

HOUSE OF REPRESENTATIVES STANDING COMMITTEE ON ECONOMICS

REVIEW OF THE FOUR MAJOR BANKS (SECOND REPORT)

Commonwealth Bank of Australia

CBA04QON: 13

Mr THISTLETHWAITE: I want to go to the case of James Kessel. He had his claim denied on the basis of the definition. On the basis of leaked emails, because he appealed his claim it went to an internal committee after it was initially denied and the committee decided to approve the claim. So, they overturned the initial decision. But then, later on, that decision was overridden by someone and the claim was rejected. Can you tell us who overrode that committee decision and rejected the claim?

Mr Narev: I will need to take the question on notice.

Answer:

Mr Kessel's claim was not approved by an internal Commlnsure committee and no committee decision was overturned.

Mr Kessel's claim was assessed using normal processes by the claims team. His claim did not meet the definition for payment in his policy at the time. His case was then referred to the Ex-Gratia Decision Forum for review and external expert medical advice was received. That Forum upheld the original decision and did not endorse making an ex-gratia payment outside the terms of his policy.