

***ANZ provided evidence to the Senate Committee that about 0.3 per cent of its credit card customers have sought assistance through its hardship program - what proportion of your credit card customers are receiving assistance?***

The average proportion of Commonwealth Bank's credit cards in active hardship to our total retail credit card portfolio for the last 12 months (October 2015 to September 2016) is 0.18 per cent.

These data relate to accounts, not individual customers and data may not be directly comparable to ANZ data.