

ATTACHMENT A: Response to Questions on Notice

HOUSE OF REPRESENTATIVES STANDING COMMITTEE ON ECONOMICS

REVIEW OF THE FOUR MAJOR BANKS (SECOND REPORT)

Commonwealth Bank of Australia

CBA01QON: 10

Mr THISTLETHWAITE: How many customers have disputed the offers that you have made them?

Mr Narev: I will have to take that question on notice. There have been a very significant number who engaged the independent advice just because they were not sure.

Answer:

There have been over 8,600 cases assessed through the Open Advice Review program. To date we have received over 950 counter assessments after an assessment has been issued to customers, including around 540 from customers who have retained an Independent Customer Advocate and around 410 from customers directly.