



ASX announcement

CBA teams up with strategic partners to offer new digital services to customers

- **Partnerships with Square Peg and Zetta Venture Partners to support new banking ventures in artificial intelligence, data and analytics**
- **X15 Ventures launches Backr, an app to help small business owners launch new digitally enabled businesses to support the economic recovery**

Tuesday, 28 July 2020 (SYDNEY): Commonwealth Bank today announced the appointment of two strategic partners to help deliver new digital banking services to the Group's 15 million retail and business customers. The new partnerships coincide with the announcement of X15 Ventures' fourth new venture, Backr.

CBA has committed US\$10 million to the most recent funds for both Square Peg and Zetta Venture Partners to support the sourcing, scaling and financing of local fintechs, as well as the development of emerging artificial intelligence businesses in Australia.

CBA's X15 has also announced its fourth new venture, Backr, which offers a digital, task-based approach to starting a small business, guiding business owners through the process step-by-step, from registering their business name and ABN, to creating a business plan and using simple tools to get them trading quickly and with ease.

Commonwealth Bank CEO, Matt Comyn said: "Through Backr, we hope to help thousands of new digitally enabled small businesses get off the ground. This is now more important than ever given the need to drive the economic recovery. To support this initiative, CBA will deposit \$500 into the account of any eligible business launched through Backr, until the end of 2020.

"We're also delighted to welcome Square Peg and Zetta as strategic partners and look forward to working with them to bring new solutions to our customers, harnessing the latest technologies, artificial intelligence, and machine learning models."

Square Peg is one of Australia's leading venture capital funds, having backed a range of successful Australian ventures. They will partner with X15 on the sourcing, scaling and financing of Australian fintechs. Zetta Venture Partners is a leading American-based venture capital fund that invests purely in artificial intelligence companies.

CBA has also provided an update on its partnership with Klarna, one of the world's biggest digital payments providers. Since its launch in January 2020, the Klarna App has been downloaded by more than 270,000 Australians and more than 80 merchants are now live on the platform. Global revenue for Klarna has grown to \$750 million for the first half of 2020, and Klarna has seen volume growth of up to 50 per cent year on year during the coronavirus period.

Digital banking continues to grow

CBA has revealed its latest digital banking numbers which continue to grow. More than 6.1 million customers are now using the CommBank App, up 500,000 from 5.6 million in FY19. More than \$1.2 billion is now transacted through the



App every day, while daily logins have surpassed 6.3 million. Combined with the Group's online banking platform, NetBank, digital daily logins rose to a record 10.2 million at the height of the coronavirus pandemic.

Mr Comyn said: "We know our customers are constantly looking for seamless and innovative ways to do their banking and even more so in the current environment. As Australia's leading technology bank, our role is to combine exceptional service with the very best digital experiences and technologies.

"Our digital services have helped us to provide fast and effective financial support to our customers affected by the Coronavirus. Since the start of the pandemic, we have connected with more than 7 million customers through the CommBank App and there has been more than 2 million unique views of our coronavirus support page.

"In just two weeks, we had messaged 2.6 million customers in App driving engagement with our new Money Plan feature, with 124,000 customers setting up a money plan to support themselves through the coronavirus pandemic. We have also reached 5.8 million customers with Benefits Finder, which has helped save our customers in excess of \$153 million in utility bills and additional government payments over the past year.

"Additionally, CommSec recorded strong activity, with 400,000 new accounts opened last financial year. This includes the CommSec Pocket App which recorded \$180 million invested through more than 100,000 accounts with an average investment of \$2,800 per active account."

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The release of this announcement was authorised by the Continuous Disclosure Committee



