

**HOUSE OF REPRESENTATIVES STANDING COMMITTEE ON ECONOMICS**

**REVIEW OF THE FOUR MAJOR BANKS (SECOND REPORT)**

**Commonwealth Bank of Australia**

**CBA46QW:**

***Please outline the positions in the typical chain of authority in your bank between a teller and the CEO.***

**Answer:**

The typical chain of authority between a teller and the CEO involves:

- Customer Service Representative (teller);
- Branch Manager;
- Area Manager;
- Regional General Manager;
- Executive General Manager - Retail Sales and Service;
- Group Executive - Retail Banking Services; and
- CEO.