

HOUSE OF REPRESENTATIVES STANDING COMMITTEE ON ECONOMICS

REVIEW OF THE FOUR MAJOR BANKS (FOURTH REPORT)

Commonwealth Bank of Australia

CBA25QW: What is the status of CBA's remediation for customers incorrectly sold CCI?
a. How much has been repaid?
b. How many customers are affected?
c. When will the remediation program end?

Answer: To date CBA has remediated \$10,567,546 to 52,572 credit card insurance customers and \$594,413 to 1,692 loan protection insurance customers.

We are in discussions with ASIC in relation to completing all customer remediation for both products by 30 June 2019.