Welcome

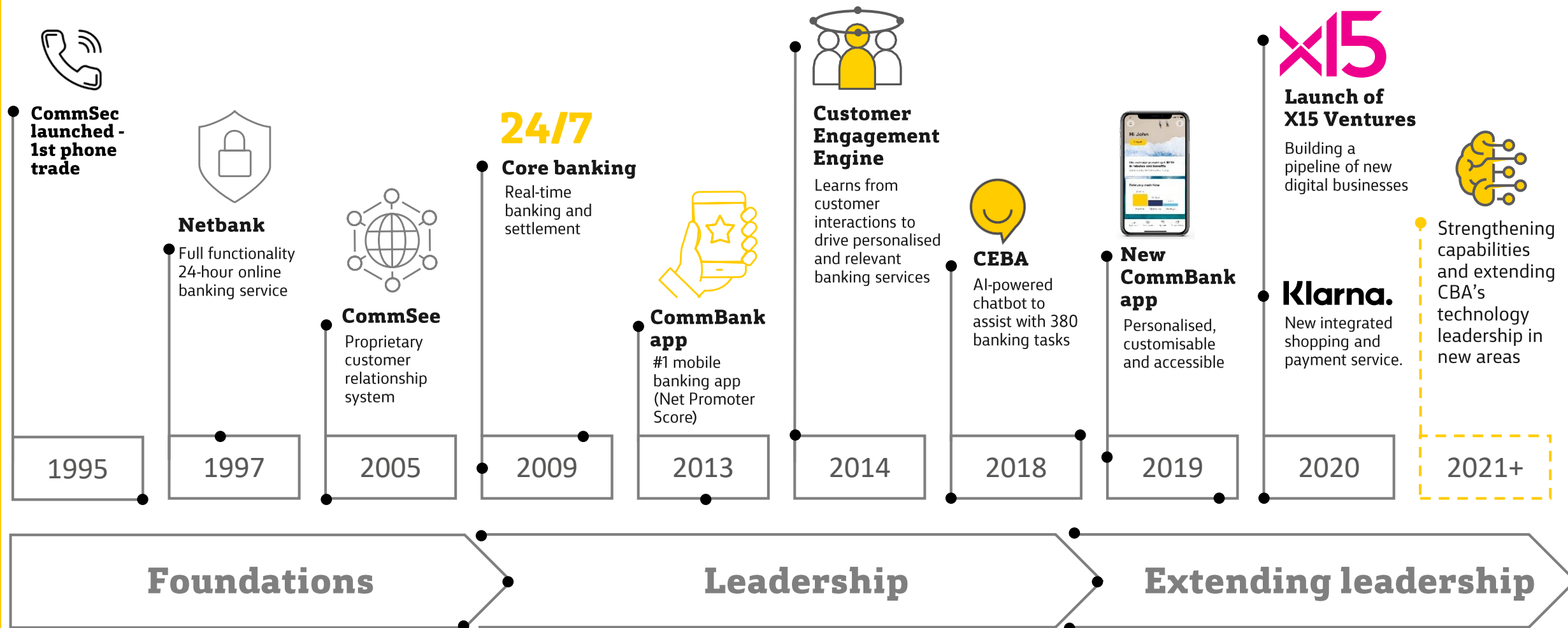




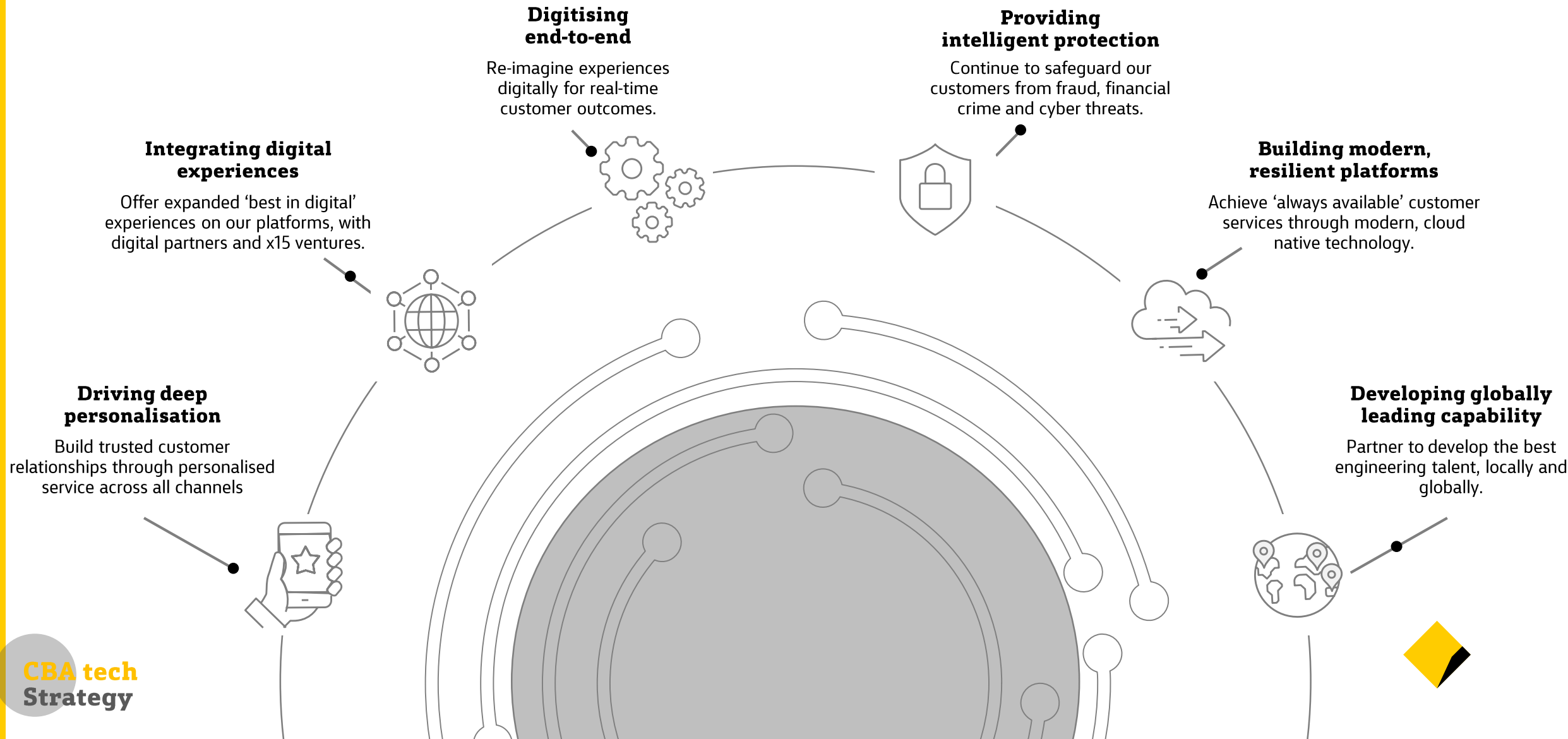
CBA tech update

Matt Comyn.





