

**HOUSE OF REPRESENTATIVES STANDING COMMITTEE ON ECONOMICS**

**REVIEW OF THE FOUR MAJOR BANKS (FOURTH REPORT)**

**Commonwealth Bank of Australia**

**CBA15QW:** Over the course of September this year CBA wrote to its customers outlining some of the changes you are implementing to benefit customers.

CBA outline that you are:

“Focussing on service instead of sales. We’ve changed our employee incentives to reward our tellers for helping you, not for selling products”

Does CBA intended to eliminate from tellers remuneration incentives that reward sales?

**Answer:** The variable remuneration of tellers does not reward sales.