

HOUSE OF REPRESENTATIVES STANDING COMMITTEE ON ECONOMICS

REVIEW OF THE FOUR MAJOR BANKS (THIRD REPORT)

Commonwealth Bank of Australia

CBA08QON: [68]

Ms MADELEINE KING: When those referrals happen and a customer goes to a sales specialist, are their bonuses still linked to product sales?

Mr Narev: Almost exclusively not, because of the Sedgwick review; I'll have to come back to you on notice with the detail on that.

Answer: For the teller making the referral, there is no incentive payment linked to the referral or any product sale as a result of the referral.

Our sales specialists are on varying incentive arrangements depending on their role. While in most cases there is a link to financial measures, all staff are required to meet expectations around risk and values.

We have committed to implementing all of the Sedgwick recommendations and have made, and will continue to make, changes to our incentives to ensure that we meet the expectations of our customers, community and regulators.