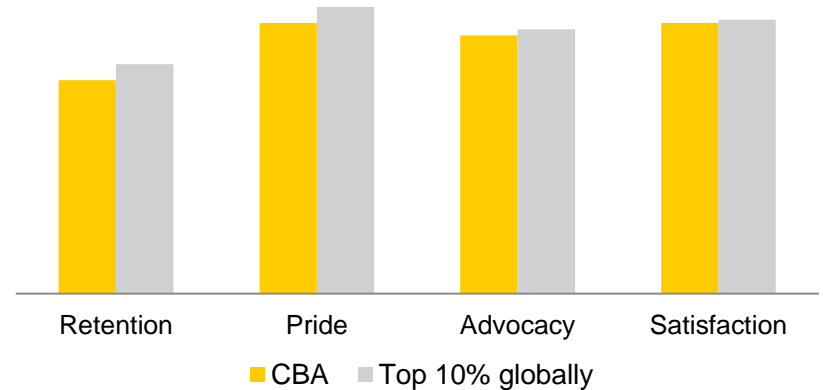


## MFI customer numbers<sup>4</sup>



## People Engagement<sup>5</sup>

### CBA people engagement v Top 10% globally<sup>5</sup>



1,2,4 Refer note slide at back of this presentation for source information.  
 5 2012 People and Culture Survey (independent external benchmark).

# Additional information

## Snapshot – FY12 Results<sup>1</sup>

Financial			Operating performance by division		
Cash earnings (\$m)	7,113	4%	Retail Banking Services (\$m)	4,795	4%
ROE (Cash)	18.6%	(90) bpts	Business and Private Banking (\$m)	1,753	3%
Cash EPS (\$)	4.49	2%	Institutional Banking & Markets (\$m)	1,495	(9%)
DPS (\$)	3.34	4%	Bankwest (\$m)	812	5%
Cost-to-Income (Cash)	46.0%	50 bpts	Wealth Management (\$m)	670	(16%)
NIM (bpts)	209	(3) bpts	NZ (NZD \$m)	914	8%
Balance sheet			Capital & funding		
Total Assets (\$bn)	718	8%	Tier 1 Capital – Basel II	10.0%	-
Total Liabilities (\$bn)	677	7%	Tier 1 – UK FSA	13.6%	(0.1%)
FUA (\$bn, spot)	202	3%	LT Wholesale Funding WAM (yrs)	3.7	+0.1
RWA (\$bn)	303	7%	Deposit Funding	62%	+1%
Provision to Credit RWAs (bpts)	185	(24) bpts	Liquids <sup>2</sup> (\$bn)	135	+34%

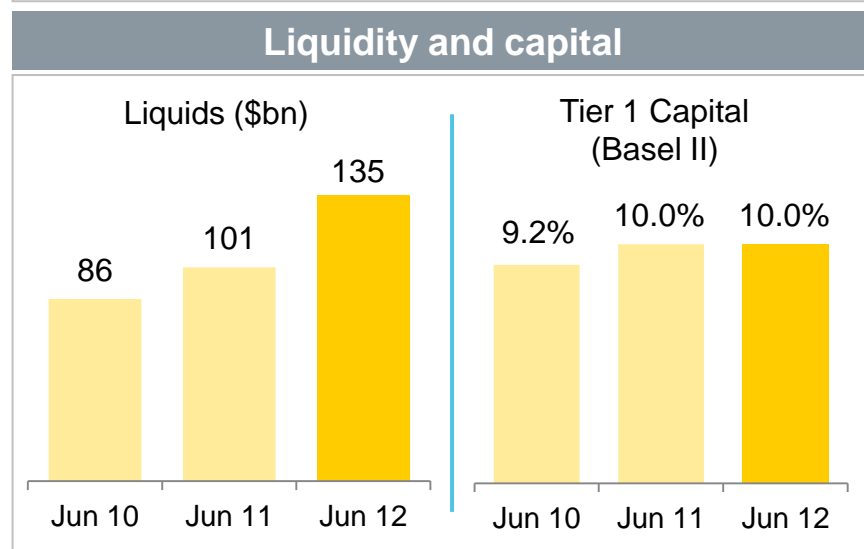
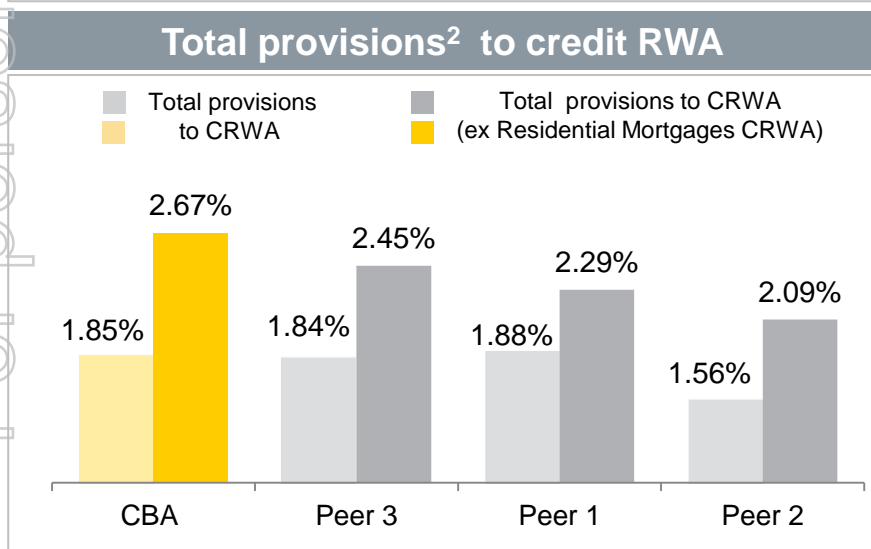
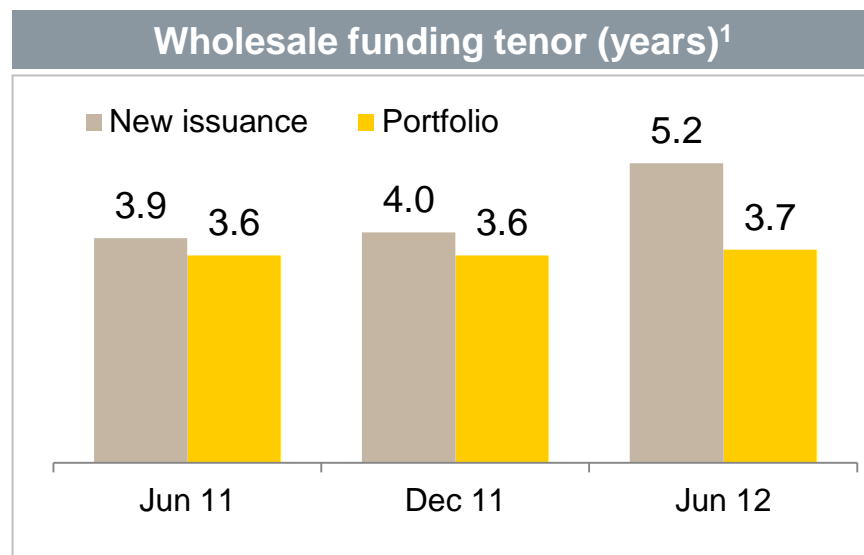
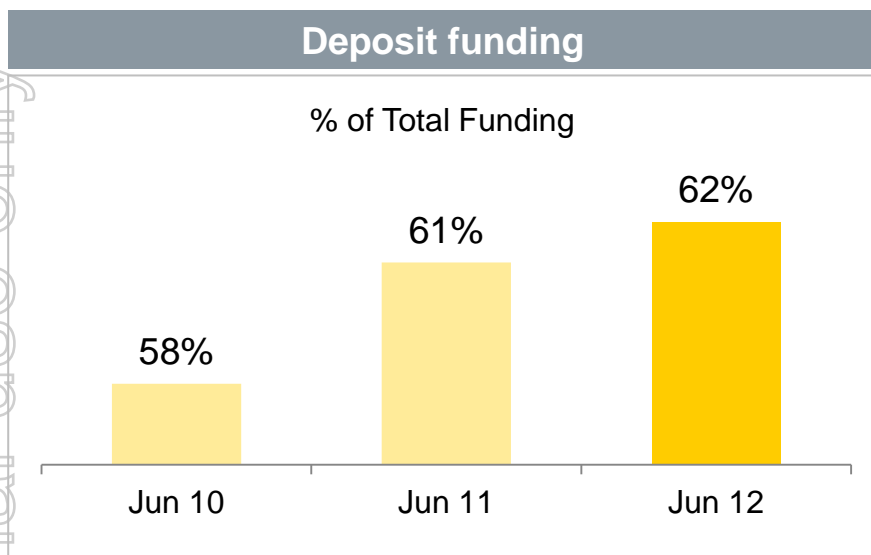
1 All movements on prior comparative period.

2 Liquids as at 30 June 2012.



# Strength

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<sup>1</sup> Weighted Average Maturity of long term wholesale debt. Includes all deals with first call or contractual maturity of 12 months or greater.

<sup>2</sup> Provisions do not include General Reserve for Credit Losses equity reserves or other similar adjustments. CBA at 30 June 2012 & Peers at 31 March 2012.

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Large rectangular area with horizontal lines for writing notes.

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# Results Presentation

FOR THE FULL YEAR ENDED 30 JUNE 2012



**David Craig**  
Chief Financial Officer

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Lined area for notes with horizontal ruling lines.

# Solid profit growth

	Jun 12 \$m	Jun 11 \$m	Jun 12 vs Jun 11
Operating income	20,001	19,538	2%
Operating expenses	(9,196)	(8,891)	3%
<b>Operating performance</b>	<b>10,805</b>	<b>10,647</b>	<b>1%</b>
Investment experience	149	121	23%
Loan impairment expense	(1,089)	(1,280)	(15%)
Tax and non-controlling interest	(2,752)	(2,653)	4%
<b>Cash NPAT</b>	<b>7,113</b>	<b>6,835</b>	<b>4%</b>

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## Additional information

### Non-cash items

	Jun 12 \$m	Jun 11 \$m
Hedging and IFRS volatility		
▪ Unrealised accounting gains and losses arising from the application of “AASB 139 Financial Instruments: Recognition and Measurement”	124	(265)
Other		
▪ Bankwest merger related amortisation	(89)	(147)
▪ Treasury shares valuation adjustment	(15)	(22)
▪ Count Financial acquisition costs	(43)	-
▪ Sale of controlled entities/investments	-	(7)
	(147)	(176)



# Statutory profit

	Jun 12 \$m	Jun 11 \$m	
<b>Cash NPAT</b>	<b>7,113</b>	<b>6,835</b>	<b>4%</b>
Hedging and IFRS volatility	124	(265)	
Other non-cash items	(147)	(176)	
<b>Statutory NPAT</b>	<b>7,090</b>	<b>6,394</b>	<b>11%</b>

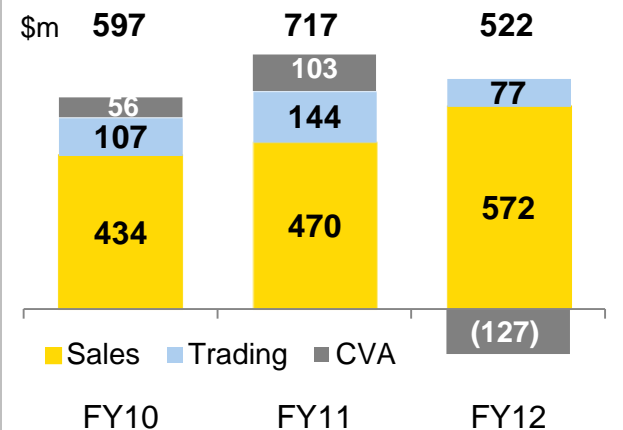


# Additional information

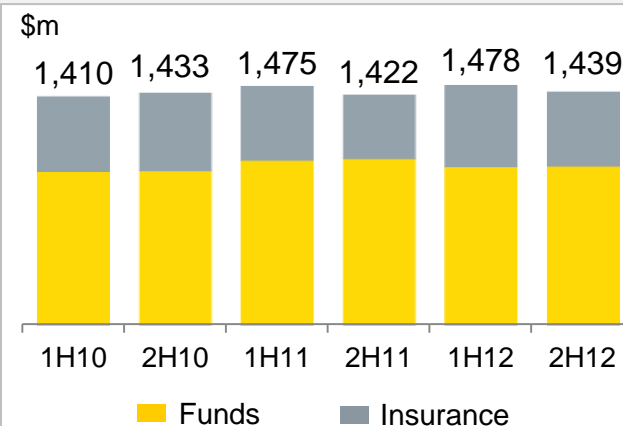
## Other Banking Income

	Jun 12 \$m	Jun 11 \$m	Jun 12 vs Jun 11
Commissions	1,997	1,946	3%
Lending Fees	997	982	2%
Other	411	351	17%
<b>Sub-total</b>	<b>3,405</b>	<b>3,279</b>	<b>4%</b>
Trading Income	522	717	(27%)
<b>Total</b>	<b>3,927</b>	<b>3,996</b>	<b>(2%)</b>

## Group Trading Income



## Funds & Insurance Income

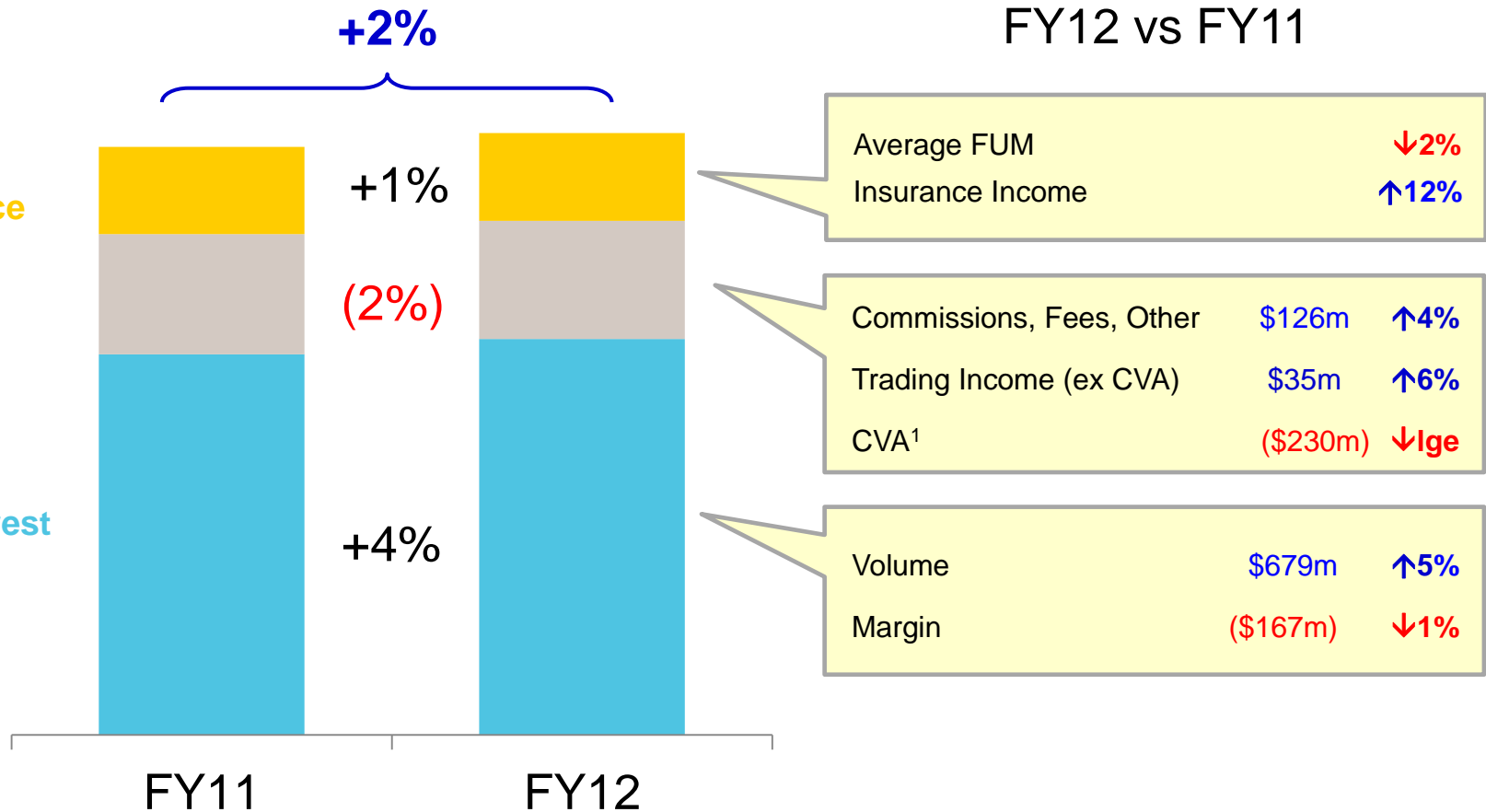


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# Operating income

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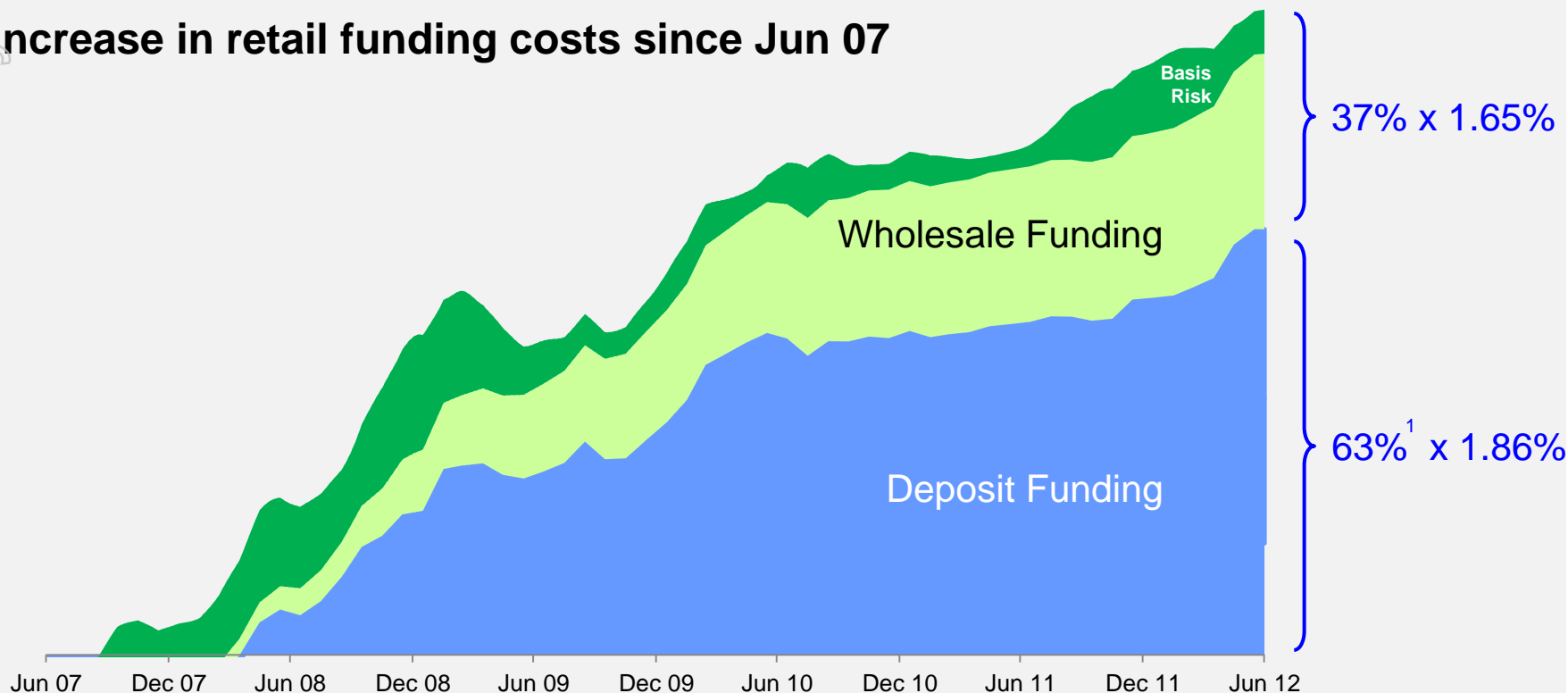


1 Group CVA including Bankwest and NZ.



# Additional information

## Increase in retail funding costs since Jun 07



Increase in Wholesale Funding <sup>2</sup>	1.30%	1.75%	<b>1.65%</b>
Increase in Deposit Funding	1.45%	1.57%	<b>1.86%</b>
Increase in Weighted Average Cost	1.39%	1.64%	<b>1.78%</b>
Increase in home loan (SVR) rate <sup>3</sup>	1.24%	1.34%	<b>1.48%</b>

1 Retail Bank deposit ratio.

2 Includes Basis Risk.

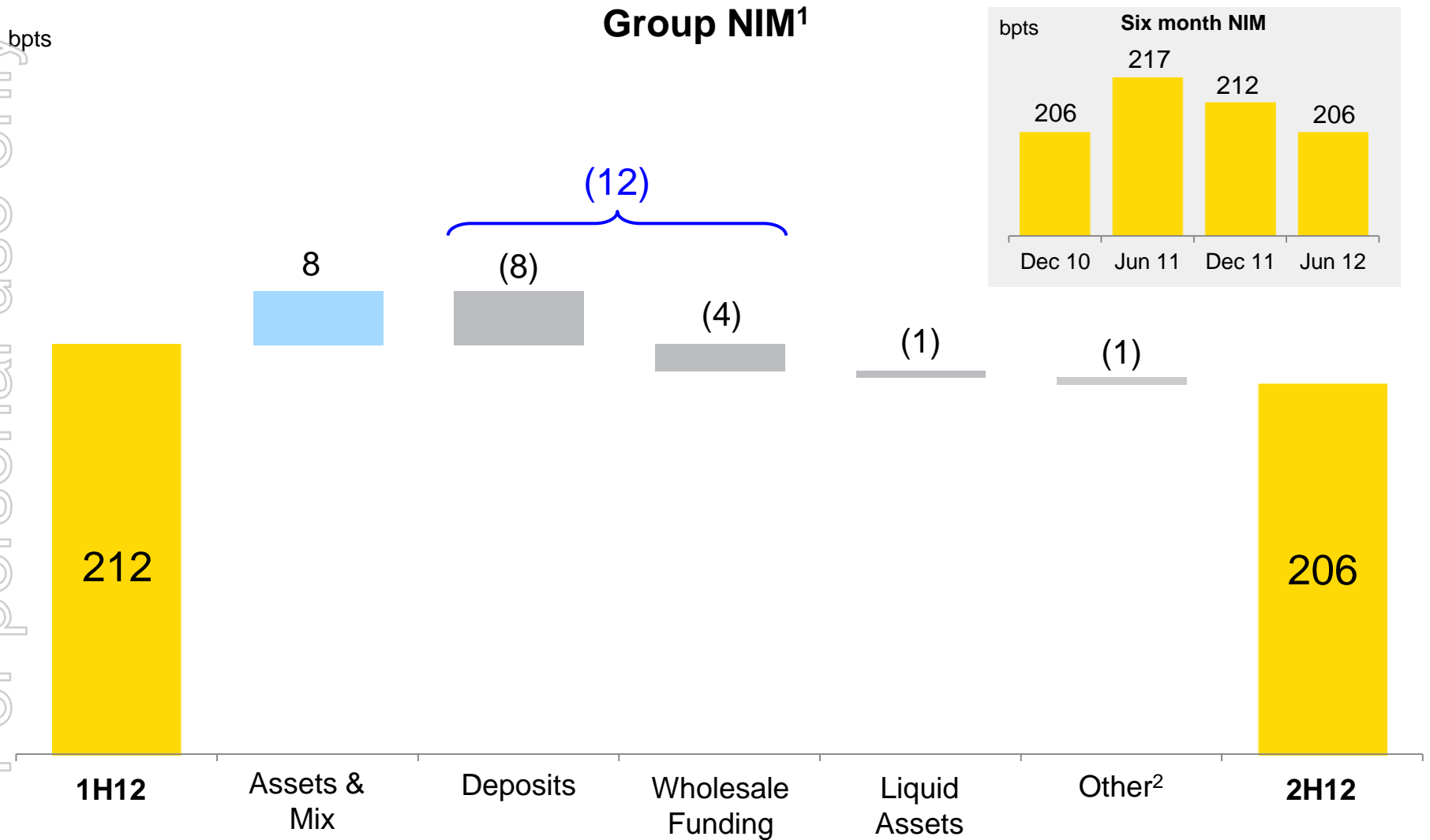
3 Outside of movements in the RBA cash rate.



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# Higher funding costs impacting Group NIM

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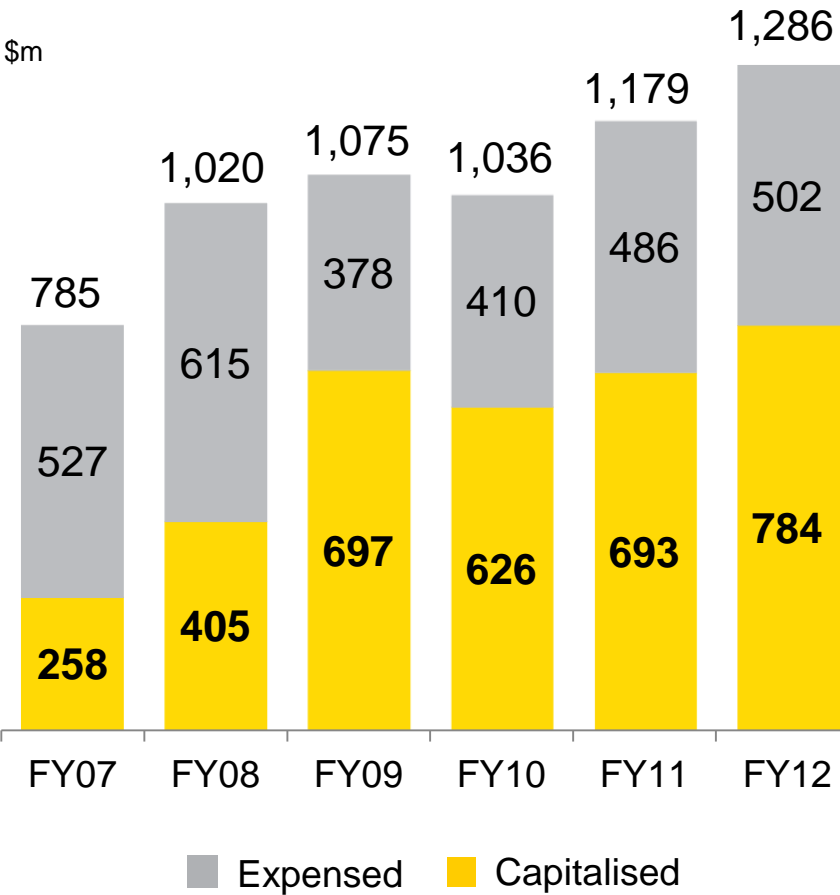
1 Comparative NIM information has been restated for the inclusion of bills income, net securitised interest income and the reversal of the IFRS reclass of net swap costs to conform to presentation in the current period.

2 Includes Treasury, New Zealand and other unallocated items.

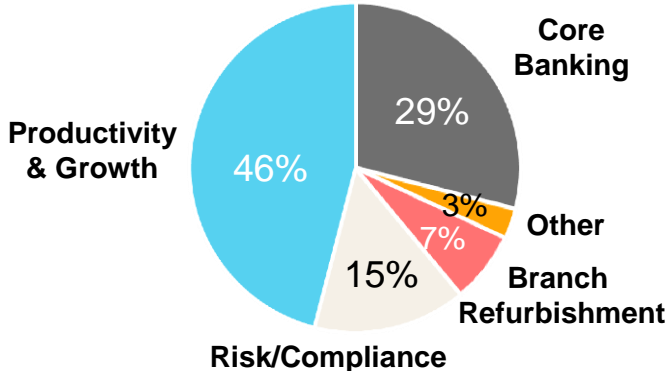


# Additional information

## Investment spend



## Investment spend profile



## Technology leader



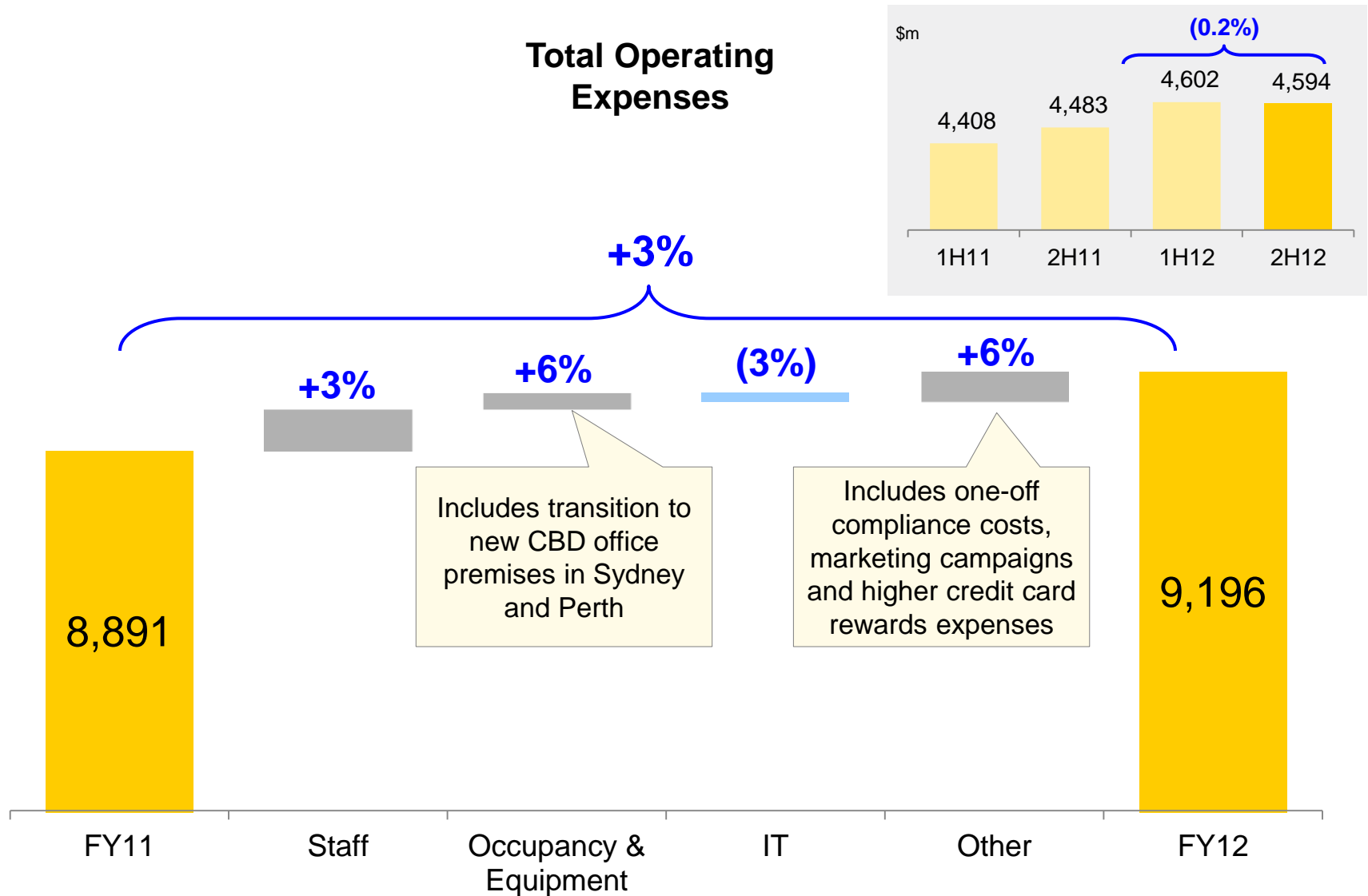
**Kaching**



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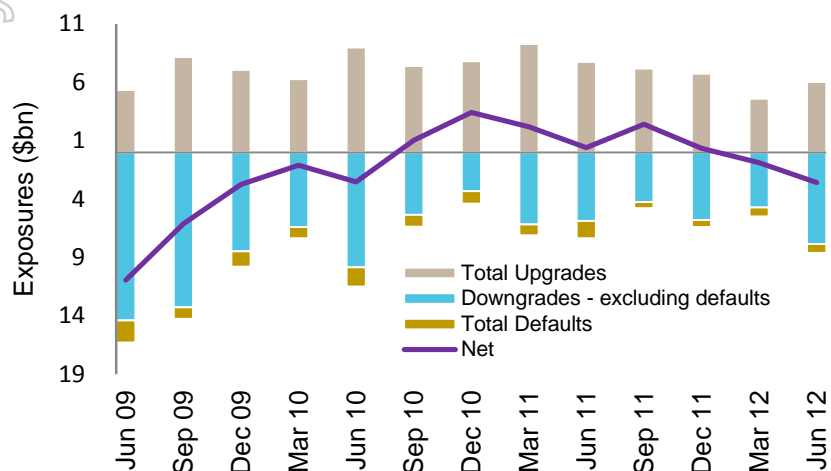
# Continued cost discipline

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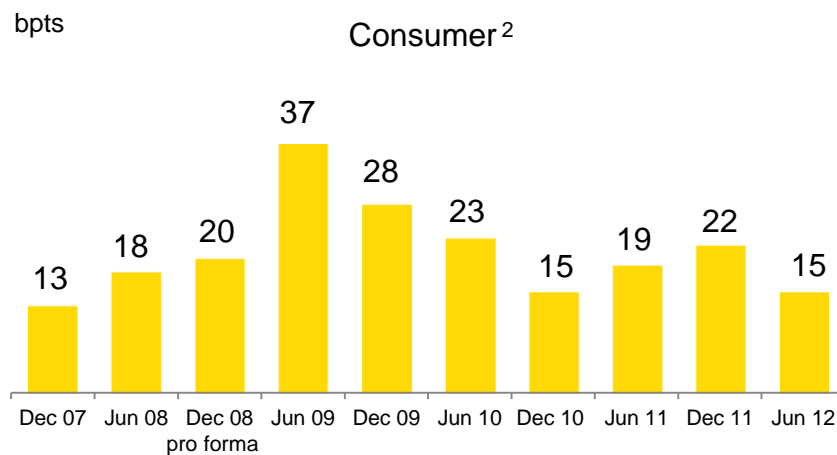


# Additional information

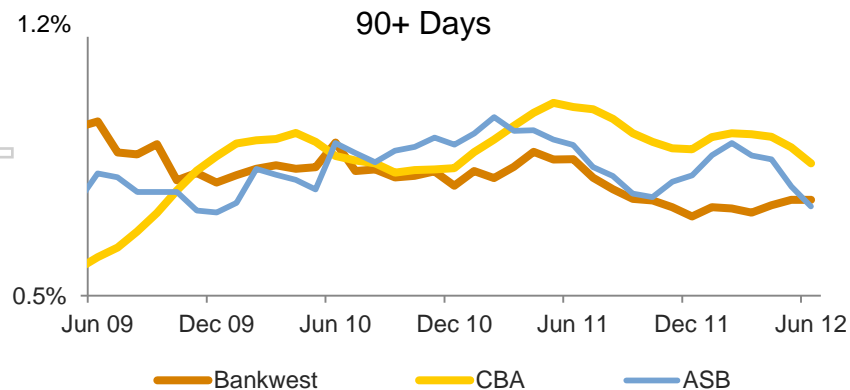
## PD ratings migration risk-rated portfolio<sup>1</sup>



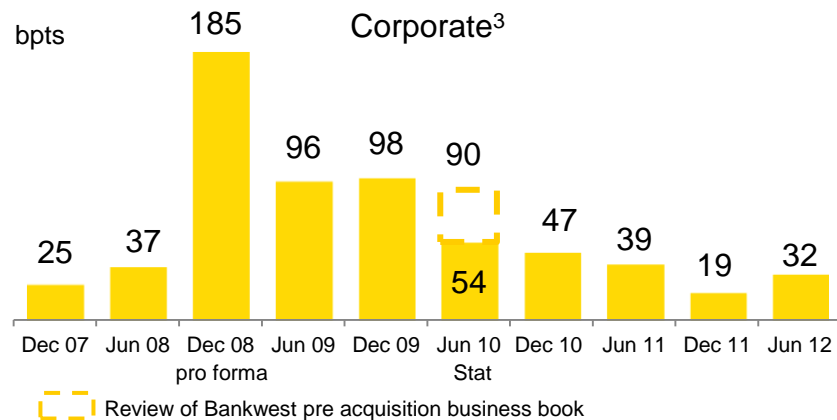
## Loan impairment expense to gross loans



## Home loan arrears



## Loan impairment expense to gross loans



<sup>1</sup> Excludes Banks and Sovereigns.

<sup>2</sup> Represents Retail Banking Services, ASB Retail and Bankwest Retail from December 08. Six months annualised basis points as a percentage of Gross Loans and Acceptances.

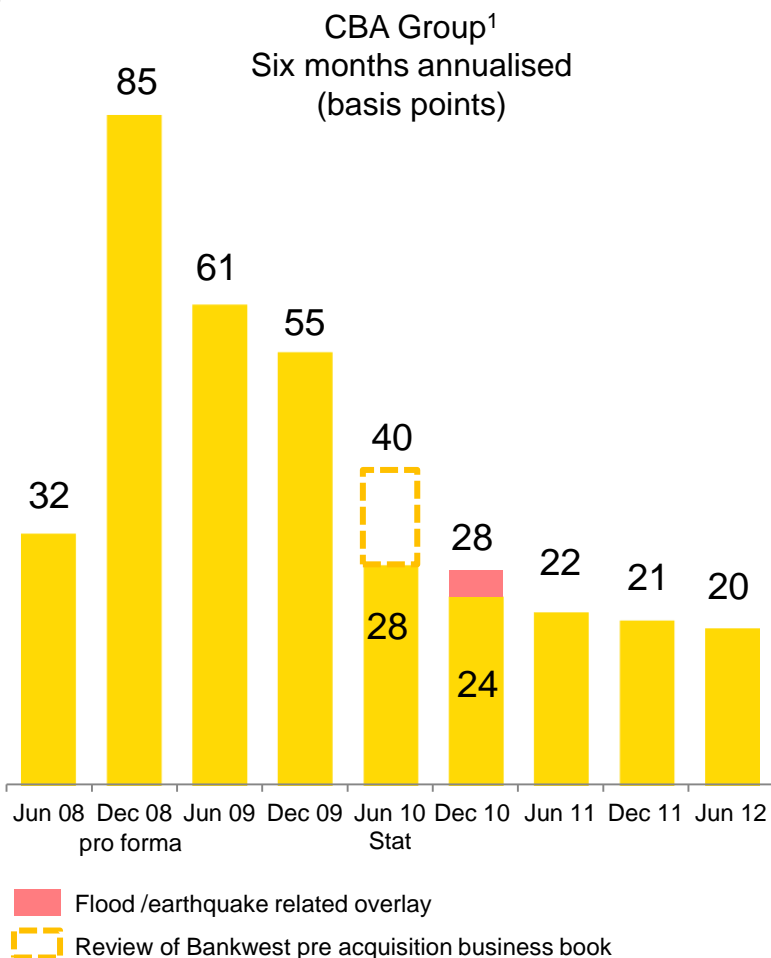
<sup>3</sup> Represents Institutional Banking and Markets, Business and Private Banking, ASB Business and Bankwest Business from December 08. Six months annualised basis points as a percentage of Gross Loans and Acceptances.



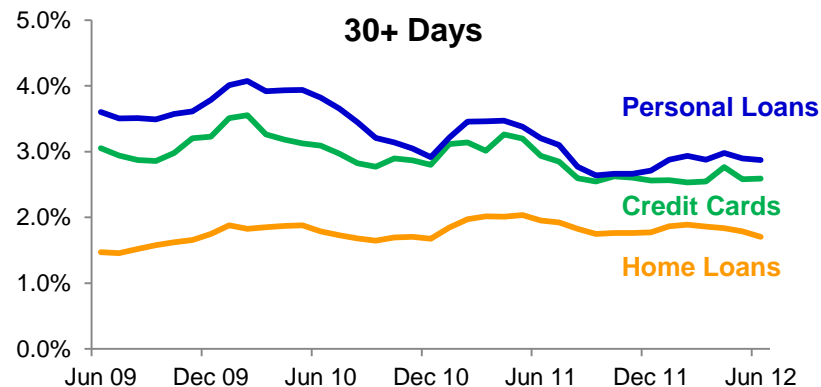
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# Sound credit quality

## Loan impairment expense to gross loans

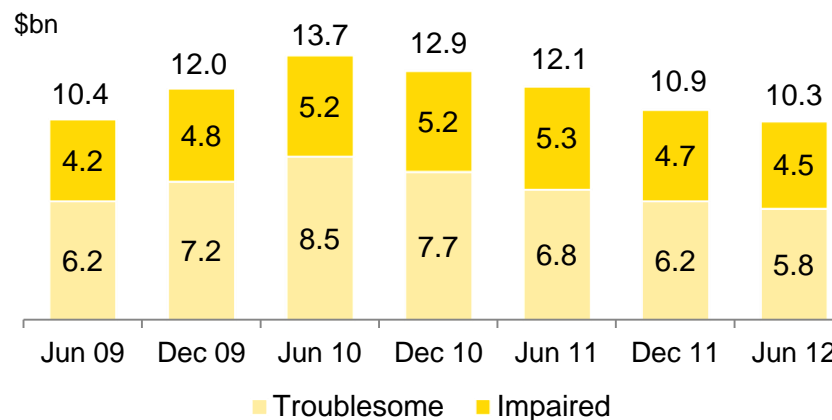


## Consumer arrears



CBA domestic only. Excludes Bankwest

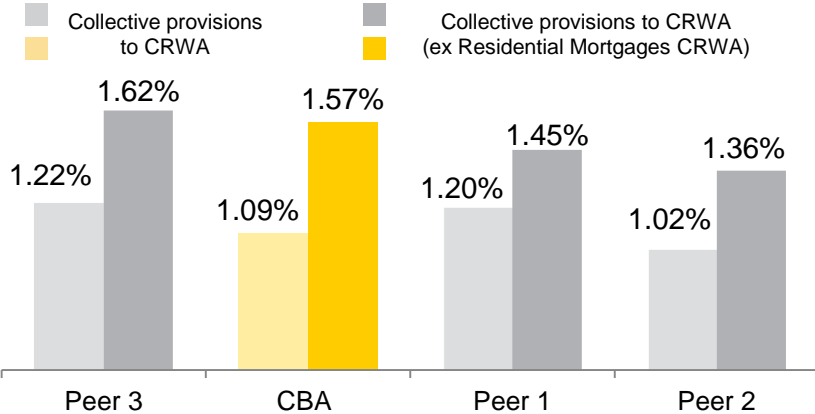
## Troublesome and impaired assets



1 Includes ASB and Bankwest from December 08. December 08 includes Bankwest on a pro forma basis. Basis points as a percentage of average Gross Loans and Acceptances.

