

## HOUSE OF REPRESENTATIVES STANDING COMMITTEE ON ECONOMICS

### REVIEW OF THE FOUR MAJOR BANKS AND OTHER FINANCIAL INSTITUTIONS

#### Commonwealth Bank of Australia

**CBA78QW:** Mr SIMMONDS: Any information you can provide me on notice around the numbers and trends for the messaging service, how many customers are using it and your interaction with the police or other way that you are taking action against individuals internally with the bank—any information along those lines—would be appreciated.

**Answer:** We have been engaging authorities and community leaders regarding repeat instances of this type of abuse.

We are currently reviewing how CBA can enhance the level of support for customers impacted by abuse in transaction descriptions. This includes refining our approach to identifying instances of this behaviour and where it may be appropriate to report to authorities.

We will report back to the Committee when discussions are further advanced.