Becoming the bank of tomorrow



App 4.0

6.1m

App Active
Customers

7.4m

Digitally Active
Customers

200

Machine
Learning
Models

6.3m

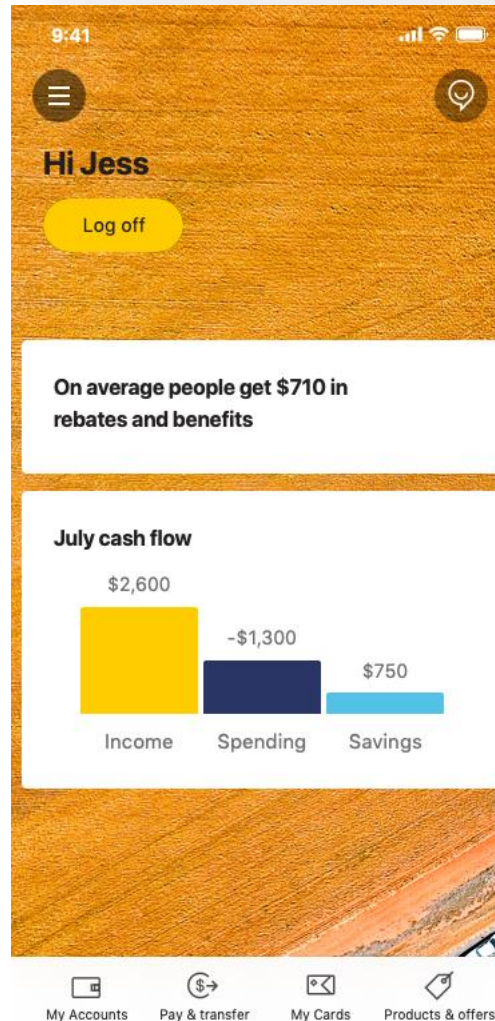
App logins
Per day

157b

Data Points

\$1.2b

Transacted
through the
App per day



Behavioural science

User Experience

Technology

Data & AI

Your rebates and benefits

You may be eligible for up to \$960 in rebates and benefits

Netflix payment

We've noticed this payment has increased by \$2.00

You've received a tax refund

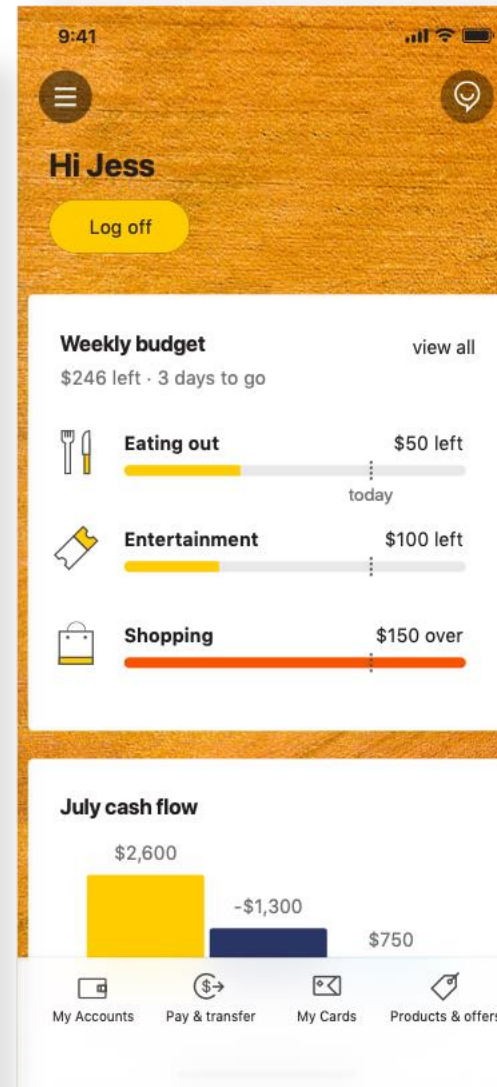
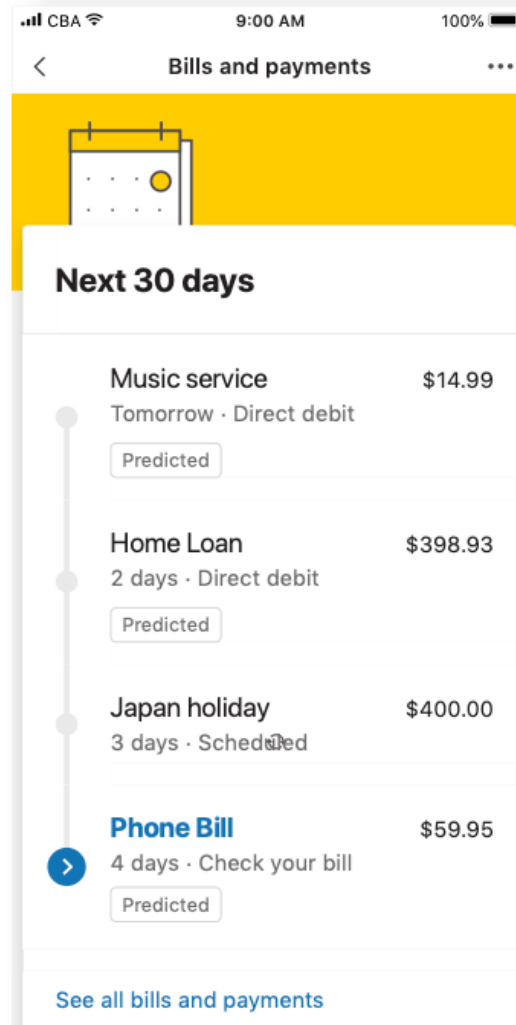
Pay off your debt and get ahead on your mortgage repayments

