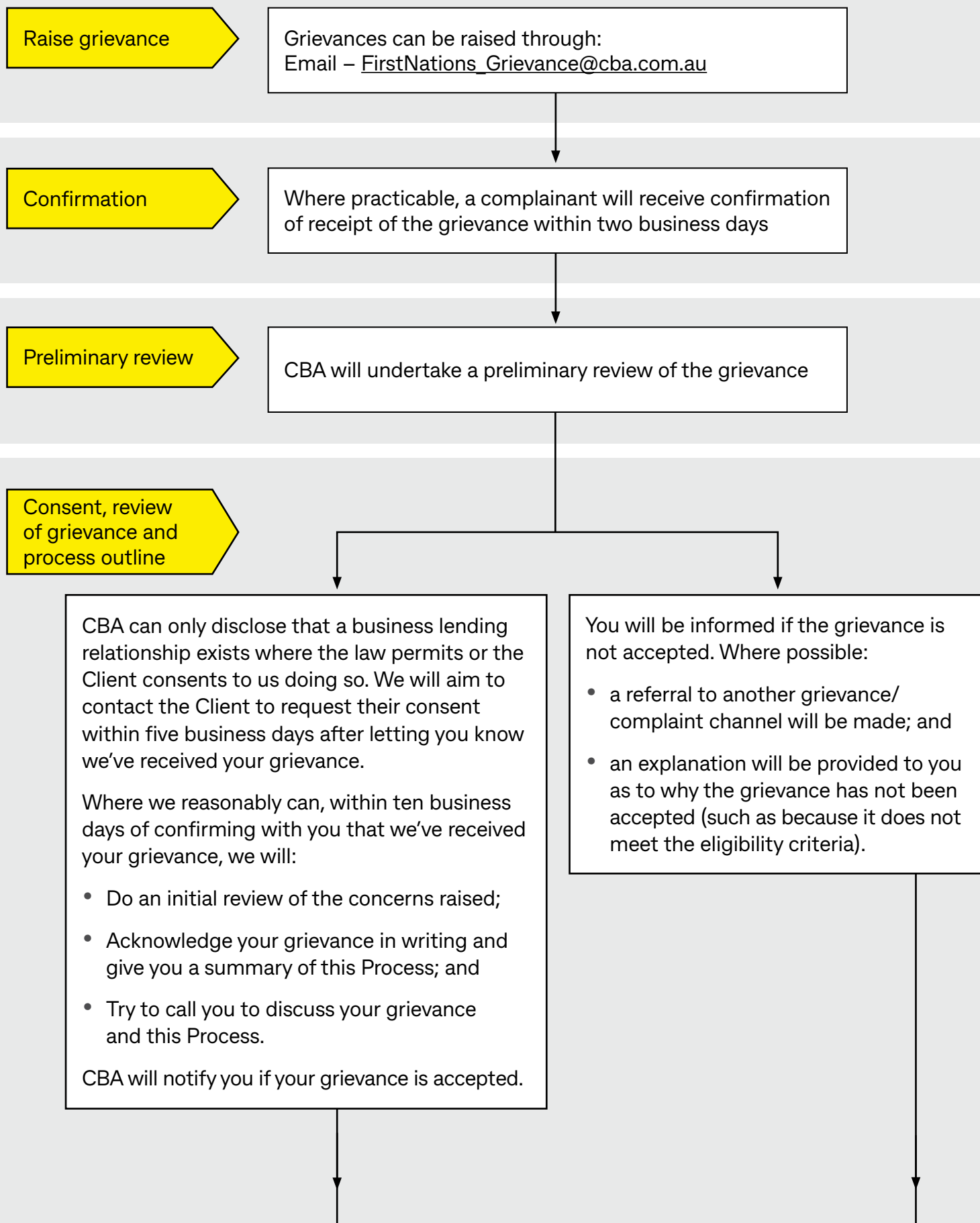
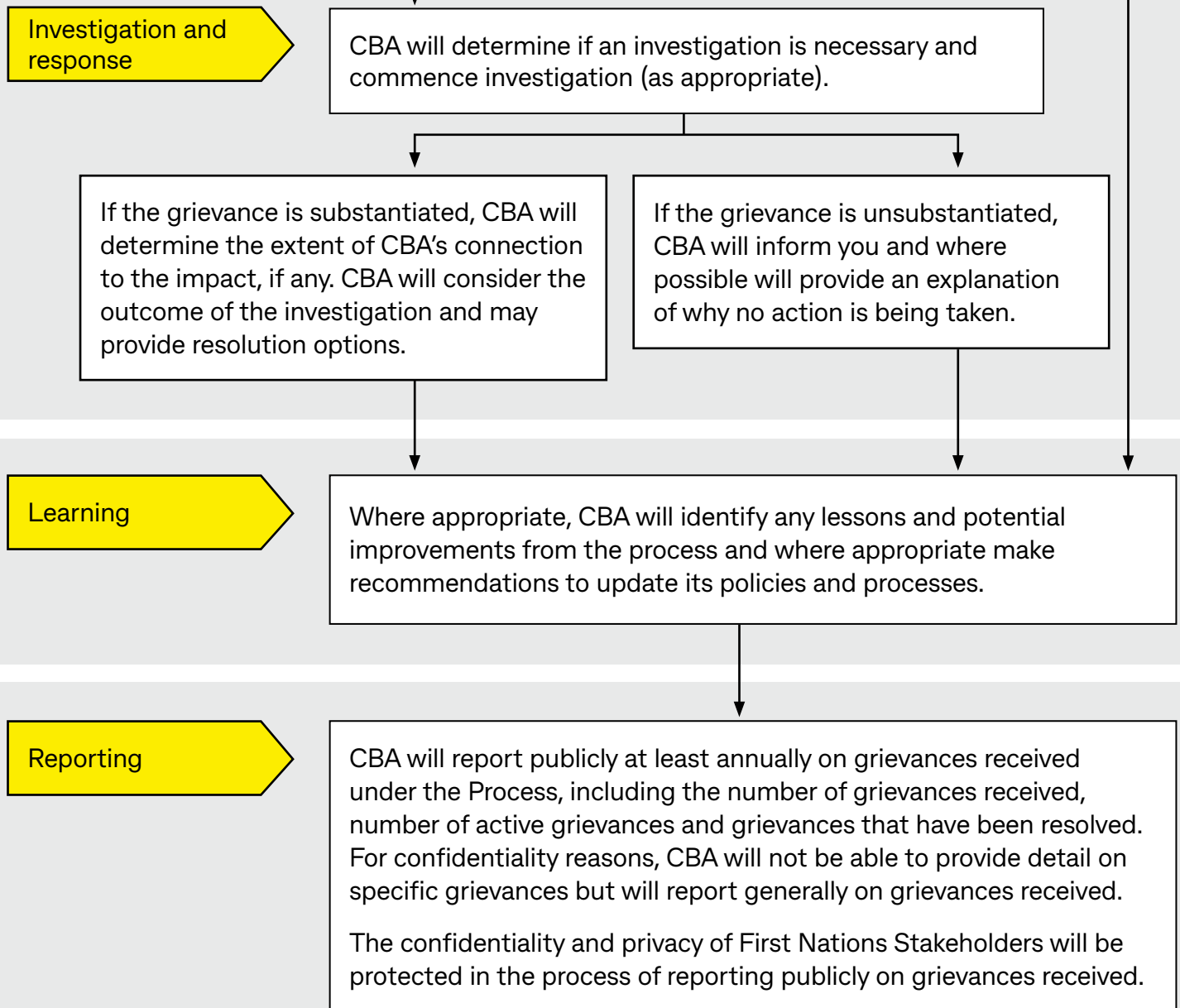


Human Rights of First Nations Stakeholders Grievance Process – Flow Chart



Commonwealth
Bank





1. Any resolutions available will be guided by the United Nations Guiding Principles for Human Rights.
2. The time that it takes to receive consent from a Client will vary (and the time taken may affect the other stages of the Process), however CBA will as far as practicable keep a complainant informed throughout the process.
3. All time estimates indicated in this process are a guide only. Various factors, including but not limited to, complexity and whether the Client has provided its consent, will affect CBA's ability to respond within the suggested timeframes.