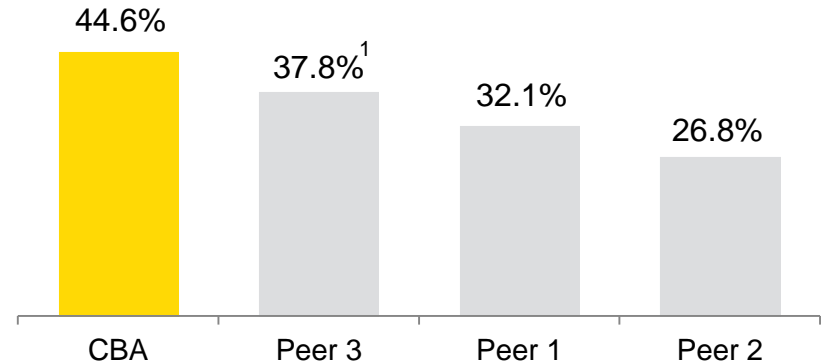
# Additional information

## Collective provisions to credit RWA



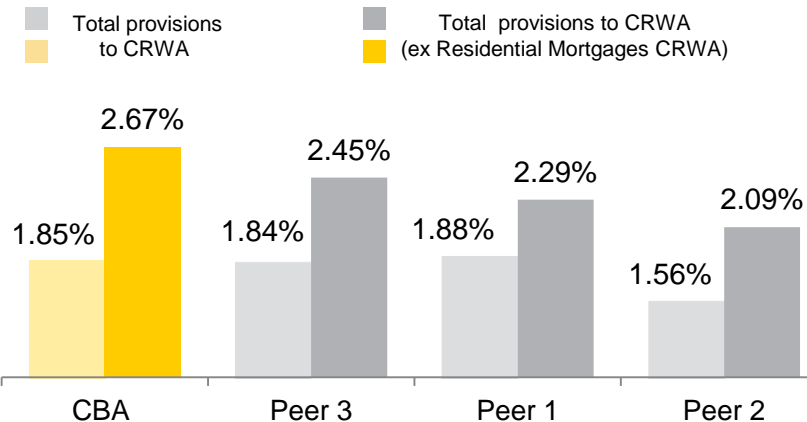
CBA at 30 June 2012 & Peers at 31 March 2012

## Individual provisions to impaired assets



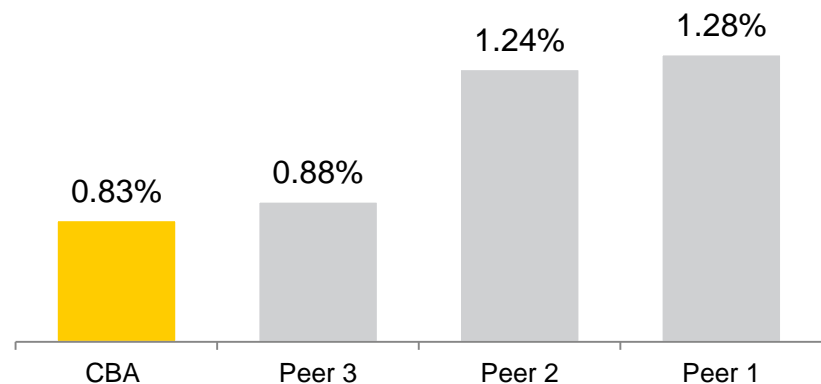
CBA at 30 June 2012 & Peers at 31 March 2012

## Total provisions<sup>2</sup> to credit RWA



CBA at 30 June 2012 & Peers at 31 March 2012

## Impaired assets to GLAs<sup>3</sup>



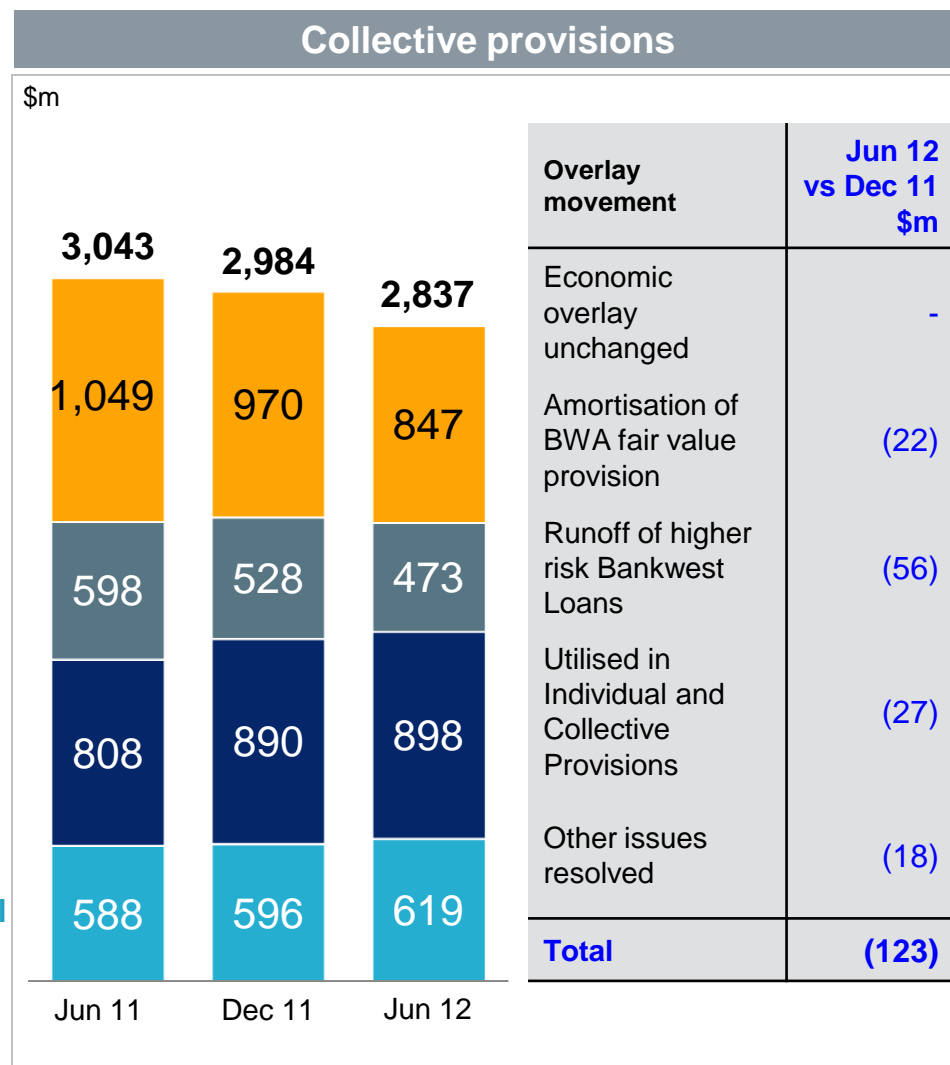
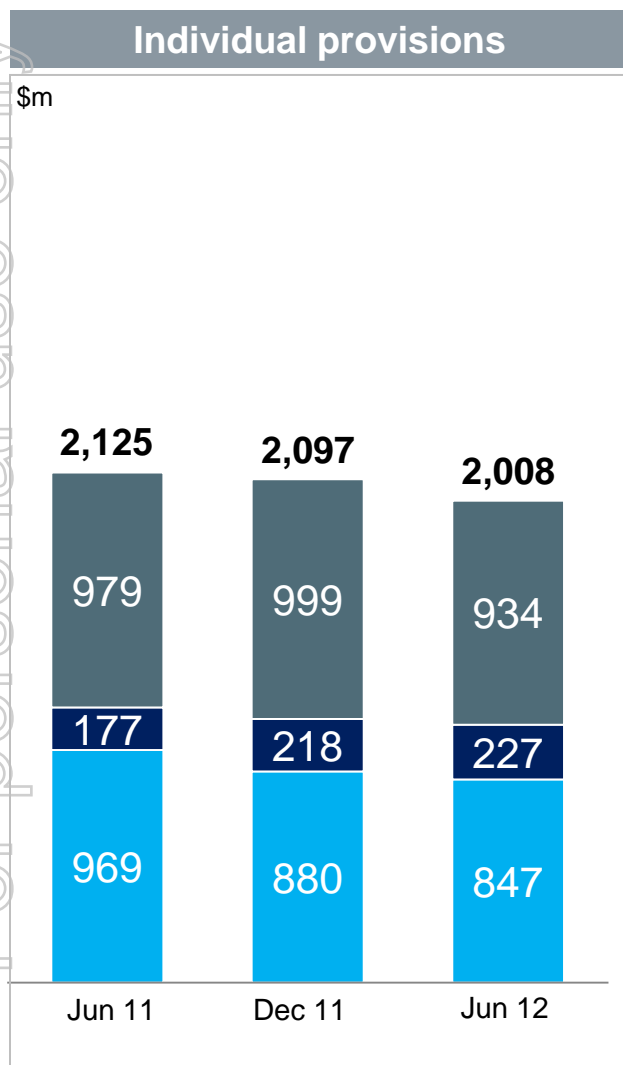
CBA at 30 June 2012 & Peers as at 31 March 2012

- 1 Impairment Provisions to Impaired Assets.
- 2 Provisions do not include General Reserve for Credit Losses equity reserves or other similar adjustments.
- 3 Gross Loans and Acceptances.



# Provisioning

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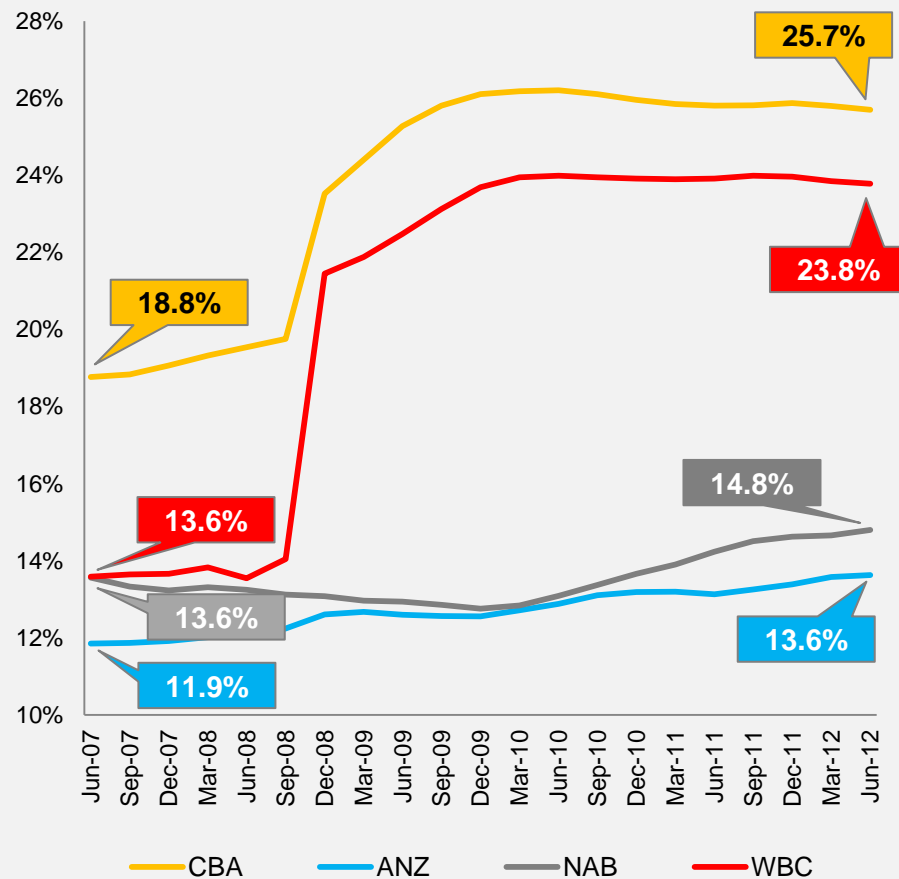


# Additional information

## Retail Banking Services

	Jun 12 \$m	Jun 12 vs Jun 11
Home loans	2,892	-
Consumer finance	1,896	11%
Retail deposits	2,612	-
Distribution	352	15%
<b>Total banking income</b>	<b>7,752</b>	<b>3%</b>
Operating expenses	2,957	2%
<b>Operating performance</b>	<b>4,795</b>	<b>4%</b>
Impairment expense	623	12%
Tax	1,238	3%
<b>Cash net profit after tax</b>	<b>2,934</b>	<b>3%</b>

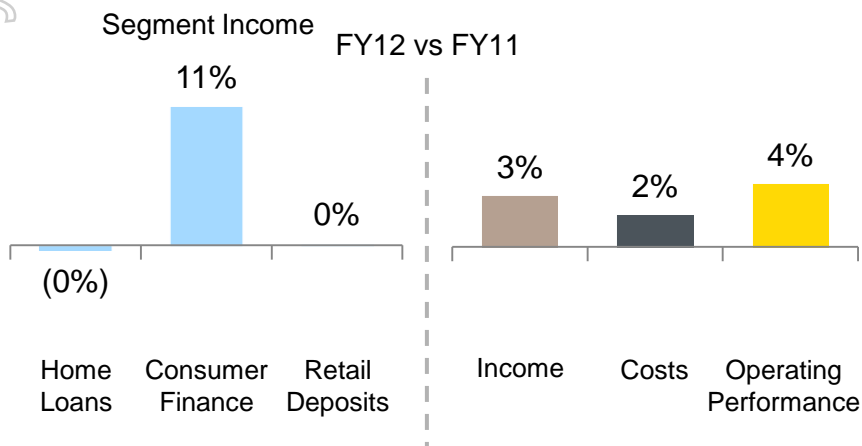
## Home loan market share



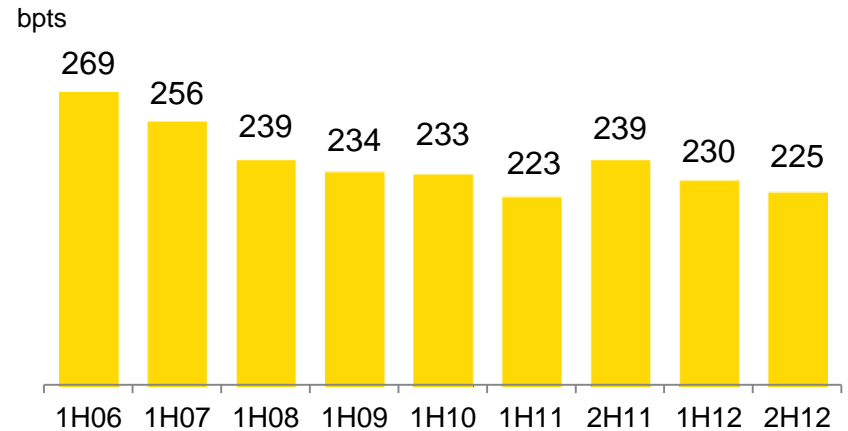
Source: RBA/APRA. CBA includes Bankwest.

# Retail Banking Services

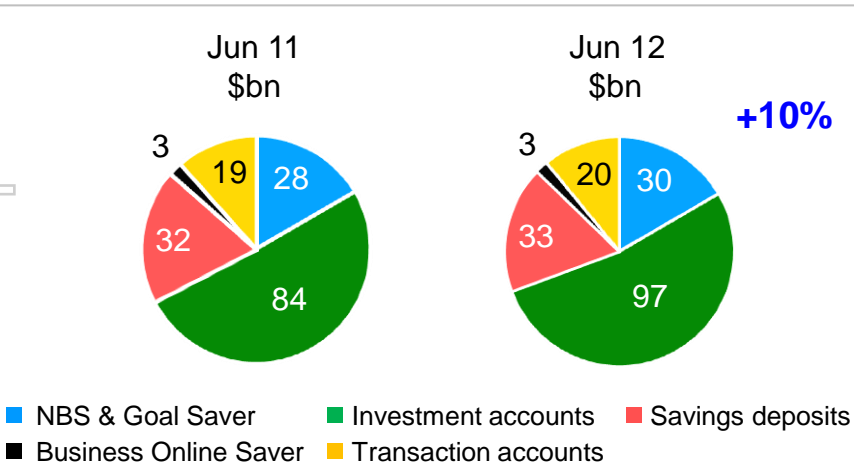
## FY12 vs FY11 operating performance



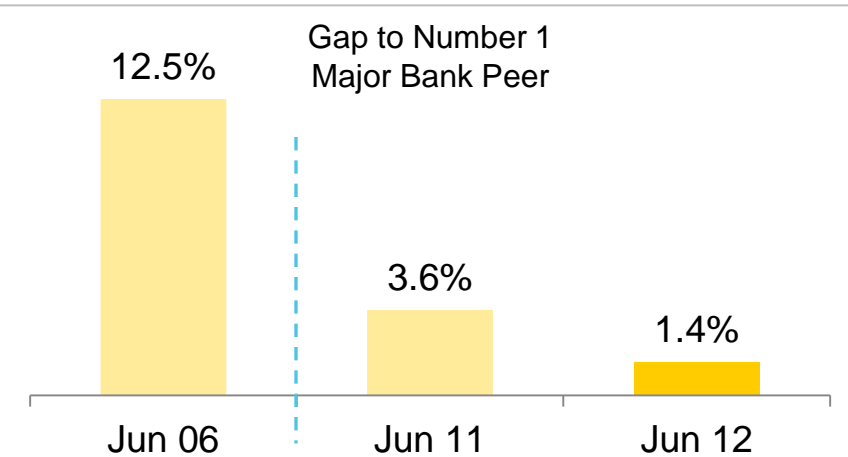
## RBS margin



## Retail deposit mix



## Customer satisfaction<sup>1</sup> – Gap to No 1



1 Refer note slide at back of this presentation for source information.

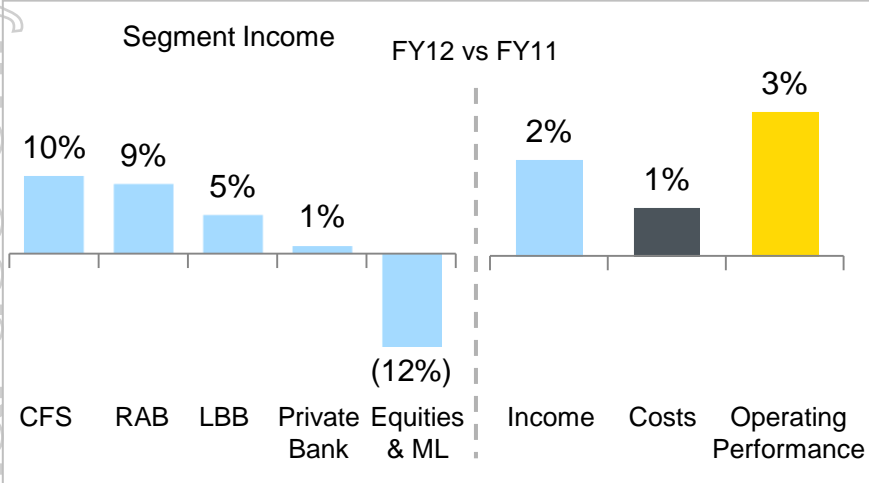
## Additional information

<b>Business &amp; Private Banking</b>	<b>Jun 12 \$m</b>	<b>Jun 12 vs Jun 11</b>
Corporate Financial Services	1,086	10%
Regional and Agribusiness	489	9%
Local Business Banking	850	5%
Private Bank	251	1%
Equities and Margin Lending	362	(12%)
Other	59	(55%)
<b>Total banking income</b>	<b>3,097</b>	<b>2%</b>
Operating expenses	(1,344)	1%
<b>Operating performance</b>	<b>1,753</b>	<b>3%</b>
Impairment expense	(227)	(13%)
Tax	(459)	11%
<b>Cash net profit after tax</b>	<b>1,067</b>	<b>4%</b>

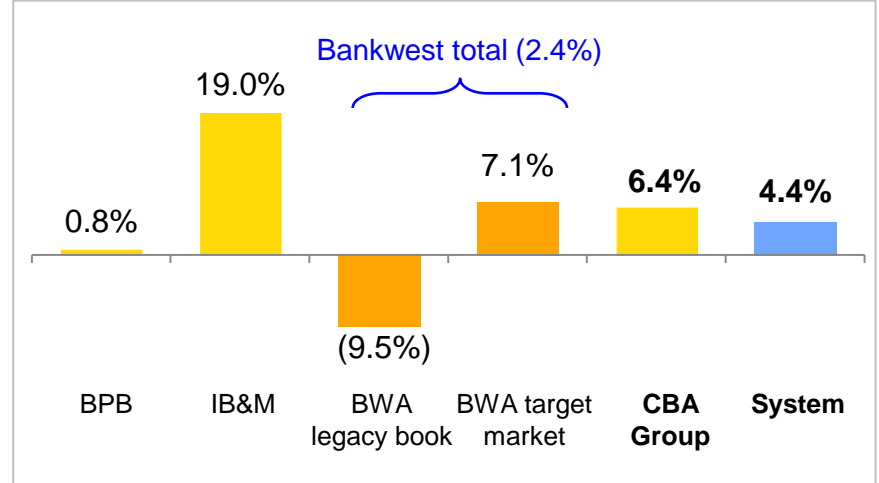
<b>Institutional Banking &amp; Markets</b>	<b>Jun 12 \$m</b>	<b>Jun 12 vs Jun 11</b>
Institutional Banking	1,973	6%
Markets	373	(39%)
<b>Total banking income</b>	<b>2,346</b>	<b>(5%)</b>
Operating expenses	(851)	3%
<b>Operating performance</b>	<b>1,495</b>	<b>(9%)</b>
Impairment expense	(153)	(53%)
Tax	(282)	(9%)
<b>Cash net profit after tax</b>	<b>1,060</b>	<b>6%</b>

# Corporate

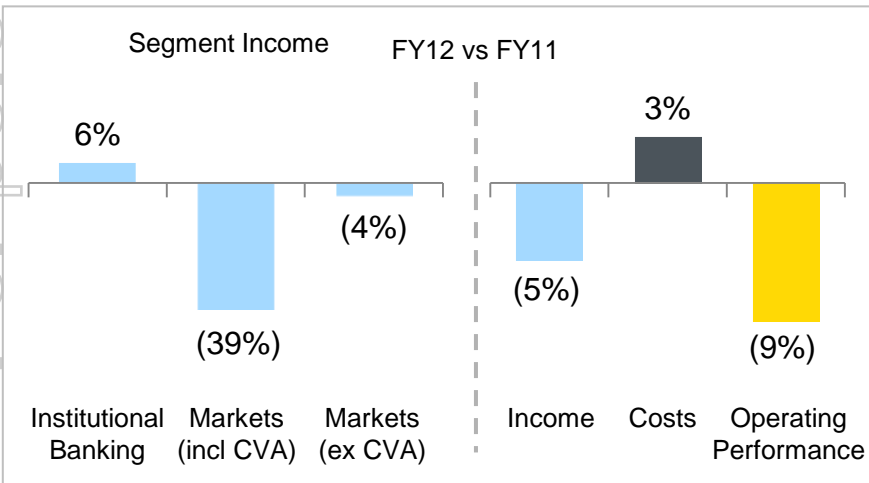
## FY12 operating performance – BPB



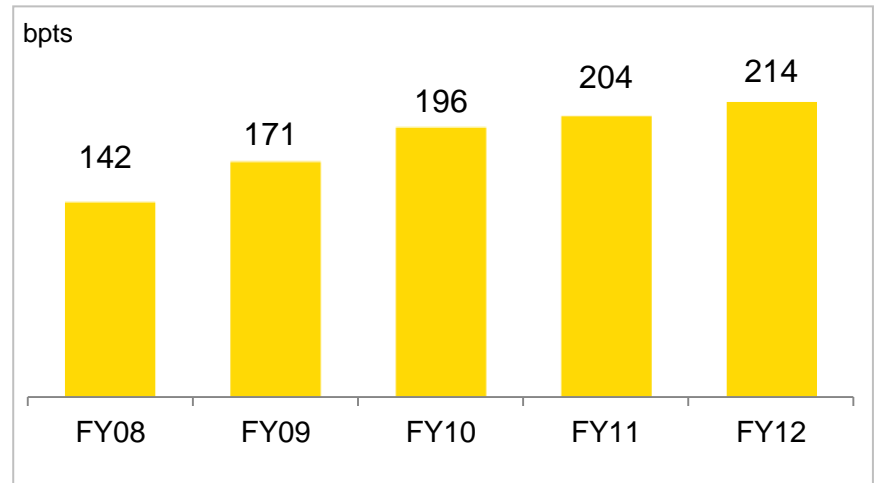
## Business lending growth<sup>1</sup>



## FY12 operating performance – IB&M



## NIM<sup>2</sup>



1 Source : RBA. 12 months to Jun 12.

2 Combined Institutional Banking and Markets and Business and Private Banking.



## Additional information

<b>Wealth Management</b>	<b>Jun 12 \$m</b>	<b>Jun 12 vs Jun 11</b>
CFSGAM	743	(2%)
Colonial First State	653	(5%)
CommInsure	643	1%
<b>Net operating income</b>	<b>2,039</b>	<b>(2%)</b>
Operating expenses	(1,369)	7%
Tax	(178)	(18%)
<b>Underlying profit after tax</b>	<b>492</b>	<b>(15%)</b>
Investment experience	77	26%
<b>Cash net profit after tax</b>	<b>569</b>	<b>(11%)</b>

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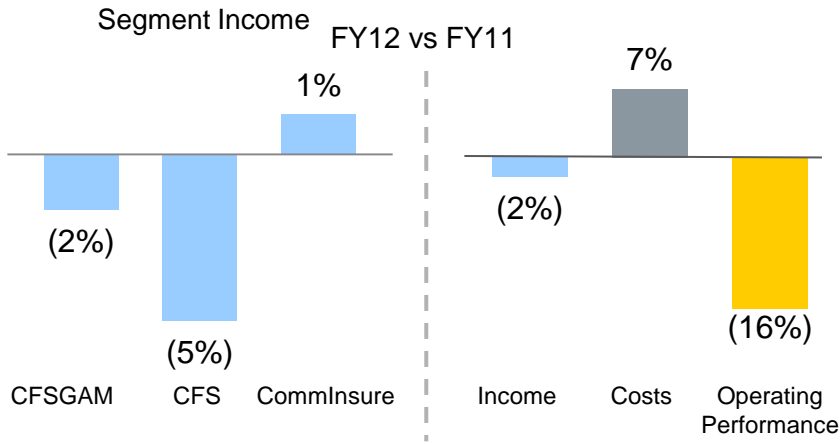
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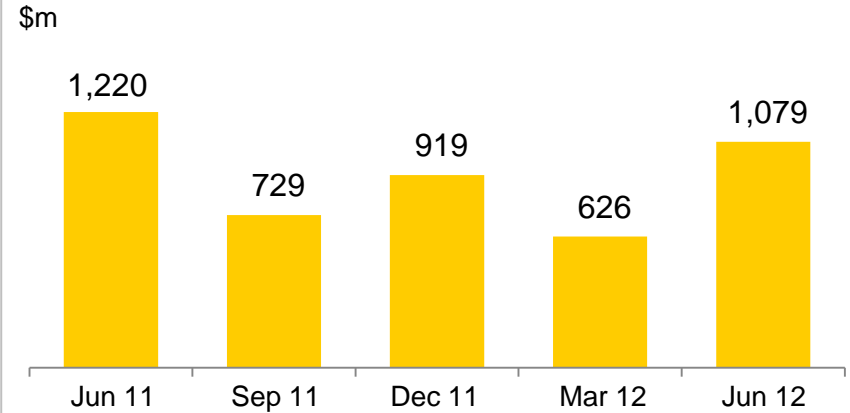
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# Wealth Management

## FY12 operating performance

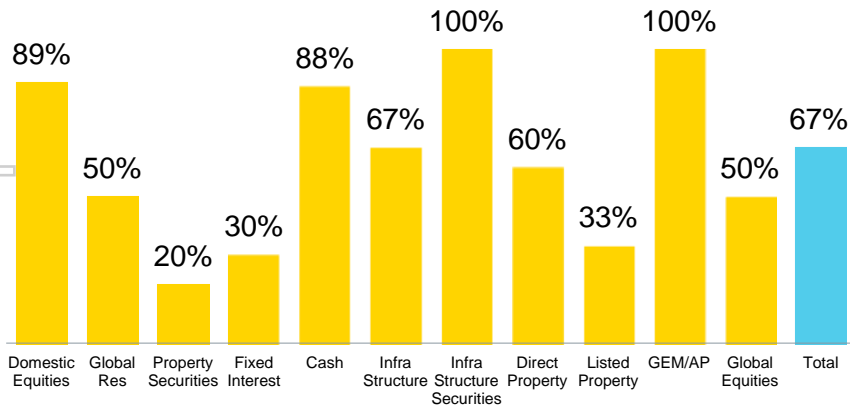


## Platform\* quarterly net flows



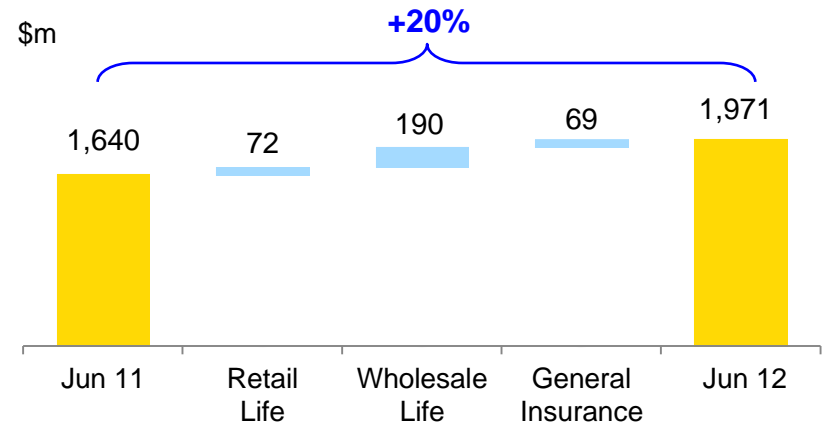
\* FirstChoice & Custom Solutions

## Strong investment performance – 3 years



Percentage of funds in each asset class outperforming benchmark

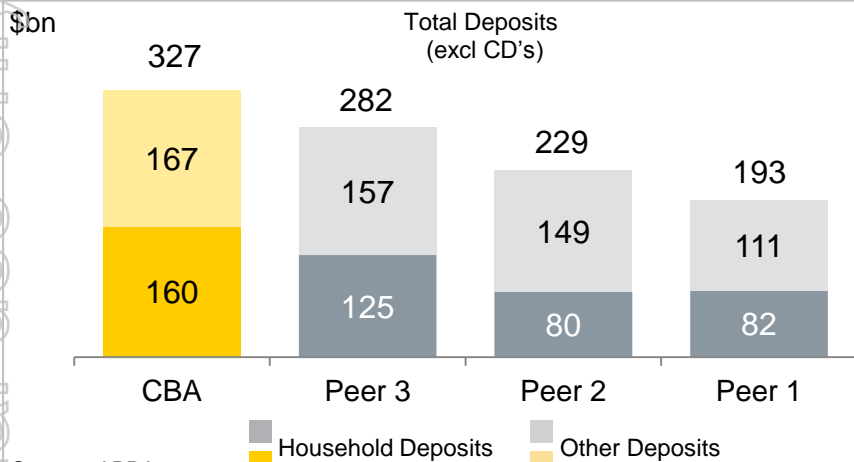
## Inforce premiums



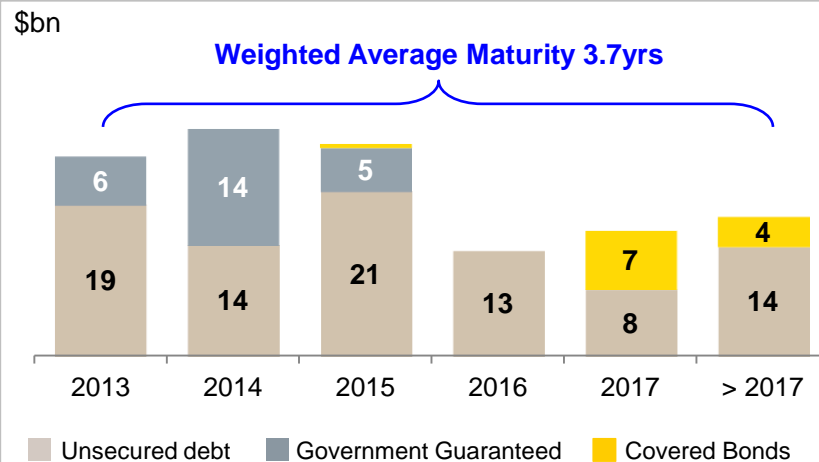
For personal use only

# Additional information

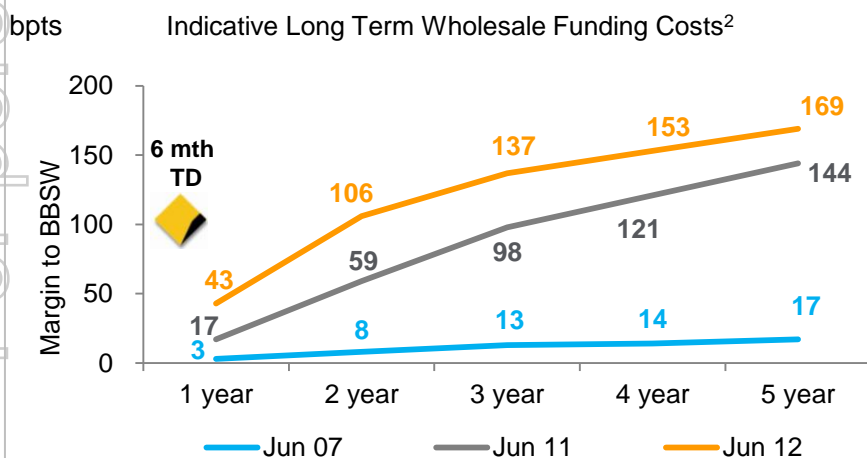
## Australian deposits



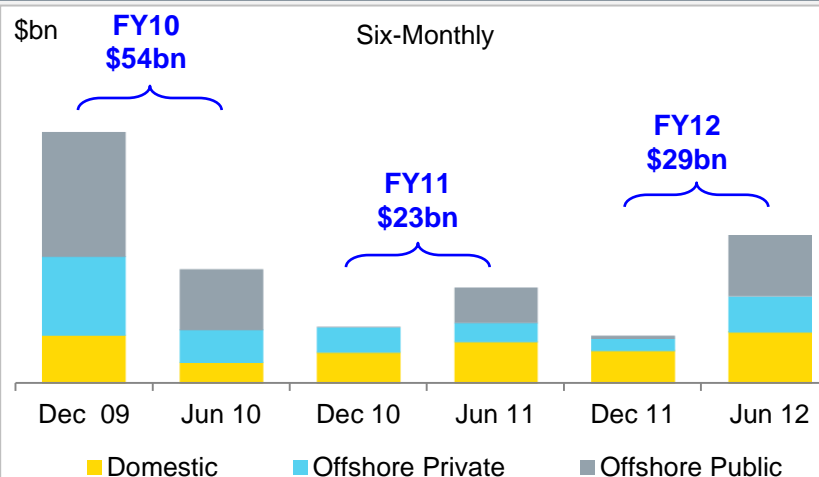
## Term maturity profile<sup>1</sup>



## Elevated funding costs



## Term issuance



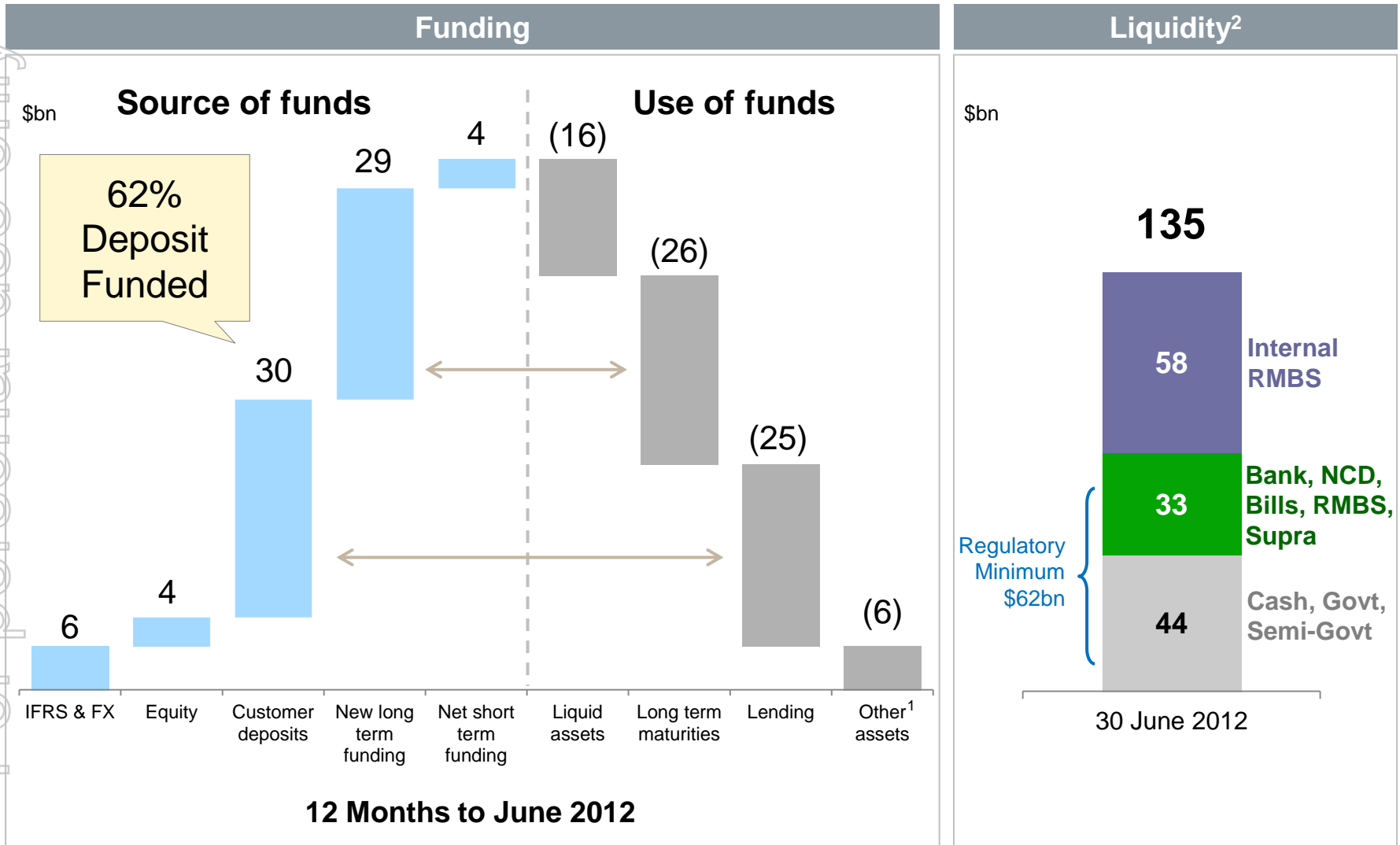
1 Maturity profile includes all long term wholesale debt. Weighted Average Maturity of 3.7 years includes all deals with first call or maturity of 12 months or greater.

2 CBA Group Treasury estimated blended wholesale funding costs.





# Funding & Liquidity



1 Includes trading assets, net derivatives, due from other financial institutions, bills payable, other assets.  
 2 Group liquid holdings as at 30 June 2012. Liquids reported post applicable haircuts.

# Notes

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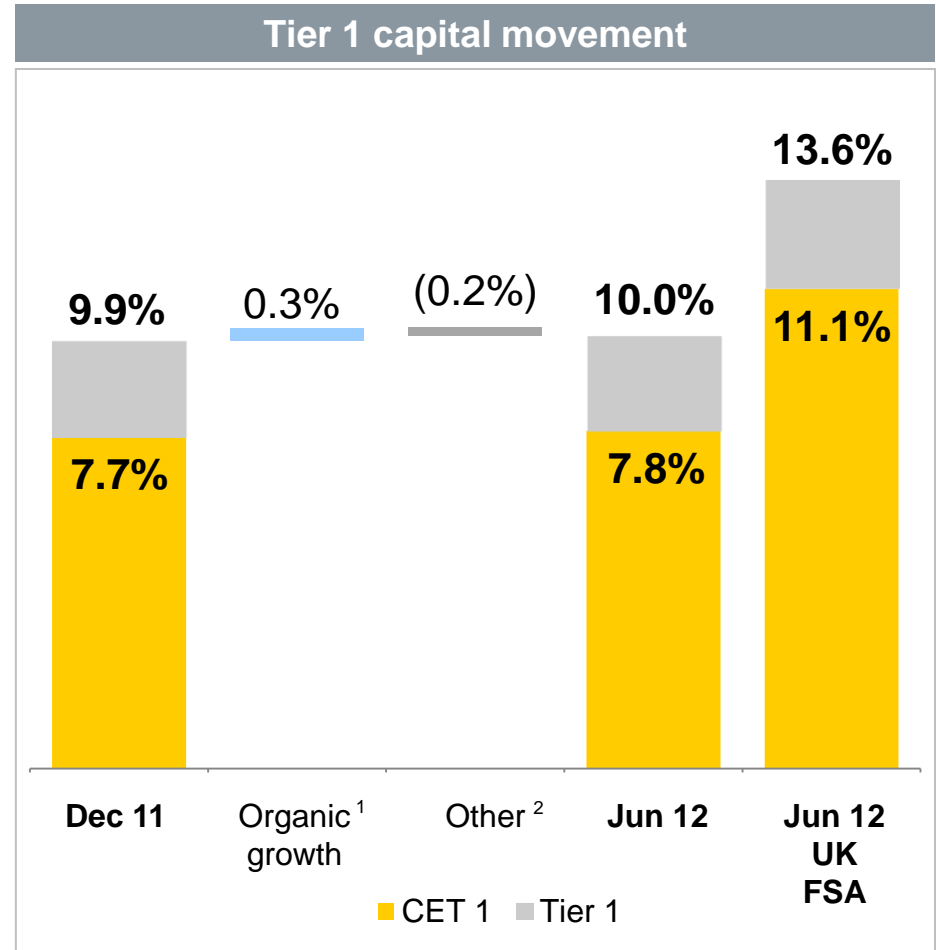
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# Strong capital position – Basel II

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- ◆ Tier 1 Capital 10.0%
- ◆ Common Equity 7.8%
- ◆ Expected improvement of 0.30% from Bankwest Advanced Accreditation
- ◆ UK FSA Tier 1 Capital equivalent of 13.6%



1 Organic growth representative of cash NPAT less accrual for dividend (net of DRP) and movement in Credit RWAs.  
 2 Other includes an increase in Operational RWAs, impact of Basel 2.5 and increase in capitalised IT costs.

