

## HOUSE OF REPRESENTATIVES STANDING COMMITTEE ON ECONOMICS

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

#### Commonwealth Bank of Australia

**CBA67QW:**

***Was the case of Sarah Brightwell, a cancer sufferer who, according to ABC reports on 22 February 2017, had her Comminsure payments incorrectly stopped, picked up in the Deloitte review?***

**Answer:**

The Deloitte Claims Review (Lump Sum and Claims Handling Review) included death, total and permanent disability, trauma and terminal illness claims because these benefit types were the subject of the media allegations in early 2016. Ms Brightwell's claim was not included as she had an income protection policy.