

**HOUSE OF REPRESENTATIVES STANDING COMMITTEE ON ECONOMICS**  
**REVIEW OF THE FOUR MAJOR BANKS AND OTHER FINANCIAL INSTITUTIONS**

**Commonwealth Bank of Australia**

**CBA83QW: Branch closures**

- (a) How many branches will you have at the end of 2021?
- (b) For the branch closures that have taken place or are scheduled to take place during 2020 and 2021, please provide the postcode of the branch and an indication of whether the location is regional, suburban or metropolitan.
- (c) For the branch closures that have taken place in 2020 and 2021, were there other branches in the postcode that remained open?

**Answer:** We regularly review our branch locations across Australia to help us make informed decisions on where to open new branches, where to renovate or upgrade existing branches, and in some instances where to close branches.

While this process of review is ongoing, as at 31<sup>st</sup> March 2021 we had 928 branches (839 CBA and 89 Bankwest branches). Our relationship with Australia Post gives our customers an additional 3,500+ Bank@Post enabled outlets across the country for completing banking transactions. We also notify relevant State/Territory and Federal MP Offices around the time a branch closure is being made public.

We expect the gradual reduction in branch numbers and ATMs to continue over the remainder of 2021, in line with significant structural shifts in customer behaviour and preferences across a number of sectors, including banking.

Having the largest branch network in the country is important to us. We continue to invest in our presence, with \$53.8 million in FY20 to open new branches and renovate or upgrade existing branches to better meet customer demand and changing customer needs.

As outlined below, we have provided the data for whether other CBA branches remain open within the postcode, and in addition provided the number of branches within five and 20 kilometres.

Closure Date	Brand	Name	Postcode	Accessibility and Remoteness Index of Australia (ARIA)	Same Branded Branch in Postcode (31/03/2021)	# Same Branded Branches in Postcode (31/03/2021)	# Other Same Branded Branches within 5km* (31/03/2021) *Metro only	# Other Same Branded Branches within 20km (31/03/2021)
7/03/2020	CBA	MATRAVILLE NSW	2036	Major Cities of Australia	No	0	8	
14/03/2020	CBA	WESTON ACT	2611	Inner Regional Australia	No	0		13
21/03/2020	CBA	NORTH HOBART TAS	7000	Inner Regional Australia	Yes	1		8
4/04/2020	CBA	GRAND CENTRAL, TOOWOOMBA QLD	4350	Inner Regional Australia	Yes	3		3
4/04/2020	CBA	DIANELLA WA	6059	Major Cities of Australia	No	0	5	
25/04/2020	CBA	CHELTENHAM VIC	3192	Major Cities of Australia	Yes	1	3	
25/04/2020	CBA	EVERTON PARK QLD	4053	Major Cities of Australia	Yes	2	7	
25/04/2020	CBA	MANLY WEST QLD	4179	Major Cities of Australia	No	0	2	
25/04/2020	CBA	ST AGNES SA	5097	Major Cities of Australia	No	0	2	
2/05/2020	CBA	DIMBOOLA VIC	3414	Outer Regional Australia	No	0		0
2/05/2020	CBA	KIN KORA GLADSTONE QLD	4680	Inner Regional Australia	Yes	2		2
9/05/2020	CBA	MILLICENT SA	5280	Outer Regional Australia	No	0		0
9/05/2020	CBA	ERINA NSW	2250	Major Cities of Australia	Yes	2	2	
19/06/2020	CBA	KINGS LANGLEY NSW	2147	Major Cities of Australia	Yes	1	5	
25/06/2020	BWA	BULL CREEK WA	6149	Major Cities of Australia	No	0	2	
9/07/2020	BWA	MANDURAH WA	6210	Major Cities of Australia	Yes	1	1	
29/08/2020	CBA	LEICHHARDT NSW	2040	Major Cities of Australia	Yes	1	26	
29/08/2020	CBA	PETERSHAM NSW	2049	Major Cities of Australia	No	0	19	
29/08/2020	CBA	SURRY HILLS NSW	2010	Major Cities of Australia	Yes	1	32	

