

HOUSE OF REPRESENTATIVES STANDING COMMITTEE ON ECONOMICS

REVIEW OF THE FOUR MAJOR BANKS (SECOND REPORT)

Commonwealth Bank of Australia

CBA47QW:

Please outline the positions in the typical chain of authority in your bank between other customer facing retail staff and the CEO.

Answer:

The typical chain of authority between other customer facing retail staff and the CEO is the same as for a Customer Service Representative (teller), referred to in our response in CBA46QW.