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COMMONWEALTH BANK THANKS CUSTOMERS AND STAFF FOR THEIR SUPPORT

2 July 2004: The Commonwealth Bank thanked its customers and staff for their support during Finance Sector Union industrial action which sought to disrupt service to customers today.

Mr Hugh Harley, Group Executive, Retail Banking Services said, "I am very pleased that the overwhelming majority of our staff attended work to provide our customers with uninterrupted customer service".

"Despite a concerted effort by the union to maximise disruption, we were able to open 93% of our branches. It is this strong commitment by our staff that has enabled us to continue to meet the needs of our customers and I thank them for this".

Mr Harley also thanked customers for their flexibility, patience and understanding during the union's industrial action.

ENDS

For further information, please contact:

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