

PARLIAMENTARY JOINT COMMITTEE ON CORPORATIONS AND FINANCIAL SERVICES

MOBILE PAYMENT AND DIGITAL WALLET FINANCIAL SERVICES

Commonwealth Bank of Australia

WQoN002-02: Have CBA staff ever instructed a mortgage applicant to close a BNPL account as part of a mortgage application process? If so, can you confirm that there is no difference in how BNPL products are assessed compared to credit cards? i.e. a BNPL with a total borrowing limit of \$3,000 with no outstanding balance would be treated the same as a credit card with the same amounts?

WQoN002-03: Has CBA ever asked a mortgage applicant to close a BNPL account and then subsequently offered them a CBA issued credit card?

Answer: As part of the home lending process, a lender may discuss ways a customer could reduce their liabilities or expenses in order to assist their ability to service a loan, particularly if the customer has advised they have unutilised credit limits or discretionary expenses that can be avoided.

An individual may choose to forgo certain living expenses or unrequired credit limits in order to satisfy the conditions for a new loan facility.

Please refer to the response to WQoN002-01 on the treatment of BNPL products and credit cards.