

HOUSE OF REPRESENTATIVES STANDING COMMITTEE ON ECONOMICS

REVIEW OF THE FOUR MAJOR BANKS (SECOND REPORT)

Commonwealth Bank of Australia

CBA69QW:

How were the cases for the sample selected? What criteria was applied?

Answer:

All declined claims for Commlnsure's group and retail advice portfolio for the death, terminal illness, trauma (retail policies only) and total and permanent disability benefit types for the period 1 May 2011 to 30 April 2016 were provided to Deloitte. Deloitte selected for review a random sample from this population, with the exception of terminal illness where all declined claims for the period May 2013 to April 2016 were reviewed.

The approach taken by Deloitte in selecting this sample and the definition of a declined claim is outlined in their report.