# Notes

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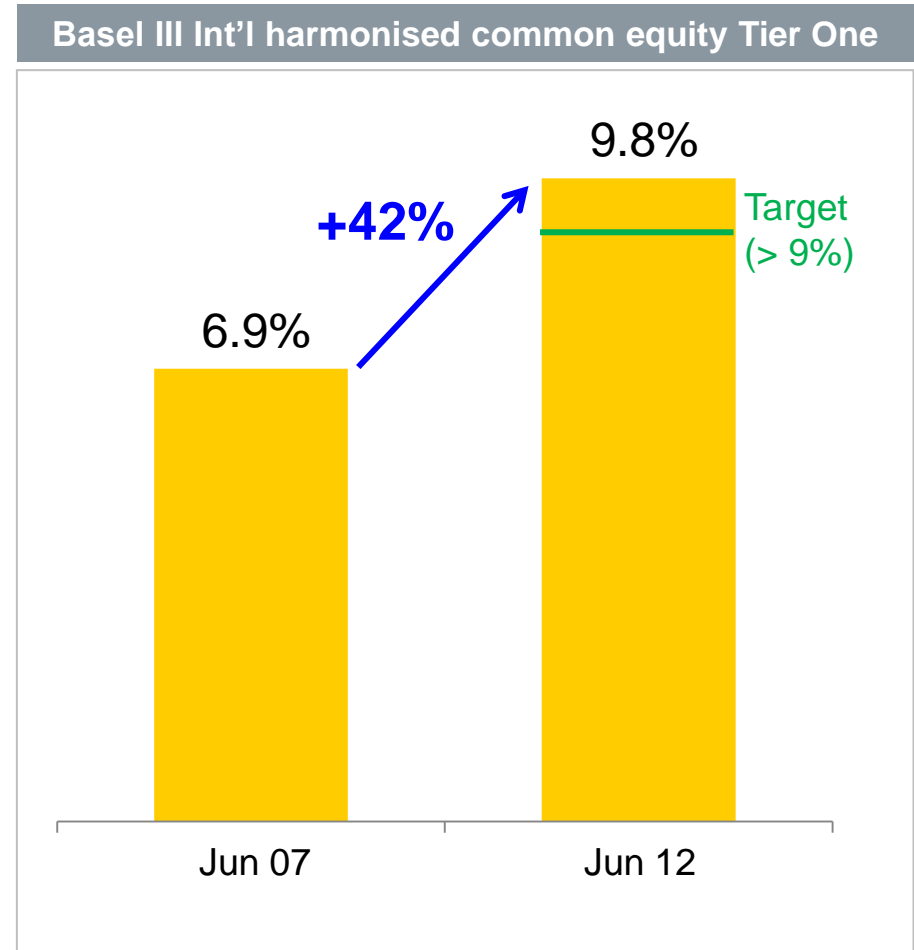
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# Basel III - New capital policy and position

For personal use only

- ◆ Revised capital policy
  - Basel III, Rating Agencies, Global Peers
  - Economic capital requirements
  - Stress tested, volatility and Capital Conservation Buffer
- ◆ Rules not yet finalised
- ◆ Basel III Internationally Harmonised CET1 target > 9%\* from Jan 2013
- ◆ Capital has increased 42% since beginning of GFC
- ◆ June 2012 Basel III CET1 of 9.8%\* compares favourably to international peers



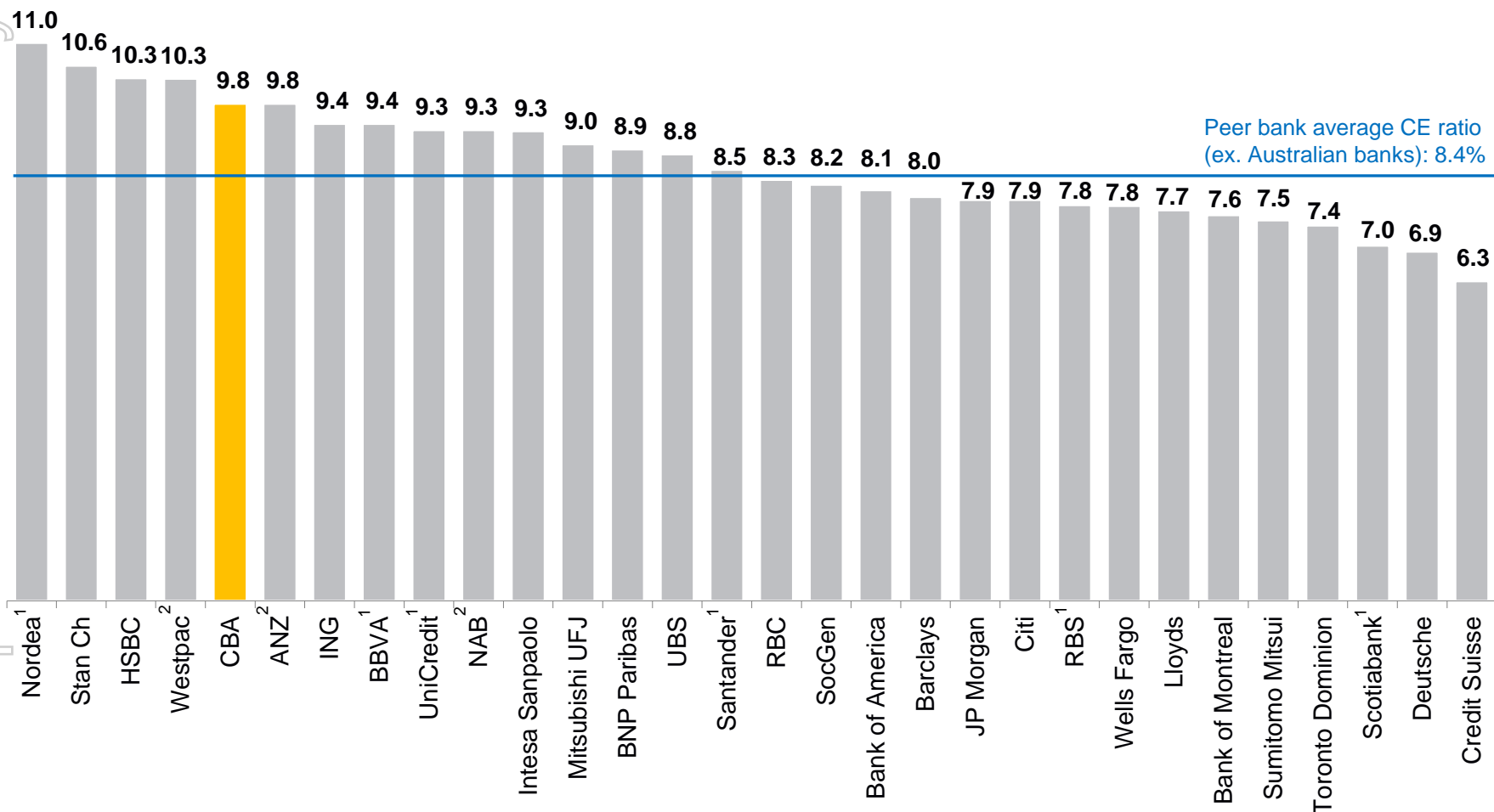
\* Assumes Basel III Capital 2019 reforms have been fully implemented.

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Notes area with horizontal lines.

# Peer Basel III Common Equity

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Source: Morgan Stanley. Based on last reported Common Equity ratios up to 13 August 2012 assuming Basel III capital reforms fully implemented. Peer group comprises listed commercial banks with total assets in excess of A\$400 billion and who have disclosed fully implemented Basel III ratios or provided sufficient disclosure for a Morgan Stanley Equity Research estimate.

1 Based on Morgan Stanley Equity Research estimates. For all other banks the ratios have been derived directly from company disclosures.  
 2 Domestic peer figures as at March 2012.

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Notepad area with horizontal lines for writing.



# Dividends

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## Revised dividend policy

- Recognition shareholders want payout ratio optimised
- Maximise use of franking account balance

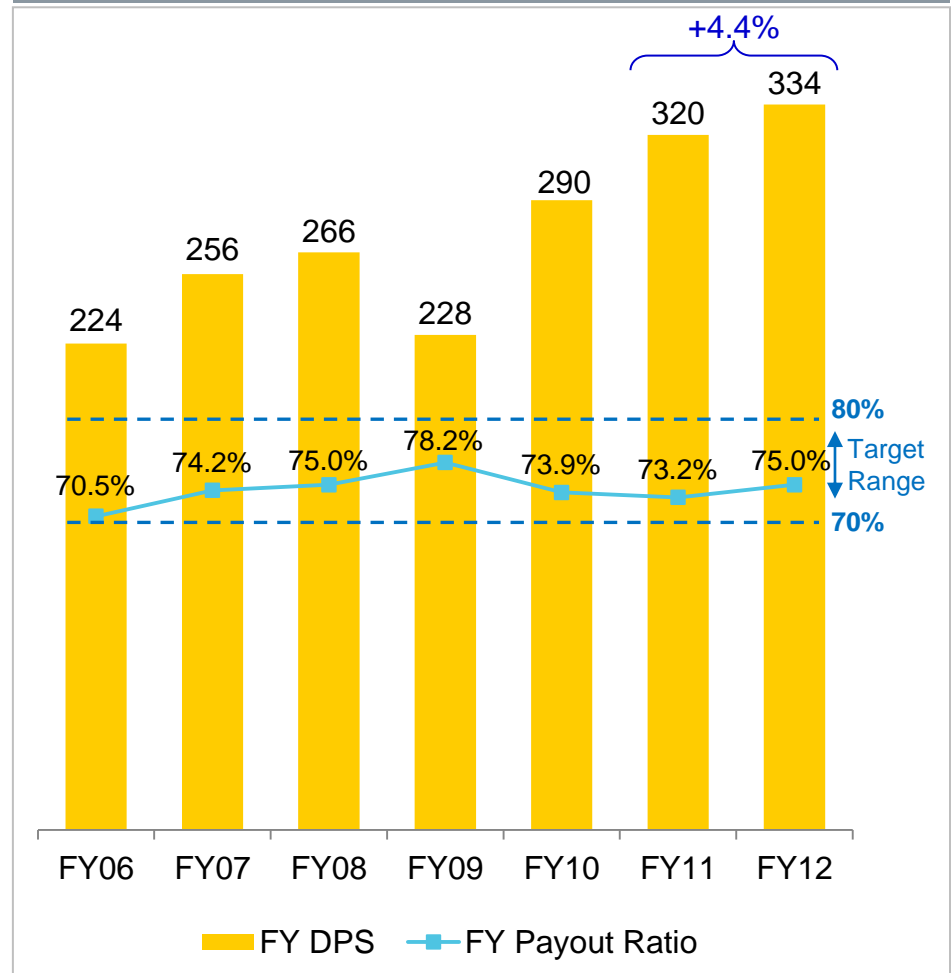
## Target payout ratio 70-80%

Interim dividend will increase to approximately 70% of interim profit

DRP continuing, but with no discount

Subject to credit growth/capital usage, dilutive impact of DRP may be minimised in future by on market purchase of shares for DRP

Dividend history (cents per share)



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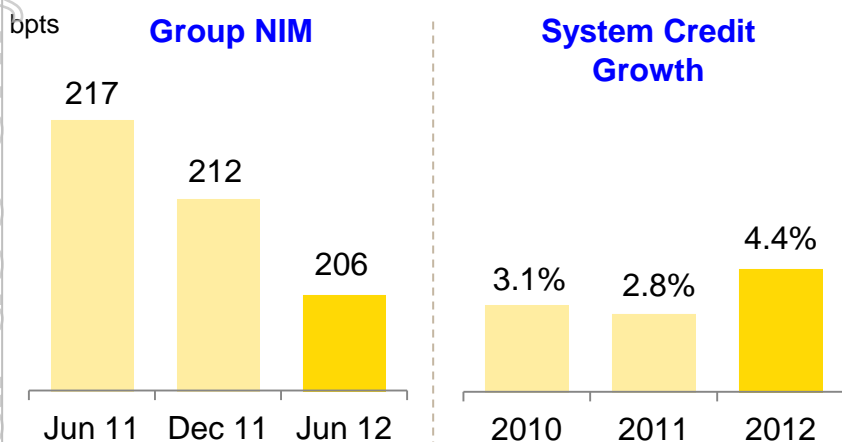
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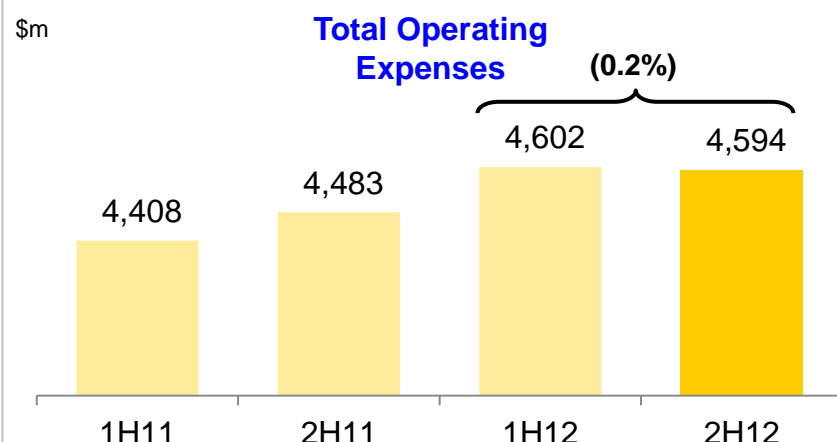


# A strong and sustainable business model

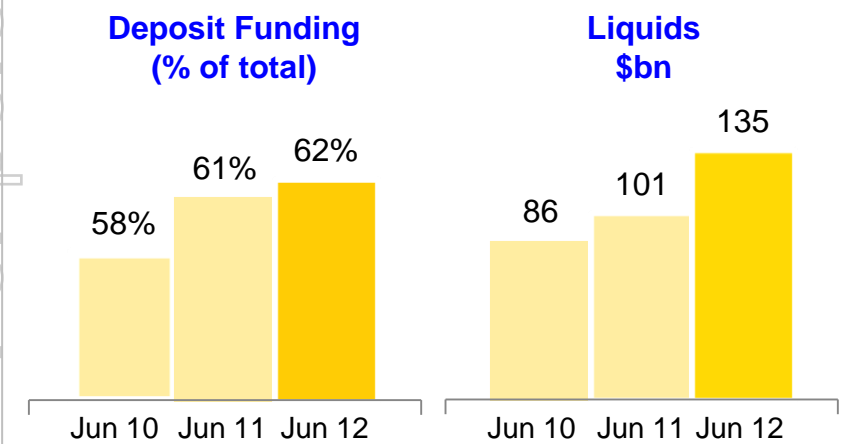
## Revenue challenges



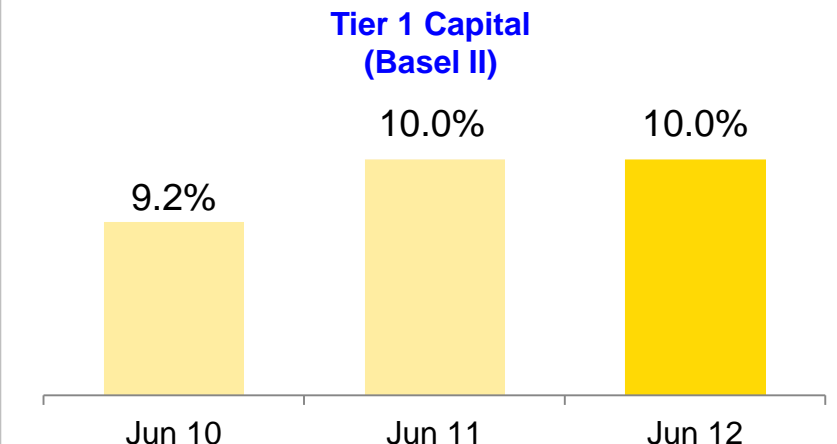
## Managing costs



## Strong funding & liquidity



## Strong capital position



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# Results Presentation

FOR THE FULL YEAR ENDED 30 JUNE 2012



**Ian Narev**  
Chief Executive Officer

# Economic summary

As at June

	2008	2009	2010	2011	2012	2013 (f)
Credit Growth % – Total	11.8	3.3	3.1	2.8	4.4	5-7
Credit Growth % – Housing	9.6	6.6	8.0	6.0	5.1	5-7
Credit Growth % – Business	16.9	0.9	-3.9	-2.2	4.4	5½-7½
Credit Growth % – Other Personal	3.4	-7.0	3.0	1.0	-1.5	4-6
GDP %	3.8	1.4	2.3	1.9	3.4 (f)	3.5
CPI %	3.4	3.1	2.3	3.1	2.3	2.6
Unemployment rate %	4.2	4.9	5.5	5.1	5.2	5.5
Cash Rate %	7¼	3	4½	4¾	3½	3¼

CBA Economists Forecasts

Credit Growth

= 12 months to June Qtr

GDP, Unemployment & CPI

= Year average

Cash Rate

= June qtr



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# Outlook

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## ◆ Operating environment

- Australian economic fundamentals remain strong
- Continued global volatility
- Low credit growth
- Deposit cost pressures
- Evolution to new regulatory regimes

## ◆ Our approach

- Scenario based with conservative settings
- Long term focus without compromising momentum
- Productivity and technology driven cost management







# Summary

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- ◆ A predictable result
- ◆ Revenue consistent with the environment
  - Subdued Retail
  - Relative strength in Commercial
  - Focus on volume/margin trade-off
  - Ongoing weakness in markets related businesses
- ◆ Strong cost discipline
- ◆ Credit quality a strength
- ◆ Maintenance of strong balance sheet settings
- ◆ Focus on the long term ROE & TSR





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# Results Presentation

FOR THE FULL YEAR ENDED 30 JUNE 2012

## Supplementary Slides



# Index

**Strategy**

**60**

Business Performance

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Risk and Credit Quality

100

Capital, Funding & Liquidity

116

Economic Indicators

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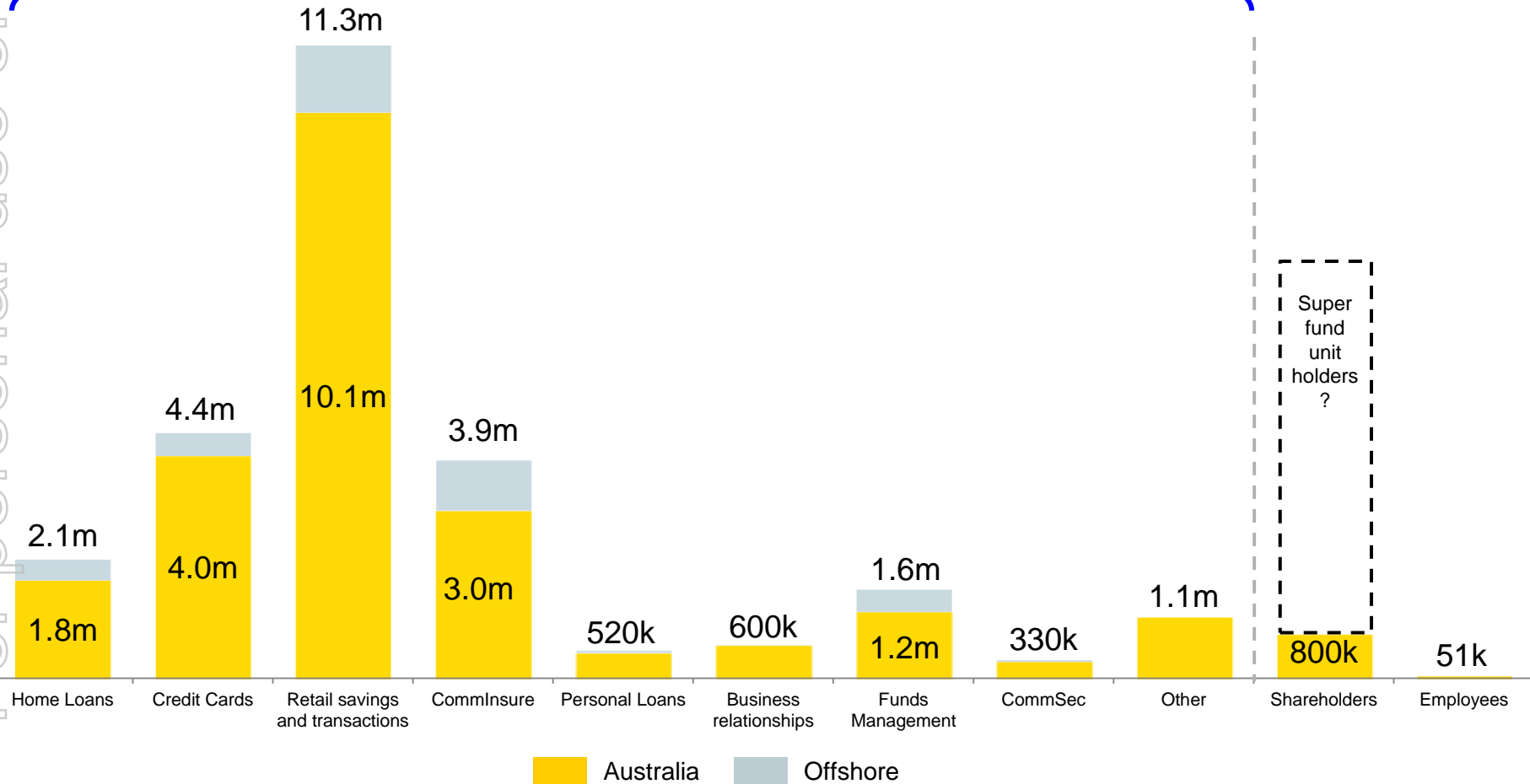
# CBA overview

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✓	Largest Australian Bank by market capitalisation
✓	AA- / Aa2 / AA- Credit Ratings (S&P, Moodys, Fitch)
✓	Tier 1 Basel II Capital 10.0%; 13.6% UK FSA
✓	Total Assets of \$718bn
✓	14 million customers
✓	51,000 staff
✓	Over 1,100 branches, leading online platforms
✓	#1 in household deposits
✓	#1 in home lending
✓	#1 FirstChoice platform

# Stakeholders

## Customer Product Holdings<sup>1</sup>



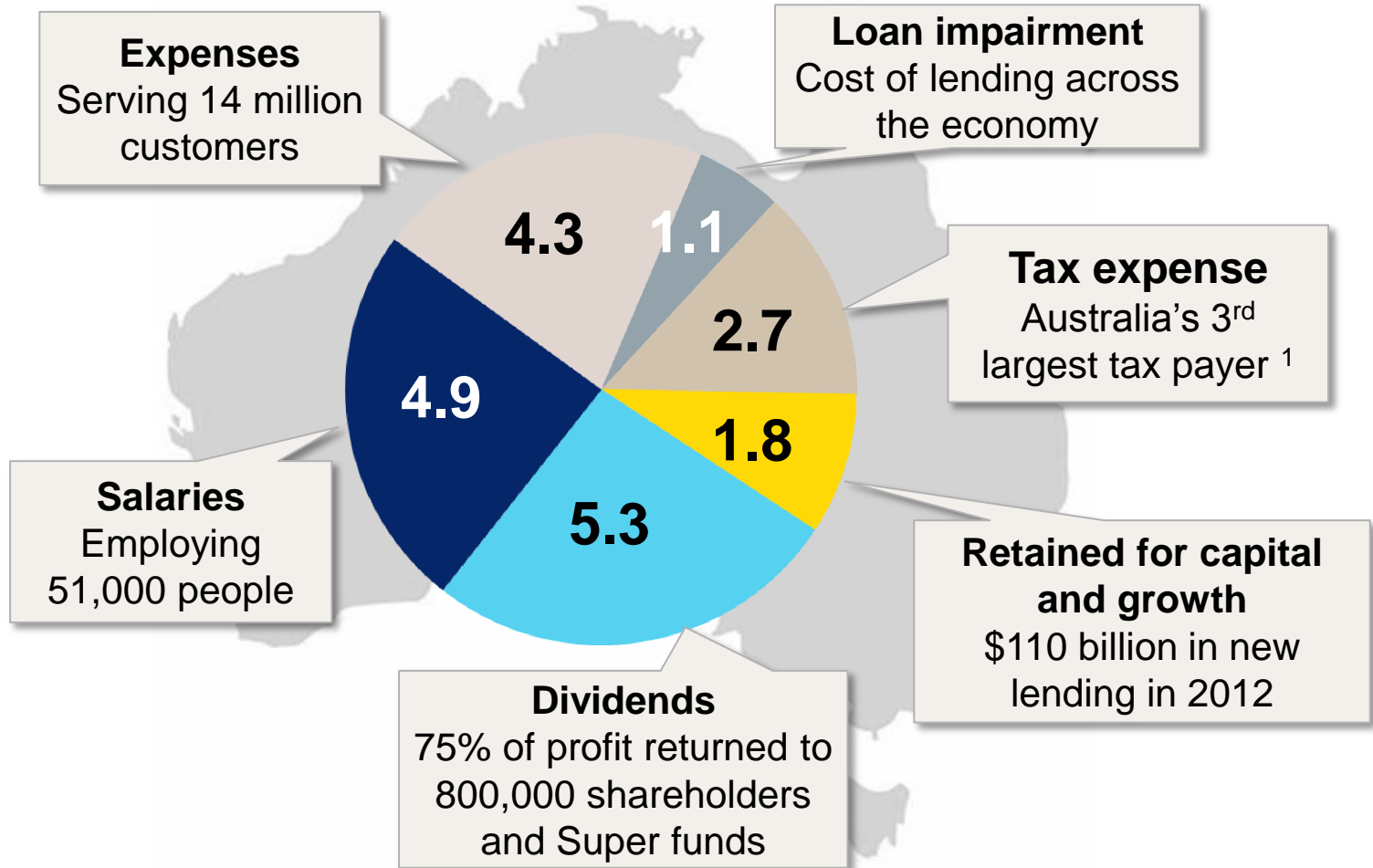
<sup>1</sup> Customers who hold at least one product in each of the major product categories shown. Totals not mutually exclusive – includes cross product holdings. Approximates only. CommSec total includes active accounts only.

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# Strong contributor to Australian economy

## Where does our income go?

FY12  
(\$bn)

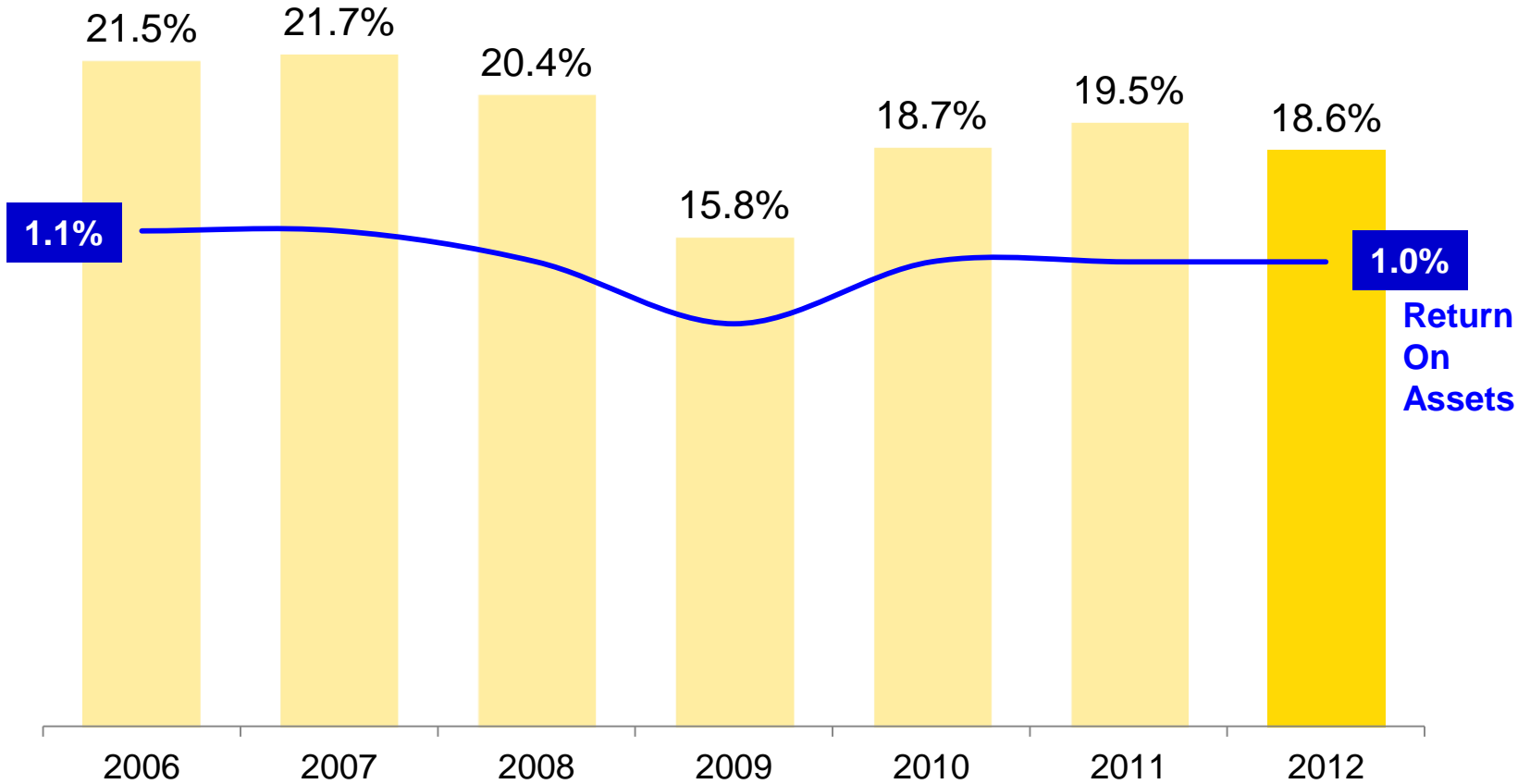


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# Return on Equity

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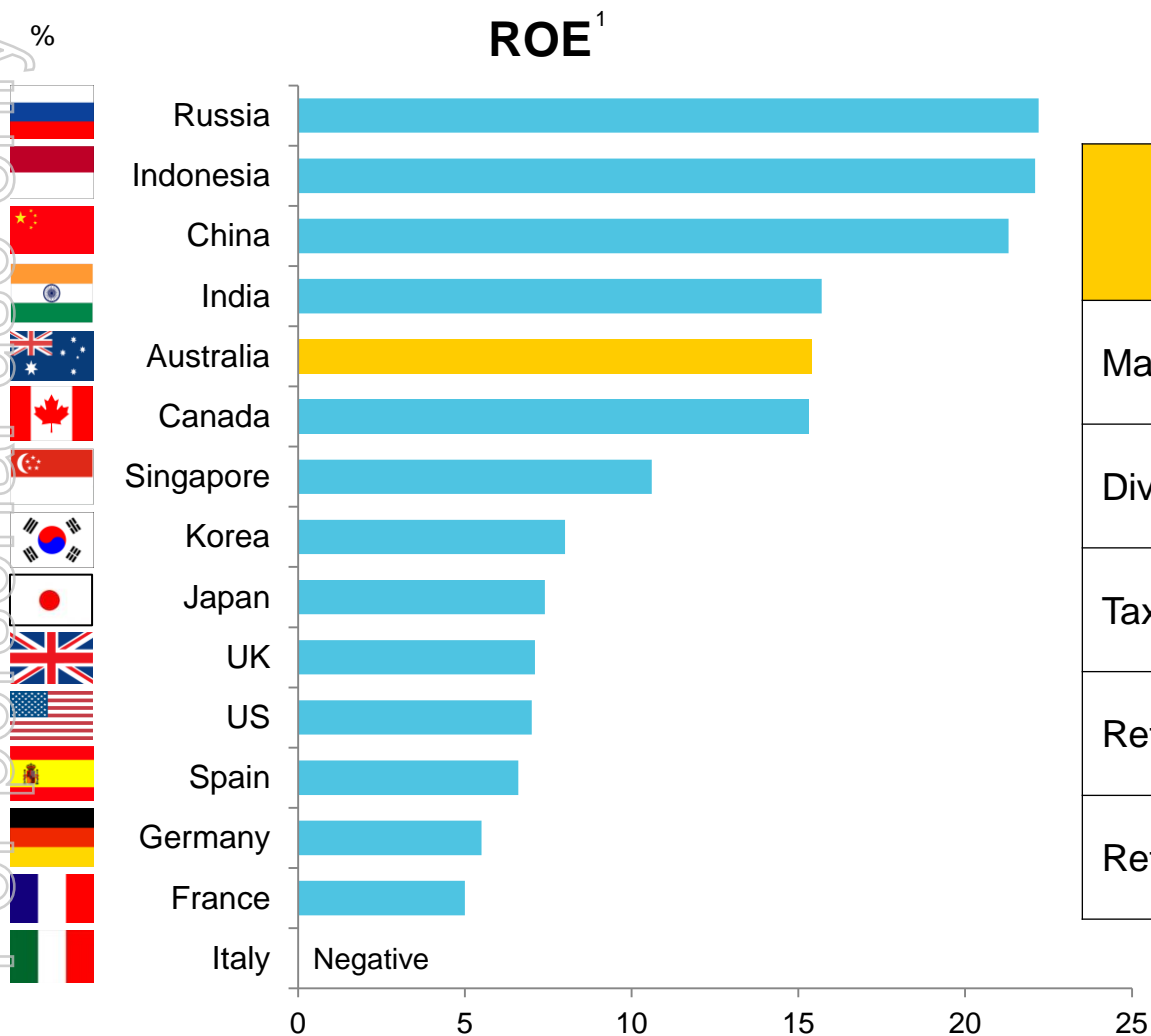
## Return on Equity (Cash)





# Bank profitability

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## CBA Ranking (Amongst ASX 100 companies)

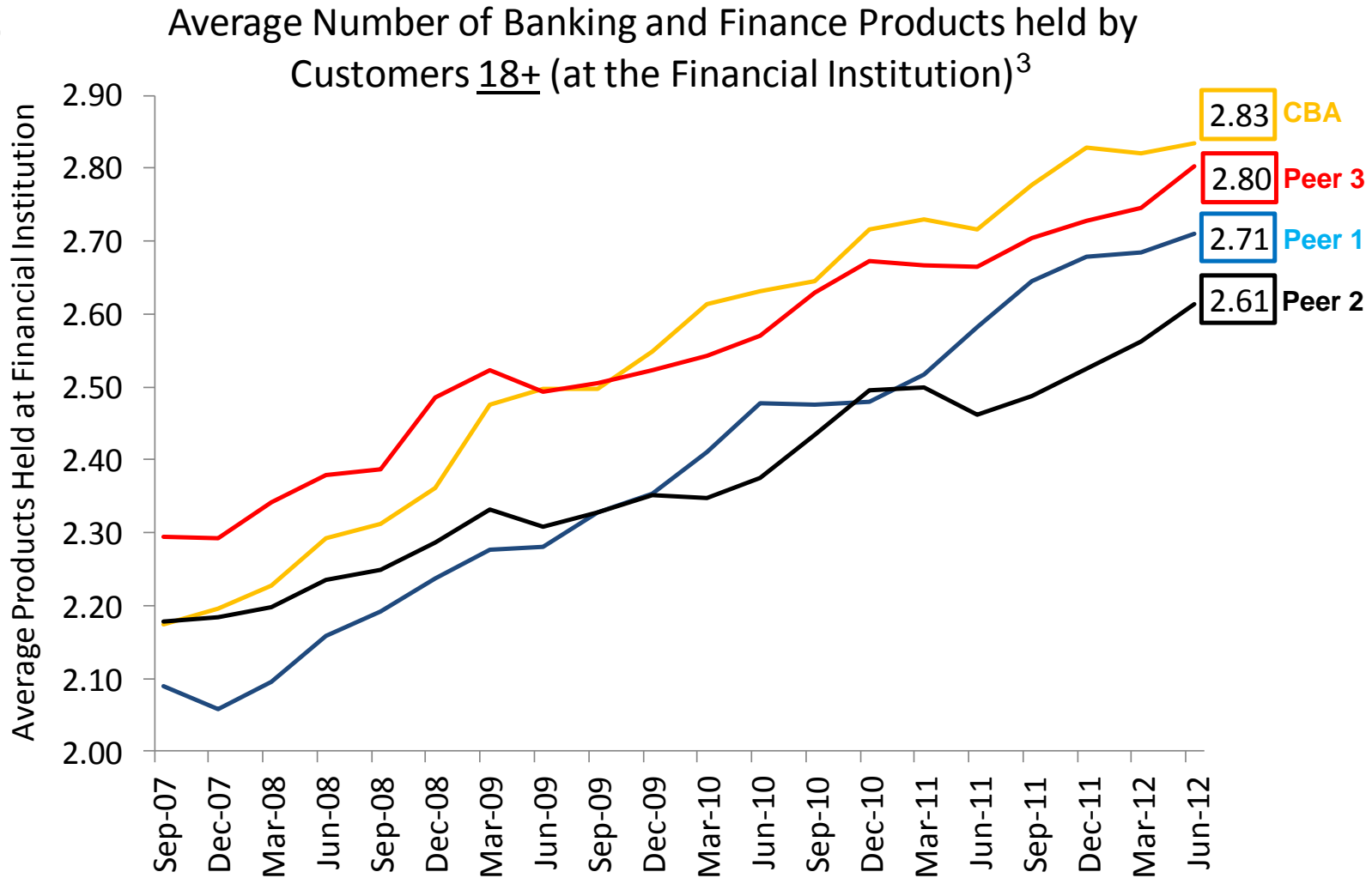
	CBA Rank <sup>2</sup>
Market Capitalisation (ASX)	2 <sup>nd</sup>
Dividends Declared	2 <sup>nd</sup>
Taxes Paid	3 <sup>rd</sup>
Return-on-Equity (ROE)	31 <sup>st</sup>
Return-on-Assets (ROA)	82 <sup>nd</sup>

1 Source: Factset. Weighted average for listed banks in each country. Statutory ROEs weighted by shareholders' equity.

2 Most recent annual results data amongst ASX 100 companies. Sourced from Bloomberg 1 August 2012.

# Products per customer

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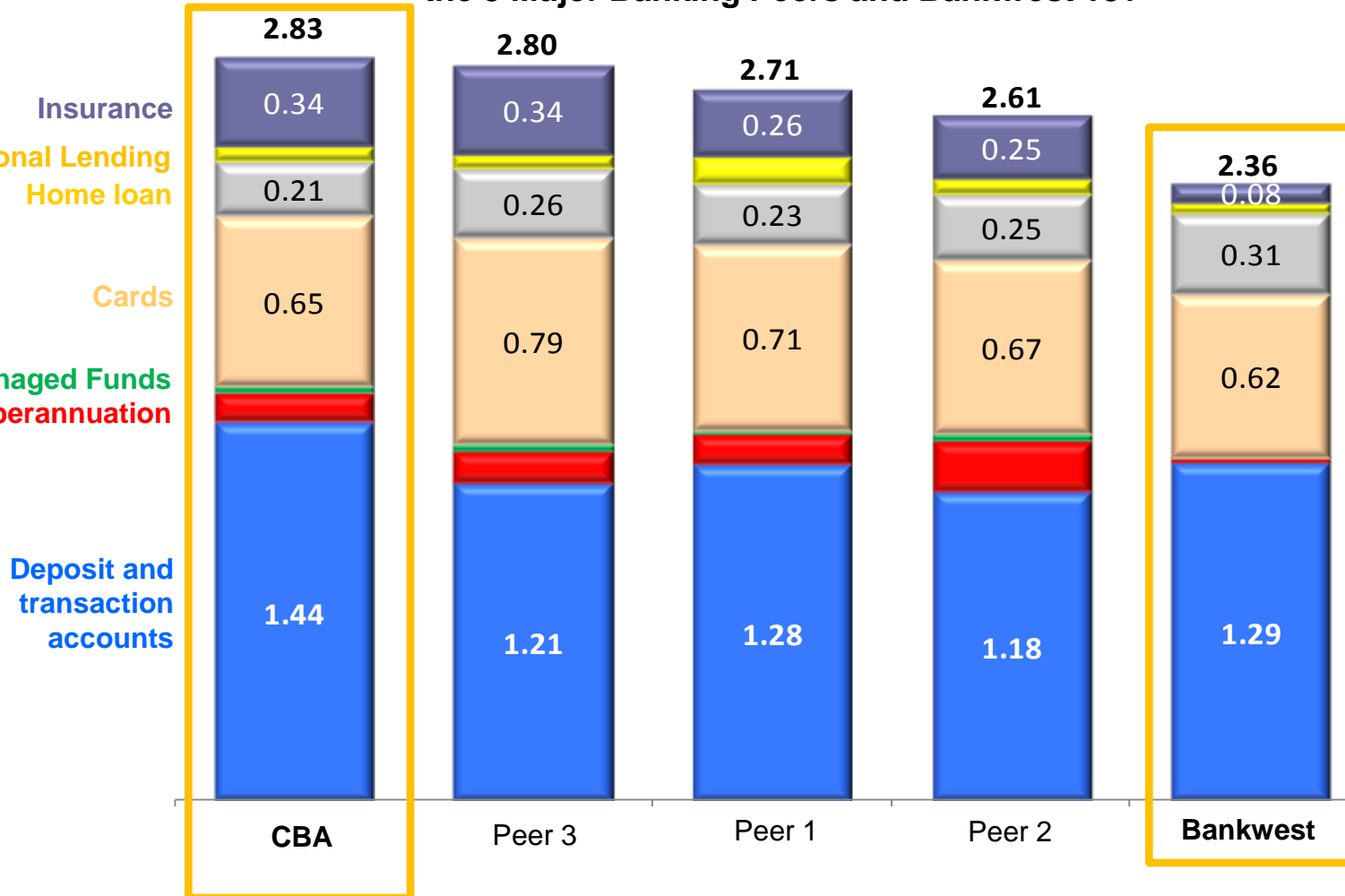


3 Refer note slide at back of this presentation for source information

# Products per customer (II)

Average Product Composition between Commonwealth Bank, the 3 Major Banking Peers and Bankwest 18+<sup>3</sup>

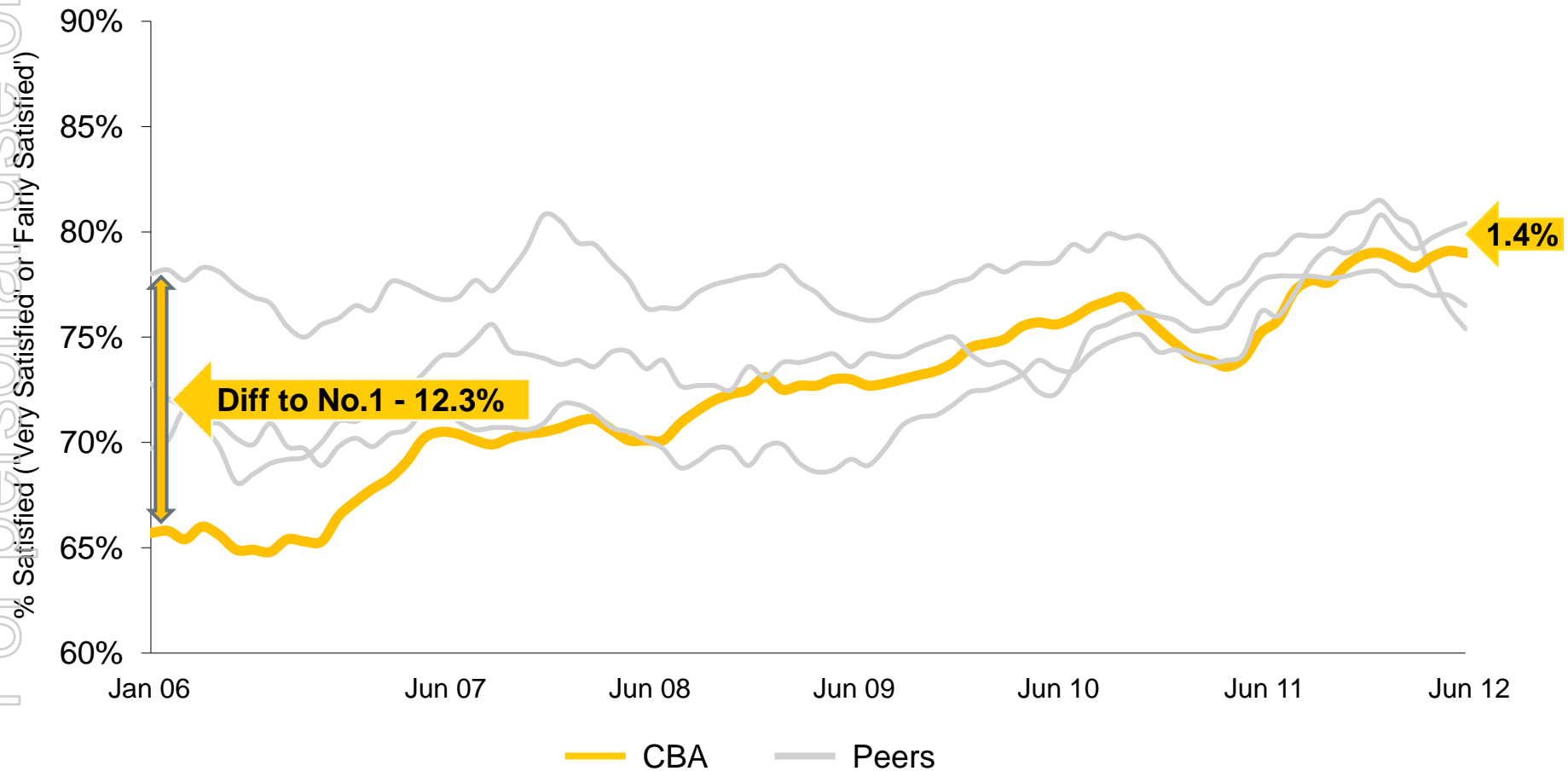
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3 Refer note slide at back of this presentation for source information

