



## **COMMONWEALTH BANK APPOINTS NEW RETAIL SERVICE EXECUTIVE**

**SYDNEY, 5 March 2003:** The Commonwealth Bank has appointed career branch banking senior executive, David Marshall as Executive General Manager, Retail Sales and Service.

Reporting directly to Hugh Harley, Head of Retail Banking Services, Mr Marshall will be responsible for sales and service in the retail network, including branches, direct banking (call centres) and third party banking (brokers and intermediaries).

Mr Marshall joins the Bank from Westpac where he was National Head of Branch Banking. "David's approach in that role has been to spend roughly half his time directly coaching people within the network," Mr Harley said in announcing the appointment.

"This people-focused approach fits well with the Commonwealth Bank's focus on constantly improving the quality of service to our retail banking customers."

As well as extensive banking experience, Mr Marshall has broader financial expertise developed through earlier roles with the Warburg Group and the Fletcher Challenge Group. Originally from New Zealand, he holds a Bachelor of Agricultural Commerce degree and a Post-Graduate Diploma in Accounting & Finance.

Mr Marshall commences with the Commonwealth Bank in mid-March.

**ENDS**

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