

**Senate Economics Legislation Committee**  
**ANSWERS TO QUESTIONS ON NOTICE**  
**Treasury Portfolio**  
Budget Estimates  
2017 - 2018

**Division/Agency:** Australian Securities and Investment Commission  
**Question No:** 99  
**Topic:** Fees for no service inquiry  
**Reference:** Hansard page 16 (31 May 2017)  
**Senator:** Gallagher, Katy

**Question:**

Senator GALLAGHER: Yes. We want the figures to be robust, that is for sure. Can I turn to the Financial advice: fees for no service report. You released an update a couple of weeks ago on this report. My reading of it is that it broadens the scope of customers affected quite considerably by another 100,000 or so and the amount to be repaid to \$205 million plus interest. I have a few questions about this, so I might have to come back to it if my time runs out. According to my reading of the update you have provided, looking at the various institutions paying back moneys, there seems to be one that is quite far behind. Has an explanation been provided around that? I am talking specifically about the Commonwealth Bank. They have paid \$5 million and have \$99 million in compensation pending. I know they have a lot more to pay, but that did seem out of step with the other banks.

Ms Bird: I can get the figures from the Commonwealth Bank. My understanding is that they have repaid significantly more than the \$5 million as of today. That media release we put out was dated 21 April. It is a bit old. In fairness, it might be best if I take that on notice to get from them their figures as of today.

**Answer:**

The most recent fees for no service review and remediation update from CBA was received by ASIC on 22 June 2017. At that date CBA had paid approximately \$15.5 million including interest in respect of fees for no service issues, with a further \$88.7 million plus interest estimated as remaining to be paid. CBA has reported to ASIC that it expects to issue outcome letters and compensation to the majority of affected customers by 31 July 2017.