Security alert

Did you make a transaction using your Debit Mastercard x12345

App 4.0

Bill predictions



Category Budget

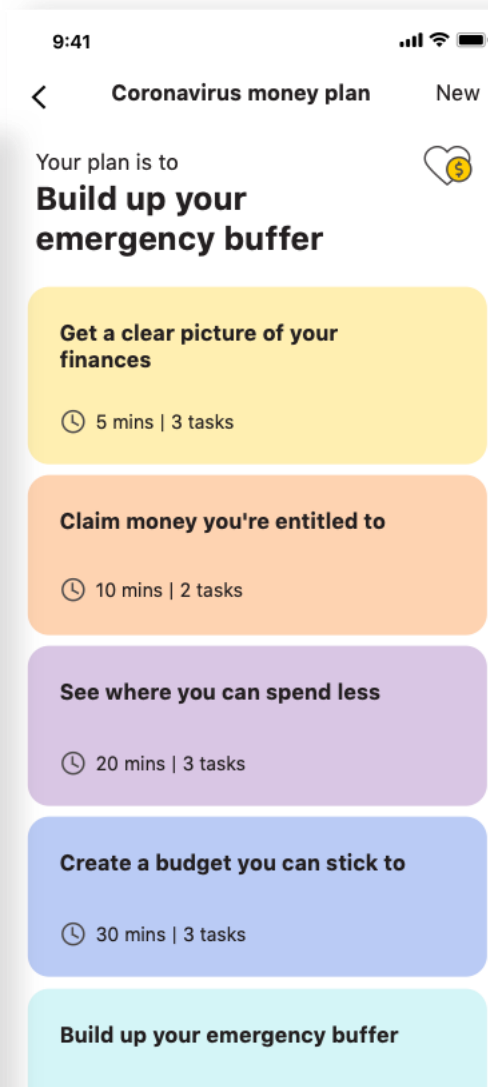
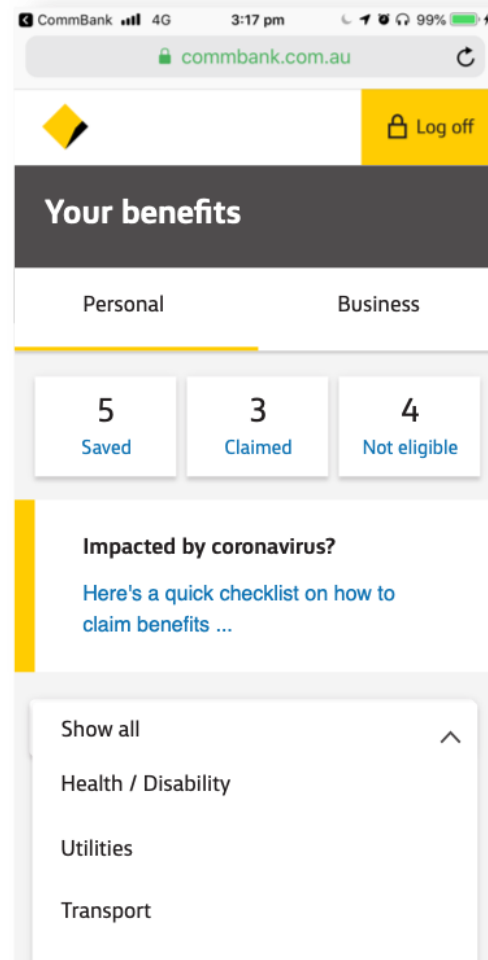
App 4.0

Benefits Finder

On average people get \$710 in rebates and benefits

Coronavirus support for customers

See how we can continue to support you through these times



Coronavirus Money Plan

Klarna.

Australia

270,000+

app downloads

80+

Live merchants, including:

kogan.com

ASOS

appliancesonline
legendary service

roses only

Global

\$750m

revenue
H1 2020

14m

new customers
in H1 2020

US

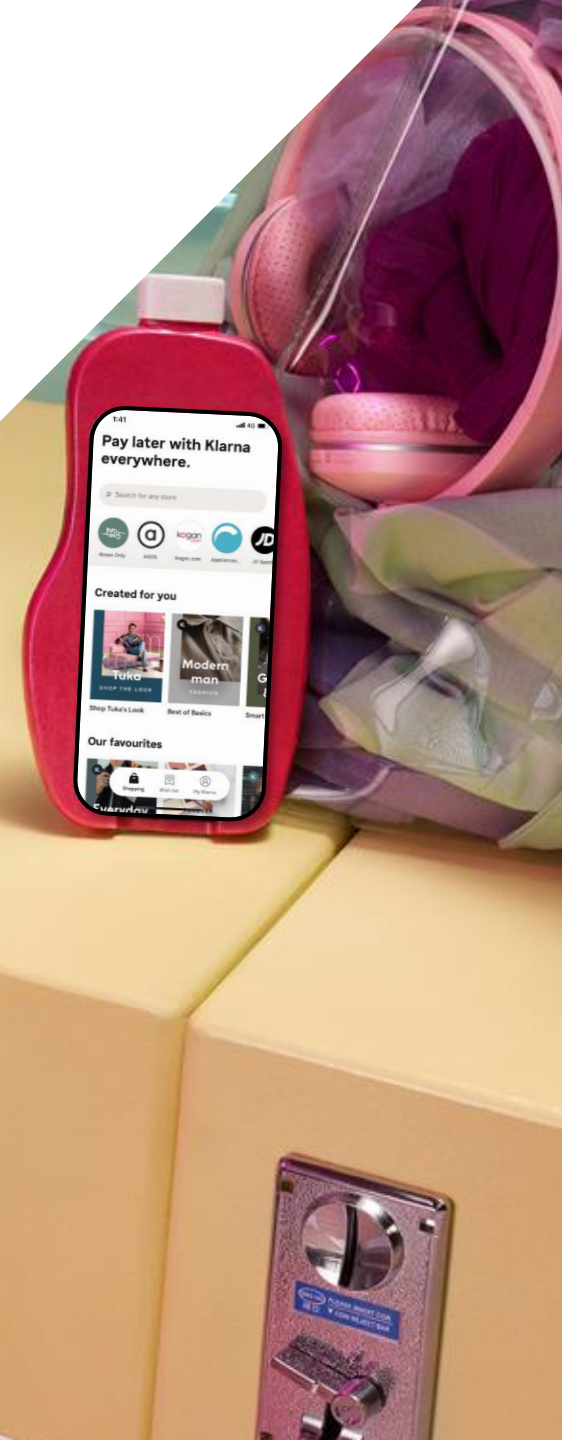
350+%

growth YoY

UK

125+%

growth YoY





x15ventures

Bringing new solutions to 15 million customers, and beyond

Building the next generation of solutions for 15 million customers, by unlocking new value from CommBank's assets through partnership with the tech and innovation community

25+
ventures

4

3m+
customers

0.9m

2-3x
return

—



25+
ventures

3m+
customers

2-3x
return

25+
ventures

3m+
customers

2-3x
return

vonto

Curated, daily
insights about
your business



Personalised,
digital guidance to
buying a home

 **creditsavvy**

Free, instant
access to credit
scores

 **backr**

Digital platform
to set up your own
business

25+
ventures

3m+
customers

2-3x
return



150+
Inbound
opportunities



23
Qualified
opportunities



12
Under
development



4
Launched



Givvable
Xccelerate2020



25+
ventures

3m+
customers

2-3x
return

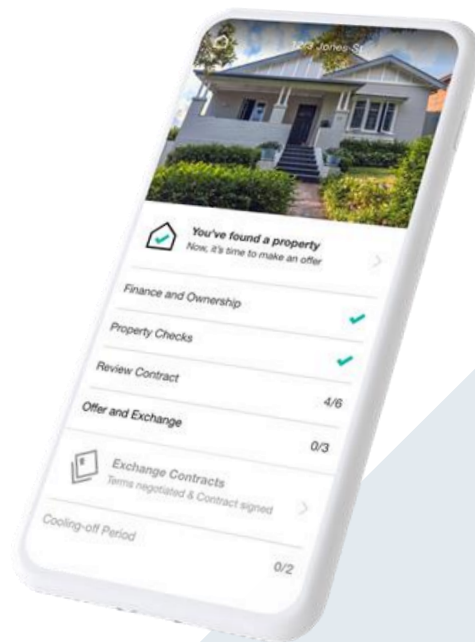
Lender impact



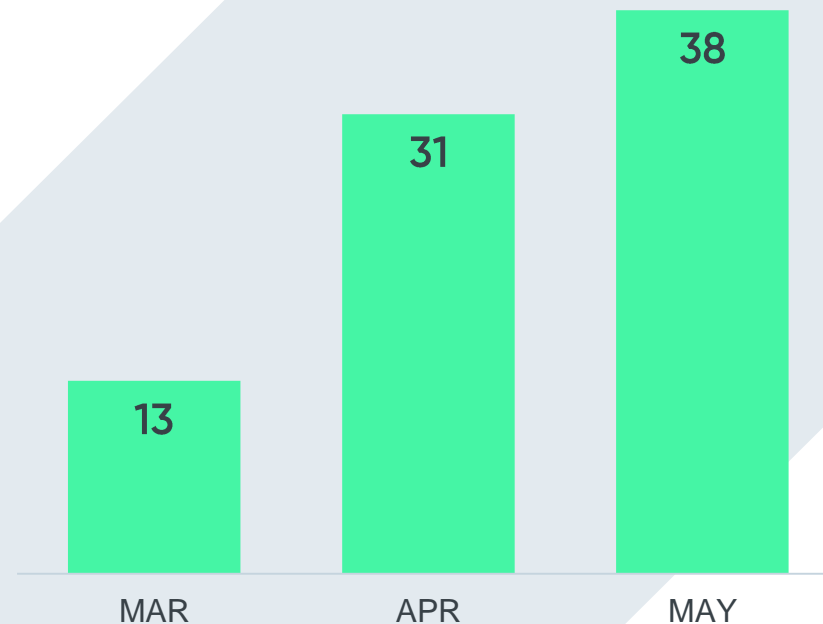
>5%
conversion increase



\$125m
settlements



Customer NPS (12 month average)