# Retail customer satisfaction

## Retail main financial institution customer satisfaction<sup>1</sup>

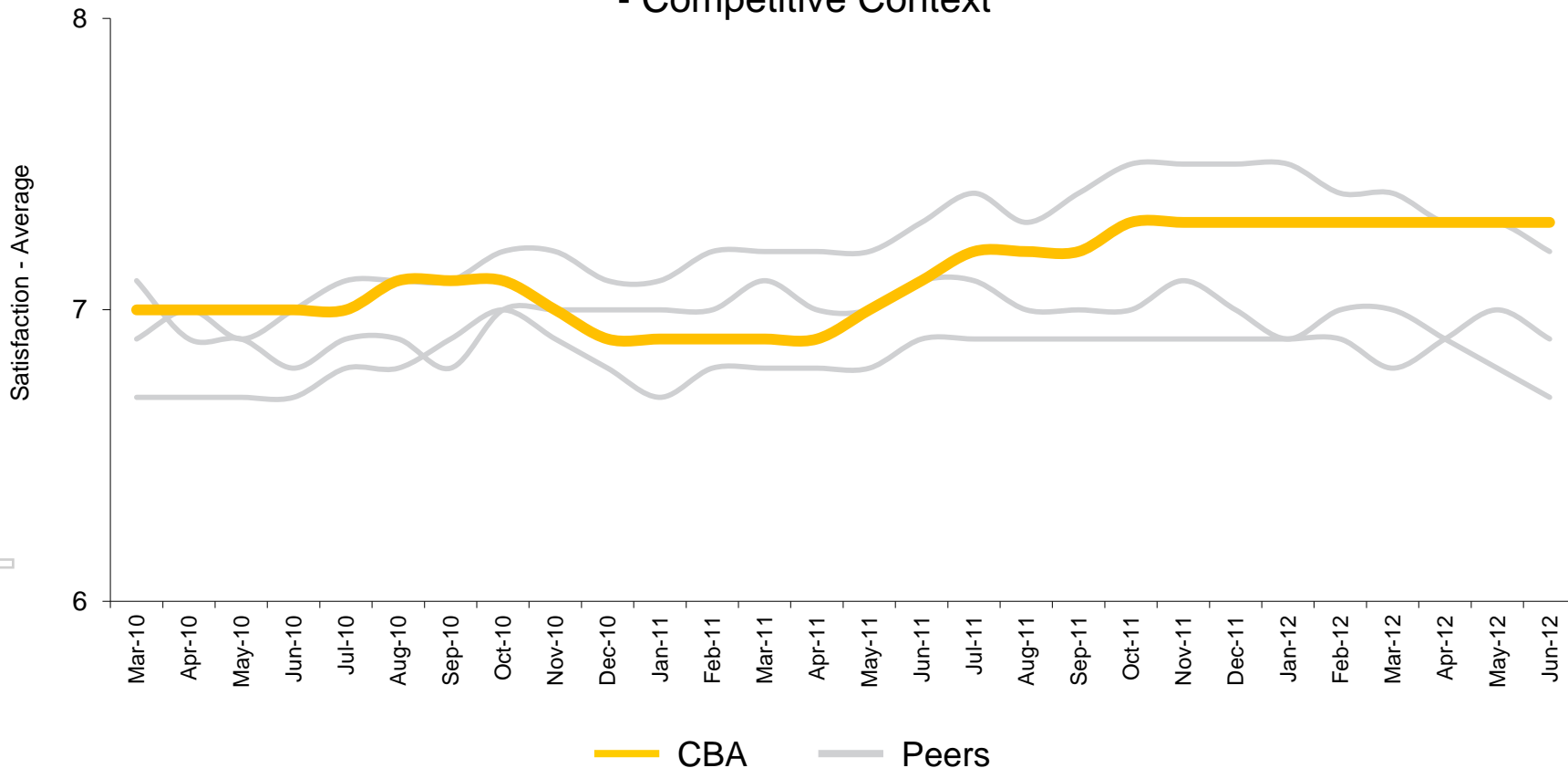


1 Refer note slide at back of this presentation for source information

# Business customer satisfaction

Overall market

## Business Main Financial Institution Customer Satisfaction<sup>2</sup> - Competitive Context

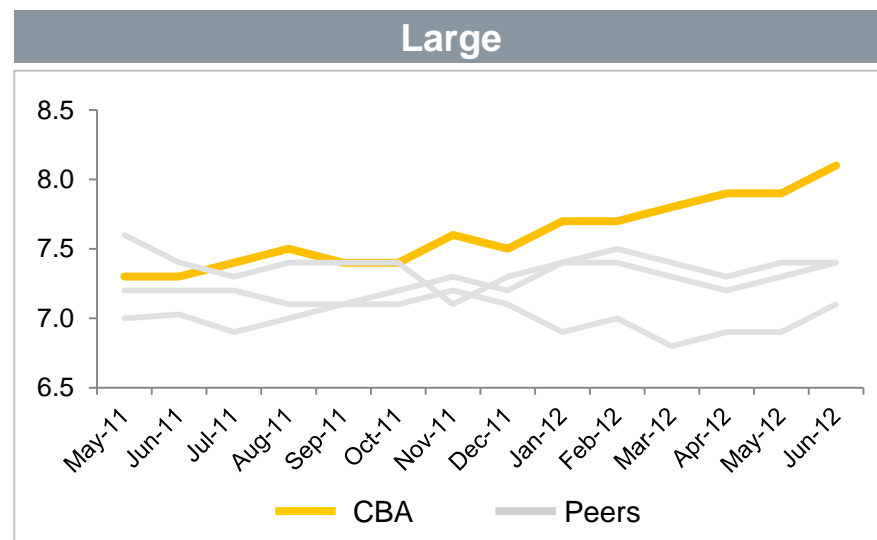
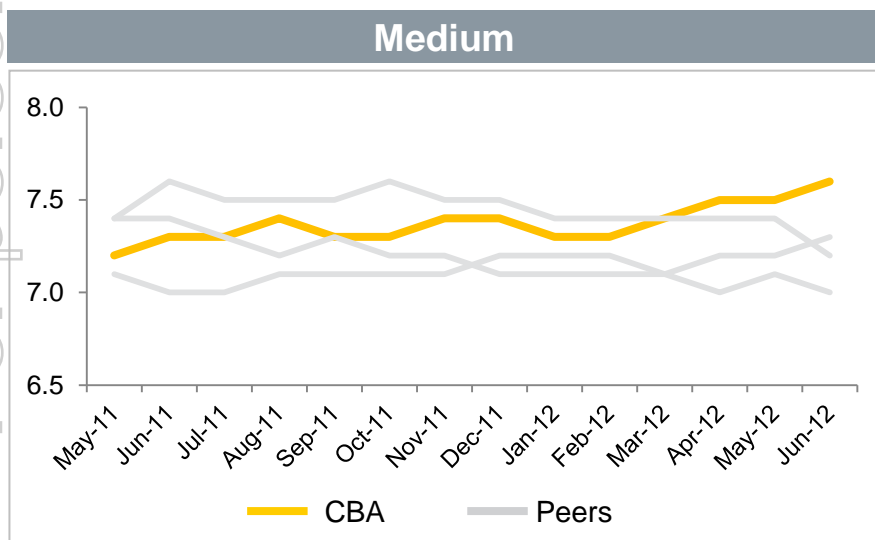
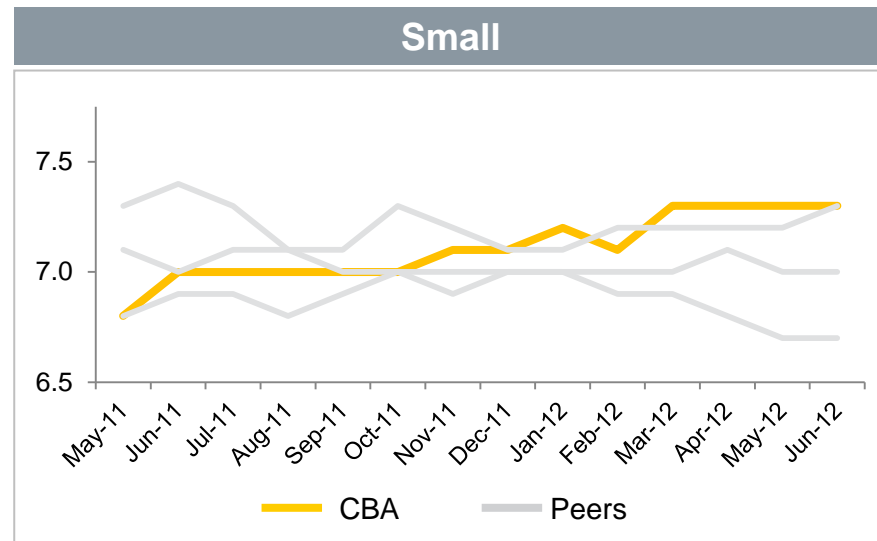
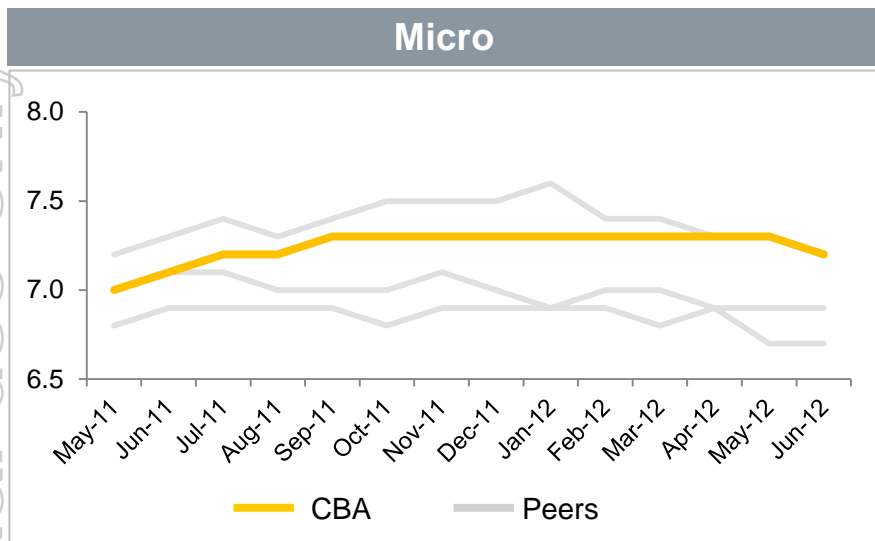


2 Refer note slide at back of this presentation for source information



# Business customer satisfaction<sup>5</sup> by segment

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5 Refer note slide at back of this presentation for source information

# A track record in technology delivery

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## Customer

### Revitalised front-line customer interface

- Single view of customer across channels
- CommSee
- Revitalised Sales & Service processes

## Strategic Advantage

### Best-in-class online platforms

- NetBank
- CommBiz
- CommSec
- FirstChoice

## Core

### Core Banking Modernisation

- Legacy system replacement
- Real-time banking
- Straight-through processing
- Concurrent process redesign

# IT transformation

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## 5 Years Ago

- 50% of spend on Infrastructure
- 23 data centres
- 70 Severity 1 incidents<sup>1</sup>
- 1,200 changes into production monthly<sup>2</sup>



## Today

- 26% of spend on Infrastructure
- 74% customer-focused content
- 2 data centres
- 7 Severity 1 incidents<sup>1</sup>
- 3,000 changes into production monthly

1 Annually

2 New and enhanced features and capabilities





# Core Banking Modernisation

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2008



**Pre-Launch**

- Proof-of-concept
- “Steel-thread”
- Capability tested

2009



**Customer Records**

- Largest migration in Australian banking history
- 53 million customer records migrated
- Telling & NetBank systems integrated

2010



**Retail Deposits & Transactions**

- 11 million accounts migrated
- Real time 24x7 banking
- 18,000 jobs changed

2011



**Business Deposits & Transactions**

- Over 1 million business deposit and transaction accounts migrated
- Integration of CommBiz
- New capabilities

2012



**Lending**

- Migration of lending accounts

# Innovations across four touch points

## Online

CommBank  
NetBank  
CommBiz

## Mobile

CommBank  
Kaching  
Property Guide

## Social

Kaching  
Facebook  
YouTube

## POS

Contactless  
Pi  
Everyday Settlement

# “Albert”

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## Touch

7" high resolution projected capacitive multi-touch screen



## Secure

meets the strictest global security standards (PCI-PTS 3.x)



## Open

Android V4.0 operating system opens a new world of possibilities in app development



## Powerful

Dual core processor with 1GB of RAM and 16GB of Flash memory for complex operations



## Payments

EMV chip & PIN, contactless, magnetic stripe as well as NFC couponing and wallet capabilities



## Connectivity

3G and Wi-Fi as standard, with the option of direct Ethernet connectivity to ECR



## Apps

Capability to access Commbank, Third-party apps and customised apps

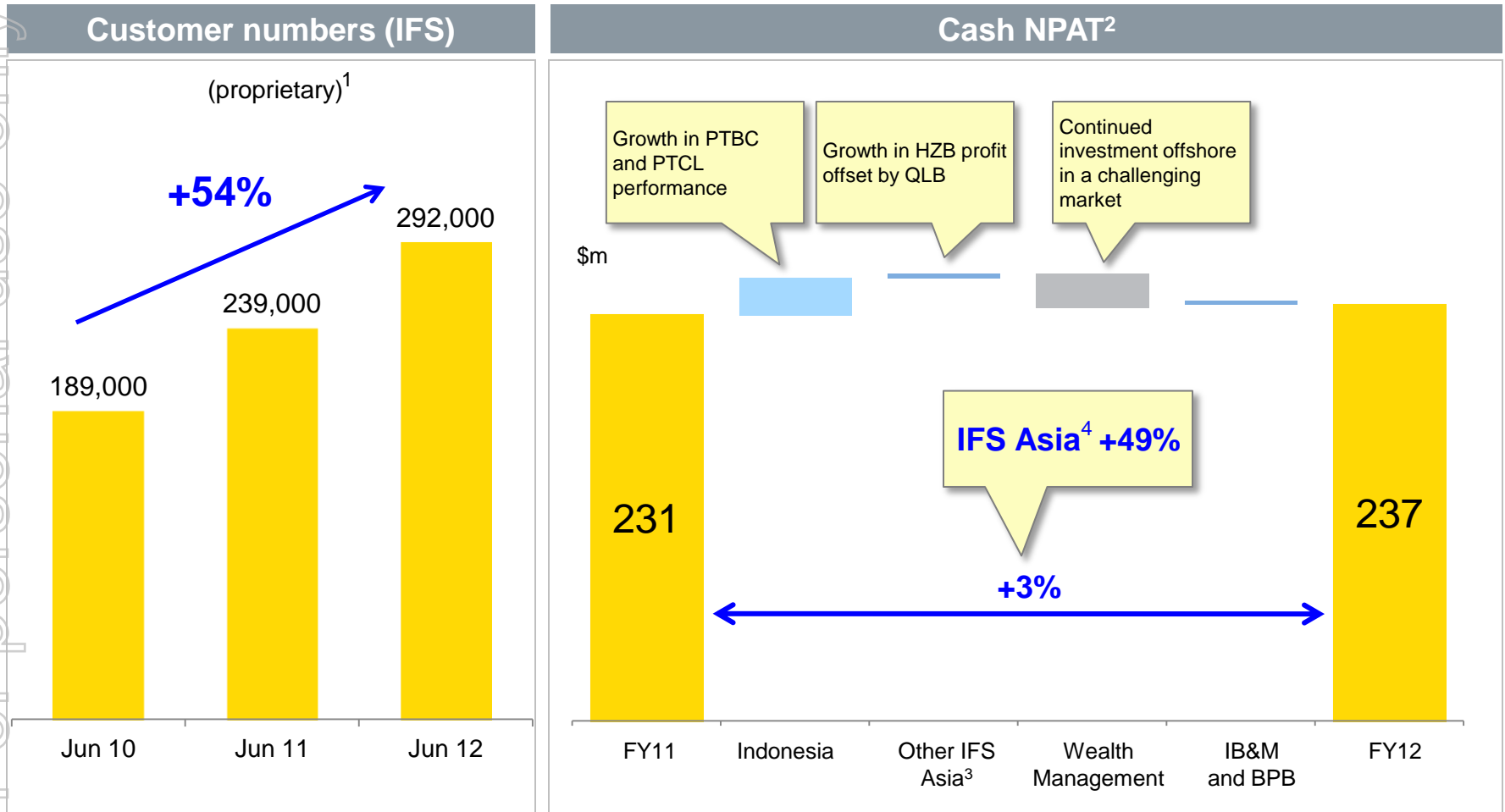


## Camera

8 MP camera is built in to enable coupons, vouchers and QkR codes to be scanned

# CBA in Asia – strong growth

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1 Total IFS Asia customers at institutions where CBA holds more than 50% equity. Excludes investments in CCBs, BoCommLife and VIB.  
 2 Includes Asia region Cash NPAT from Business & Private Banking, Institutional Banking & Markets, Wealth Management and IFS Asia businesses (excluding head office support costs).  
 3 Includes China, India and Japan IFS Asia businesses.  
 4 Represents IFS Asia growth in Cash NPAT.

# CBA in Asia



Country	Representation as at June 2012
<b>China</b>	Bank of Hangzhou (20%) – 117 branches Qilu Bank (20%) – 84 branches County Banking (84%) – 5 Banks in Henan Province Beijing Representative Office BoCommLife JV (37.5%) – operating in 3 provinces Shanghai (China Head Office) First State Cinda JV, FSI Hong Kong Hong Kong and Shanghai branches
<b>Indonesia</b>	PTBC (97.86%) – 92 branches and 141 ATMs PT Commonwealth Life (80%) – 28 life offices First State Investments
<b>Vietnam</b>	VIB (20%) – 162 branches CBA Branch Ho Chi Minh City and 24 ATMs Hanoi Representative Office
<b>India</b>	CBA branch, Mumbai
<b>Japan</b>	CBA branch, Tokyo, FSI Tokyo
<b>Singapore</b>	CBA branch, First State Investments

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# Sustainability progress

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In late 2011, the Board endorsed a refreshed sustainability strategic framework to monitor progress over the long term across five areas of focus (building on the five foundations of Governance, Customers, People, Community and Environment).

## Sustainable Business Practices

- Focused on maintaining a strong and flexible balance sheet as well as robust corporate governance and transparent reporting.
- Leveraged centralised procurement system to improve assessment of sustainability risks and supplier performance.

## Responsible Financial Services

- Further established the Group's technological advantage with Same Day Settlements, Kaching, Pi, Albert and Leo.
- Continued to support low income earners and the not-for-profit sector with a wide range of fee-free and discounted financial services.
- Helped to significantly increase the number of accredited Indigenous financial counsellors in Australia.
- Expanded our Customer Assist Team to support customers experiencing hardship as a result of rising living costs.

## Engaged and Talented People

- Integrated a number of people processes with PeopleLink, our new HR platform, to actively and consistently manage capabilities and careers as well as support a culture connected to customer satisfaction goals.
- Received the prestigious Catalyst Award for the Group's culture change programme and diversity initiatives, making the Group the first Australian bank and only the second organisation in Australia to be recognised with this global award in its 27-year history.

## Community Contribution and Action

- Extended StartSmart, our financial literacy programme, and the largest face-to-face programme of its kind in the world, to include students in Vocational Education and Training (VET) (StartSmart reached over 235,000 students in the reporting period).
- Supported the community through our 10,000-member strong Staff Community Fund, and will award \$2 million in grants in 2012 alone to Australian organisations focusing on the health and well being of young people.
- Exceeded our 2009 target of creating 350 career opportunities for Aboriginal and Torres Strait Islander Australians across the Group.

## Environmental Stewardship

- Consolidated commercial buildings and implemented energy efficiency programmes in support of our carbon emissions reduction target of 20 per cent by June 2013 (from 2008-09 levels). This represents a reduction of 34,550 tonnes of carbon.
- Continued to invest in renewable and clean energy projects increasing our single asset loan facilities to clean and renewable generation companies to approximately 71% of total exposure (compared to 59% in the previous reporting period, measured in Megawatt capacity).

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More information about sustainability is available at [commbank.com.au/sustainability](http://commbank.com.au/sustainability)



# Sustainability scorecard

	Units	2010	2011	2012
<b>Customer satisfaction</b>				
Roy Morgan MFI Retail Customer Satisfaction <sup>1</sup>	%	75.6 (ranked 2 <sup>nd</sup> )	75.2 (ranked 4 <sup>th</sup> )	79.0 (ranked 2 <sup>nd</sup> )
DBM Business Financial Services Monitor <sup>2</sup>	Avg. score	7.0 (ranked equal 1 <sup>st</sup> )	7.1 (ranked equal 2 <sup>nd</sup> )	7.3 (ranked equal 1 <sup>st</sup> )
Wealth Insights Platform Service Level Survey <sup>3</sup>	Avg. score	7.70 (ranked 1 <sup>st</sup> )	7.79 (ranked 1 <sup>st</sup> )	7.69 (ranked 2 <sup>nd</sup> )
<b>People</b>				
Employee Engagement Index <sup>4</sup>	%	n/a	n/a	80
Women in Executive Manager and above roles <sup>5</sup>	%	26.3	28.2	30.9
Lost Time Injury Frequency Rate (LTIFR) <sup>6</sup>	Rate	2.9	2.5	2.1
Absenteeism <sup>7</sup>	Rate	5.9	6.0	6.2
Employee turnover (voluntary)	%	12.73	12.65	12.90
<b>Environment<sup>8</sup></b>				
Greenhouse Gas Scope 1 emissions	tCO <sub>2</sub> -e	10,248	9,835	7,546
Greenhouse Gas Scope 2 emissions	tCO <sub>2</sub> -e	142,218	137,948	118,852
Greenhouse Gas Scope 3 emissions	tCO <sub>2</sub> -e	24,340	22,885	20,194
<b>Financial literacy programmes</b>				
School banking students (active)	Number	92,997	140,280	191,416
StartSmart students (booked)	Number	119,669	200,081	235,735

Complete definitions for scorecard metrics are available at [www.commbank.com.au/sustainability](http://www.commbank.com.au/sustainability)

1 Results based on six-monthly rolling averages to June 2010/11/12; % of (aged 14+) Australian retail customers "Very Satisfied" or "Fairly Satisfied" with their Main Financial Institution (MFI). Rankings relative to the other 3 major Australian banks.

2 Results based on six-monthly rolling averages to June 2010/11/12; business customers using a 0-10 scale to rate their MFI satisfaction. Rankings relative to the other 3 major Australian banks.

3 Average score financial advisers give the Colonial FirstChoice and FirstWrap platforms using a 1-10 scale. Rankings relative to the other 3 major Australian banks.

4 In 2012 the Group moved the People & Culture Survey administration to a new provider. The index shows the proportion of employees replying 4 or 5 on satisfaction, retention, advocacy and pride questions (5 is 'strongly agree' and 1 is 'strongly disagree'). No prior year data is available.

5 % capturing permanent headcount and contractors in relation to total permanent headcount as at 30 June.

6 LTIFR data is updated in future reports due to late reporting of incidents that occurred during the year, or the subsequent acceptance or rejection of claims made in the year.

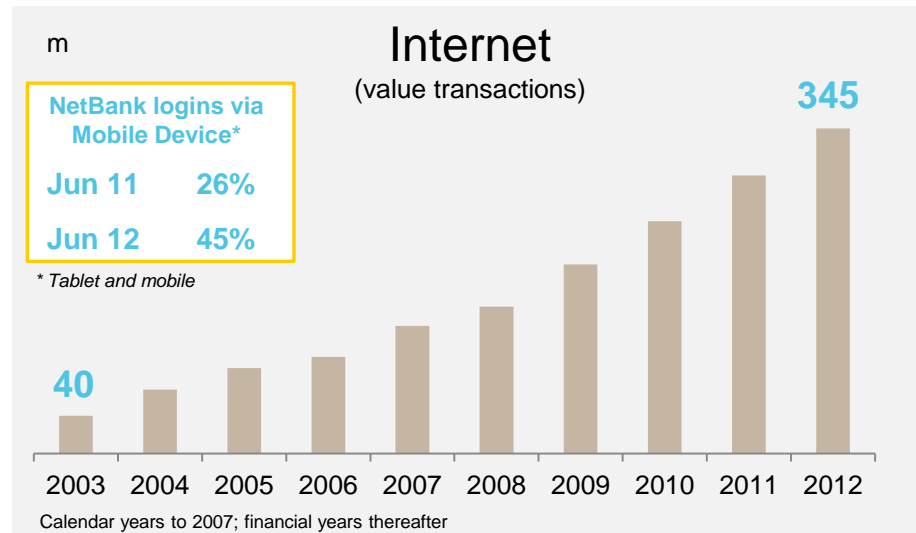
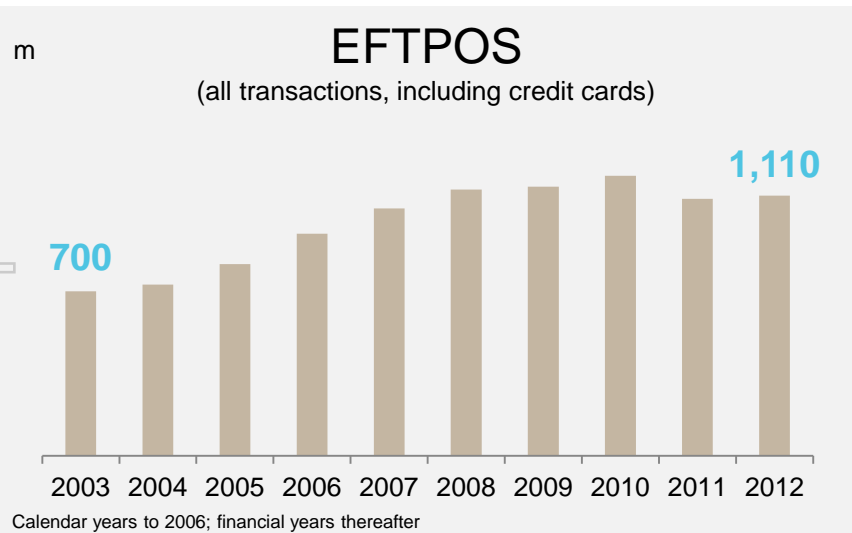
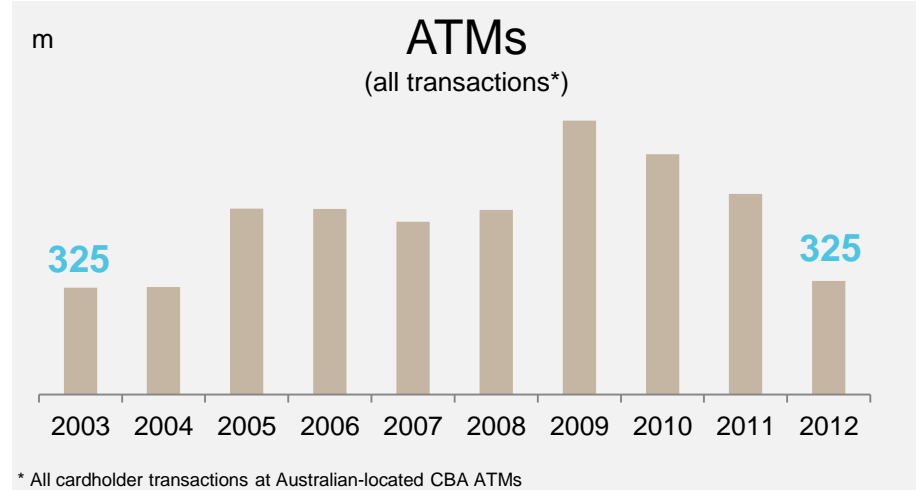
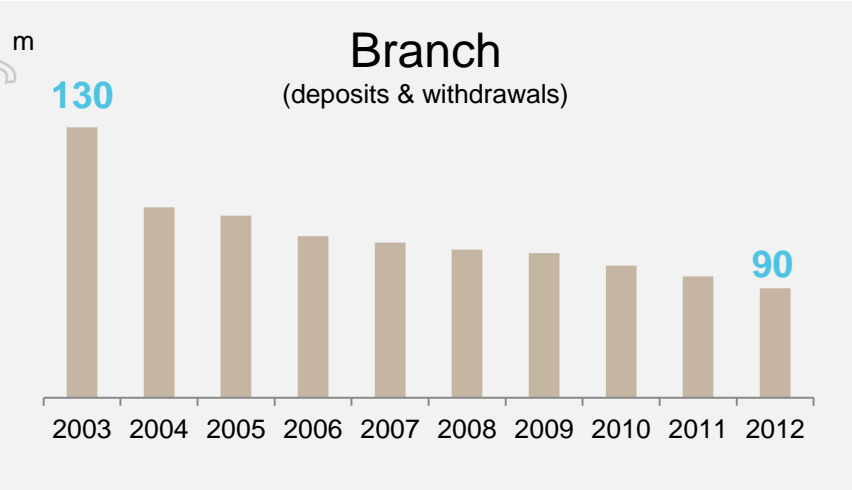
7 Absenteeism is reported a month in arrears.

8 Scope 1 and 2 data is collected in line with NGER legislation. Scope 3 relate to the upstream emissions related to Scope 1 and 2 emission sources.

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# Transaction volumes

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All figures are approximates.



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# RBS – 6 month periods

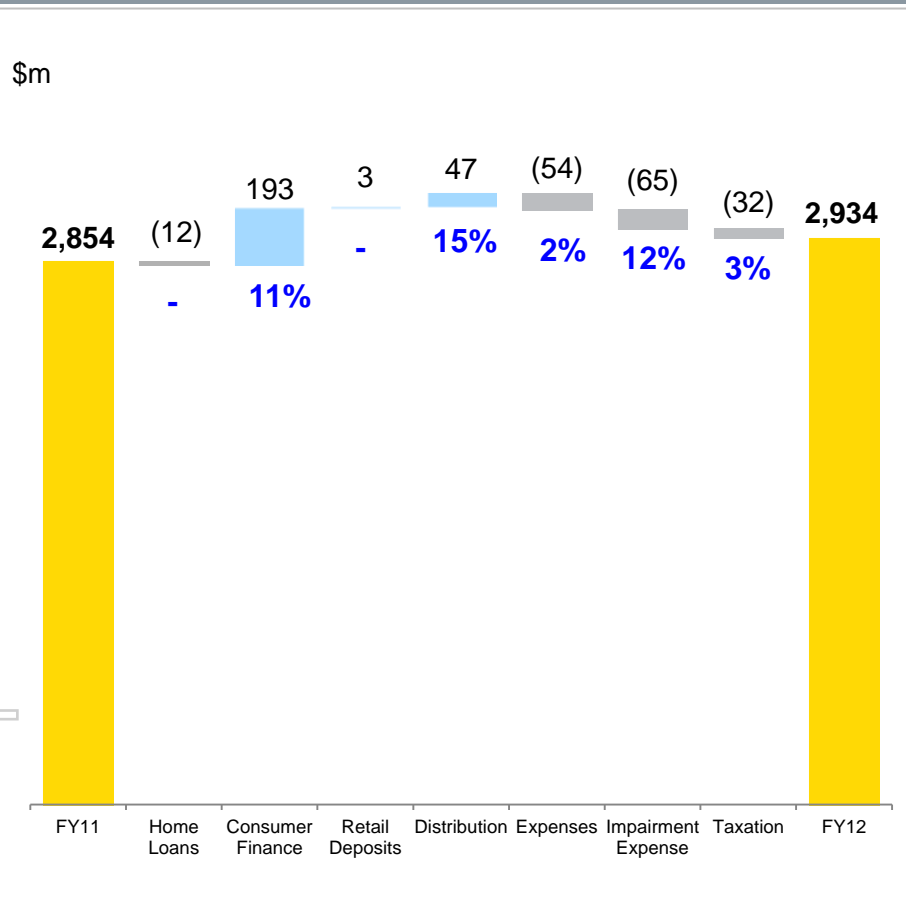
\$m

		Jun 12	Dec 11	Jun 11	Jun 12 vs Jun 11 (6 months)
<b>Net interest income</b>	Home Loans	1,331	1,372	1,441	(8%)
	Consumer Finance	744	680	660	13%
	Retail Deposits	1,078	1,137	1,115	(3%)
		3,153	3,189	3,216	(2%)
<b>Other banking income</b>	Home Loans	91	98	92	(1%)
	Consumer Finance	238	234	206	16%
	Retail Deposits	200	197	187	7%
	Distribution	176	176	156	13%
		705	705	641	10%
<b>Total banking income</b>	Home Loans	1,422	1,470	1,533	(7%)
	Consumer Finance	982	914	866	13%
	Retail Deposits	1,278	1,334	1,302	(2%)
	Distribution	176	176	156	13%
		3,858	3,894	3,857	-
<b>Operating expenses</b>		(1,467)	(1,490)	(1,486)	(1%)
<b>Loan impairment expense</b>		(258)	(365)	(305)	(15%)
<b>Cash net profit after tax</b>		1,495	1,439	1,457	3%



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## Cash earnings

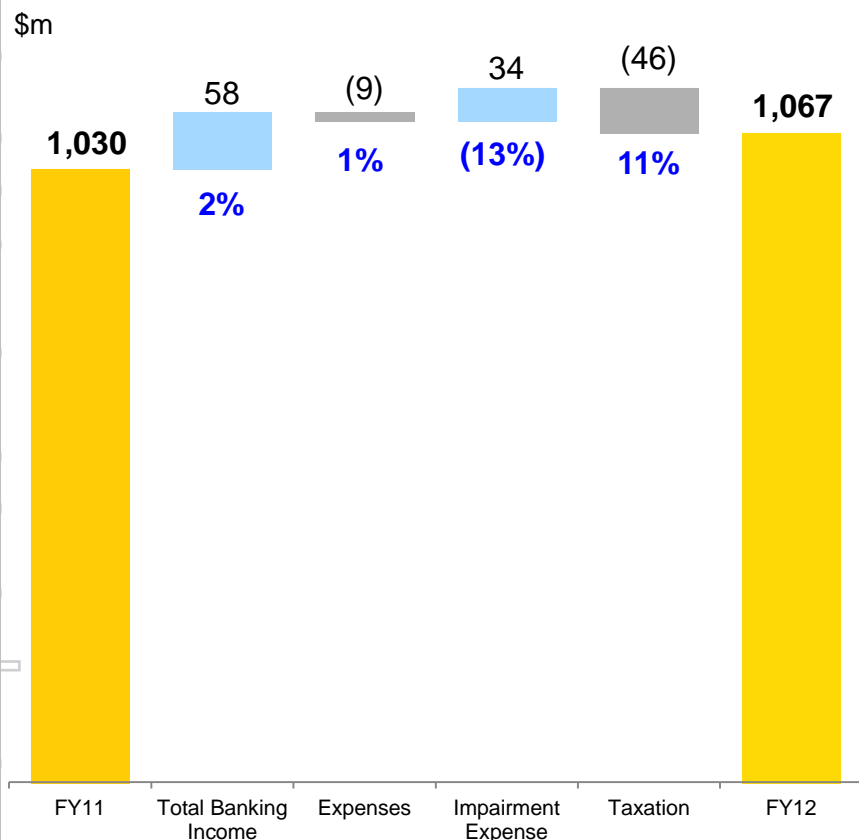


	\$m	FY12 vs FY11	
Home Loans	2,892	-	<ul style="list-style-type: none"> <li>Balances ↑3%; Lower margins reflecting higher funding costs</li> </ul>
Consumer Finance	1,896	11%	<ul style="list-style-type: none"> <li>Strong volume growth driven by new products and campaigns</li> </ul>
Deposits	2,612	-	<ul style="list-style-type: none"> <li>Balances ↑9%, largely in term deposits; Lower margins in a falling cash rate environment</li> </ul>
Distribution	352	15%	<ul style="list-style-type: none"> <li>FX income ↑20%</li> <li>Increased commissions from Wealth Management</li> </ul>
<b>Total Banking Income</b>	<b>7,752</b>	<b>3%</b>	
Expenses	2,957	2%	<ul style="list-style-type: none"> <li>Inflationary impacts offset by productivity gains</li> </ul>
Impairment Expense	623	12%	<ul style="list-style-type: none"> <li>Increases in write offs related to prior year growth</li> </ul>
<b>Cash NPAT</b>	<b>2,934</b>	<b>3%</b>	

# BPB – 6 month periods

\$m		Jun 12	Dec 11	Jun 11	Jun 12 vs Jun 11 (6 months)
<b>Net interest income</b>					
	Corporate Financial Services	415	404	385	8%
	Regional & Agribusiness	201	196	189	6%
	Local Business Banking	308	303	292	5%
	Private Bank	92	95	97	(5%)
	Equities and Margin Lending	84	84	88	(5%)
	Other	21	28	18	17%
		1,121	1,110	1,069	5%
<b>Other banking income</b>					
	Corporate Financial Services	118	149	113	4%
	Regional & Agribusiness	42	50	37	14%
	Local Business Banking	116	123	116	-
	Private Bank	31	33	31	-
	Equities and Margin Lending	88	106	120	(27%)
	Other	9	1	47	(81%)
		404	462	464	(13%)
<b>Total banking income</b>					
	Corporate Financial Services	533	553	498	7%
	Regional & Agribusiness	243	246	226	8%
	Local Business Banking	424	426	408	4%
	Private Bank	123	128	128	(4%)
	Equities and Margin Lending	172	190	208	(17%)
	Other	30	29	65	(54%)
		1,525	1,572	1,533	(1%)
<b>Operating expenses</b>		(669)	(675)	(682)	(2%)
<b>Loan impairment expense</b>		(117)	(110)	(126)	(7%)
<b>Cash net profit after tax</b>		516	551	528	(2%)

## Cash earnings



Key segments	\$m	FY12 vs FY11	
Corporate Financial Services	1,086	10%	<ul style="list-style-type: none"> <li>Lending balances ↑10% and higher demand for risk management products.</li> </ul>
Regional & Agribusiness	489	9%	<ul style="list-style-type: none"> <li>Higher demand for risk management products and prudent lending margin management</li> </ul>
Local Business Banking	850	5%	<ul style="list-style-type: none"> <li>Deposit balances ↑13%.</li> <li>Asset Finance income ↑24% on higher balances and improved new business margins.</li> </ul>
Private Banking	251	1%	<ul style="list-style-type: none"> <li>Advisory income ↑10%, offset by higher funding costs impacting margins.</li> </ul>
Equities & Margin Lending	362	(12%)	<ul style="list-style-type: none"> <li>Equities trading volumes ↓24%</li> </ul>
<b>Total Banking Income</b>	<b>3,097</b>	<b>2%</b>	
Expenses	(1,344)	1%	<ul style="list-style-type: none"> <li>Salary increases partly offset by productivity initiatives.</li> </ul>
Impairment Expense	(227)	(13%)	<ul style="list-style-type: none"> <li>Reflects underlying quality of the business lending portfolio.</li> </ul>
<b>Cash NPAT</b>	<b>1,067</b>	<b>4%</b>	

# IB&M – 6 month periods

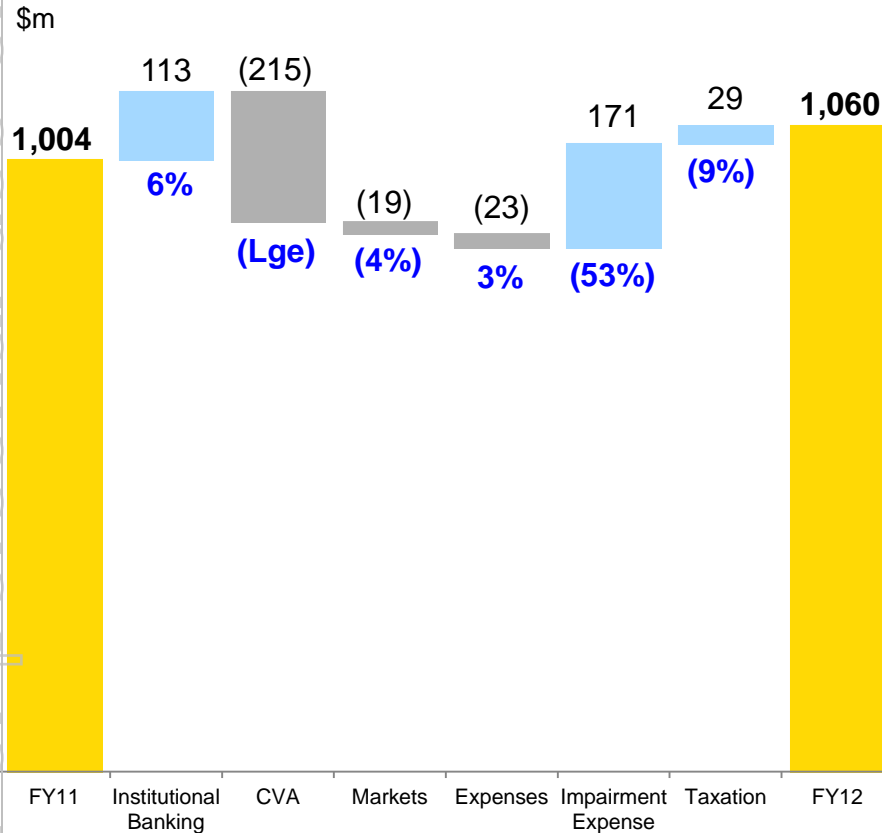
\$m

		Jun 12	Dec 11	Jun 11	Jun 12 vs Jun 11 (6 months)
<b>Net interest income</b>	Institutional Banking	589	583	545	8%
	Markets	116	121	115	1%
		705	704	660	7%
<b>Other banking income</b>	Institutional Banking	414	387	410	1%
	Markets	63	73	137	(54%)
		477	460	547	(13%)
<b>Total banking income</b>	Institutional Banking	1,003	970	955	5%
	Markets	179	194	252	(29%)
		1,182	1,164	1,207	(2%)
<b>Operating expenses</b>		(426)	(425)	(413)	3%
<b>Operating performance</b>		756	739	794	(5%)
<b>Loan impairment expense</b>		(120)	(33)	(131)	(8%)
<b>Cash net profit after tax</b>		513	547	506	1%



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## Cash earnings



	\$m	FY12 vs FY11	
Institutional Banking	1,973	6%	<ul style="list-style-type: none"> <li>Strong balance growth and higher leasing income</li> </ul>
Markets	373	(39%)	<ul style="list-style-type: none"> <li>Challenging market conditions and unfavourable CVA*</li> </ul>
<b>Total Banking Income</b>	<b>2,346</b>	<b>(5%)</b>	
Expenses	(851)	3%	<ul style="list-style-type: none"> <li>Higher depreciation and investment in technology</li> </ul>
Impairment Expense	(153)	(53%)	<ul style="list-style-type: none"> <li>Decrease in new single name exposures</li> </ul>
<b>Cash NPAT</b>	<b>1,060</b>	<b>6%</b>	

\* Counterparty fair value adjustment.

