HOUSE OF REPRESENTATIVES STANDING COMMITTEE ON ECONOMICS

REVIEW OF THE FOUR MAJOR BANKS AND OTHER FINANCIAL INSTITUTIONS

Commonwealth Bank of Australia

CBA49QW: Please complete the below table for:

- (a) new mortgages;
- (b) refinancing of internal mortgages;
- (c) refinancing of transferred mortgages;
- (d) new small and medium enterprise credit;
- (e) refinancing and/or rollover of internal small and medium enterprise credit;
- (f) refinancing and/or rollover of transferred small and medium enterprise credit?

Please complete the below table for questions CBA49QW (a) to (e).

Financial year	Total		Average / Median					
	No	Value	Value (\$)	Days to approval	Fees/costs	Pages per application	Number of supporting docs	Ratio of withdrawals of offers of finance
2005 – 2006								
2006 – 2007								
2007 – 2008								
2008 – 2009								
2009 – 2010								
2010 – 2011								
2011 – 2012								
2012 – 2013								
2013 – 2014								
2014 – 2015								
2015 – 2016								
2016 – 2017								
2017 – 2018								
2018 – 2019								
2019 – 2020								

Answer:

(a)-(f) A key element of Commonwealth Bank's strategy is to simplify our business in order to deliver better services for our customers. To this end, we have invested to ensure we make lending decisions in as timely a manner as possible, while also supporting our customers to make informed decisions about borrowing. On average, we currently make home loan assessments within 5-6 days.

The data requested relates to a very large number of loan documents across a wide variety of products and a considerable period of time. This data is not consistently maintained for the time periods requested. With additional time, we could carry out further data analysis, in order to provide more information that may assist the Committee in relation to these matters.

An example of the ways we have sought to reduce the burden on customers is the introduction of innovations like BizExpress for business customers, which has dramatically reduced application complexity (e.g. pages per application and number of supporting documents), by using CBA's market leading digital, data and analytics capability to enable same-day loan submission and decisions.

The Australian Prudential Regulation Authority publicly reports data from Authorised Deposit-taking Institutions on a monthly basis, including lending to personal and business customers. We recommend the Committee may also consider the data made available in these reports, to ensure consistency in data provided by lenders. The data is available on APRA's website: https://www.apra.gov.au/monthly-authorised-deposit-taking-institution-statistics

In addition, CBA provides in-depth market disclosures on lending performance in its bi-annual results announcements and investor presentations and its Annual Report, all of which are publicly available.