25+
ventures


3m+
customers


2-3x
return


Live

 creditsavvy 6m+ customers

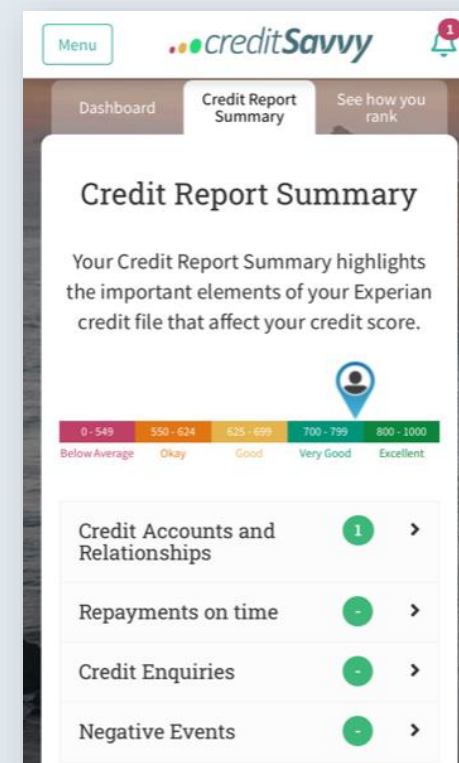
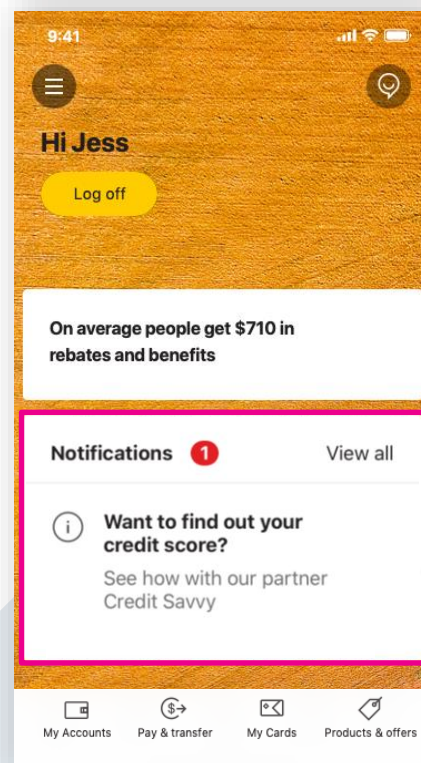
Next

 Home-in Pre-approved home loan customers

 vonto Digitally savvy small business owners

 backr Potential new business founders

CBA tech
X15



x15

Powered by
CommonwealthBank





01

A valuable portfolio of Fintech & 'adjacent services' – some with global potential



Square Peg 

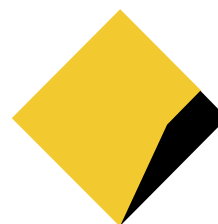
zetta
VENTURE PARTNERS

iNNOVAT!ON BAY



02

A best in class technology stack – fit for venturing, scalability & compliance



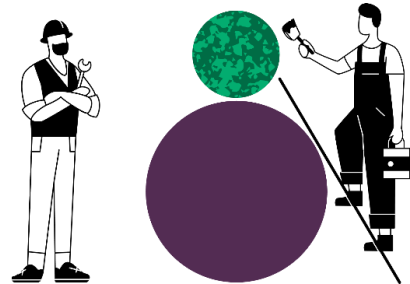
KPMG
High Growth
Ventures


Microsoft





Ready, set, start your business



Challenges when starting a business

...in a new economy



Is my idea going to work?

Will it still work, with Covid here?



How do I get ready to trade?

How can I be contactless and online from day-one?



What do I have to do?

What new rules and benefits do I need to know about?

One source for every service

Access all the services you need to get started, from business registrations to invoicing, in just one quick click

Expert guidance

Receive personalised recommendations to help you make the right business decisions before you start trading

