

HOUSE OF REPRESENTATIVES STANDING COMMITTEE ON ECONOMICS

REVIEW OF THE FOUR MAJOR BANKS (SECOND REPORT)

Commonwealth Bank of Australia

CBA79QW:

What does the report mean when it says that ‘... the functionality of the [two different IT] systems have been used differently within the various CMLA [CommInsure] teams’?

Answer:

During the period for which Deloitte assessed declined claims, CommInsure migrated between two different claims management systems. The migration commenced in 2015 and was completed in June 2016.

The differences referred to by Deloitte related to the classifications and functionality for each of the systems, and differences in how the data fields were used by the claims teams.