# WM – 6 month periods

\$m

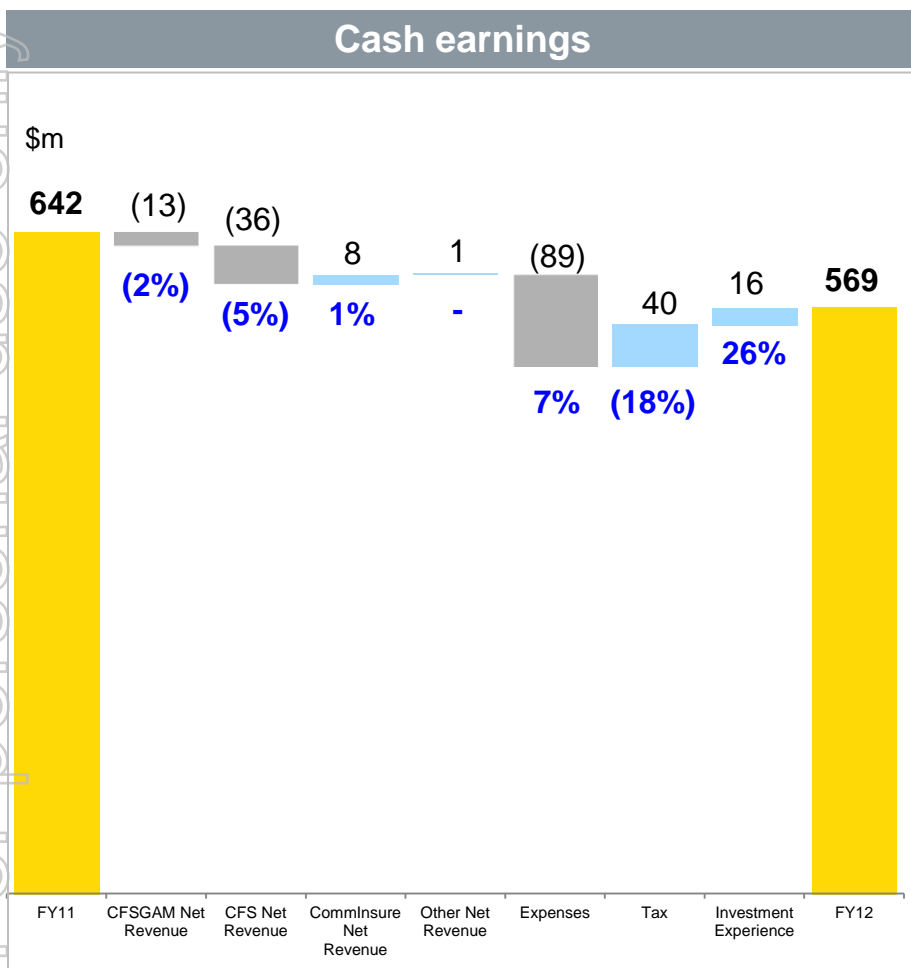
		Jun 12	Dec 11	Jun 11	Jun 12 vs Jun 11 (6 months)
<b>Net operating income</b>	CFSGAM	364	379	378	(4%)
	Colonial First State	357	296	347	3%
	CommInsure	300	343	283	6%
	Other	1	(1)	(1)	Large
		1,022	1,017	1,007	1%
<b>Operating expenses</b>	CFSGAM	(215)	(224)	(201)	7%
	Colonial First State	(254)	(251)	(259)	(2%)
	CommInsure	(149)	(143)	(140)	6%
	Other	(71)	(62)	(61)	16%
		(689)	(680)	(661)	4%
<b>Underlying profit after tax</b>	CFSGAM	111	123	133	(17%)
	Colonial First State	74	32	62	19%
	CommInsure	106	140	101	5%
	Other	(48)	(46)	(44)	9%
		243	249	252	(4%)
<b>Cash net profit after tax</b>	CFSGAM	117	128	126	(7%)
	Colonial First State	79	40	66	20%
	CommInsure	148	151	134	10%
	Other	(47)	(47)	(43)	9%
		297	272	283	5%

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# Wealth Management

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	\$m	FY12 vs FY11	
CFSGAM	743	(2%)	<ul style="list-style-type: none"> <li>Lower FUM (↓2% to \$146bn) due to decline in global equity markets</li> </ul>
CFS	653	(5%)	<ul style="list-style-type: none"> <li>Challenging market conditions, ASX 200 ↓11% &amp; changing investor preferences</li> </ul>
CommInsure	643	1%	<ul style="list-style-type: none"> <li>Strong insurance revenue performance ↑11%, impacted by run-off of legacy business</li> </ul>
<b>Net Operating Income</b>	<b>2,039</b>	<b>(2%)</b>	<ul style="list-style-type: none"> <li>Resilient performance in a difficult environment</li> </ul>
Expenses	(1,369)	7%	<ul style="list-style-type: none"> <li>Investment in distribution capabilities domestically &amp; offshore</li> <li>Inclusion of Count Financial</li> </ul>
<b>Cash NPAT</b>	<b>569</b>	<b>(11%)</b>	

# New Zealand – 6 month periods

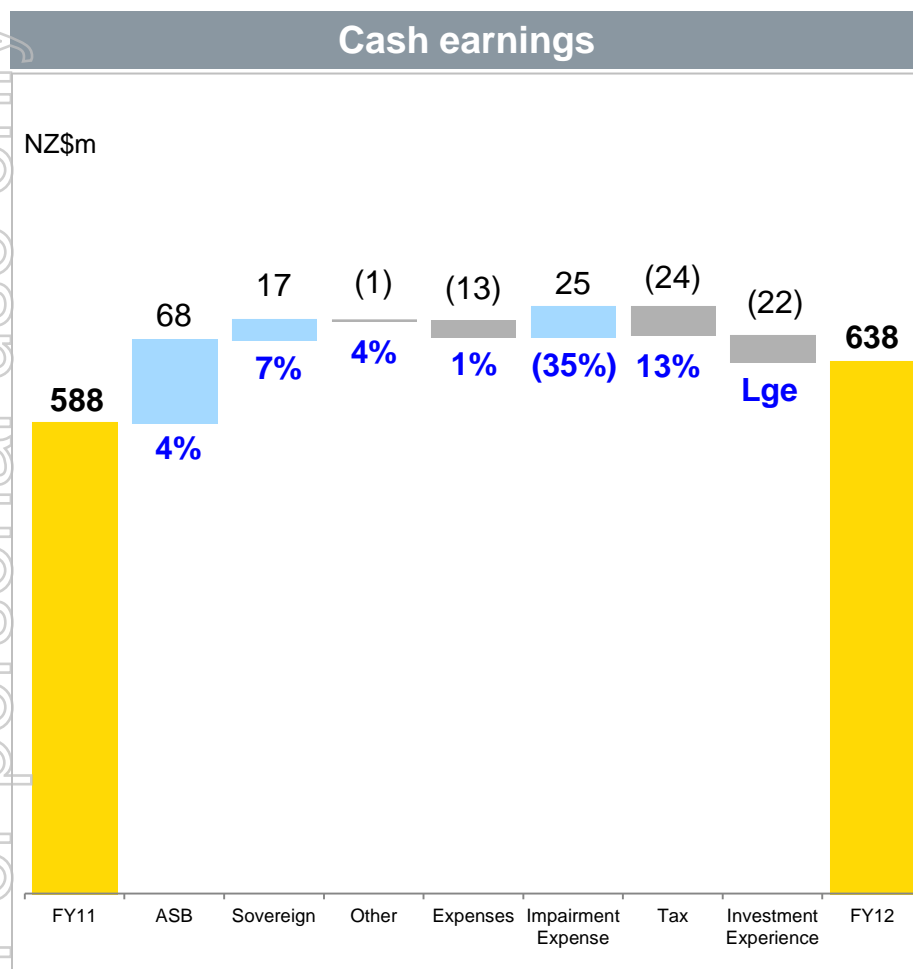
NZ\$m

		Jun 12	Dec 11	Jun 11	Jun 12 vs Jun 11 (6 months )
<b>Net interest income</b>	ASB	621	602	569	9%
	Other	(5)	(8)	(12)	58%
	<b>Total NII</b>	<b>616</b>	<b>594</b>	<b>557</b>	<b>11%</b>
<b>Other banking income</b>	ASB	162	161	189	(14%)
	Other	(19)	(17)	(17)	(12%)
	<b>Total OBI</b>	<b>143</b>	<b>144</b>	<b>172</b>	<b>(17%)</b>
<b>Total banking income</b>	ASB	783	763	758	3%
	Other	(24)	(25)	(29)	17%
	<b>Total Banking Income</b>	<b>759</b>	<b>738</b>	<b>729</b>	<b>4%</b>
<b>Funds management income</b>		30	27	26	15%
<b>Insurance income</b>		142	150	141	1%
<b>Total operating income</b>		<b>931</b>	<b>915</b>	<b>896</b>	<b>4%</b>
<b>Operating expenses</b>		(476)	(456)	(472)	1%
<b>Operating performance</b>		<b>455</b>	<b>459</b>	<b>424</b>	<b>7%</b>
Loan impairment expense		(33)	(14)	(36)	(8%)
<b>Underlying profit after tax</b>		<b>316</b>	<b>342</b>	<b>293</b>	<b>8%</b>
Investment experience		(14)	(6)	2	Large
<b>Cash net profit after tax</b>		<b>302</b>	<b>336</b>	<b>295</b>	<b>2%</b>

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# New Zealand

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	NZ \$m	FY12 vs FY11	
ASB	1,596	4%	<ul style="list-style-type: none"> <li>Benefit from fixed rate loan repricing</li> <li>Shift to higher margin variable loans</li> </ul>
Sovereign	274	7%	<ul style="list-style-type: none"> <li>Favourable claims experience</li> <li>Inforce premium growth driven by strong new business</li> </ul>
Total Operating Expenses	(932)	1%	<ul style="list-style-type: none"> <li>Cost increase attributed to restructuring and inflation driven staff and property expenses</li> </ul>
Impairment Expense	(47)	(35%)	<ul style="list-style-type: none"> <li>Non recurrence of the impact of Christchurch Earthquake provisioning</li> </ul>
<b>Cash NPAT</b>	<b>638</b>	<b>9%</b>	

# Bankwest – 6 month periods

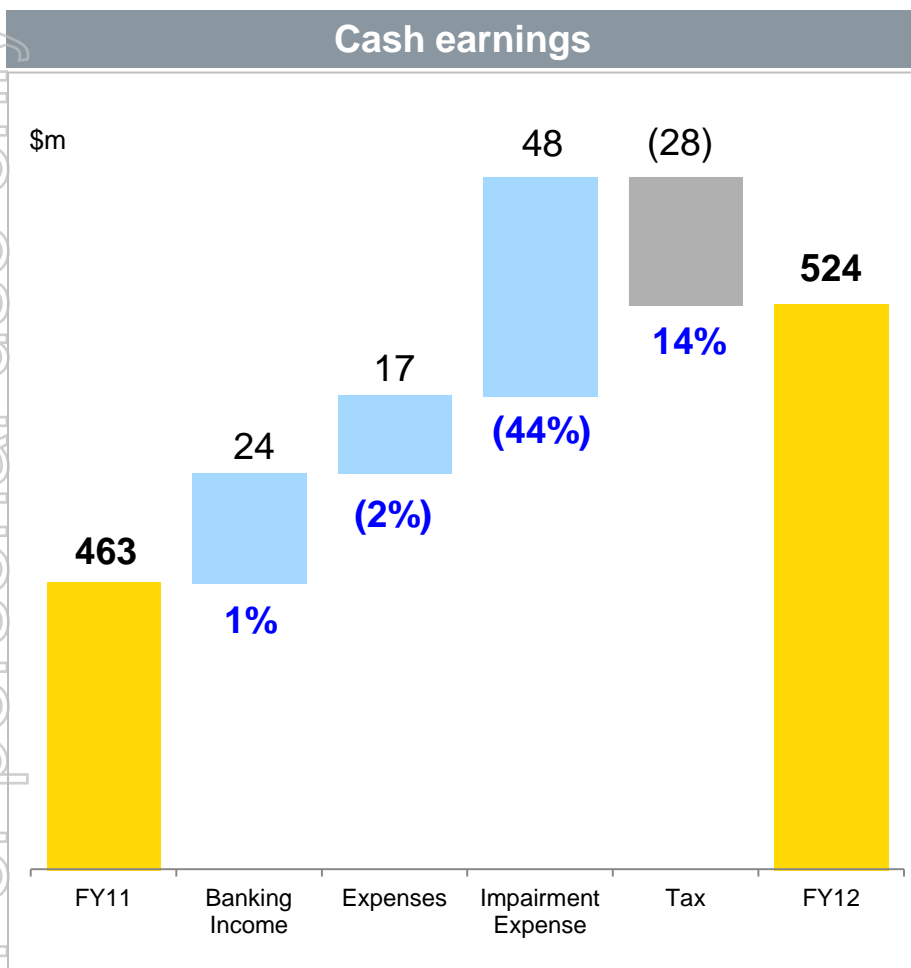
\$m

	Jun 12	Dec 11	Jun 11	Jun 12 vs Jun 11 (6 months)
Net interest income	709	748	741	(4%)
Other banking income	104	103	102	2%
<b>Total banking income</b>	<b>813</b>	<b>851</b>	<b>843</b>	<b>(4%)</b>
Operating expenses	(422)	(430)	(441)	(4%)
Loan impairment expense	(23)	(38)	(60)	(62%)
<b>Net profit before tax</b>	<b>368</b>	<b>383</b>	<b>342</b>	<b>8%</b>
Corporate tax expense	(112)	(115)	(103)	9%
<b>Cash net profit after tax</b>	<b>256</b>	<b>268</b>	<b>239</b>	<b>7%</b>



# Bankwest

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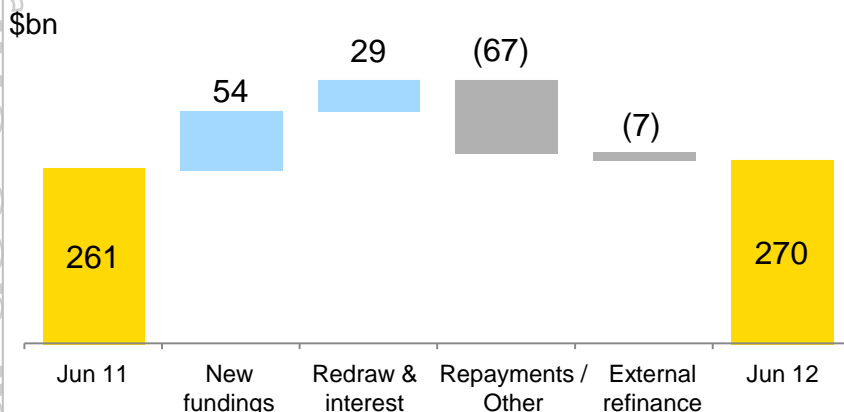


	\$m	FY12 vs FY11	
Banking Income	1,664	1%	<ul style="list-style-type: none"> <li>Above system home loan volume growth offset by run off of higher risk business loans</li> </ul>
Expenses	(852)	(2%)	<ul style="list-style-type: none"> <li>Lower personnel costs</li> <li>Lower discretionary spend</li> </ul>
Impairment Expense	(61)	(44%)	<ul style="list-style-type: none"> <li>Improved credit quality of business lending book</li> </ul>
<b>Cash NPAT</b>	<b>524</b>	<b>13%</b>	



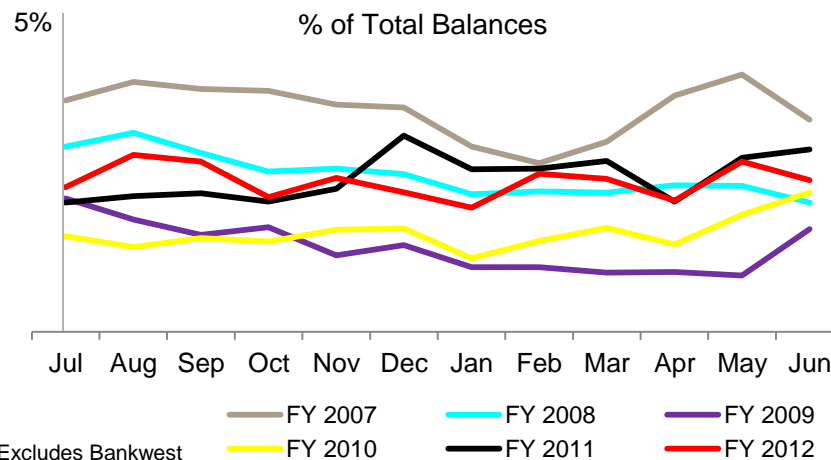
# RBS home lending growth profile

## RBS home loan balance growth



Excludes Bankwest

## External refinancing

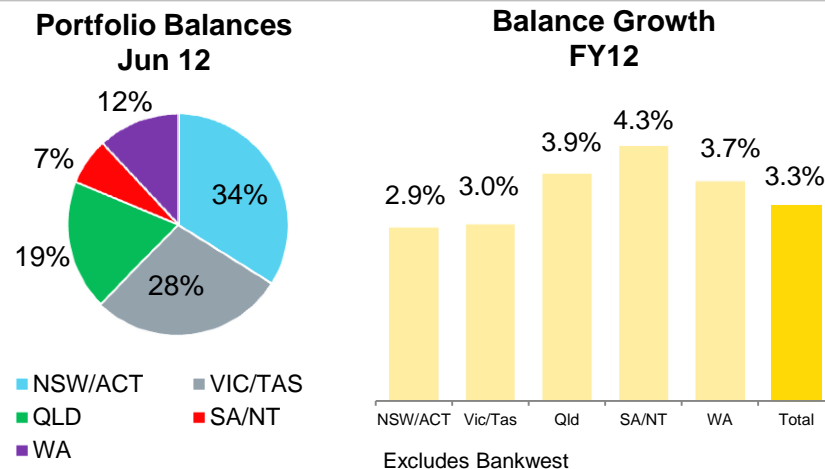


## Growth by channel (%)

	FY12	% of Balances
Broker	3.9%	36%
Branch	3.6%	44%
Premium	0.6%	20%
<b>Total</b>	<b>3.3%</b>	<b>100%</b>
<b>System*</b>	<b>5.0%</b>	

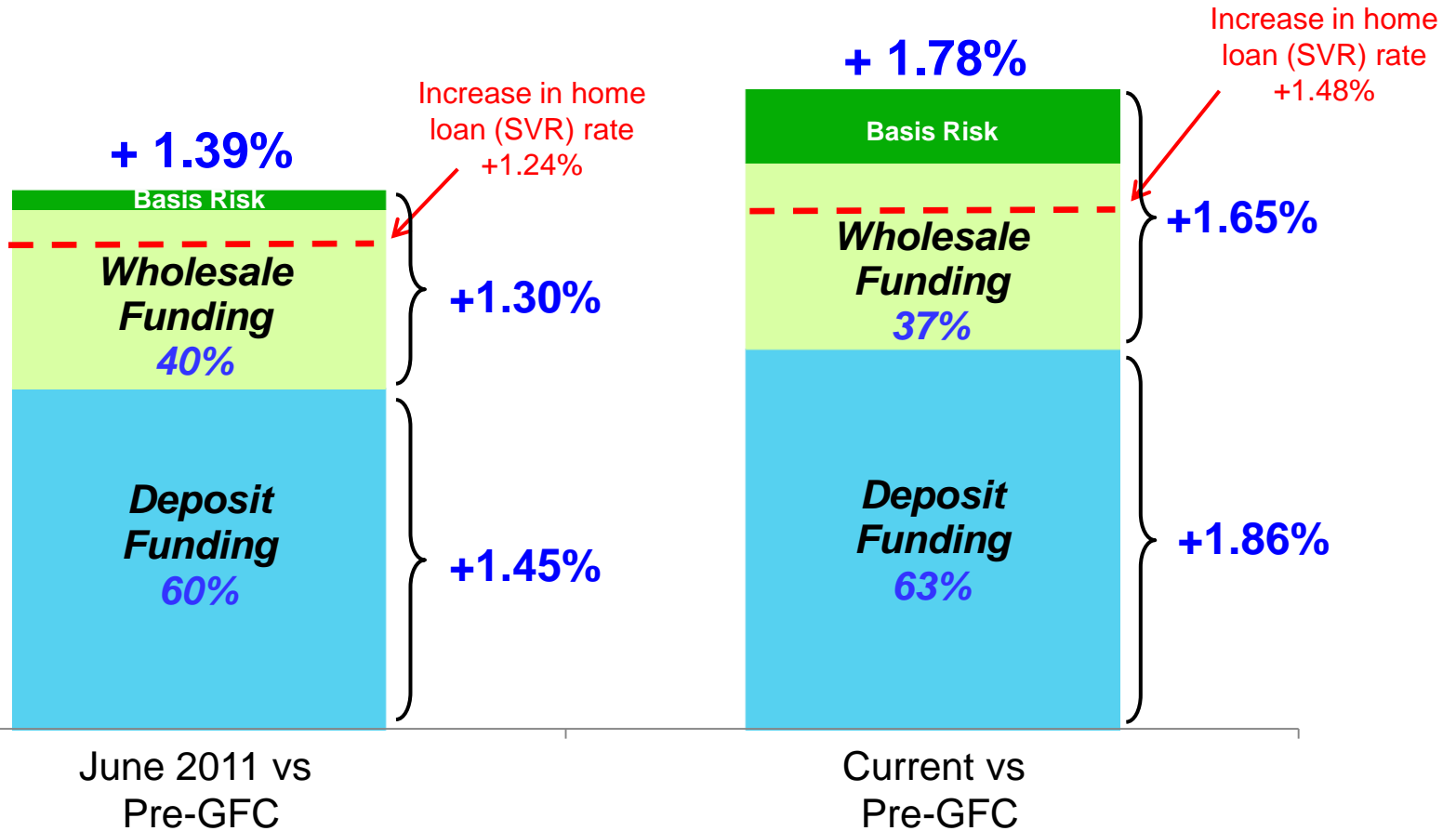
\* RBA Excludes Bankwest

## State breakdown



# Increase in retail funding costs\* since Jun 07

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\* Retail Banking Services (assumes wholesale funding is 100% long term).

# Market shares

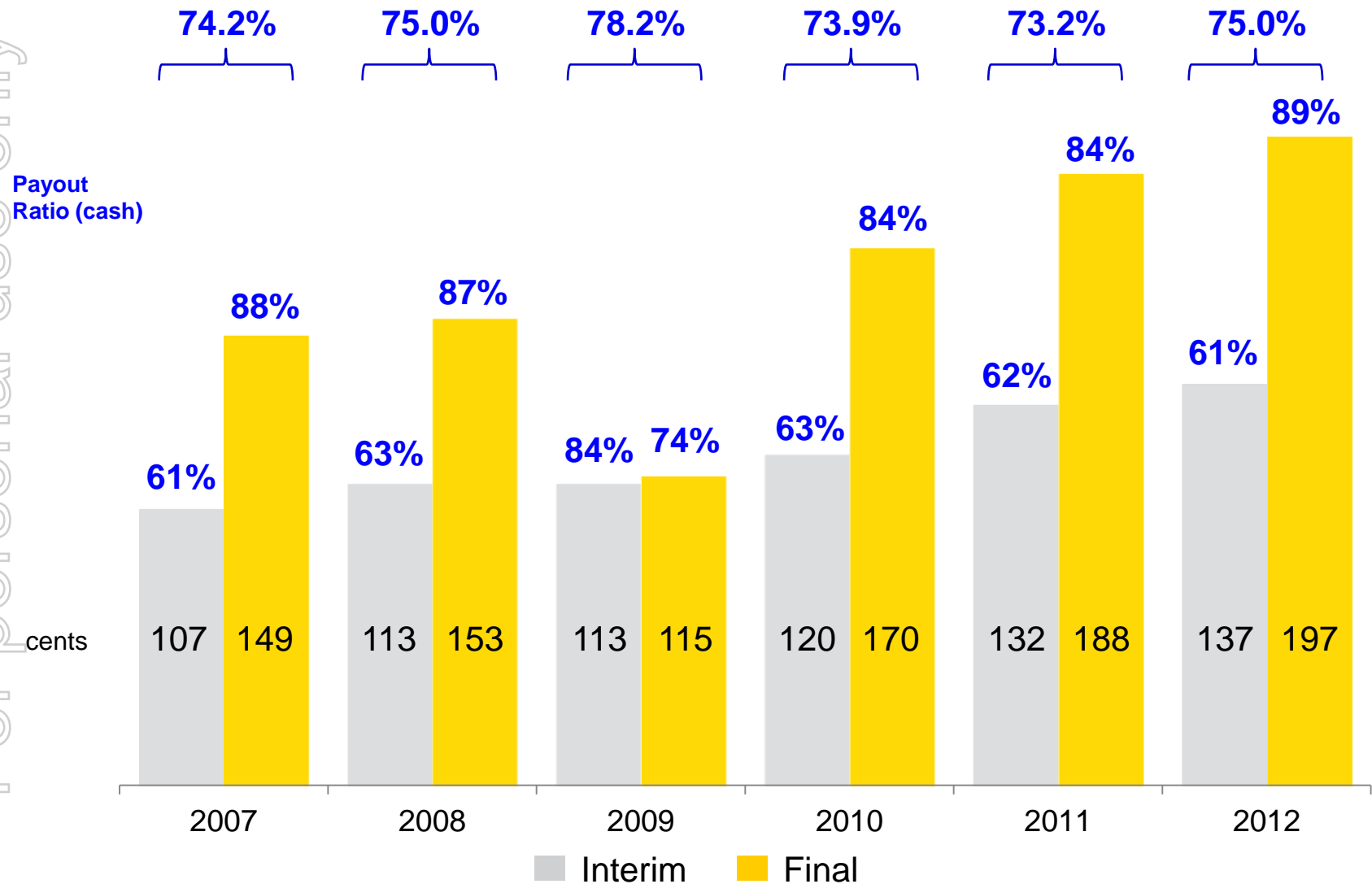
	CBA	Jun 12 BWA	Combined	Dec 11 CBA + BWA	Jun 11 CBA + BWA
Home loans	21.7%	4.0%	25.7%	25.9%	25.8%
Credit cards <sup>1</sup>	20.8%	2.7%	23.4%	23.7%	23.0%
Personal lending	13.8%	1.0%	14.8%	14.6%	14.8%
Household deposits	26.0%	2.9%	28.9%	29.4%	30.0%
Retail deposits	22.5%	3.5%	26.0%	26.4%	26.9%
Business lending – APRA	13.2%	4.3%	17.5%	17.6%	18.0%
Business lending – RBA	14.2%	2.8%	17.0%	16.9%	16.7%
Business deposits – APRA	17.1%	3.3%	20.4%	20.5%	20.8%
Asset Finance	13.6%	n/a	13.6%	13.7%	13.9%
Equities trading	5.5%	n/a	5.5%	5.8%	5.9%
Australian retail funds – administrator view <sup>2</sup>			15.1%	15.0%	15.1%
FirstChoice platform <sup>2</sup>			11.6%	11.6%	11.5%
Australia life insurance (total risk) <sup>2</sup>			13.4%	13.2%	12.5%
Australia life insurance (individual risk) <sup>2</sup>			13.3%	13.3%	13.4%
NZ Lending for housing			21.6%	22.0%	22.1%
NZ Retail deposits			20.6%	21.0%	21.3%
NZ Lending to business			9.0%	9.0%	8.8%
NZ Retail FUM			18.8%	15.1%	14.5%
NZ Annual inforce premiums			30.3%	30.2%	30.1%

1 As at 31 May 2012.

2 As at 31 March 2012.



# Dividends per Share



# CFS Global Asset Management

Globally: \$146bn FUM<sup>1</sup>, 902 people

## North America

\$1.4bn FUM

6 People

## Middle East

\$6.4bn FUM

## UK & Europe

\$24.7bn FUM

202 People



## Japan

\$2.6bn FUM

7 people

## Asia ex Japan

\$16.3bn FUM

107 People

## Australia & New Zealand

\$94.9bn FUM

580 People

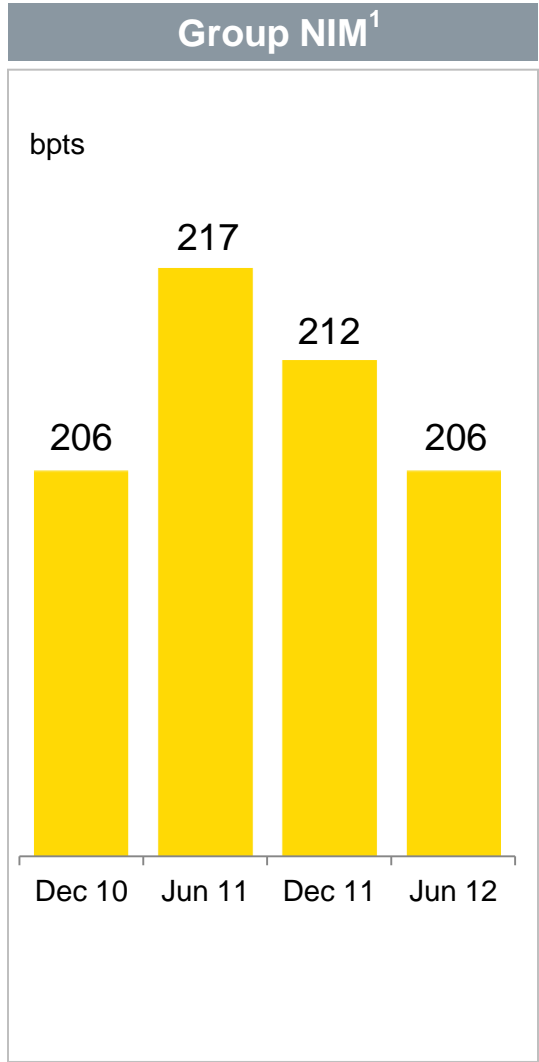
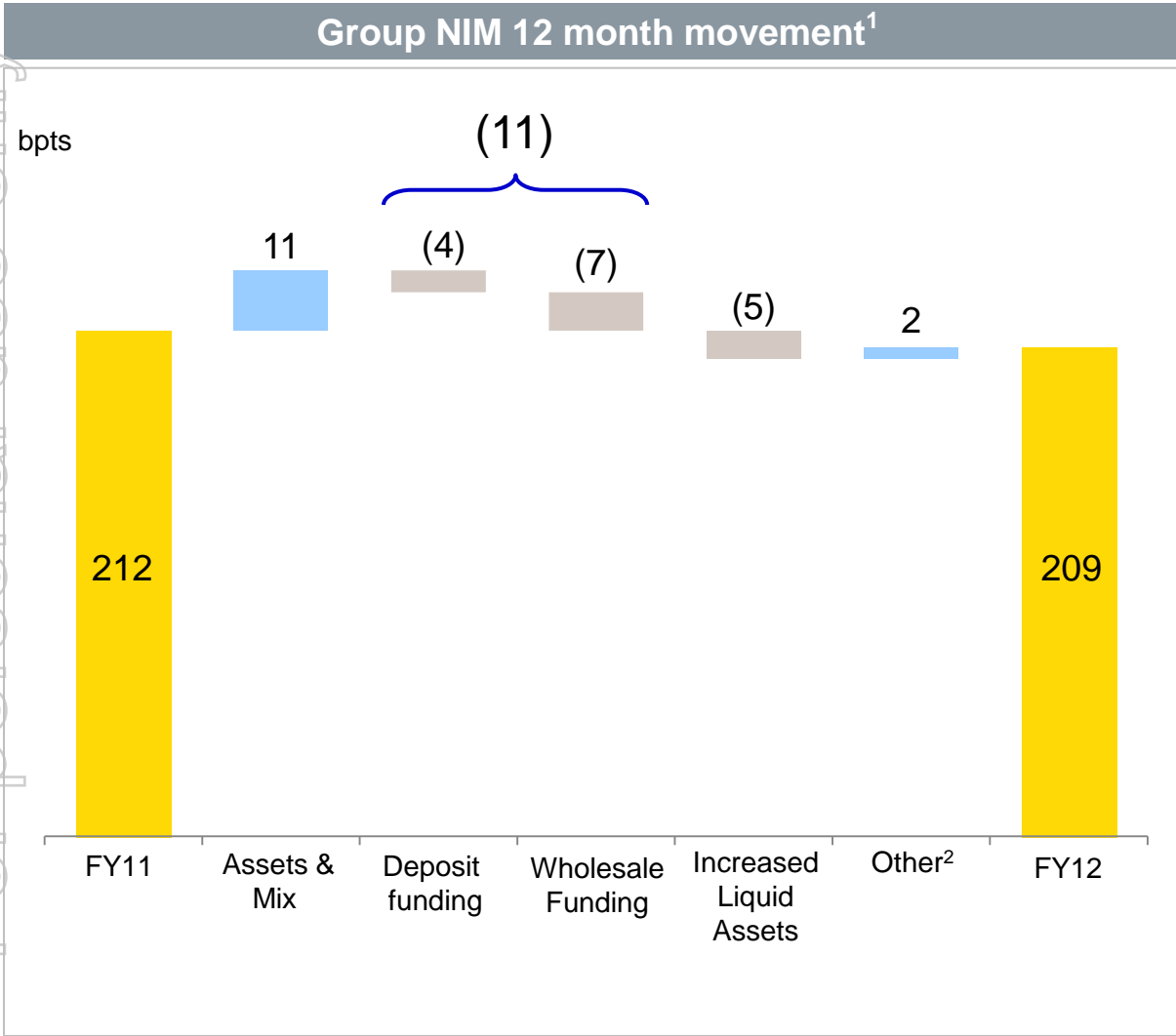
35% FUM raised from offshore clients, 36% people located offshore, 55% revenue generated offshore

<sup>1</sup> FUM figures exclude the Group's interests in the China Cinda JV.



# Additional information

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<sup>1</sup> Comparative NIM information has been restated for the inclusion of bills income, net securitised interest income and the reversal of the IFRS reclass of net swap costs to conform to presentation in the current period.

<sup>2</sup> Includes Treasury, New Zealand and other unallocated items.

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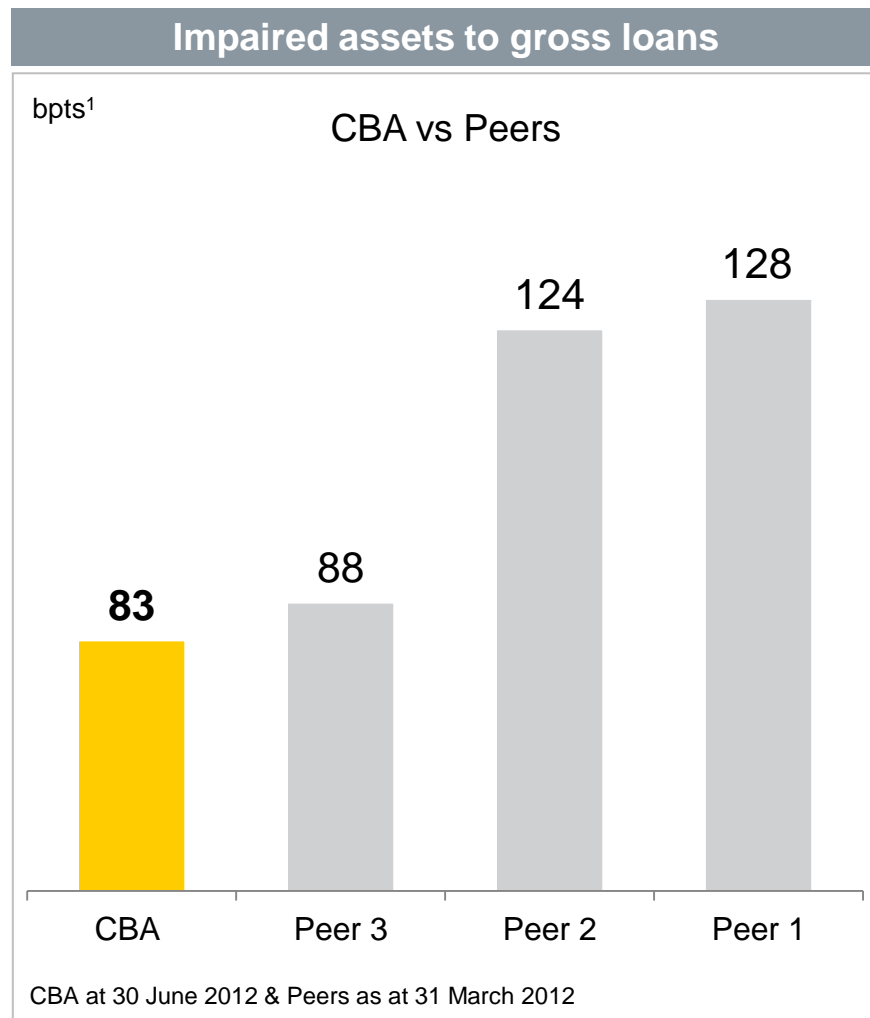
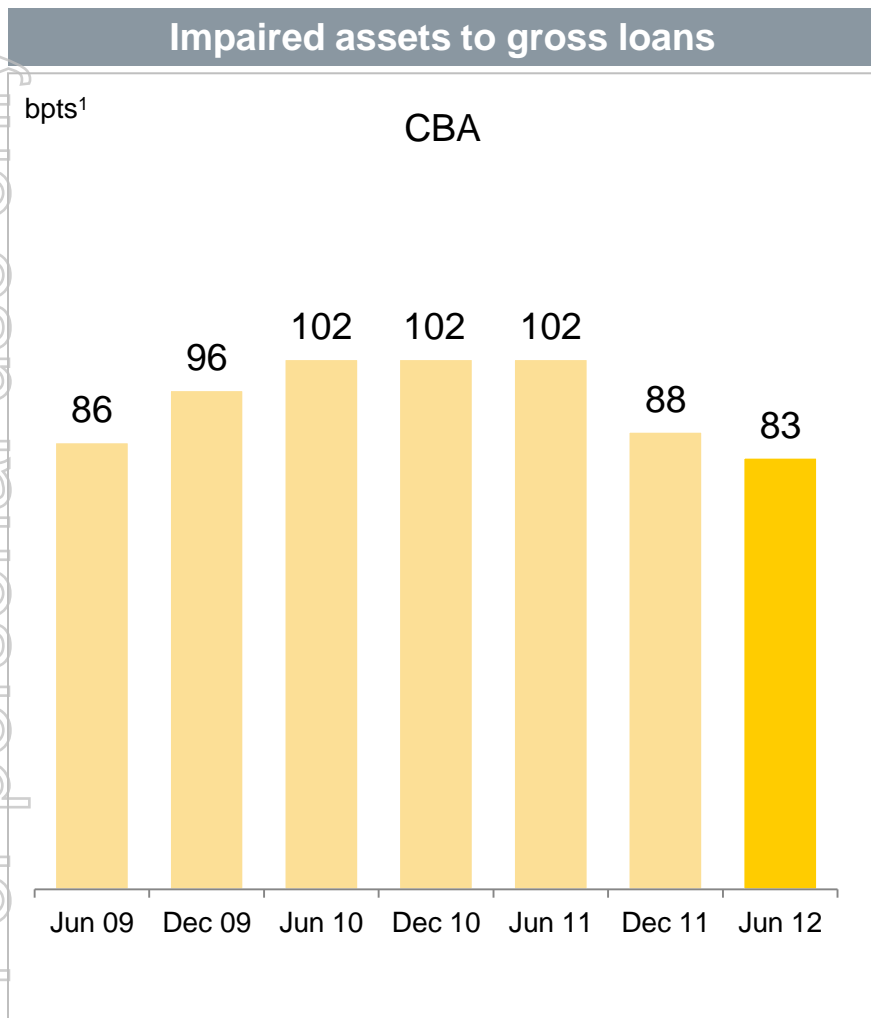
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# Credit quality

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<sup>1</sup> Bpts calculated as a percentage of Gross Loans and Acceptances.

# RBS home loan book quality very sound

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▶	Portfolio average LVR* of 44%
▶	68% of customers paying in advance – average 7 payments
▶	Maximum LVR of 95% for low risk customers
▶	Lenders Mortgage Insurance (LMI) is required for higher LVR loans
▶	Interest rate buffer of 150 bpts built into serviceability test
▶	First Home Buyer arrears similar to overall portfolio
▶	Limited “Low Doc” lending (2.7% of total portfolio, <1% of new approvals) with stringent lending criteria
▶	Portfolio losses at 3 bpts in line with expectation
▶	Under aggressive “stress test” scenarios, potential losses manageable
▶	Mortgagee in Possession represents 0.15% of portfolio balances

All statements relate to the RBS home loan book.

\* Portfolio average LVR = current balance / original valuation.

# Home loan portfolio profile

Portfolio	Jun 12	Quality	Jun 12
Total Balances - Spot (\$bn) <sup>1</sup>	351	Total Balances – Avg YTD (\$bn) <sup>1</sup>	343
Total Accounts (m)	1.4	Actual Losses YTD (\$m) <sup>1,3</sup>	107
Fundings (\$bn) <sup>2</sup>	54	Loss Rate (%) <sup>1,2</sup>	0.03
Variable Rate (%)	87	LVR – Portfolio Avg (%) <sup>4</sup>	44
Owner-Occupied (%)	58	Customers in advance (%)	68
Investment (%)	33	Payments in advance (#)	7
Line of Credit (%)	9	Low Doc % of Book	2.7
Proprietary (%)	62	FHB - % of new fundings <sup>2</sup>	14
Broker (%)	38	FHB - % of balances	15
Average Loan Size (\$'000)	221	LMI - % of Book	25
Annual Run-Off (%) <sup>2</sup>	17	Serviceability buffer (bpts)	150

All figures relate to the RBS home loan portfolio (excluding recent acquisition of a tranche of Aussie Home Loans) except where noted.

<sup>1</sup> Numbers are for the Group (including BW, ASB and securitised loans).

<sup>2</sup> 12 months to June 2012.

<sup>3</sup> Actual YTD losses includes write-offs from collective provisions and individual provisions, net of any recoveries.

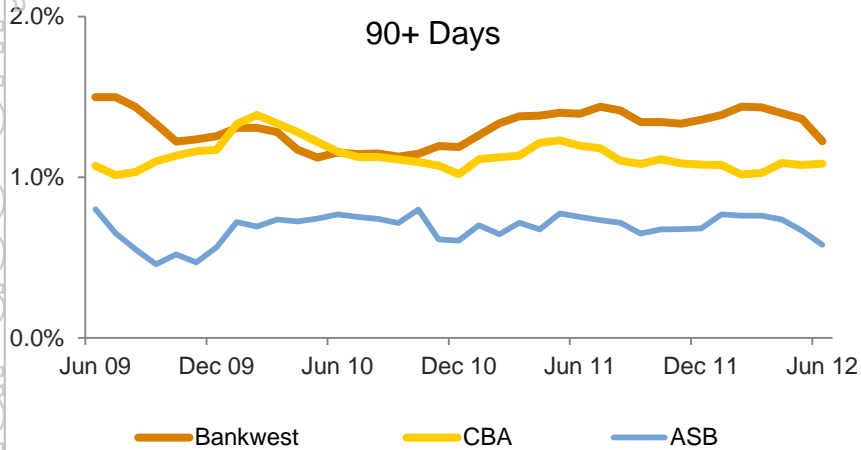
<sup>4</sup> Portfolio average LVR = current balance / original valuation.