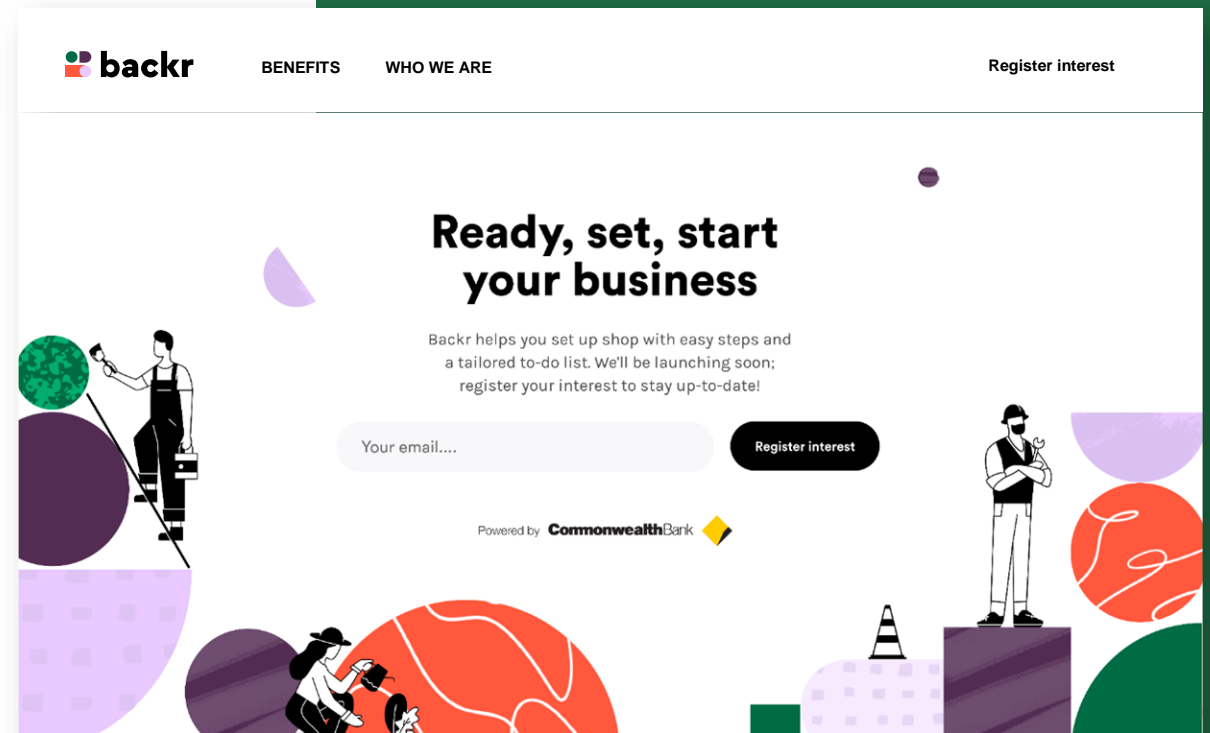
Seamless user experience

Navigate the complexities of starting up through a user-friendly and educational task-based experience

The image displays a collage of screenshots from the 'Register an ABN' app, illustrating its user interface and workflow. The main screen shows the 'Register an ABN' title and a list of required information: Name and contact details, Address and contact details, Details of each person or organisation (e.g., partner, director, secretary), Tax agent number (if you wish), Proof of identity information, Business structure, and Business activity details. A progress bar indicates 'Complete all 6 sections' with 'Business details' and 'Proof of identity' marked as 'Complete now'. A modal window asks 'Are you required to register for GST?' with options 'Yes', 'No', and 'I don't know'. Another modal asks 'What's your proposed business name?' with a 'Back' button and a 'Check' button. A third modal shows 'Business name' with a green banner stating 'The task 'Create a website' has been added to your taskboard'. The bottom screen shows a taskboard with tasks like 'Google My Business', 'Create a website', 'Register a domain name', and 'Marketing', each with a 'Complete outside of Backr' button and an 'Add to taskboard' button. A sidebar on the left contains icons for 'Legal essentials', 'Business basics', 'Build a presence', and 'Advanced'. The bottom navigation bar includes a 'Not sure what to do next?' link and a 'Help me choose' button. The app is powered by Commonwealth Bank.

The early bird gets the \$

Sign up for Backr and complete 4 easy tasks to receive a \$500 boost!



