

Commonwealth Bank of Australia 2023 AGM Report

ASX code	CBA
Meeting date	11 October 2023
Type of meeting	Physical with webcast
Monitor	Lewis Gomes and Julieanne Mills with Chad Moffiet assisting
Pre AGM-meeting	With Paul O'Malley (Chairman) and Melanie Kirk (Head Investor Relations)

Meeting Statistics

Number of holdings represented by ASA	1,284
Number of shares represented by ASA	3,272,411
Value of shares represented by ASA	\$332.5 million
Total number attending meeting	391 attendees in person of which 297 were shareholders and 12 were proxy holders plus 205 online attendees
Market capitalisation	\$170 billion
ASA open proxies voted	ASA voted in favour of all the resolutions

The Chairman, Paul O'Malley, opened the meeting with references to the financial pressures being felt across communities with cost-of-living pressures and the impacts of increasing numbers of scams, frauds, and cyber-attacks. He spoke to the bank's approach to climate change and supporting the transition to net zero by 2050 by requiring affected customers to have climate-aligned transition plans for their own businesses by 2025. The Chairman did acknowledge the transition to renewables "will be difficult and complicated", while noting the many challenges facing proponents of renewables infrastructure and generation.

He sought to explain the bank's support to the Voice and the \$2 million donation made to the Yes campaign based on the benefits the bank saw in greater engagement with First Nations people and the need to address the disadvantages from which many Indigenous people suffer. It was clear from the mood that some attendees did not support the Voice nor the Bank's donation.

The CEO, Matt Comyn, also referred to customers being impacted by economic difficulties and the steps the bank is taking to work with affected customers. Comyn spoke of \$750 million being invested in fraud protection and claimed that customer losses have been reduced by a third. With reference to branch closures, the bank has committed to keeping 40% of its branches operating in regional areas until at least 2026, but noted the rapidly increasing use of digital platforms, including the bank's popular app, will result in further reductions in physical branches over time.

The ASA commented on the excellent financial results achieved by the bank while at the same time being alert to customer issues and difficulties arising from current economic circumstances.

The ASA also reinforced its preference for hybrid meetings, which allow shareholders to vote during the meetings.

Rob Whitfield and Simon Moutter were very comfortably re-elected as directors with 98.1% of votes cast in favour for Mr Whitfield and 99.7% for Mr Moutter. The Remuneration Report was briefly discussed with the Financial Services Union raising concerns over reported wage underpayment issues and some questioning by others on the relevance of Net Promoter Scores as a performance measure. The ASA asked about the application of the Long Term Alignment Remuneration (LTAR) component of the long-term variable remuneration and the effectiveness of Board discretion in its determination. This resolution was strongly endorsed by the meeting with 97.9% of cast votes being in favour. The final resolution, being the award of long-term share rights to the CEO, drew no questions and was passed with 97.8% favourability.

The meeting started at 9.30am and ended at about 1.30pm. Unlike last year, there were no interruptions from climate activists. However, the meeting was unnecessarily extended by repeated questioning and statements from a small number of formerly aggrieved customers.

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