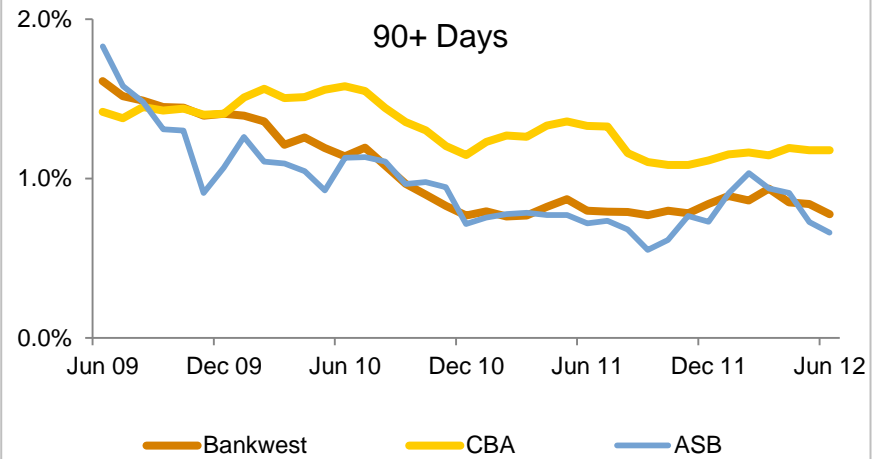
# Consumer arrears (Group)

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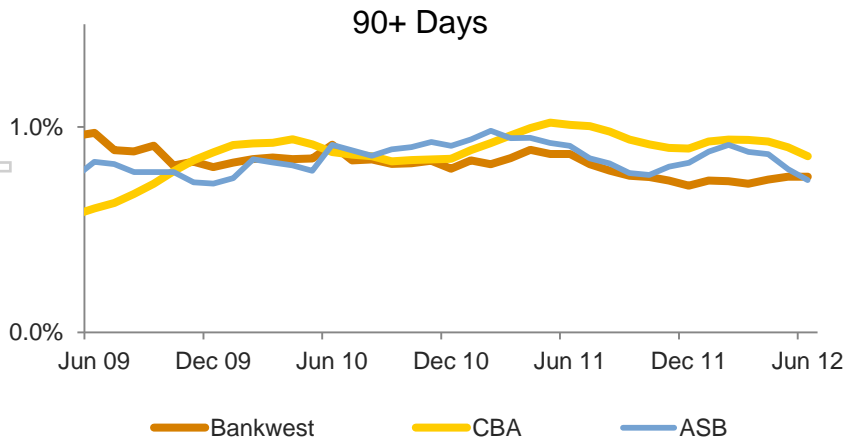
## Credit cards



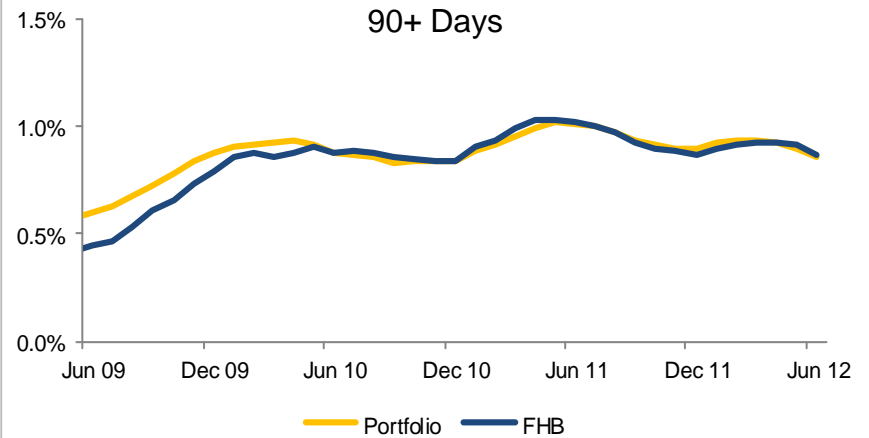
## Personal loans



## Home loans



## RBS First Home Buyers



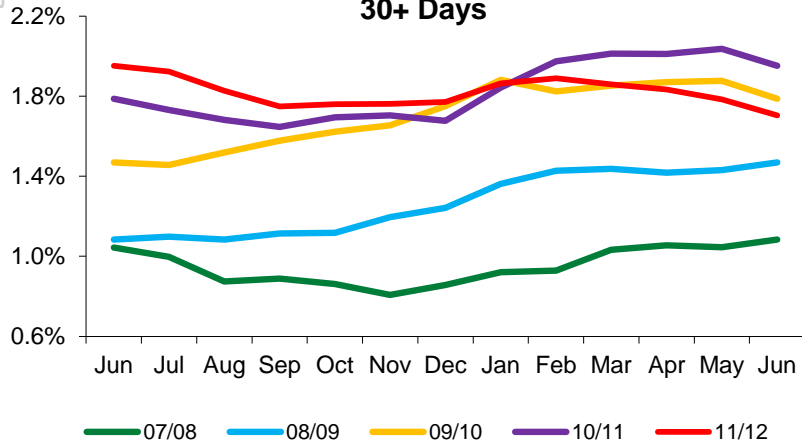


# Consumer arrears (RBS)

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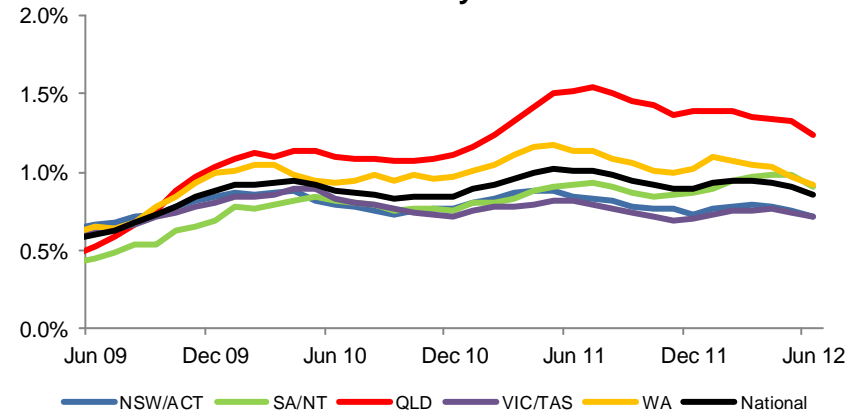
## Home loans

### 30+ Days



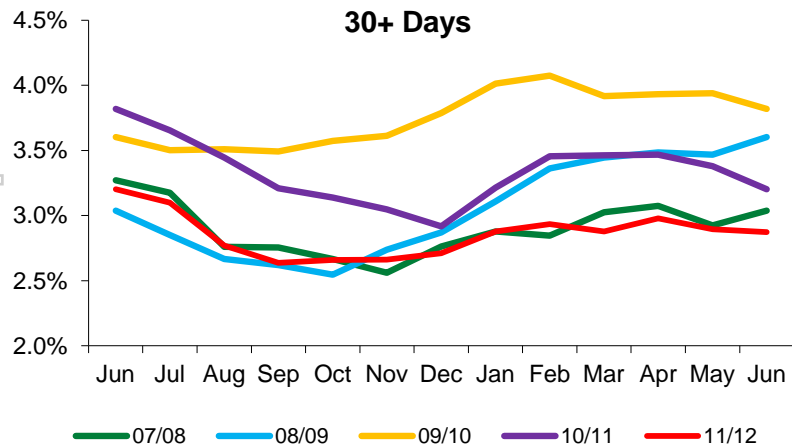
## Home loans by state

### 90+ Days



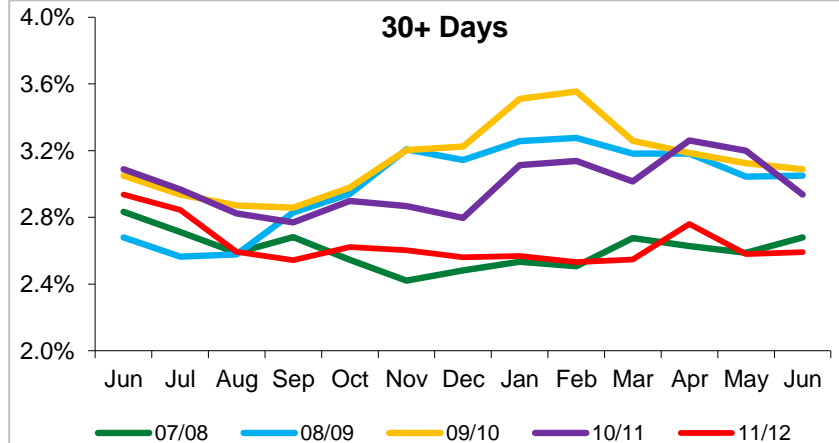
## Personal loans

### 30+ Days



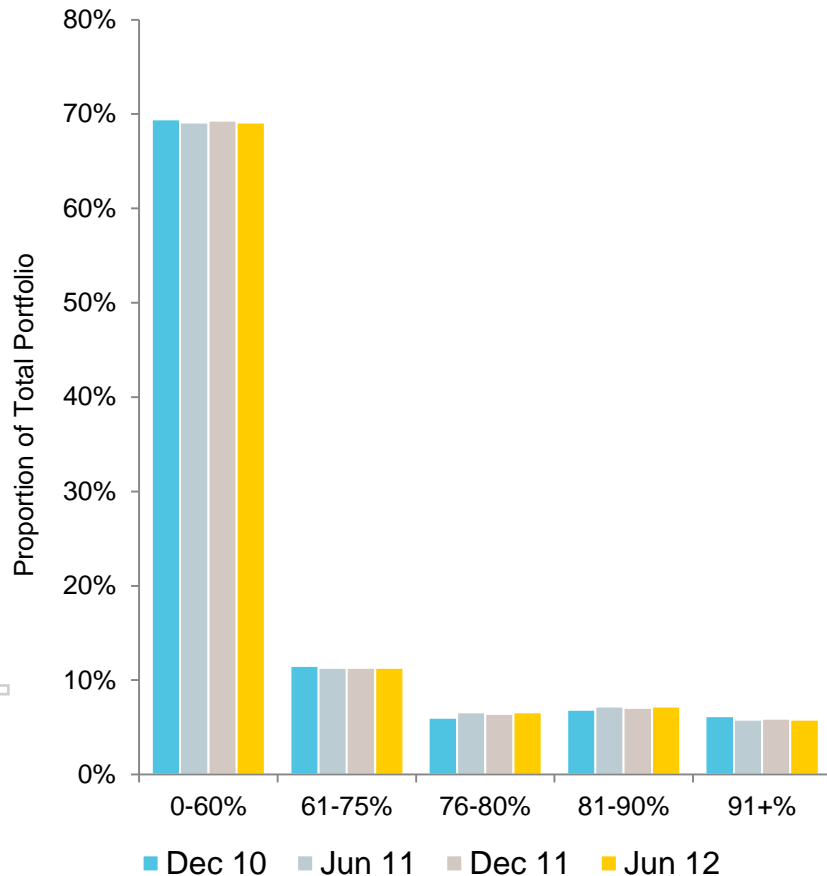
## Credit cards

### 30+ Days

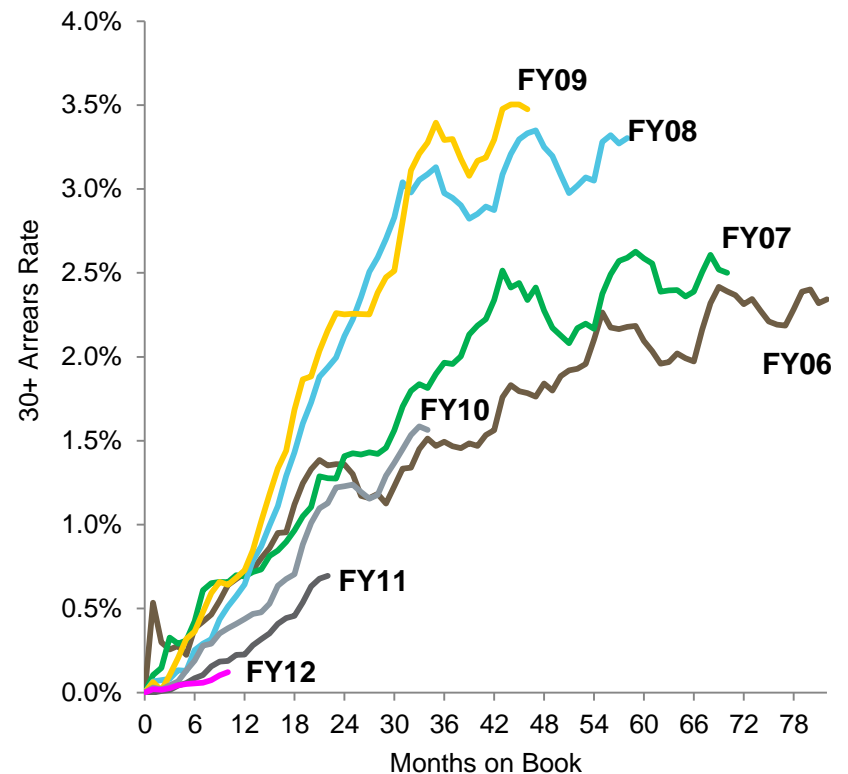


# RBS home loans – LVR and arrears by vintage

## Home Loan Dynamic LVR<sup>1</sup> Profile



## 30+ Days Home Loan Arrears Rates by Vintage



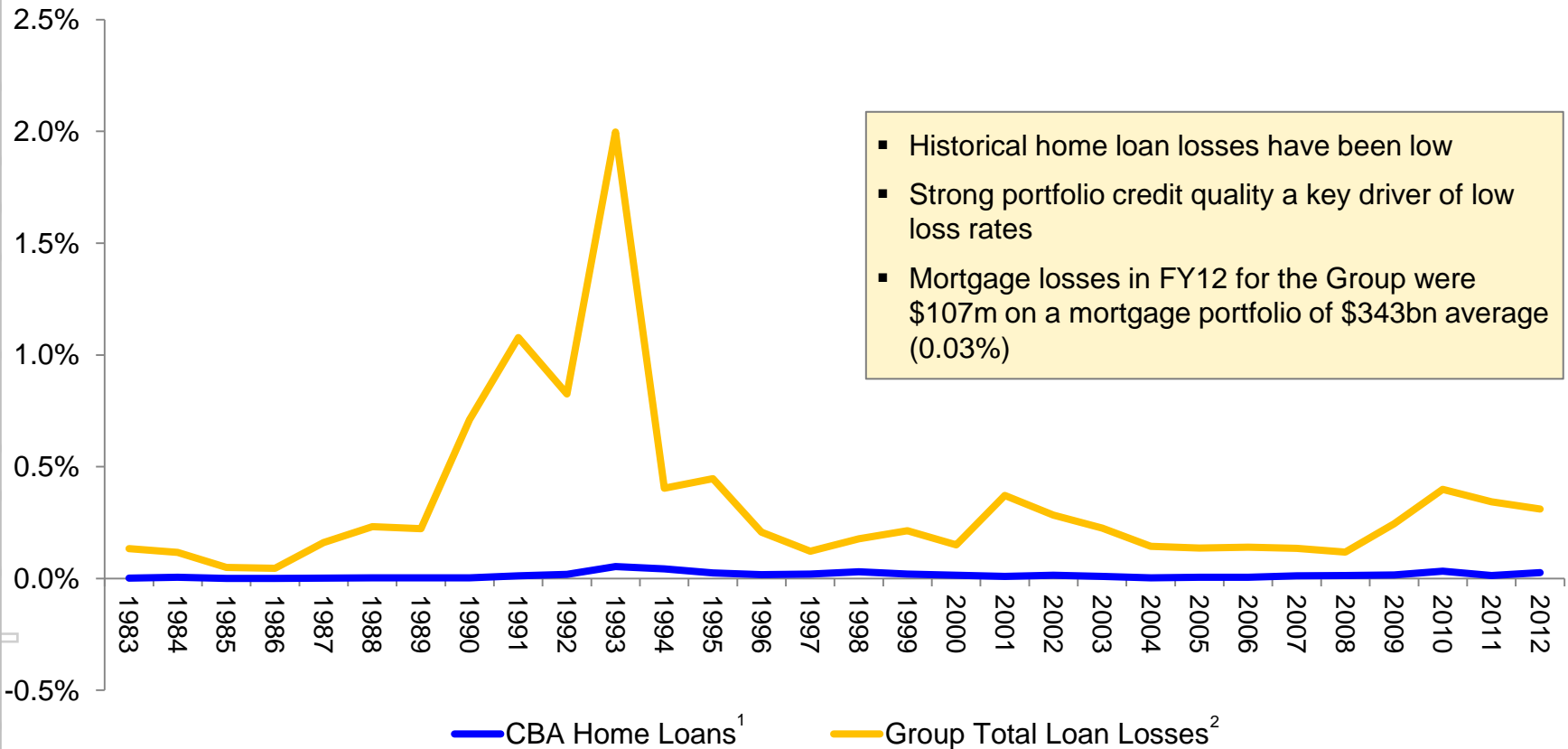
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CBA domestic only. Excludes Bankwest

<sup>1</sup> Dynamic LVR is Current balance / Original valuation.

# Home loan losses

## Losses to average gross loans



<sup>1</sup> CBA Home Loans represents Australian Home Loans and includes Bankwest from 2009.

<sup>2</sup> Group includes all losses for the Group (CBA/Bankwest/ASB).

Losses includes write-offs from collective and individual provisions, less recoveries.



# RBS home loans – enhanced stress test

## Observations

- Potential losses of \$1.7bn for the uninsured portfolio only over 3 years.
- House prices and PDs are stressed at regional level.
- Potential claims on LMI of \$2bn<sup>1</sup> over 3 years.
- Increase in potential losses for existing accounts (\$221m) consistent with continued challenging economic environment including decreased residential property valuations.

## Key assumptions

	Year 1	Year 2	Year 3
Unemployment	7.0%	10.5%	11.5%
Hours under-employed *	11.4%	15.8%	18.4%
Cumulative House Prices	-15%	-32%	-32%
Cash Rate	3.00%	1.00%	1.00%

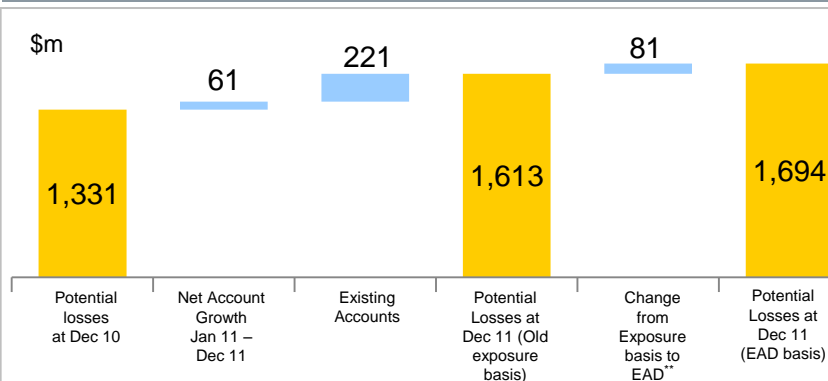
\* The total number of hours not worked relative to the size of the workforce.

## Key outcomes

	Year 1	Year 2	Year 3
Stressed Losses	\$297m	\$570m	\$827m
Probability of Default (PD)	1.03%	1.85%	2.72%

- Results based on December 2011.
- Total losses of \$1,694m predicted over 3 years.

## Key drivers of movements



\*\*More conservative method which includes undrawn limits.

1 Conservative in that it assumes all loans that become 90 days in arrears will result in a claim.

# Regulatory exposure mix

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	Regulatory Credit Exposure Mix <sup>1</sup>			
	CBA	Peer 1	Peer 2	Peer 3
Residential Mortgages	55%	41%	40%	57%
Corporate, SME & Spec Lending	28%	34%	39%	31%
Bank	7%	7%	12%	3%
Sovereign	6%	9%	6%	5%
Qualifying Revolving	3%	4%	2%	3%
Other Retail	1%	5%	1%	1%
<b>Total Advanced<sup>2</sup></b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<sup>1</sup> Source: Pillar 3 disclosures for CBA as at June 2012 and Peers as at March 2012.

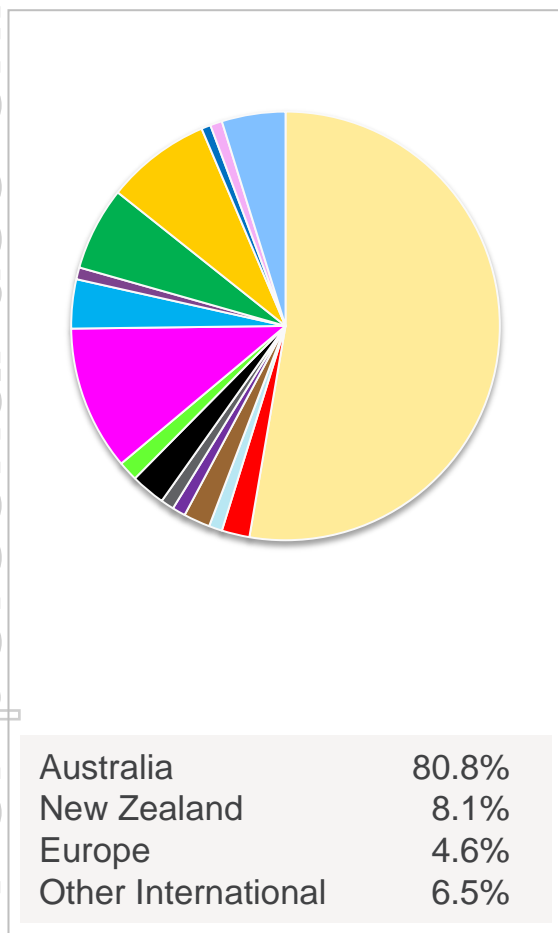
<sup>2</sup> Includes Specialised Lending exposures. Excludes Standardised exposures, Other Assets and Securitisation (representing 15% of CBA, 7% of Peer 1, 13% of Peer 2 and 4% of Peer 3). Exposure mix is re-baselined to total 100% for comparison.



# Sector exposure<sup>1</sup> by Industry

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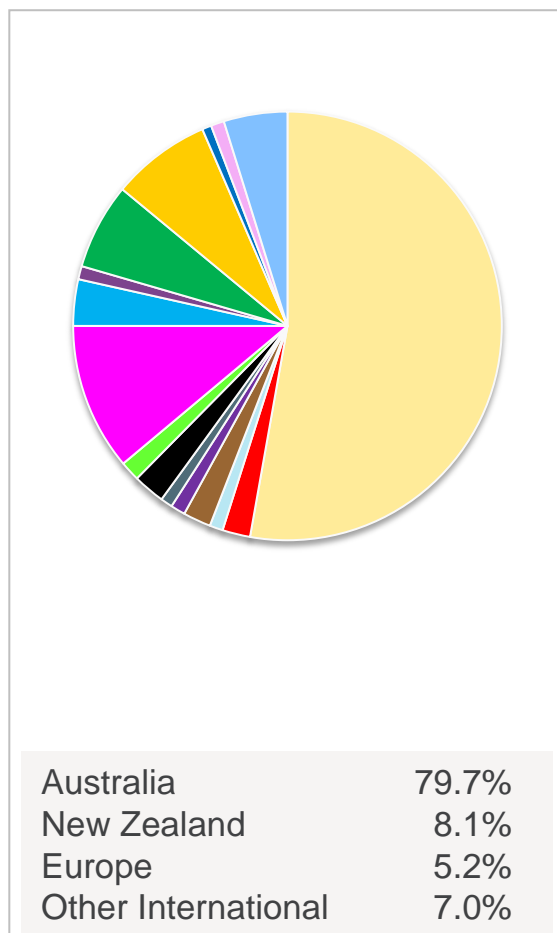
Dec 11



Dec 11 Jun 12

Industry	Dec 11	Jun 12
Consumer	52.7%	52.8%
Agriculture	2.1%	2.1%
Mining	1.0%	1.0%
Manufacturing	2.0%	2.1%
Energy	1.0%	1.1%
Construction	1.0%	0.9%
Retail & Wholesale	2.6%	2.4%
Transport	1.5%	1.5%
Banks	10.9%	11.1%
Finance – other	3.7%	3.5%
Business Services	0.9%	1.0%
Property	6.3%	6.5%
Sovereign	7.9%	7.5%
Health & Community	0.7%	0.7%
Culture & Recreation	0.9%	1.0%
Other	4.8%	4.8%
<b>Total</b>	<b>100%</b>	<b>100%</b>

Jun 12



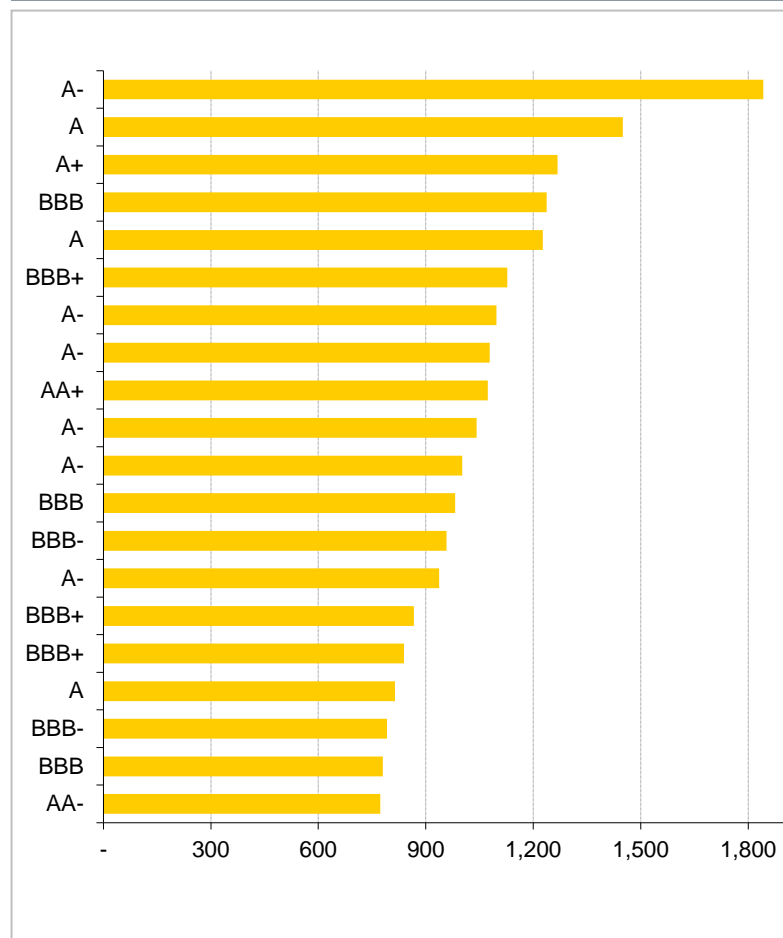
<sup>1</sup> Total credit exposure = balance for uncommitted facilities or greater of limit or balance for committed facilities, before collateralisation. Includes ASB and Bankwest.

# Sector exposures

## Commercial exposures by sector<sup>1</sup>

\$bn	AAA to AA-	A+ to A-	BBB+ to BBB-	Other	Jun 12
<b>Banks</b>	41.5	38.6	6.3	0.4	<b>86.8</b>
<b>Finance Other</b>	9.7	10.0	3.0	4.7	<b>27.4</b>
<b>Property</b>	0.1	6.1	10.6	33.9	<b>50.7</b>
<b>Sovereign</b>	56.8	1.3	0.5	0.2	<b>58.8</b>
<b>Manufacturing</b>	0.3	2.4	6.8	6.6	<b>16.1</b>
<b>Retail/Wholesale Trade</b>	-	1.0	5.5	12.1	<b>18.6</b>
<b>Agriculture</b>	-	0.2	2.7	13.6	<b>16.5</b>
<b>Energy</b>	0.5	1.9	5.0	1.3	<b>8.7</b>
<b>Transport</b>	0.1	2.7	5.4	3.7	<b>11.9</b>
<b>Mining</b>	0.3	1.5	3.3	2.7	<b>7.8</b>
<b>All other (ex consumer)</b>	2.6	3.8	14.8	36.2	<b>57.4</b>
<b>Total</b>	<b>111.9</b>	<b>69.5</b>	<b>63.9</b>	<b>115.4</b>	<b>360.7</b>

## Top 20 Commercial Exposures<sup>2</sup> (\$m)



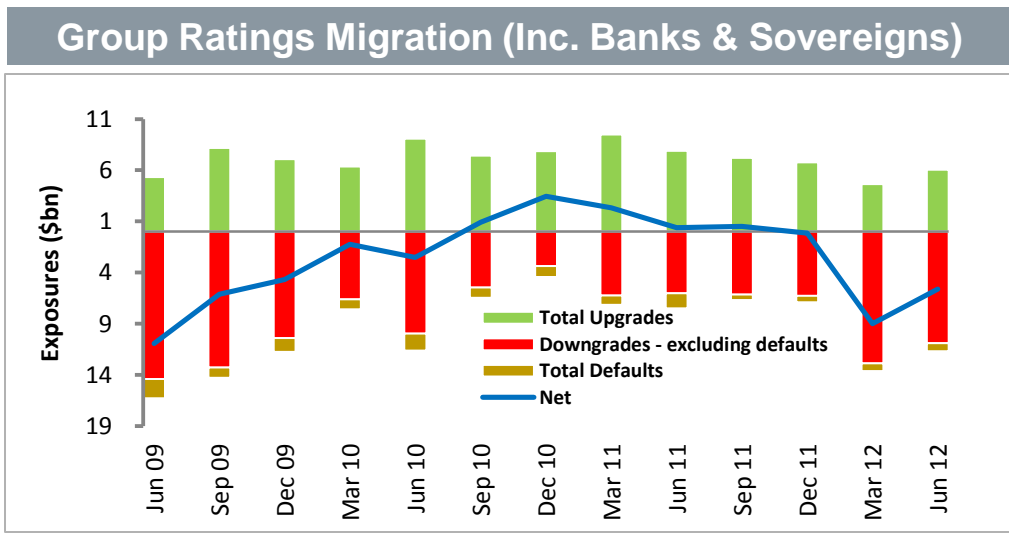
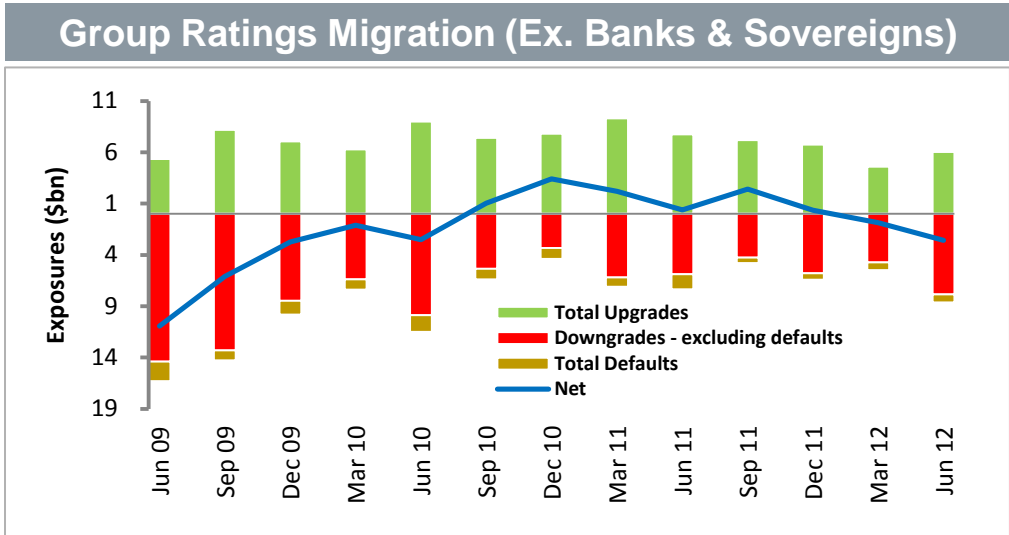
<sup>1</sup> Gross exposure before collateralisation = balance for uncommitted facilities and greater of limit or balance for committed facilities. Includes ASB and Bankwest, and excludes settlement exposures.

<sup>2</sup> CBA grades in S&P Equivalents. Includes ASB and excludes Bankwest. Total approved exposure.



# Group PD Rating Migration

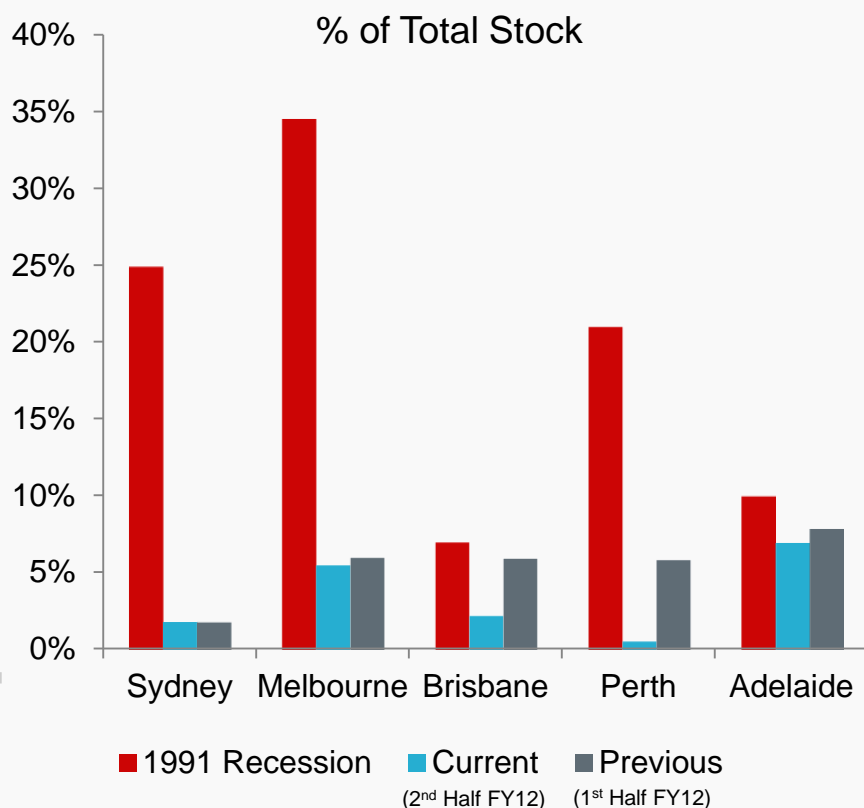
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# Commercial property market

## CBD office supply pipeline<sup>1</sup>



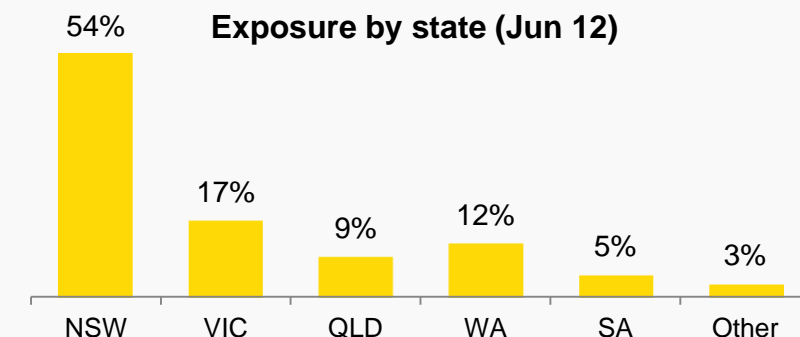
Source : Jones Lang LaSalle Research

## CBD vacancy rates

Market	Peak 1990s	Current 2 <sup>nd</sup> Half FY12	Previous 1 <sup>st</sup> Half FY12
Sydney	22.4%	8.6%	8.5%
Perth	31.8%	2.9%	2.5%
Melbourne	25.8%	7.4%	5.8%
Brisbane	14.3%	8.8%	6.3%
Adelaide	19.8%	7.7%	7.6%

Source : Jones Lang LaSalle Research

## CBA commercial property



Includes Bankwest

1 The development pipeline includes all projects currently under construction.

# Risk Weighted Assets 2H12

- Credit risk RWA increased over the half by \$3bn to \$261bn primarily due to;
  - Growth in Corporate, Residential Mortgage and Standardised portfolio exposures; and re-grading of credit ratings for some Bank counterparts;
  - These increases were partially offset by; RWA reductions due to a focus on data improvement and methodology enhancement; reductions in Bank exposures and SME Retail exposures; improved credit quality of sovereign exposures; and implementation of updated risk estimates for the non-retail portfolio.
- Traded Market Risk RWA increased by \$1.7bn or 55.9% to \$4.8bn. The increase was due to the introduction of Stressed Value-at-Risk under Basel 2.5.
- The increase in Operational Risk RWA reflects a more conservative assessment of the operational risk profile of the Group including the impact of the external environment.
- IRRBB RWA reduced by \$1.8bn during the half year as a result of treasury risk management activities and offsets by higher embedded gains from lower interest rates.

## RWA Movement

	Total	Tier 1 ratio impact (bpts)
Credit Risk	1 %	(10)
Traded Market Risk	56 %	(6)
Operational Risk	9 %	(7)
IRRBB	(15%)	6
<b>Total<sup>1</sup></b>	<b>2 %</b>	<b>(17)</b>

## Credit RWA Movement

	On Balance Sheet	Off Balance Sheet	Total
% Change - Consumer Retail	2 %	(1%)	2 %
% Change - Non-retail	2 %	(2%)	1 %
Tier 1 impact – Retail (bpts)	(4)	-	(4)
Tier 1 impact – Non-Retail (bpts)	(9)	3	(6)
Tier 1 impact – Other <sup>1,2</sup> (bpts)	-	-	-
<b>Total Tier 1 impact (bpts)</b>	<b>(13)</b>	<b>3</b>	<b>(10)</b>

## Composition of Movement

Data and Methodology	Volume	FX	CRFs and Treatments	Quality	Total
-	2 %	1 %	1 %	(2%)	2 %
(3%)	4 %	-	(1%)	-	1 %
-	(4)	(1)	(2)	3	(4)
12	(18)	(1)	4	(3)	(6)
6	(6)	-	(1)	1	-
<b>18</b>	<b>(28)</b>	<b>(2)</b>	<b>1</b>	<b>1</b>	<b>(10)</b>

<sup>1</sup> Includes impact of Basel 2.5.

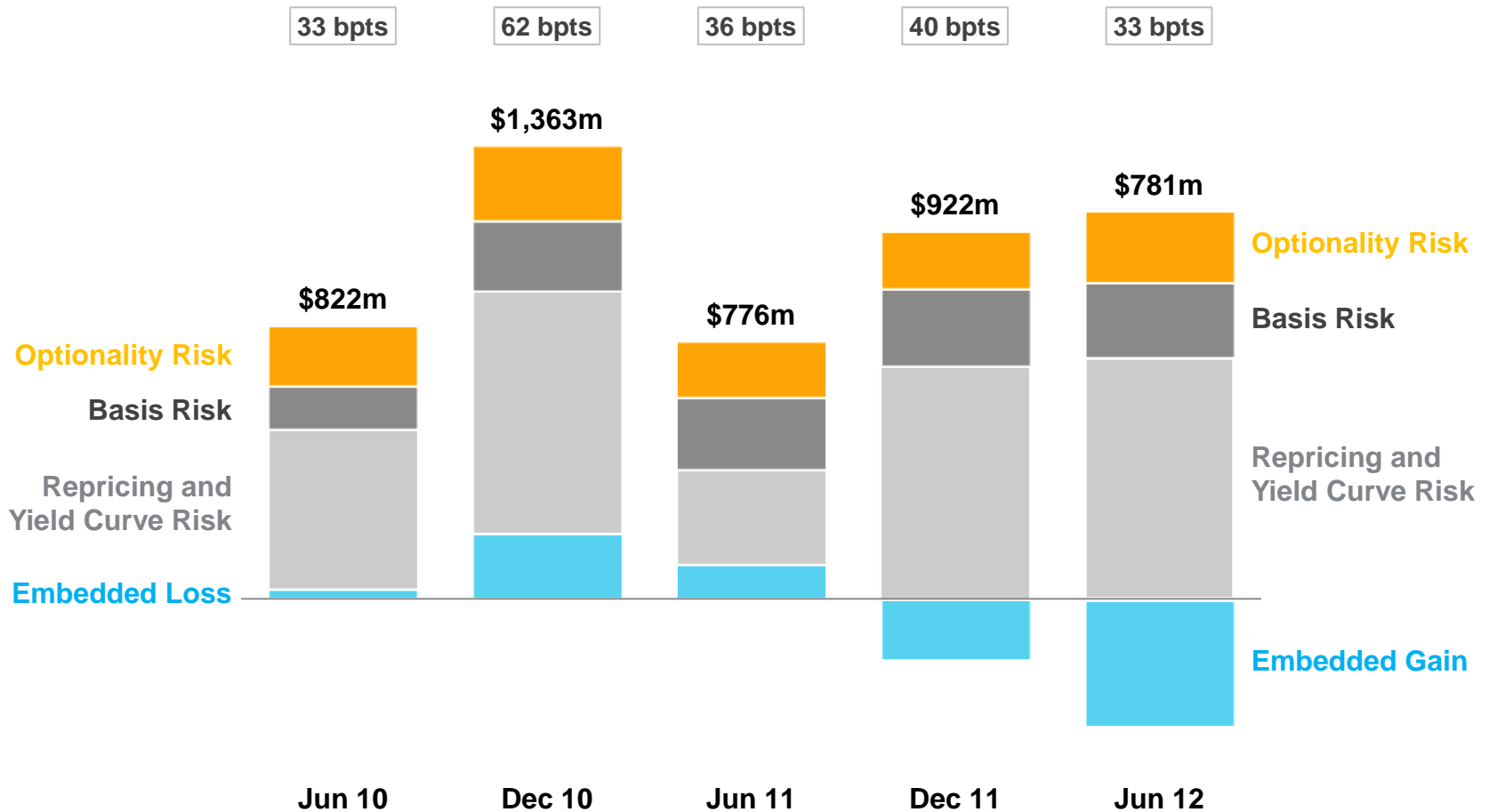
<sup>2</sup> Other includes credit RWAs for Basel Standardised asset classes including Bankwest assets, margin lending, equities and other assets as well as securitisation exposures.



# Interest rate risk

## Capital Assigned to Interest Rate Risk in Banking Book - APS117

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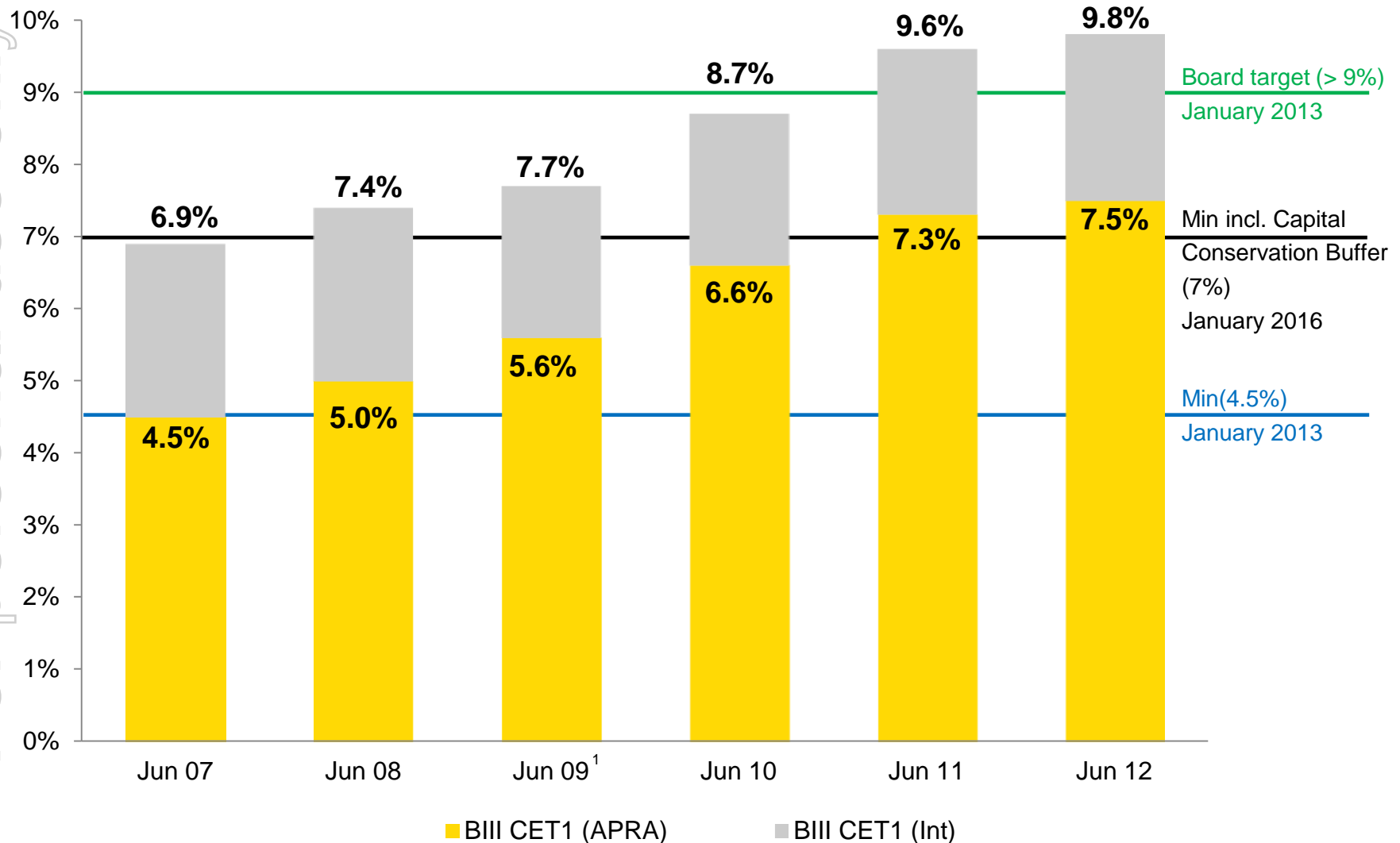
Economic Indicators

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# Common Equity Tier 1 (“CET1”) – Basel III

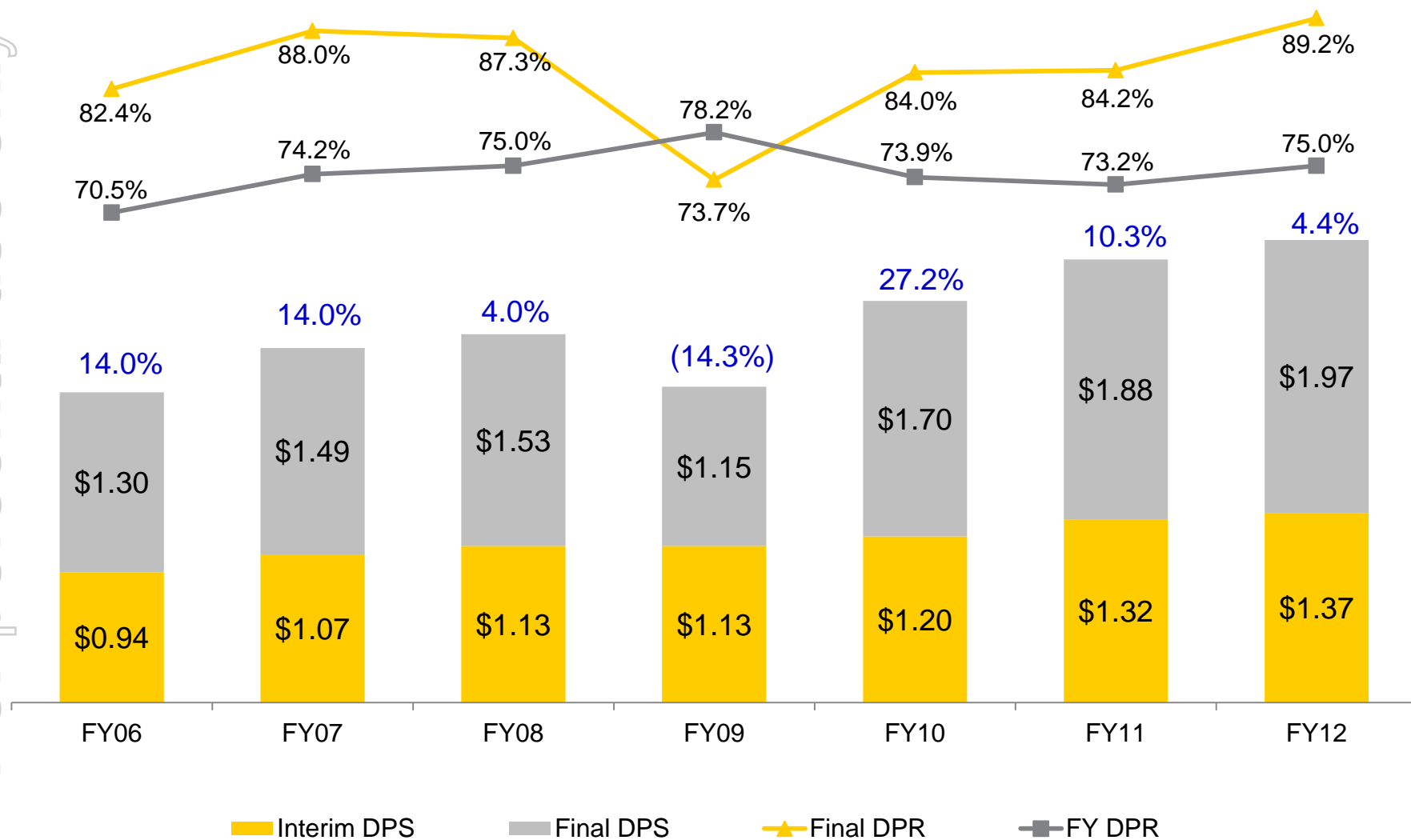
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<sup>1</sup> Includes acquisition of Bankwest in December 2008.