29/08/2020	CBA	BRUNSWICK HEADS NSW	2483	Inner Regional Australia	No	0		2
29/08/2020	CBA	NEWSTEAD TAS	7250	Inner Regional Australia	Yes	1		4
19/09/2020	CBA	RAMSGATE NSW	2217	Major Cities of Australia	Yes	1	5	
19/09/2020	CBA	CHULLORA MARKETPLACE NSW	2190	Major Cities of Australia	No	0	10	
19/09/2020	CBA	CABOOLTURE QLD	4510	Major Cities of Australia	No	0	1	
26/09/2020	CBA	EDGECLIFF NSW	2027	Major Cities of Australia	No	0	29	
26/09/2020	CBA	MARKET CITY NSW	2000	Major Cities of Australia	Yes	11	31	
26/09/2020	CBA	THURINGOWA CENTRAL QLD	4817	Outer Regional Australia	No	0		3
2/10/2020	BWA	LEEDERVILLE WA	6007	Major Cities of Australia	No	0	7	
9/10/2020	BWA	BITCON WA	6157	Major Cities of Australia	No	0	2	
9/10/2020	CBA	FORESTVILLE NSW	2087	Major Cities of Australia	No	0	5	
9/10/2020	CBA	DECEPTION BAY QLD	4022	Major Cities of Australia	No	0	2	
9/10/2020	CBA	WARNER QLD	4500	Major Cities of Australia	Yes	1	1	
9/10/2020	CBA	PENGUIN TAS	7316	Outer Regional Australia	No	0		2
24/10/2020	CBA	REGENTS PARK NSW	2143	Major Cities of Australia	No	0	6	
24/10/2020	CBA	WINGHAM NSW	2429	Inner Regional Australia	No	0		1
24/10/2020	CBA	NORTH ADELAIDE SA	5006	Major Cities of Australia	No	0	9	
21/11/2020	CBA	LAVINGTON NSW	2641	Inner Regional Australia	No	0		2
21/11/2020	CBA	THE JUNCTION NSW	2291	Major Cities of Australia	No	0	3	
28/11/2020	CBA	COLLINS ST HOBART TAS	7000	Inner Regional Australia	Yes	1		8
5/12/2020	CBA	KORUMBURRA VIC	3950	Inner Regional Australia	No	0		1
5/12/2020	CBA	NORTHBRIDGE NSW	2063	Major Cities of Australia	No	0	11	
5/12/2020	CBA	BURLEIGH HEADS QLD	4220	Major Cities of Australia	Yes	1	1	
12/12/2020	CBA	MERRYLANDS NSW	2160	Major Cities of Australia	Yes	1	9	
20/02/2021	CBA	RICHMOND SOUTH VIC	3121	Major Cities of Australia	Yes	1	27	

20/02/2021	CBA	LOWER TEMPLESTOWE VIC	3107	Major Cities of Australia	No	0	4	
20/02/2021	CBA	HAY STREET MALL PERTH WA	6000	Major Cities of Australia	Yes	3	7	
26/02/2021	CBA	BALACLAVA VIC	3183	Major Cities of Australia	No	0	8	
26/02/2021	CBA	CAULFIELD EAST VIC	3145	Major Cities of Australia	No	0	8	
26/02/2021	CBA	MERBEIN VIC	3505	Outer Regional Australia	No	0		2
6/03/2021	CBA	BOOVAL QLD	4304	Major Cities of Australia	No	0	1	
19/03/2021	CBA	ASCOT VALE VIC	3032	Major Cities of Australia	Yes	1	9	
27/03/2021	CBA	NARRABEEN NSW	2101	Major Cities of Australia	No	0	3	
27/03/2021	CBA	SUGARLAND SHOPPINGTOWN BUNDABERG QLD	4670	Inner Regional Australia	Yes	1		1