

# HOUSE OF REPRESENTATIVES STANDING COMMITTEE ON ECONOMICS

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

### Commonwealth Bank of Australia

CBA80QW:

*Page 20 of the Deloitte Review said 'during our work we identified issues related to the accuracy of the claims system records used to identify Declined Claim population. While this has not impacted us completing our work this has limited our ability to draw statistical conclusions from our sample to that of the declined claims population as a whole'. What are these 'issues related to the accuracy of the claims system records'?*

**Answer:**

The issues referred to by Deloitte related to:

- differences in relation to the use of data fields and information entered in IT systems; and
- limitations with systems functionality that resulted in claims staff coding the status and decision fields differently across the various teams.

Deloitte's finding in relation to data accuracy is consistent with the thematic observations reported by the ASIC as part of its findings from its industry review, published in October 2016. The insurance industry is working to develop standard claims data classification.