# Dividends Per Share

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# Regulatory expected loss

	Jun 11 \$m	Dec 11 \$m	Jun 12 \$m
<b>CBA (ex Bankwest) Regulatory Expected Loss (EL) – before tax</b>	<b>4,324</b>	<b>4,005</b>	<b>3,961</b>
<b>Eligible Provision<sup>1</sup></b>			
Collective provision <sup>2</sup>	1,994	2,050	2,008
Individually assessed provisions <sup>2</sup>	1,255	1,202	1,209
Other provisions	21	21	18
Subtotal	3,270	3,273	3,235
less tax effect impact	(604)	(621)	(607)
General Reserve for Credit Losses adjustment (after tax)	91	134	134
Other	(67)	(73)	(61)
<b>Total Eligible Provision</b>	<b>2,690</b>	<b>2,713</b>	<b>2,701</b>
<b>Regulatory EL in excess of Eligible Provision</b>	<b>1,634</b>	<b>1,292</b>	<b>1,260</b>
<b>Tier One deduction – 50%</b>	<b>817</b>	<b>646</b>	<b>630</b>
<b>Tier Two deduction – 50%</b>	<b>817</b>	<b>646</b>	<b>630</b>
<b>Total Capital Deduction</b>	<b>1,634</b>	<b>1,292</b>	<b>1,260</b>

<sup>1</sup> Eligible provisions exclude Bankwest portfolio which operates under Basel II standardised methodology.

<sup>2</sup> Includes transfer from Collective provision to Individually assessed provisions in accordance with APS 220 requirements (June 12 :\$135m Dec 11: \$104m, Jun 11: \$108m).



# UK Comparison

The following table estimates the impact on CBA Group capital, as at June 2012, of the differences between the APRA Basel II guidelines and those of the UK regulator, Financial Services Authority (FSA).

	Common Equity Capital <sup>1</sup>	Actual Tier One Capital	Total Capital
<b>Reported risk weighted capital ratios at 30 June 2012</b>	<b>7.8%</b>	<b>10.0%</b>	<b>11.0%</b>
RWA treatment – mortgages <sup>2</sup> , margin loans	1.1%	1.4%	1.4%
IRRBB risk weighted assets	0.3%	0.3%	0.4%
Future dividends (net of Dividend Reinvestment Plan)	0.8%	0.8%	0.8%
Tax impact in EL v EP calculation	0.1%	0.1%	0.2%
Deferred Tax Assets	0.2%	0.2%	0.2%
Equity Investments	0.3%	0.3%	0.1%
Value of in force (VIF) deductions <sup>3</sup>	0.5%	0.5%	0.0%
<b>Total Adjustments</b>	<b>3.3%</b>	<b>3.6%</b>	<b>3.1%</b>
<b>30 June 2012 – Normalised - FSA</b>	<b>11.1%</b>	<b>13.6%</b>	<b>14.1%</b>

<sup>1</sup> Represents Fundamental Tier One Capital net of Tier One deductions.

<sup>2</sup> Based on APRA 20% Loss Given Default (LGD) floor compared to FSA 10%. For Standardised portfolio, based on APRA matrix compared to FSA standard.

<sup>3</sup> VIF at acquisition is treated as goodwill and intangibles and therefore is deducted at Tier One by APRA. FSA allows VIF to be included in Tier One Capital but deducted from Total Capital.





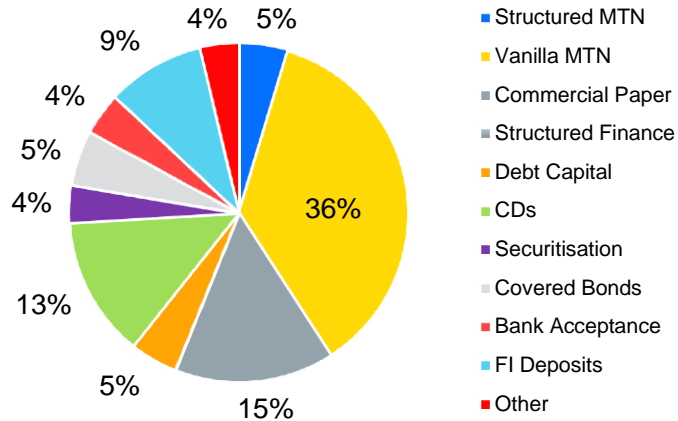
# UK Comparison

- ◆ Key differences between the APRA and FSA method of calculating regulatory capital.

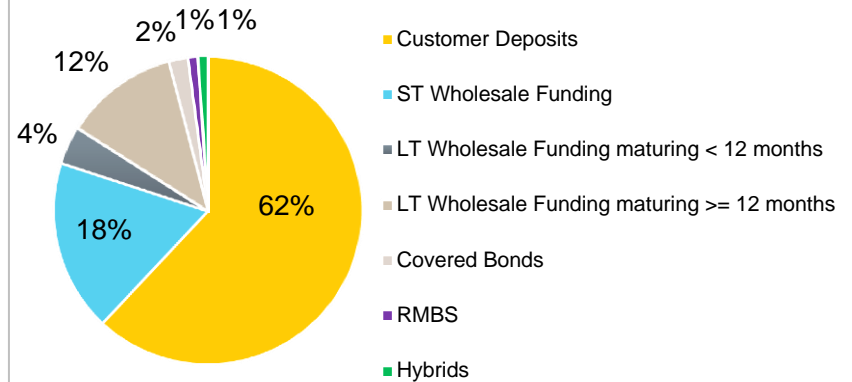
Item	Items impacting published total capital adequacy ratio	Impact on Bank's ratio if FSA rules applied
Mortgages	Under APRA rules, the <b>minimum Loss Given Default (LGD) for residential real estate</b> secured exposures is higher (20%) compared with 10% for FSA. This results in higher RWA under APRA rules.	Increase
Margin loans	Under APRA rules, <b>margin loans</b> attract a minimum risk weight (20%), compared to FSA where no minimum risk weight is applied .	Increase
IRRBB	The APRA rules require the inclusion of <b>Interest Rate Risk in the Banking Book (IRRBB)</b> within RWA. This is not required by FSA.	Increase
Dividends	Under FSA rules, <b>dividends</b> should be deducted from regulatory capital when declared and/or approved, whereas APRA requires dividends to be deducted on an anticipated basis. This is partially offset by APRA making allowance for expected shares to be issued under a dividend reinvestment plan.	Increase
Equity investments	Under APRA rules some <b>equity investments</b> are treated as a deduction 50% from Tier One Capital and 50% from Tier Two Capital. Under the FSA, these equity investments are treated as Total Capital deductions or as RWA.	Increase
Deferred tax assets (DTA)	Under APRA rules, DTA (excluding those associated with Collective Provisions), are deducted from Tier One Capital. FSA treat DTA as a 100% RWA.	Increase
Hybrid limits	APRA imposes a Residual Capital limit of 25% of Tier One Capital. Under FSA rules this limit is 50%, with more flexible transition rules.	Increase Tier One, Total Capital neutral
Value of in force (VIF)	VIF at acquisition is treated as goodwill and intangibles and therefore is deducted at Tier One by APRA. FSA allows VIF to be included in Tier One Capital but deducted from Total Capital.	Increase Tier One, Total Capital neutral

# Funding

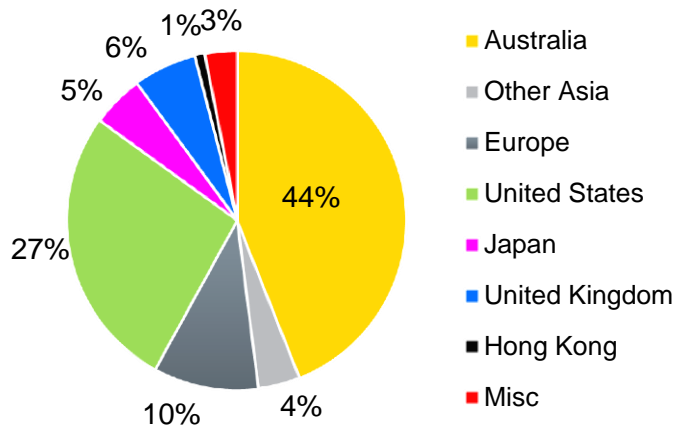
## Wholesale funding by product



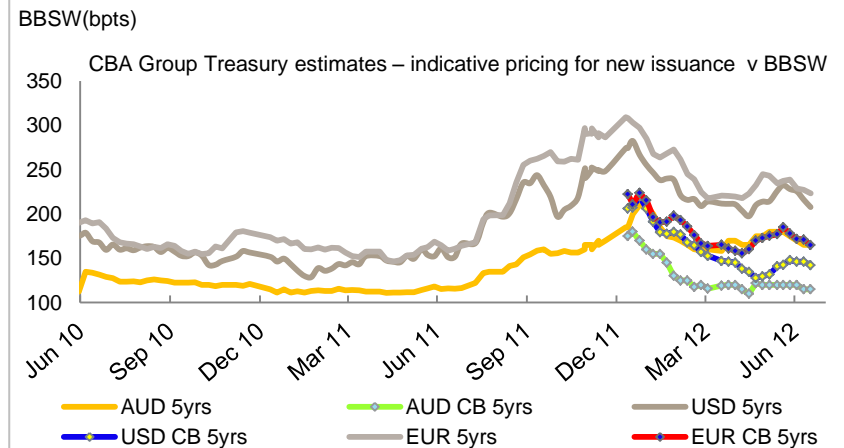
## 62% Deposit funded



## Wholesale funding by currency



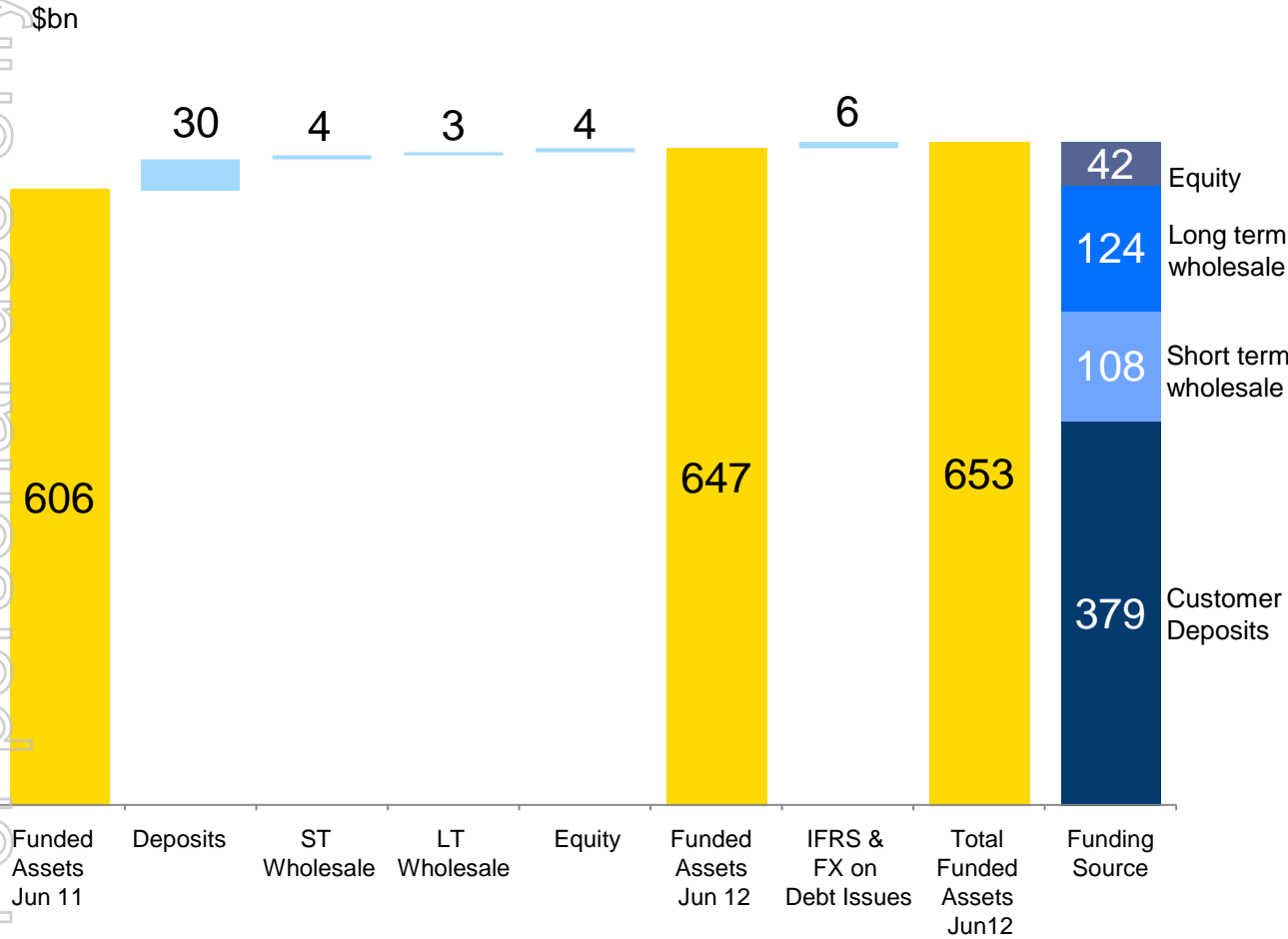
## Indicative 5 year senior benchmark pricing



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# Funded assets

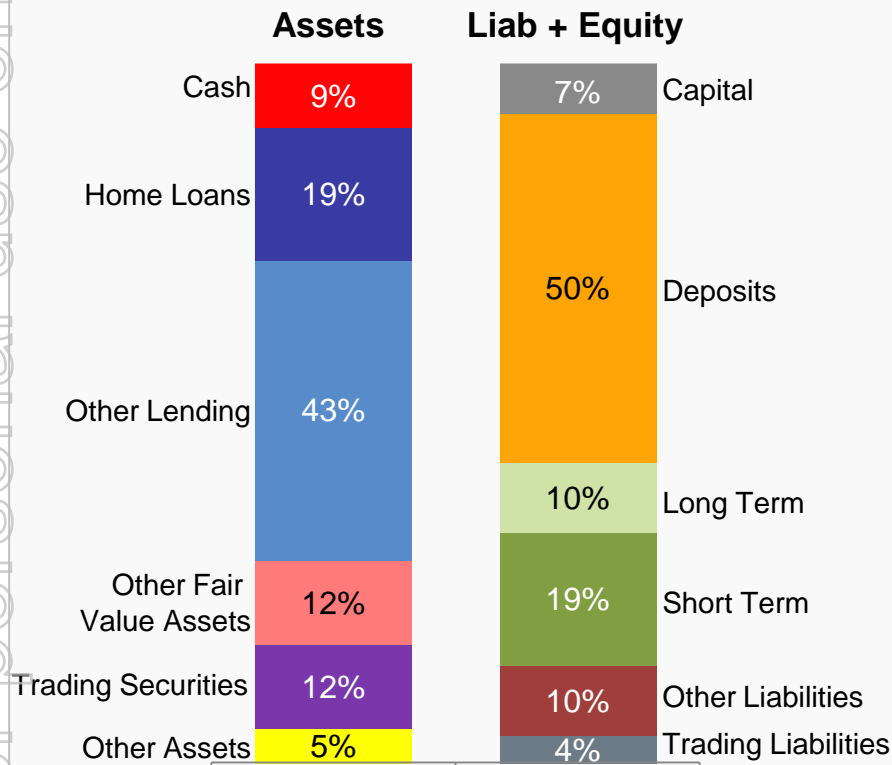
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\$bn	Jun 11	Jun 12
Transactions	79	83
Savings	82	89
Investments	176	197
Other	12	10
<b>Total Customer</b>	<b>349</b>	<b>379</b>
Wholesale Funding	220	232
<b>Total Funding</b>	<b>569</b>	<b>611</b>
Equity	37	42
<b>Total Funded Assets</b>	<b>606</b>	<b>653</b>
<b>Customer % of Total Funding</b>	<b>61%</b>	<b>62%</b>

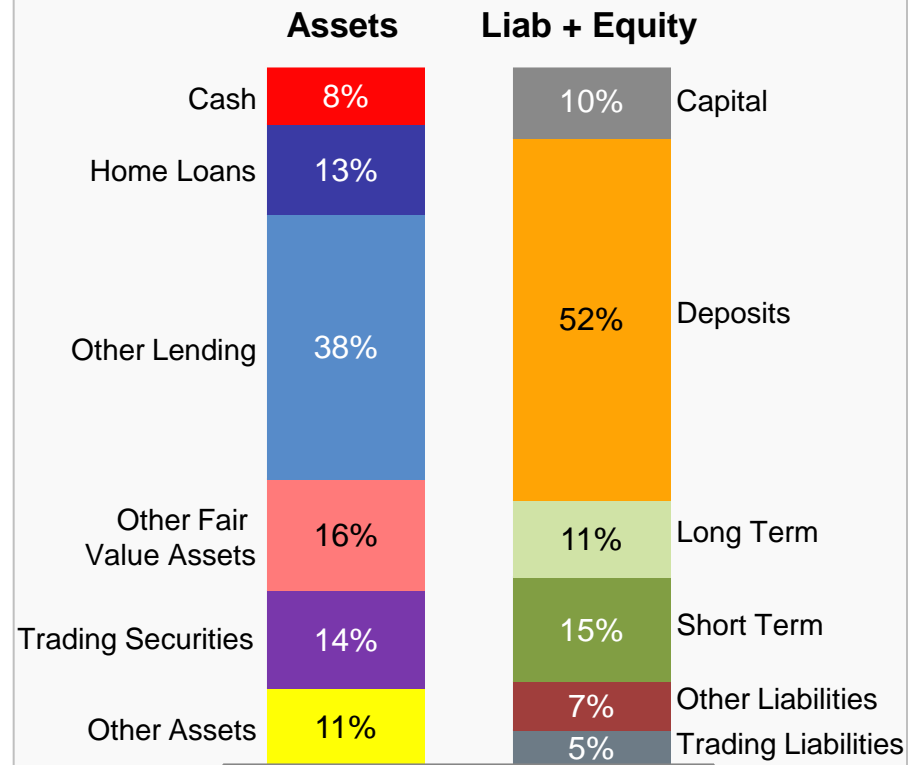
# UK and US balance sheet comparison

## United Kingdom



Based on analysis of Lloyds, RBS, HSBC and Barclays as at 30 June 2012.  
Average of four banks.

## USA



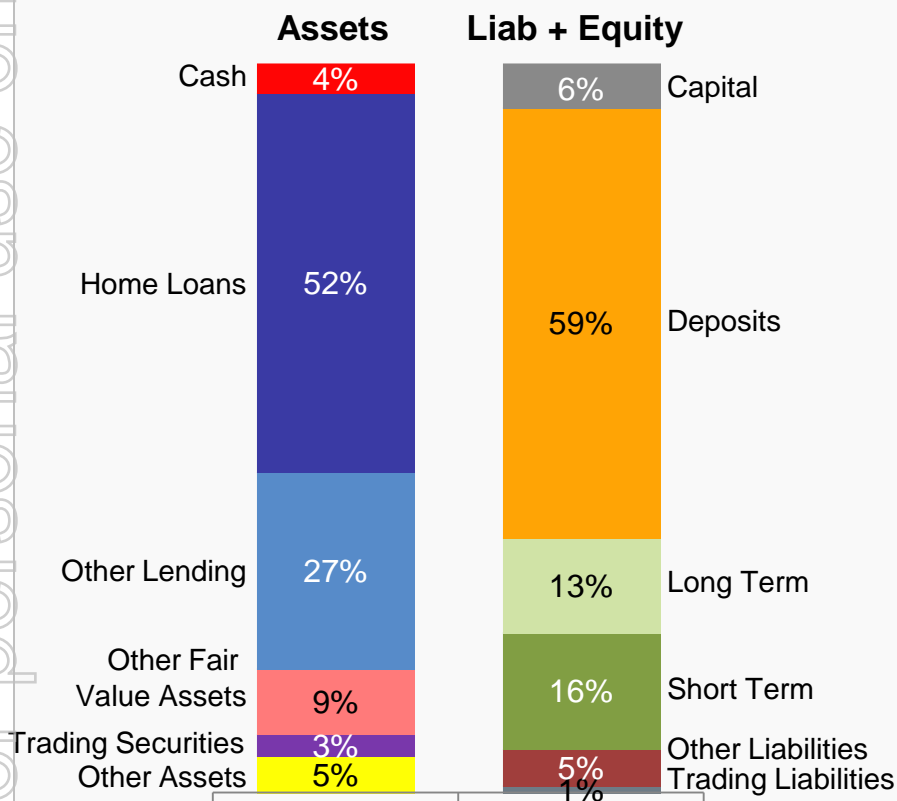
Based on analysis of Citigroup, JP Morgan, Bank of America and Wells Fargo as at 31 March 2012.  
Average of four banks.



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# Australian Banks – safe assets, secure funding

## Commonwealth Bank



CBA balance sheet as at 30 June 2012.  
Balance sheet does not include derivative assets and liabilities.  
Based on statutory balance sheet.

## Balance sheet comparisons

### Assets – CBA's assets are safer because:

- 52% of balance sheet is home loans, which are stable/long term
- Trading securities and other fair value assets comprise just 12% of CBA balance sheet compared to 24% and 30% for UK and US banks respectively
- CBA's balance sheet is less volatile due to a lower proportion of fair value assets

	Assets*	
	Amortised cost	Fair Value
CBA	81%	19%
UK	44%	56%
US	41%	59%

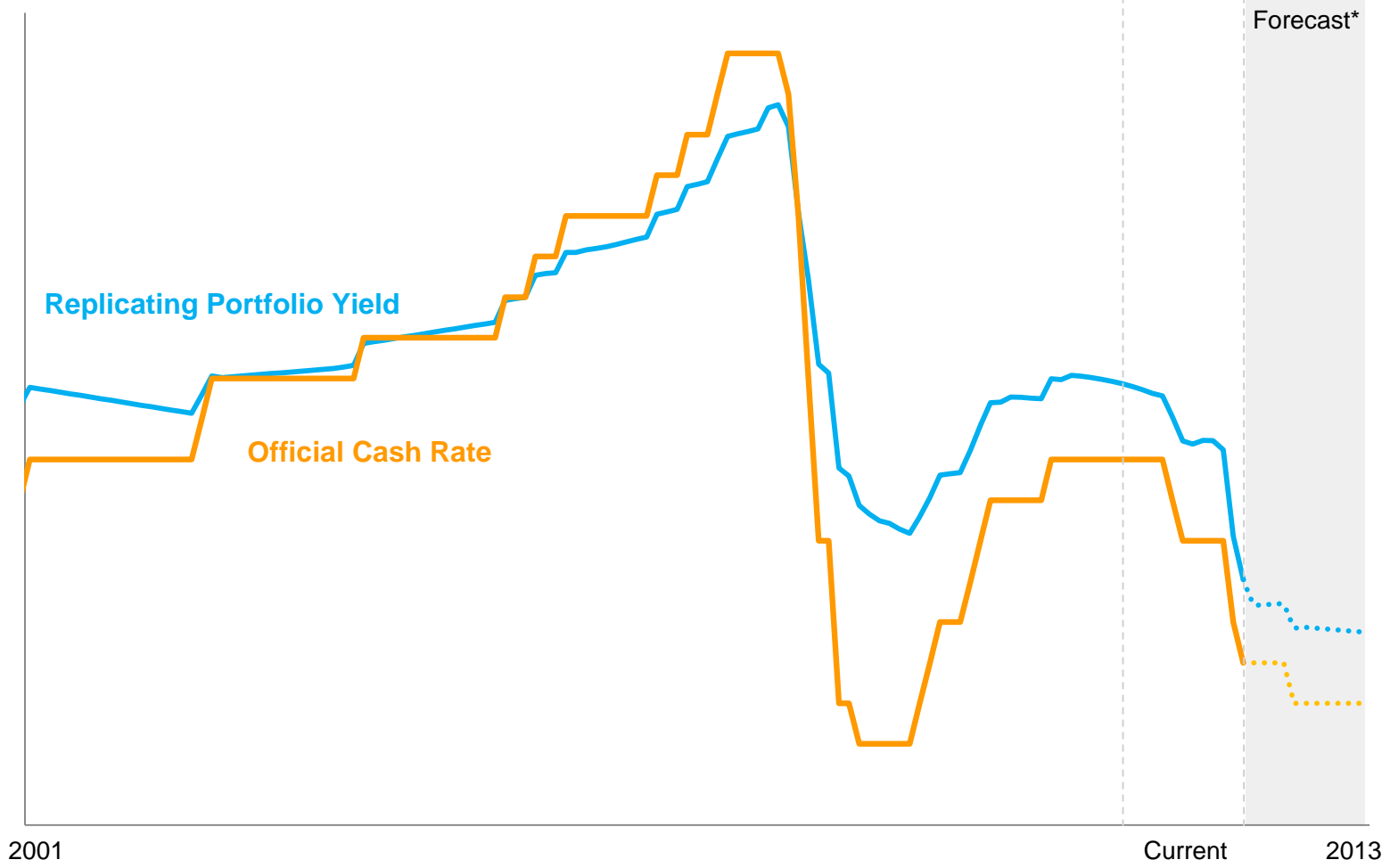
### Funding – a more secure profile because:

- Highest deposit base (59% including 29% of stable household deposits)
- Reliance on wholesale funding similar to UK and US banks, although a longer profile than UK banks, which gives CBA a buffer against constrained liquidity in the wholesale markets

\* Includes grossed up derivatives.

# Replicating portfolio

## Actual and Forecast Scenario



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\* Indicative forecast of the replicating portfolio in relation to hypothetical movements in the official cash rate



# Regulatory change

	2012	2013	2014	2015	2016	2017	2018
<ul style="list-style-type: none"> <li>Capital - APRA draft and final standards</li> <li>LCR, NSFR - draft and final standards (timing tbc)</li> <li>BCBS LCR review</li> <li>"Pilot" CLF<sup>1</sup> approval process</li> </ul>		LCR 2012 - 2015 observation		LCR – effective			
		NSFR - APRA observation and review					NSFR - Effective
		Minimum capital levels phased in through to 2019					

	Regulatory Update	CBA Position
<b>Liquidity Coverage Ratio (LCR)</b> <ul style="list-style-type: none"> <li>Basel Committee (BCBS) review of the LCR in progress (by end 2012) – another APRA consultation package expected by end of the year</li> <li>Increased regulatory focus on the LCR transition path over the next 2 years</li> </ul>		<ul style="list-style-type: none"> <li>Regulatory minimums expected to double</li> <li>CBA carrying significant liquid assets</li> <li>Liquids portfolio already in transition</li> <li>Balance sheet/product restructuring in progress.</li> </ul>
<b>Net Stable Funding Ratio (NSFR)</b> <ul style="list-style-type: none"> <li>Assets &gt;1yr maturity to be funded with "stable" liabilities &gt;1yr term</li> <li>Subject to review by the Basel Committee (BCBS) in 2016</li> <li>Noted that this measure has been less of a focus for BCBS than the LCR</li> </ul>		<ul style="list-style-type: none"> <li>Favourable impact from revised mortgage treatment (vs original proposals)</li> <li>More, and longer term funding undertaken since GFC</li> </ul>
<ul style="list-style-type: none"> <li>7.0% min. Common Equity inclusive of Capital Conservation buffer (2.5%)</li> <li>8.5% minimum Tier 1 inclusive of Capital Conservation buffer (2.5%)</li> <li>Countercyclical buffer: 0-2.5% of RWA</li> <li>Leverage Ratio – set at min. of Tier 1 Capital to Total Exposures of 3%</li> <li>Proposed "A framework for dealing with domestic systemically important banks" (D-SIB) released in June 2012</li> </ul>		<ul style="list-style-type: none"> <li>Strong organic capital generation</li> <li>Seeking international harmonisation of capital ratios</li> <li>Leverage Ratio less onerous than originally expected</li> <li>Possible that APRA may impose higher minimum capital requirements upon CBA</li> </ul>

1 CLF: Committed Liquidity Facility.

# Funding overview

## Overview

- ◆ Well diversified
- ◆ Over 62% deposit funded
- ◆ Weighted average maturity of 3.7 years
- ◆ Responsible and responsive issuer with commitment to ongoing direct investor engagement
- ◆ Ratings across agencies and markets declining – CBA remains in upper echelon
  - Standard & Poors: AA- (stable)
  - Moodys: Aa2 (stable)
  - Fitch: AA- (stable)
- ◆ Covered bonds
  - Provide additional market and investor diversification
  - A relative saving vs senior debt however absolute cost remains high
  - Capacity approximately \$35-40bn given 8% (of total Australian assets) cap
  - Issued \$13bn in FY12
- ◆ Remain active in senior unsecured and RMBS



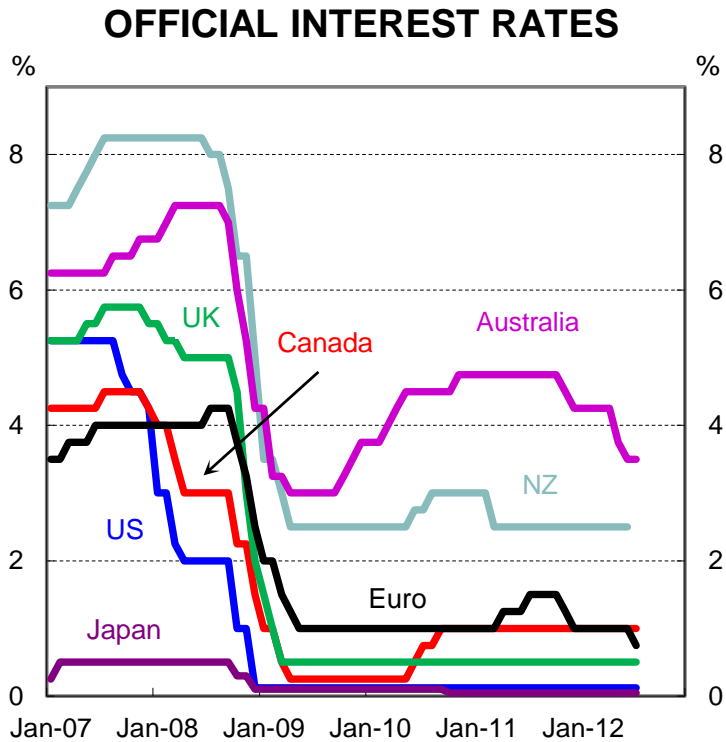


# Index

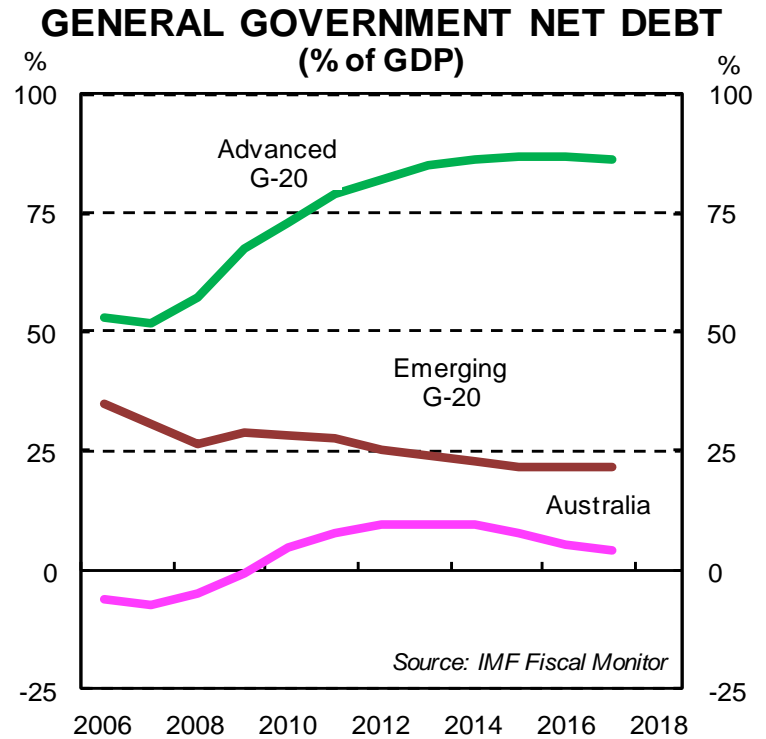
Strategy	60
Business Performance	81
Risk and Credit Quality	100
Capital, Funding & Liquidity	116
<b>Economic Indicators</b>	<b>129</b>

# Policy protection available

## Interest rates can be cut



## Fiscal policy can be used

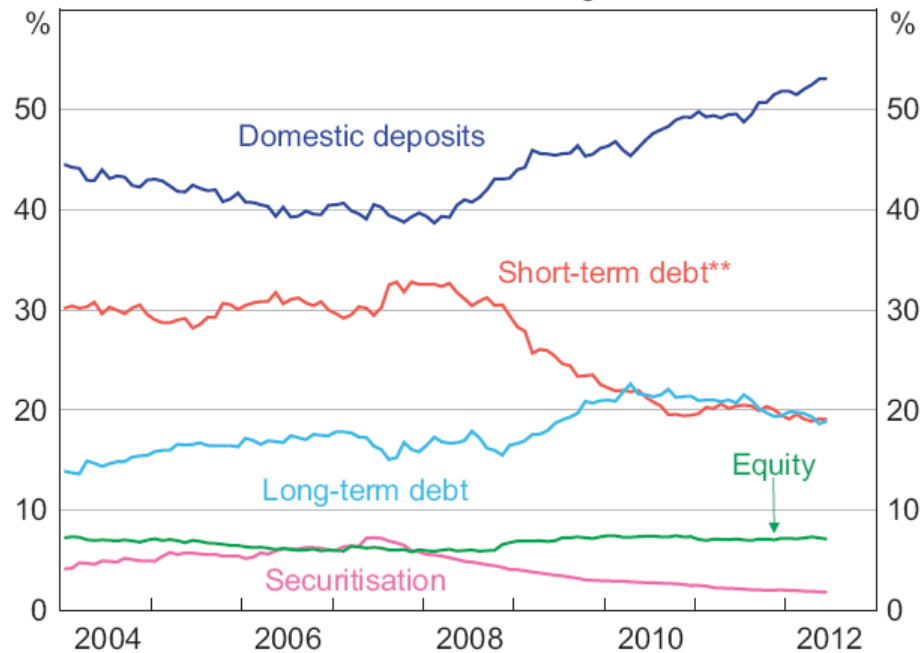


# Financial system in good shape

Funding is longer and more diversified

## Funding Composition of Banks in Australia\*

Per cent of funding



\* Adjusted for movements in foreign exchange rates

\*\* Includes deposits and intragroup funding from non-residents

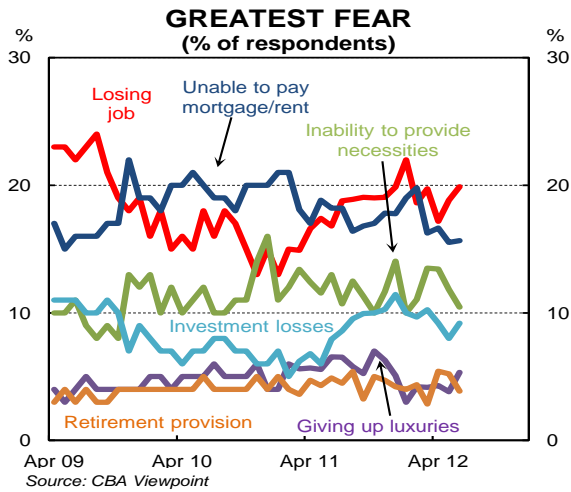
Sources: APRA; RBA; Standard & Poor's



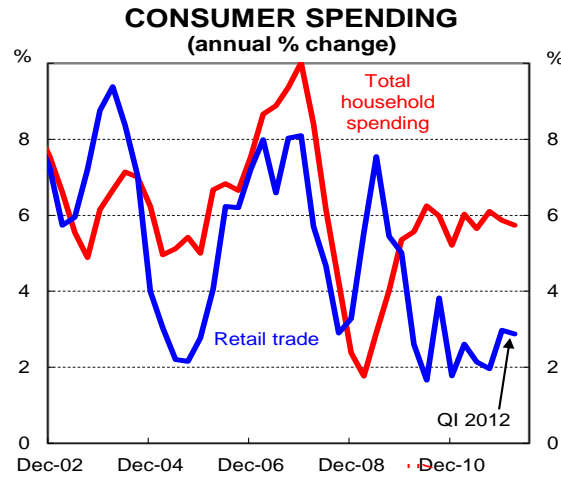
# The consumer

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## Job prospects are a key concern



## Consumers are spending



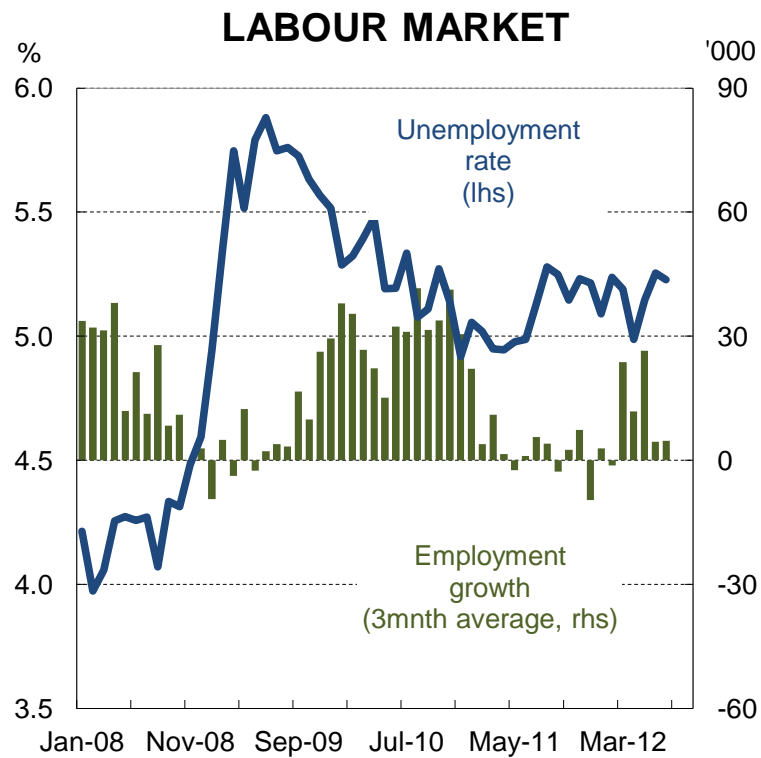
## But balance sheet repair is a priority



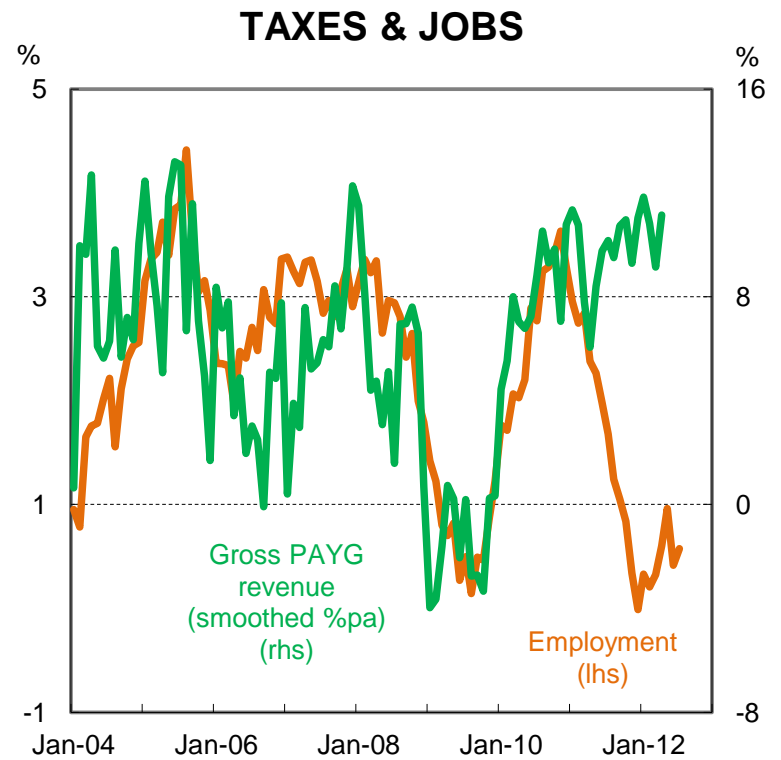
# Labour market

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The labour market is holding up



