

**HOUSE OF REPRESENTATIVES STANDING COMMITTEE ON ECONOMICS**

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

**Commonwealth Bank of Australia**

**CBA66QW:**

***When Deloitte was assessing whether a claim was wrongfully denied, did they explore the representations made by Commonwealth Bank financial planners or staff members when they were signing people up to the Comminsure policy?***

**Answer:**

No. Financial adviser sales practices were not within the scope of the Deloitte Claims Review (Lump Sum and Claims Handling Review), which was focused on claims outcomes.