

In relation to financial hardship:

- a) Do you review your customers' credit card usage and repayment patterns to determine if they may be suffering financial hardship and require assistance?***
- b) What do you look for to identify potential hardship customers?***
- c) What criteria do they need to meet to receive assistance?***
- d) What assistance do you provide - reduced interest rates, moving onto a fixed term low interest rate personal loan, something else?***
- e) What proportion of customers facing financial hardship with credit cards that you assist come from the bank's proactive engagement with a customer and what proportion from customers contacting you?***
- f) If a customer approaches the bank requesting assistance due to financial hardship, what criteria do they have to meet to obtain assistance?***
- g) Is the ability for customers facing financial hardship to approach the bank for assistance with their credit cards promoted to customers at all? How is this done and what information is provided?***

- a) We rely on customers to advise us that they are in financial difficulty so we can provide hardship assistance.

We do not systematically track credit card usage to determine whether a customer is in financial hardship. However, we proactively contact customers who are late, or may be late, in their repayments including via text reminders, letters and phone calls. If during this process a staff member identifies that the customer might be eligible for hardship assistance, they can be referred to our specialist Customer Assist team.

- b) Common events contributing to financial difficulty and which may prompt a request for assistance include:
- injury or illness;
 - unemployment;
 - relationship separation;
 - natural disaster; and
 - reduction of income.

In FY16, more than 18,670 customers were supported with financial hardship assistance.

- c) Our Customer Assist Team considers every request for assistance on an individual basis and where appropriate works with customers to develop a solution tailored to their individual circumstances.
- d) Commonwealth Bank has a number of options available to support customers in hardship including, but not limited to:
- reducing or changing payment arrangements;
 - applying fee and interest concessions (including zero interest);
 - balance reduction;
 - repayment deferral;
 - partial or full abandonment of debt; and
 - capitalisation of arrears.
- e) As noted above, we rely on customers to advise us that they are unable to meet their ongoing repayments and obligations. Our collections team may also ask customers relevant questions, to determine whether there may be a case for hardship.

We do not maintain statistics on how many customers are referred to our Customer Assist team from our collections team.

f) See response to question c).

g) Information about the assistance we provide to customers in financial hardship is available on our website. In addition, the Better Banking Book which is available online and in branches includes a section "If you are in financial difficulty". Our credit card terms and conditions also refer customers to this information.