Some indicators suggest stronger jobs growth

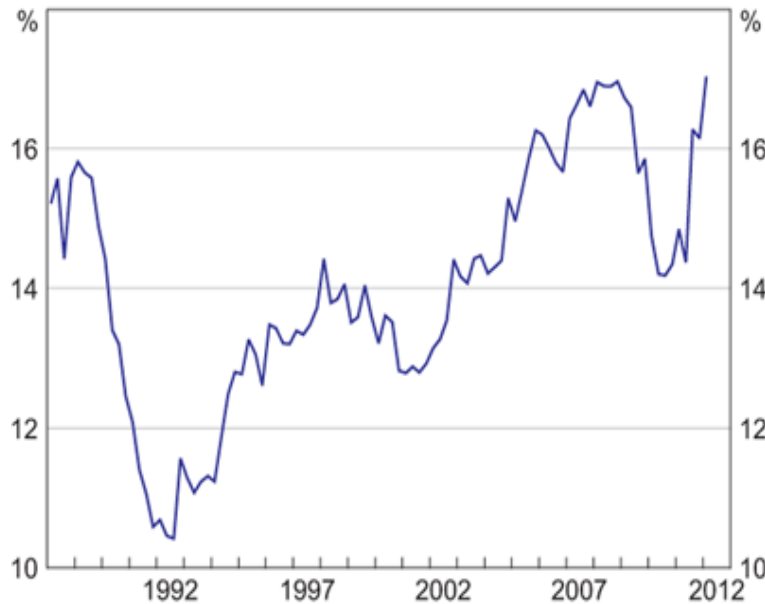


# Business

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The mining construction boom will support economic growth

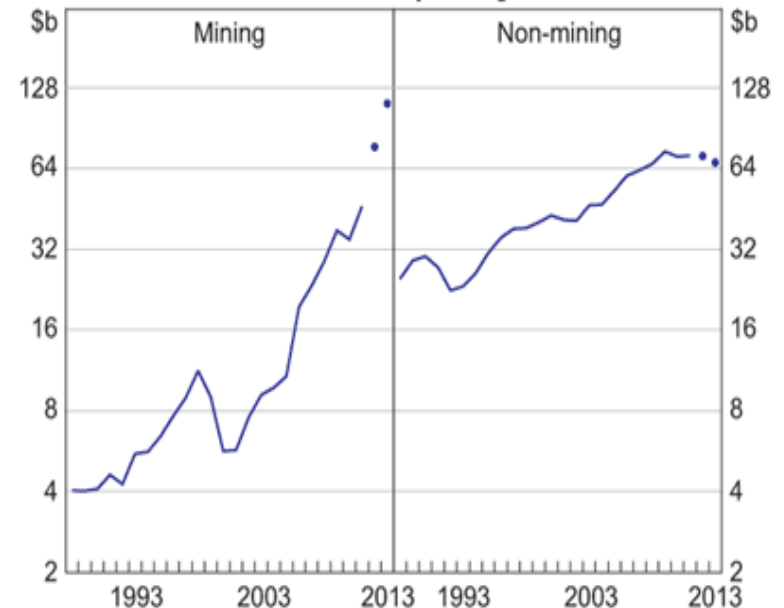
**Business Investment\***  
Share of nominal GDP



\* Excludes second-hand asset transfers between the private and other sectors; no adjustments have been made for privatisations  
Source: ABS

But structural change weighing on the non-mining economy

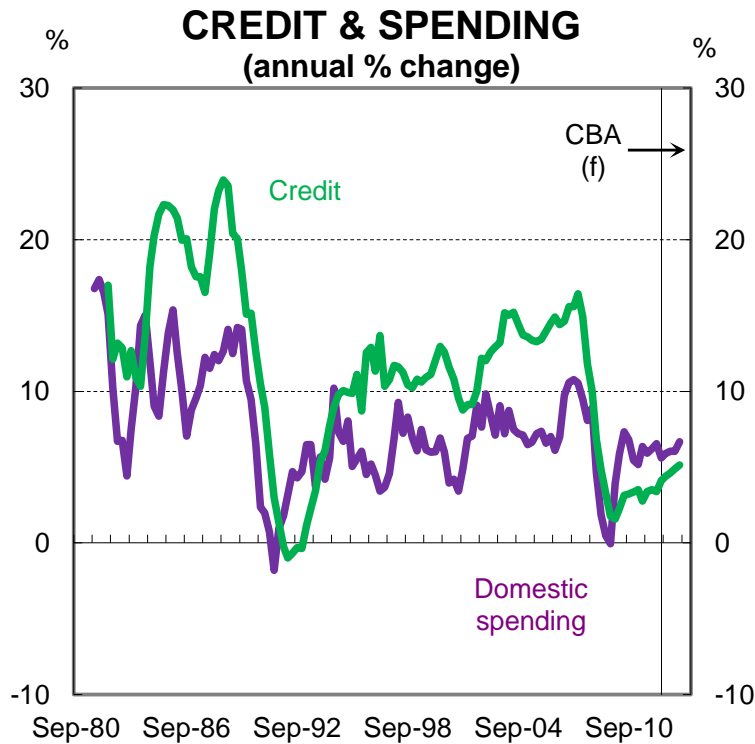
**Capital Expenditure – Mining and Non-mining\***  
Nominal, financial year, log scale



\* Sample of firms' spending plans; dots represent the survey's most recent estimates for 2011/12 and 2012/13 adjusted for historical realised spending  
Sources: ABS; RBA

# Credit

## Modest credit growth set to continue



- ◆ Economic growth prospects are reasonably favourable
- ◆ But downside risks persist
- ◆ Household and business confidence remains subdued
- ◆ Global uncertainty and fear driving financial market volatility
- ◆ A focus on balance sheet repair as a result
- ◆ Bottom line: credit growth to remain relatively subdued and to lag usual economic drivers



# Housing market - summary

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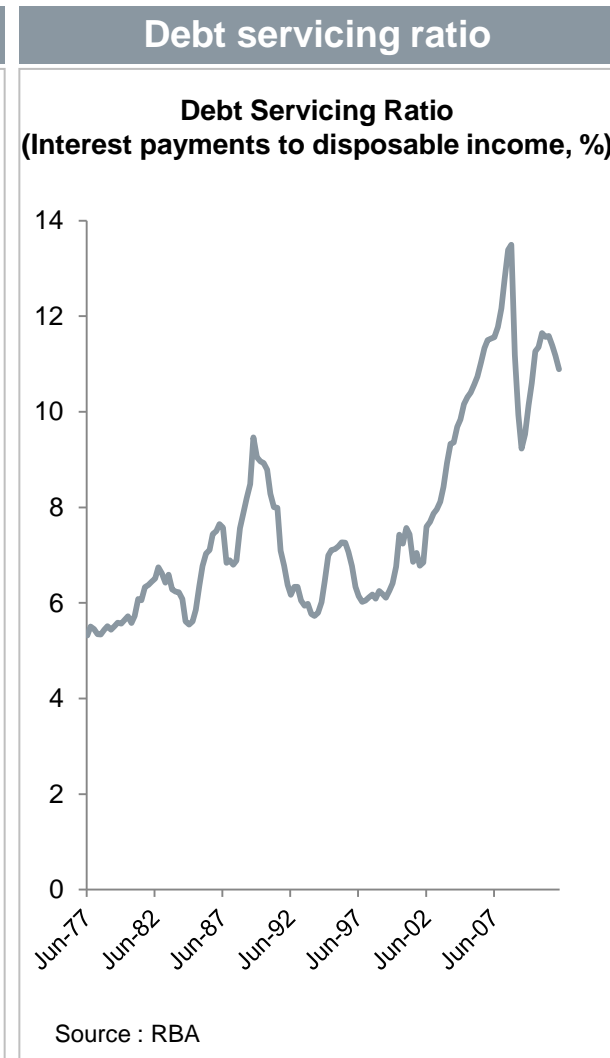
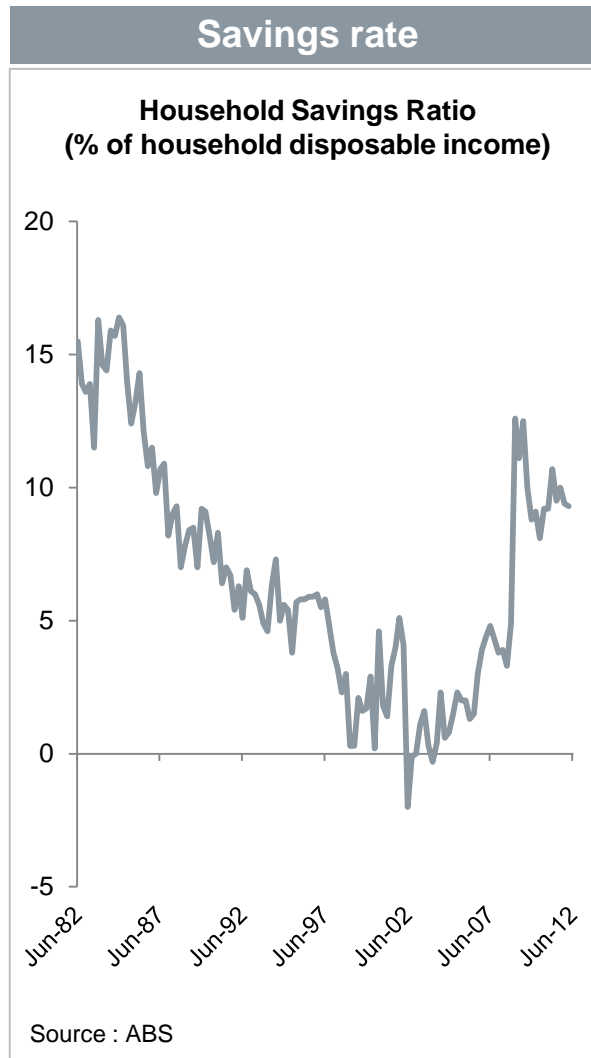
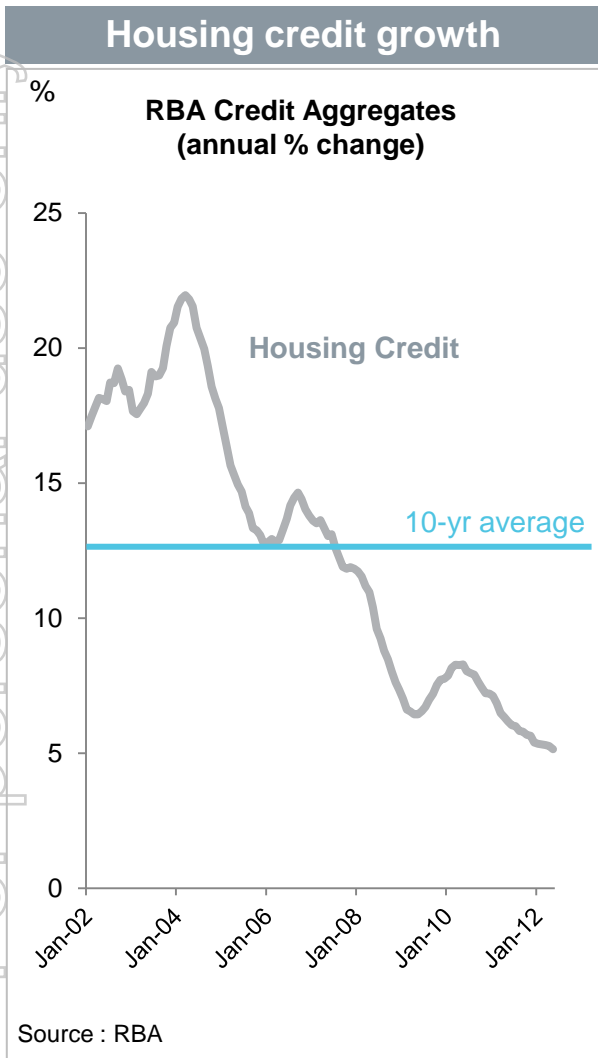
- ▶ An orderly adjustment has occurred in the Australian housing market post-GFC
- ▶ This adjustment is characterised by slower credit growth, increased savings and lower servicing ratios
- ▶ Australian house prices have undergone a modest correction as part of the adjustment process
- ▶ Demand-supply balance significantly mitigates the risk of a material decline in house prices
- ▶ Low vacancy rates, growth in rents, affordability and positive sentiment are all supportive
- ▶ Relatively strong GDP growth and low unemployment underpin Australian house prices
- ▶ Australia highly urbanised – house price/income “not that different from most other countries”<sup>1</sup>
- ▶ Factors that typically characterise a house price bubble are not evident in Australia
- ▶ Differences to US market suggests minimal risk of a US-style house price collapse
- ▶ Low loss rates - expect modest and manageable loss even under aggressive stress





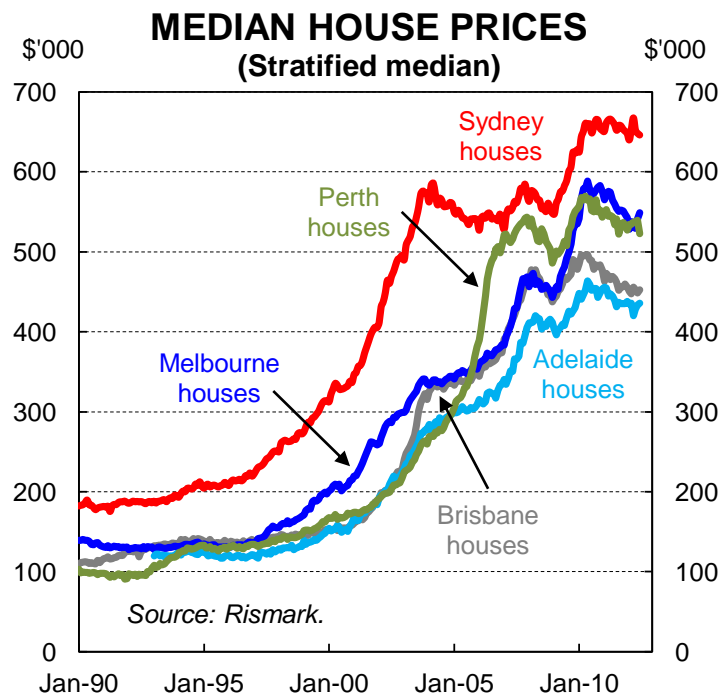
# An orderly adjustment has occurred in the Australian housing market, as households repair their balance sheets

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# Australian house prices have undergone a modest correction as part of the adjustment process

## House prices



## House price growth

Mvt (%)	3 Years to Jun 12	12 mths to Jun 12	Jun 12 Qtr
Sydney	15.2%	(0.9%)	1.4%
Melbourne	13.7%	(4.8%)	(0.4%)
Brisbane	1.1%	(2.7%)	0.1%
Adelaide	4.0%	(1.3%)	0.5%
Perth	6.2%	1.1%	0.6%
<b>Average</b>	<b>10.6%</b>	<b>(2.1%)</b>	<b>0.5%</b>

\* Source: ABS

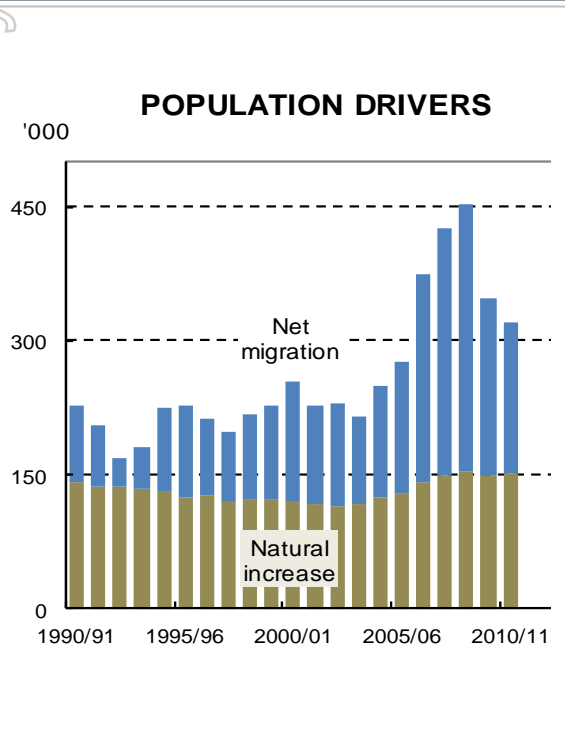
- ◆ House prices have moderated from recent peaks with a degree of stabilisation currently evident
- ◆ Nominal price falls are typically modest – most of the market adjustment is through real house prices and price to income ratios



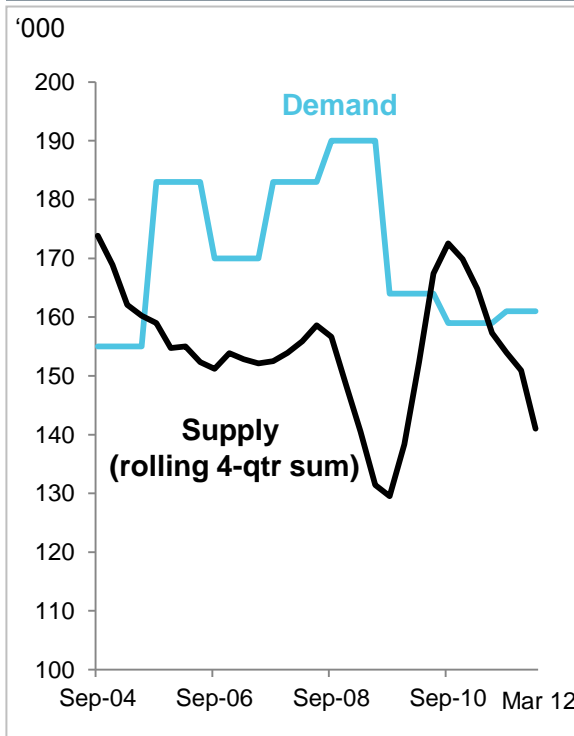
# The demand-supply balance significantly mitigates the risk of a material decline in Australian house prices

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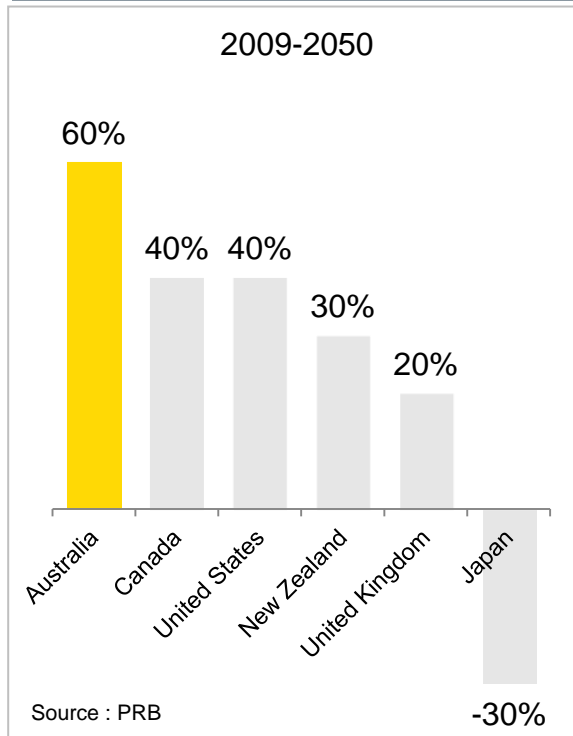
## Population growth



## Housing demand & supply



## Projected population change

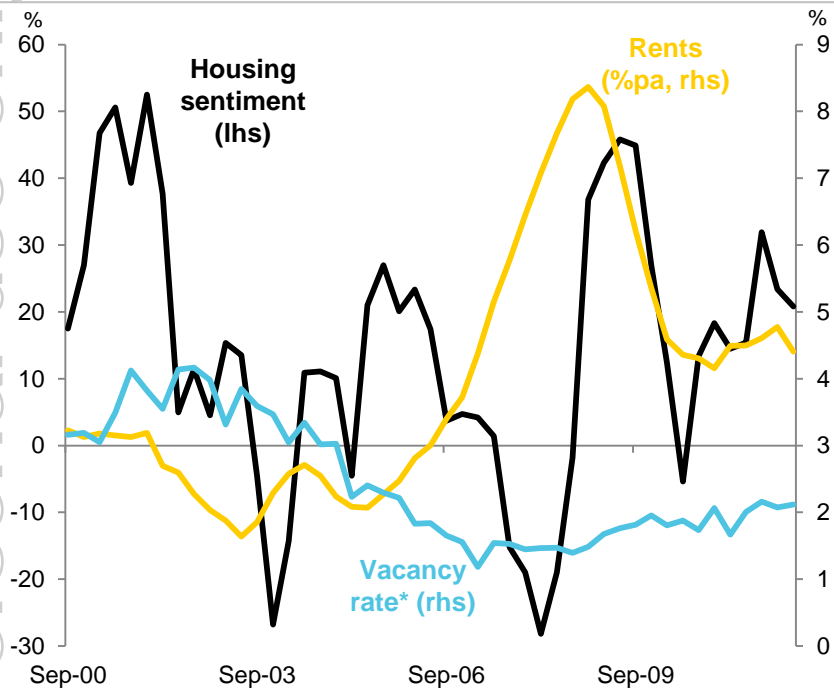


- ◆ Demographic trends consistent with underlying new housing demand of ~160k pa
- ◆ Demand running well ahead of new construction
- ◆ Supply / demand dynamic has been in place for some time - accumulated or pent-up demand

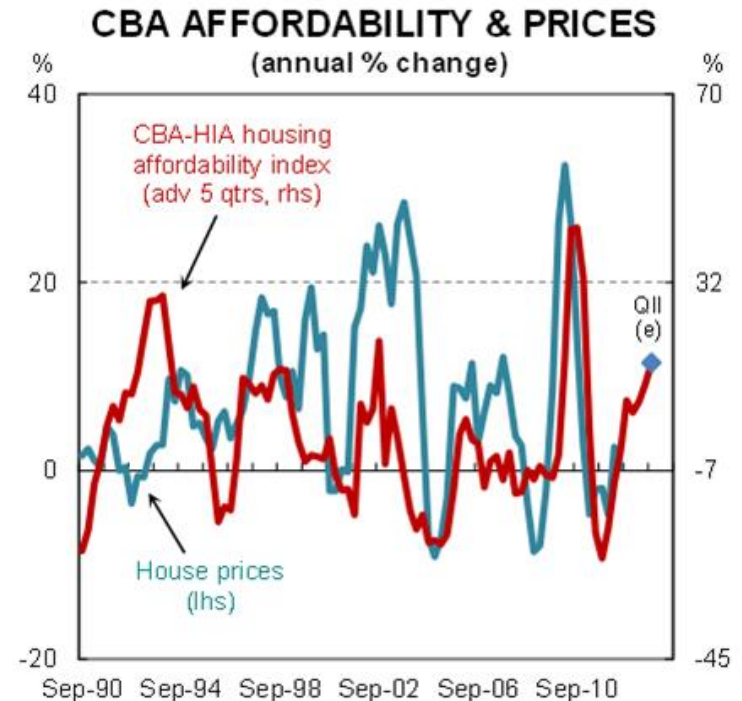


# Low vacancy rates, growth in rents, affordability trends and positive sentiment are all supportive of house prices

## Housing indicators



## Affordability & prices

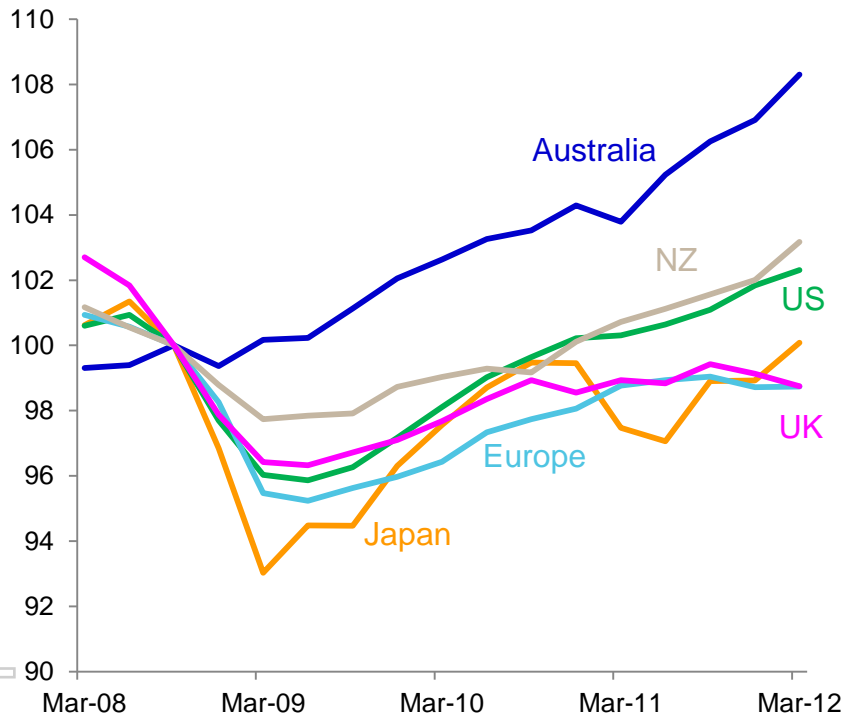


- ◆ Visible signs of strong demand v. supply – low vacancy rates, rental growth and positive sentiment
- ◆ Affordability a helpful guide to turning points in house prices
- ◆ Combination of strong income growth and falling mortgage rates further supports house prices

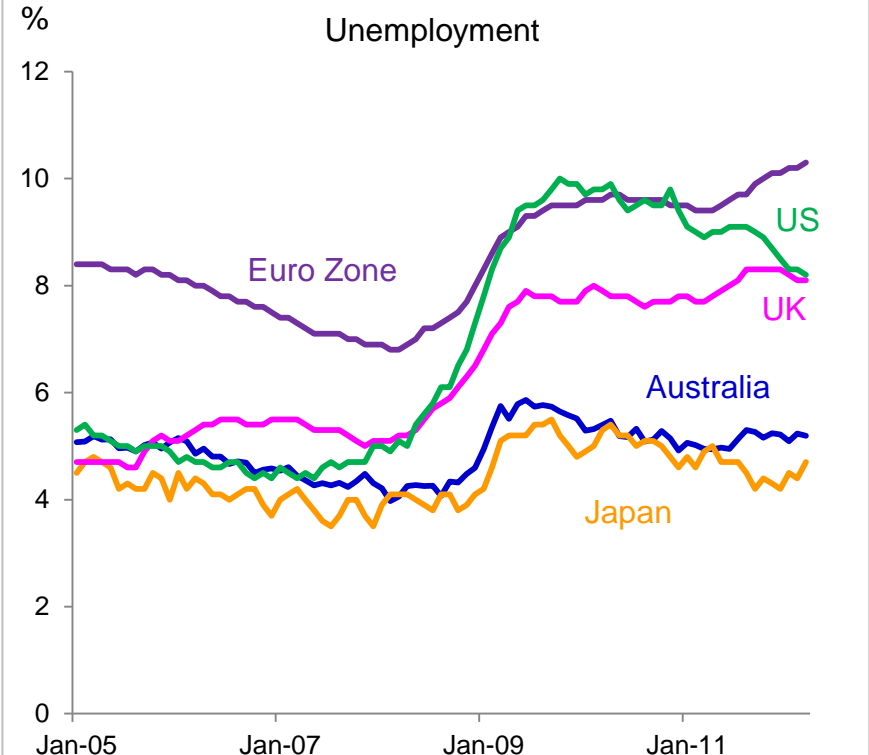


# Strong economic fundamentals underpin Australian house prices

## GDP growth



## Stronger labour market



- ◆ Australian economic performance continues to be strong in global context
- ◆ Unemployment, a key determinant of mortgage loss, remains at low levels

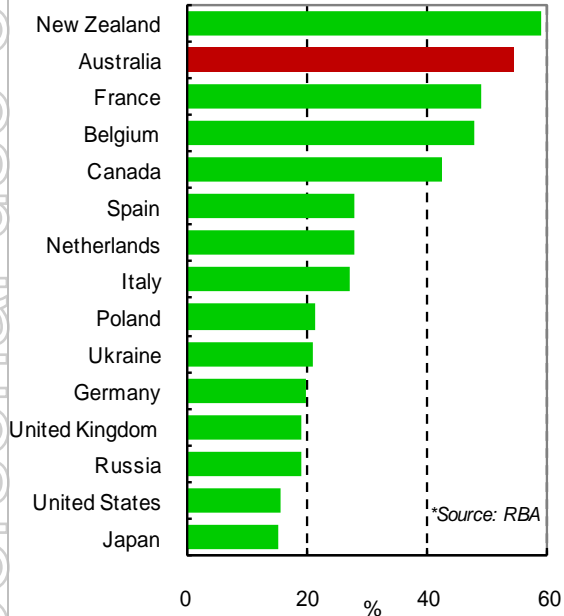


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# Australian house prices are influenced by a high urbanisation rate

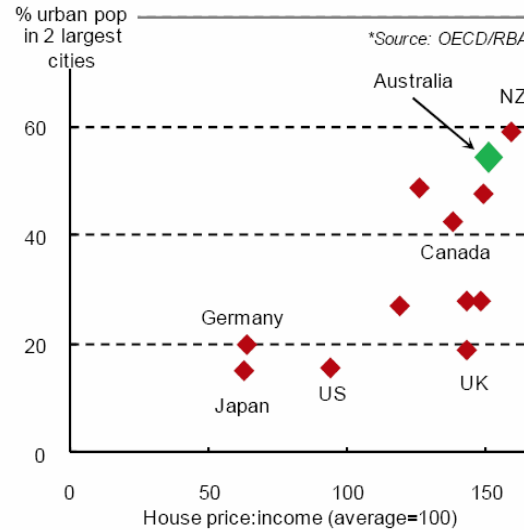
## Urban population

### URBAN POPULATION (% in two largest cities)



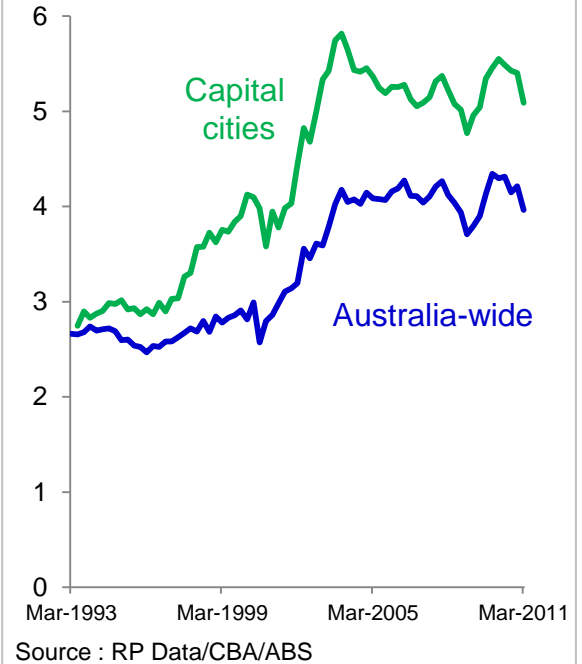
## Density & house prices

### DENSITY & HOUSE PRICES



## Dwelling prices

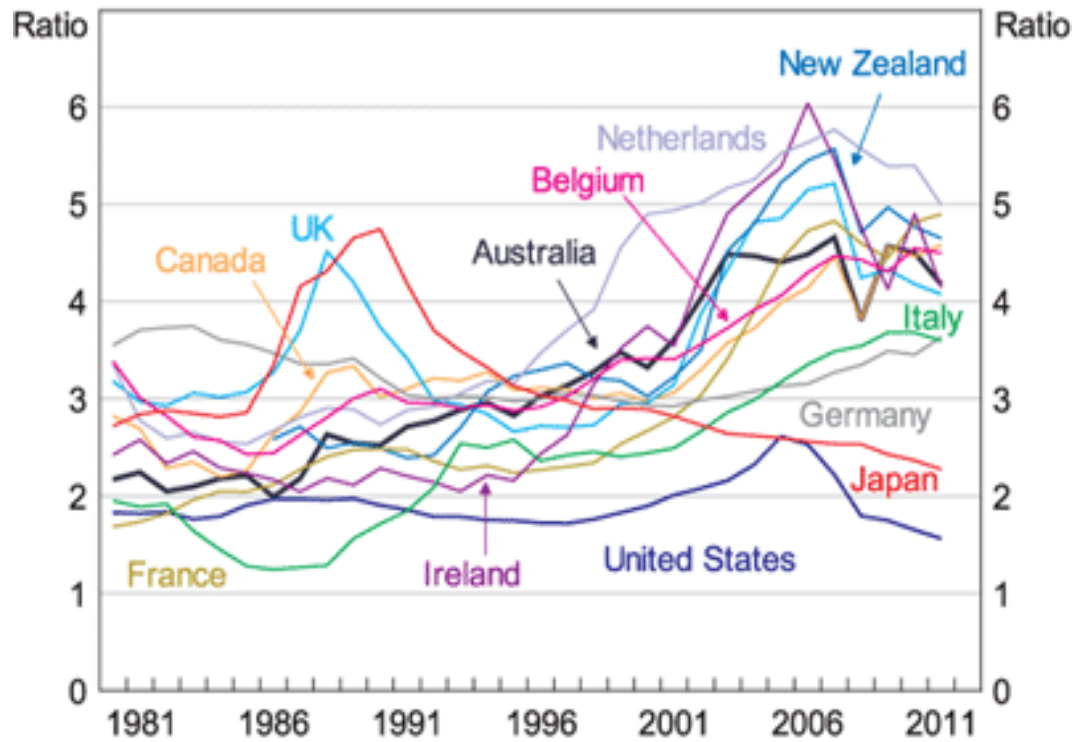
### Ratio to Household Income



- ◆ Australia is one of the most urbanised countries in the world; ~54% of urban population in 2 major cities
- ◆ Housing demand and higher incomes are concentrated in the capital cities
- ◆ Price (capital city)-to-Australia-wide income  $\approx$  5 times
- ◆ Price-to-income (Australia wide)  $\approx$  4 times

# The house price to income ratios in Australia is in line with global norms

## Dwelling price to income ratios



\* Average dwelling prices to average household disposable income  
Sources: BIS; Bloomberg; CREA; Halifax; Japan REI; OECD; Quotable Value; RP Data-Rismark; Thomson Reuters; UN; national sources (statistical agencies, central banks and government departments)

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## Factors that typically characterise a house price bubble are not evident in Australia

Housing “Bubble” – typical characteristics	Current position in Australia
Unsustainable asset prices	<ul style="list-style-type: none"> <li>Prices supported by the excess of demand over supply</li> <li>Australia’s population continues to grow at above average rates</li> <li>Supply-side restraints - limited new land releases, low construction</li> <li>Low residential vacancy rates and rising rents</li> </ul>
Speculative investment artificially inflates asset prices	<ul style="list-style-type: none"> <li>Investment lending has remained steady</li> </ul>
Strong volume growth driven by relaxed lending standards	<ul style="list-style-type: none"> <li>Already stringent standards tightened through GFC</li> <li>Minimal “low doc” lending</li> <li>Mortgage insurance for higher LVR loans</li> <li>Full recourse lending</li> </ul>
Interaction of high debt levels and interest rates	<ul style="list-style-type: none"> <li>A high proportion of borrowers ahead of required repayment levels</li> <li>Interest rate buffers built into loan serviceability tests at application</li> <li>CBA home loan losses remain low</li> </ul>
Domestic economic shock – trigger for price correction	<ul style="list-style-type: none"> <li>Australian economy well placed</li> <li>Close to full employment</li> </ul>



# Significant differences between Australian and US housing markets minimise risk of a US style house price collapse

	CBA / Aust	US
<b>Unemployment</b>	~5%	~8%
<b>No-Recourse Lending</b>	No	Yes
<b>Variable vs Fixed</b>	~85%/15%	~15%/85%
<b>Sub-Prime (% of mkt)</b>	Minimal	~14% <sup>1</sup>
<b>Securitisation %</b>	Minimal	~55% <sup>1</sup>
<b>Account ownership</b>	Retained by bank	Extensively on-sold
<b>Arrears/Delinquencies</b>	~1-2%	~7.4%/11.79% <sup>2</sup>

Australian mortgage product	
◆	Principal and interest amortising 25/30 year loan
◆	Variable interest rate set at bank's discretion
◆	Limited pre-payment penalty
◆	Full recourse to borrower
◆	No tax deduction for owner occupied housing
◆	Higher risk loans are subject to Lenders Mortgage Insurance (LMI)
◆	Minimal "low documentation" (ie self certified) market with tighter lending criteria
◆	Tight consumer credit regulations
◆	Major banks account for majority of new originations and "originate-to-hold"

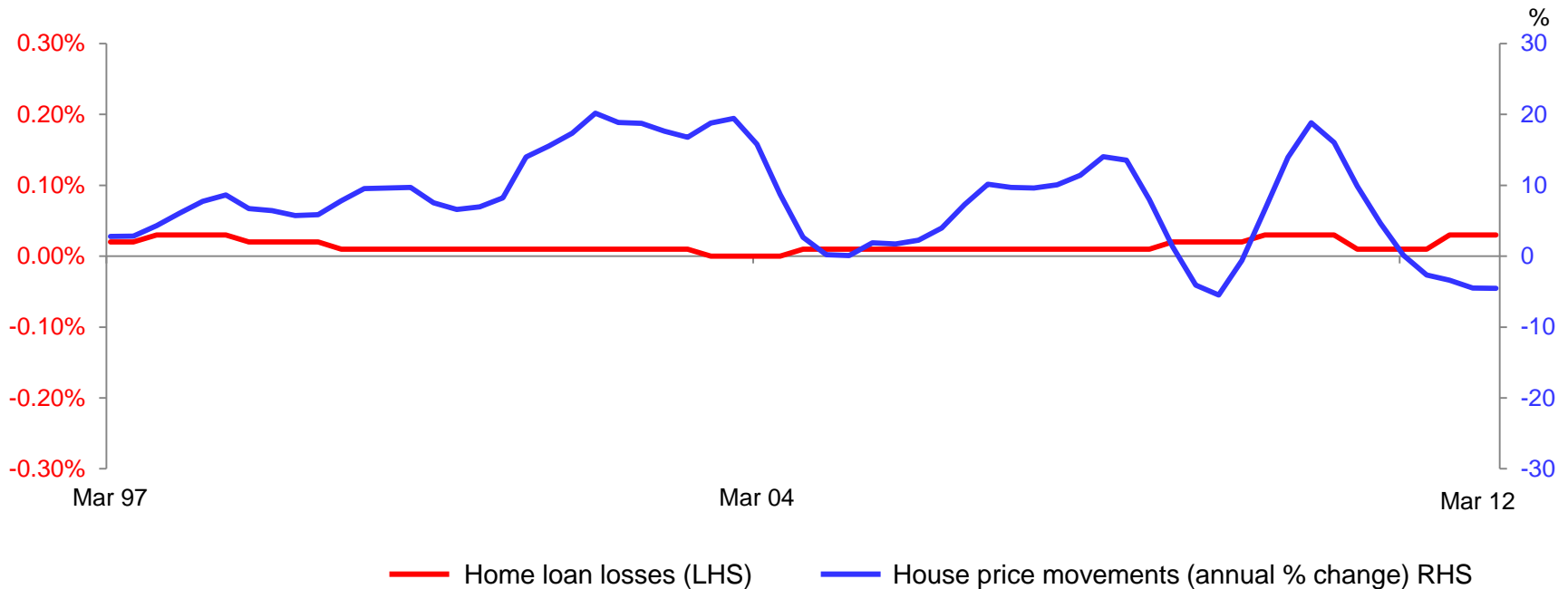
1 Source: Federal Reserve Bank of San Francisco.

2 Source: Mortgage Bankers Association.

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# Historically, CBA home loan loss rates have been low, notwithstanding cyclical house price movements

House prices movements vs Home loans losses (CBA)<sup>1</sup>



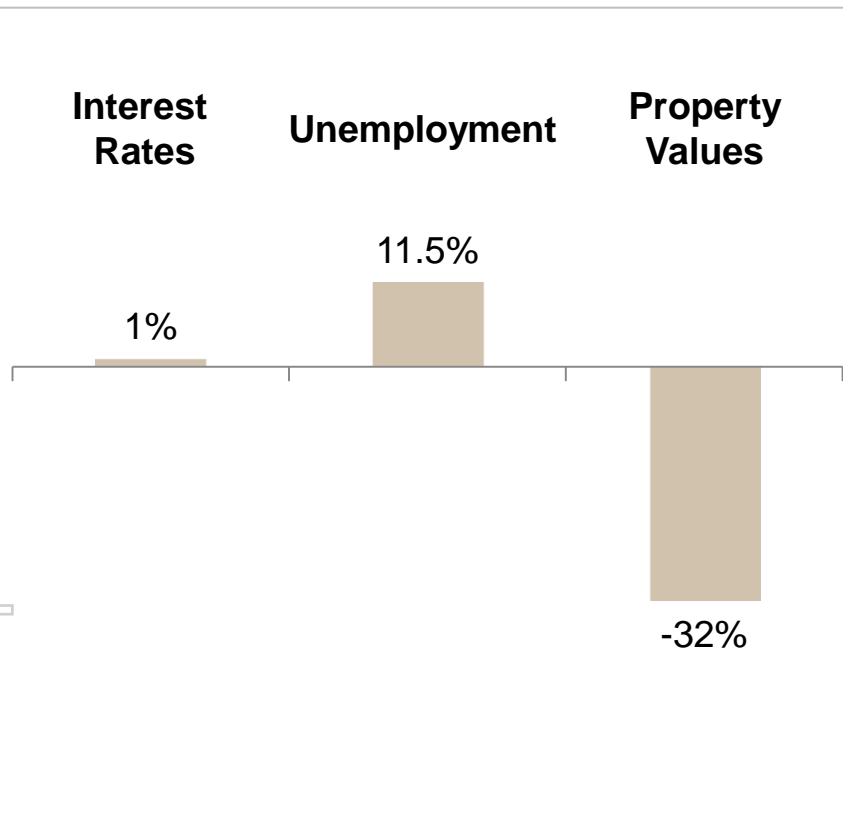
Source : CBA Economics.

- ◆ Peak annual loss of 5 bpts
- ◆ Loss rates are low due to:
  - Strong lending standards
  - Supportive portfolio LVR
  - Mortgage insurance for higher LVR loans
  - Limited Low-Doc lending
  - Significant number of customers in advance on payments

<sup>1</sup> The losses are for CBA Home Loans which represents Australian Home Loans and includes Bankwest from 2009. The home loan loss rate is the financial year loss rate for the given period. Losses includes write-offs from collective and individual provisions, less recoveries.

# Even under a high stress scenario, CBA home loan losses would be modest/manageable – (\$1.7bn over 3 years, or ~0.5% of book)

High stress loss = \$1.7bn over 3 yrs  
(~0.5% of book)



## Factors Mitigating Against Potential Losses

- ◆ Full recourse to borrower
- ◆ Portfolio average LVR 44%<sup>1</sup>
- ◆ Higher risk loans are mortgage insured
- ◆ 68% of customers paying in advance (average of 7 payments)
- ◆ Interest rate buffer of 150 bpts in serviceability tests since 2009

<sup>1</sup> Portfolio average LVR = current balance / original valuation.



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# Notes

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## Sources for results outlined in this pack

- 1 Roy Morgan Research Main Financial Institution (MFI) Retail Customer Satisfaction. Australian population 14+, % “Very Satisfied” or “Fairly Satisfied” with relationship with that MFI. 6-month rolling average. Note the institution definitions were updated in March 2012. CBA excludes Bankwest.
- 2 DBM Business Financial Services Monitor (June 2012), average satisfaction rating of each financial institution’s MFI business customers across all Australian businesses, 6 month rolling average.
- 3 Products per Customer – Roy Morgan Research. Australian Population 18+ , Banking and Finance products per Banking and Finance customer at financial institution. 6 month moving average. CBA excludes Bankwest.
- 4 Roy Morgan Research, Australians 14+, Proportion of Banking and Finance MFI Customers that nominated each bank as their Main Financial Institution, 12 month rolling data to reporting month.
- 5 DBM Business Financial Services Monitor, measured micro business with turnover up to \$1 million, small business with turnover of \$1 million up to \$5 million, medium business with turnover of \$5 million up to \$50 million and large business with turnover of over \$50 million, 6 month rolling average.



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# Results Presentation

FOR THE FULL YEAR ENDED 30 JUNE 2012



**Ian Narev**  
Chief Executive Officer

**David Craig**  
Chief Financial Officer