

HOUSE OF REPRESENTATIVES STANDING COMMITTEE ON ECONOMICS

REVIEW OF THE FOUR MAJOR BANKS (SECOND REPORT)

Commonwealth Bank of Australia

CBA61QW:

Will the Commonwealth Bank provide to the committee, for public release, the underlying dataset for the Deloitte review?

Answer:

The parameters of the dataset are outlined in the Deloitte Claims Review Program Report (Lump Sum Claims and Claims Handling) that has been publicly released and is available at <https://www.commbank.com.au/content/dam/caas/newsroom/docs/CommInsure%20Deloitte%20Report%20Claims%20Review%20Program.pdf>.

The primary sources of information for the Deloitte Claims Review are the individual customer case files for each customer reviewed. Each of those 797 case files contain detailed and sensitive personal customer information and confidential medical records.