Square Peg 

zetta
VENTURE PARTNERS

CommSec



CommSec



The original disruptor
25 years of innovation



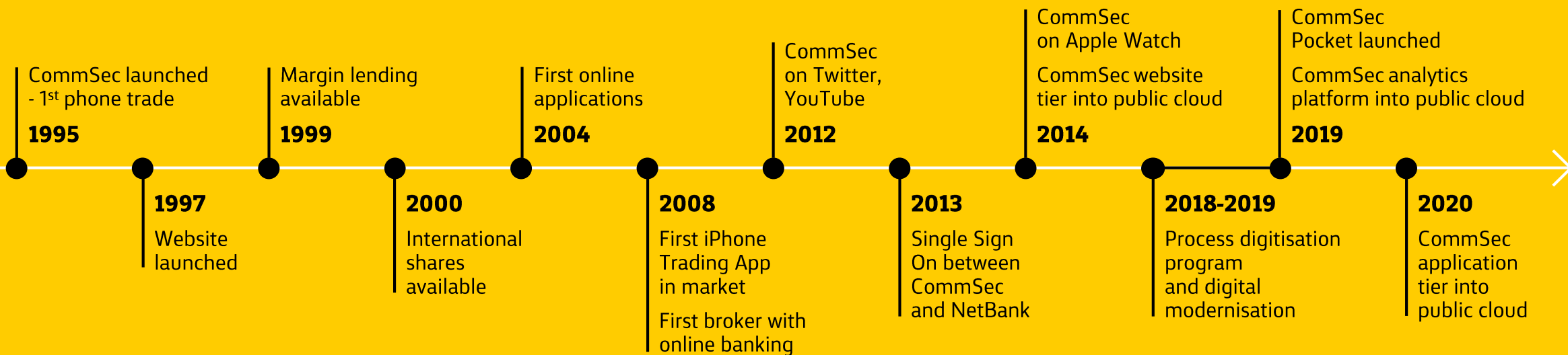
48.5%

CommSec market share



#1

Customer Satisfaction when
compared to major banks



Record retail investor **activity** in FY20



400k

new accounts
2.5x a usual year



400k

app downloads
2x with more than
half of all orders now
done on mobile



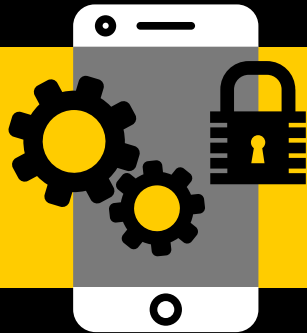
Mobile #1

Mobile overtaking web
as the predominant
channel of choice for
share investing



49

out of 50 biggest
trading days ever

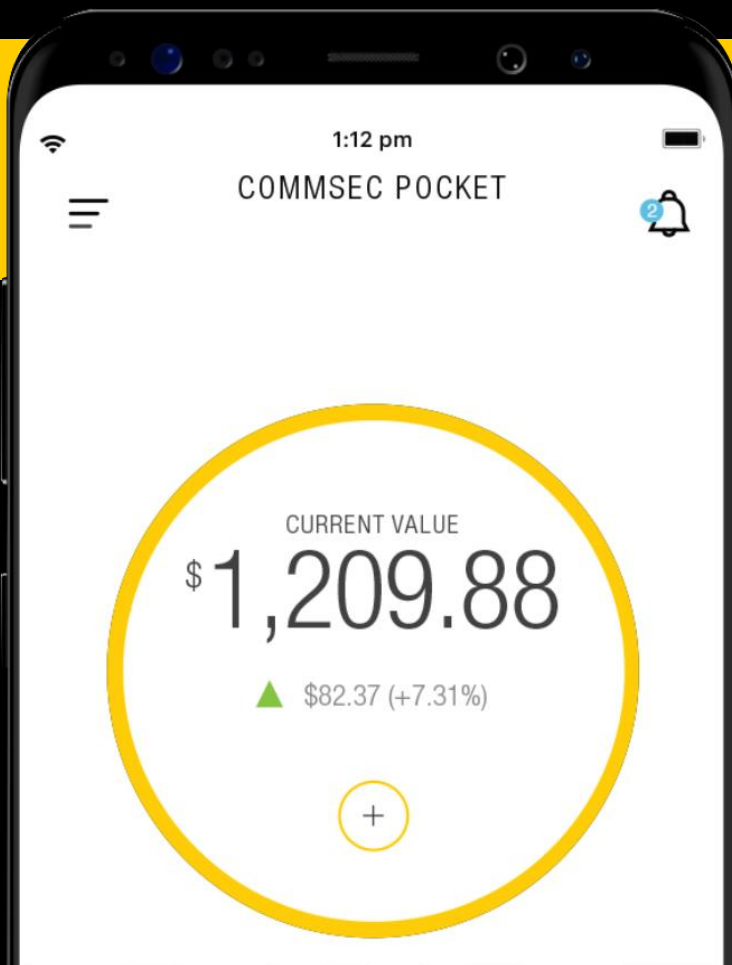


**Underpinned by ongoing investment in our
systems resiliency, process automation and
digital assets**

CommSec



CommSec Pocket Simplified Investing Anywhere, Anytime



Targeted at Savers wanting to take their first steps into the market

- Simple choices
- Low cost diversification
- Australian stockbroking firsts:
 - Start small with as little as \$50 (compared to typical \$500)
 - Automatic regular investing
- Low brokerage
- Learn as you go with tips and articles
- Real investor – buy and sell ETFs on the exchange

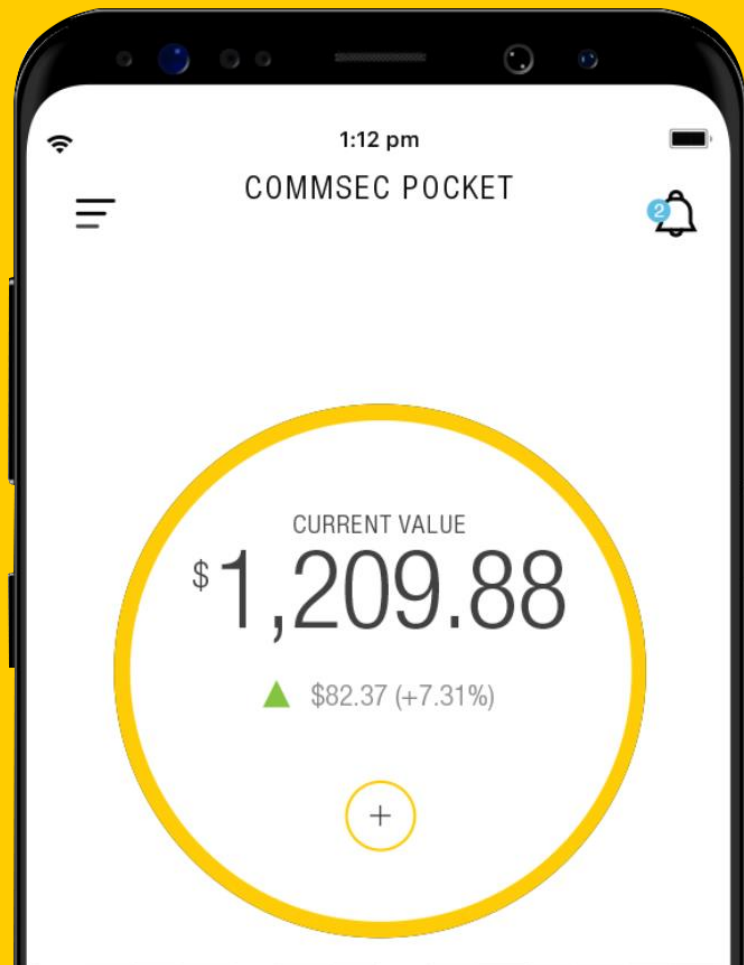
CommSec



DEMO



CommSec Pocket's big first year



Helping new investors start small

- 100k accounts
- \$180m invested
- 80% are 18-40
- Average investment balance is \$2.8k
- Popular themes are Aussie Top 200 and Tech Savvy
- Canstar Innovation Excellence Award and 4.4/5 app rating



Best in Digital

