



## COMMONWEALTH BANK APPOINTMENT

**Sydney, April 16, 2004:** The Commonwealth Bank of Australia today announced the appointment of Mr Ciaran McMullan to the role of Executive General Manager, Communication, Coordination & Risk Management, CommSee. Ciaran commences with the Bank on 10 May 2004.

Premium Financial Services Group Executive, Michael Katz, said Ciaran's main responsibility will be facilitating implementation of the Bank's new Customer Relationship Management system 'CommSee' across the Bank.

"CommSee will underpin the Bank's fulfillment of three main customer needs – know me, deliver what I want, and do it reliably," Mr Katz said.

"It will enable Bank staff to access a single view of the customer, including accounts the customer holds and the status of recent interactions the customer has had with the Bank. This will enable our staff to better understand our customers and provide a service that best meets that customer's needs.

"Ciaran's role will be to ensure the smooth rollout of the CommSee Customer Relationship Management platform across the Bank over the next two years."

Ciaran joins the Bank from Cap Gemini Ernst & Young where he held a number of roles including Head of Transformation Consulting for Australia and Vice President of their Melbourne business and Financial Services group. Prior to his career in Management Consulting, Ciaran was with the Abbey National Bank in the UK.

### Further Information

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