

Commonwealth Bank recognised as Asia-Pacific's leading AI bank

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Key points

- CommBank ranked first in Asia-Pacific and fourth globally for AI maturity, and was the only Asia-Pacific bank in the global Top 10.
- AI-powered systems generate more than 40,000 proactive fraud alerts a day, alongside human-supervised agentic AI used by fraud teams.
- The ranking reflects CommBank's investment in AI talent, innovation and safeguards, with its approach guided by principles covering fairness, transparency, privacy, security and accountability.

Commonwealth Bank has been recognised as the leading bank in Asia-Pacific and fourth globally for AI maturity in the 2026 Evident AI Index.

The annual Index assesses 50 major banks across four areas: talent, innovation, leadership and transparency. CommBank retained fourth place globally and was the only Asia-Pacific bank in the global top 10.

The recognition comes as CommBank continues to responsibly scale use of AI to reimagine banking for customers.

Alexandra Mousavizadeh, Co-Founder and Co-CEO of Evident said:

“CommBank held its position among the world's leading banks for AI even as adoption across the sector accelerated, driven by its strong AI talent base with the second-highest density of talent across the entire Index. This is increasingly translating into tangible impact, such as AI-enabled fraud detection tools helping CommBank to reduce customer fraud losses.”

Rodrigo Castillo, CommBank Group Chief Technology Officer, said the ranking reflected the bank's long-term investment in the technology, people and safeguards needed to responsibly scale the technology.

“We are building tomorrow's bank today by using AI to transform how we build, deliver and innovate for our customers.

“We're deploying AI responsibly at scale to help detect scams and fraud, reimagine customer service, strengthen resilience and deliver solutions faster. Being recognised as the leading bank in Asia-Pacific and fourth globally reflects the progress our teams are making and the real benefits AI is already helping deliver for our customers.”

“We remain focused on leveraging transformative technologies and building the talent and safeguards needed to deliver simpler, safer and more tailored banking for our customers.”

AI in the fight against scams and fraud

One area where AI is already making an important impact is helping CommBank identify and respond to scams and fraud.

AI-powered systems generate more than 40,000 proactive alerts daily, helping warn customers when transactions appear unusual and supporting earlier intervention. The bank is also using human-supervised agentic AI to help its fraud teams respond more quickly as threats evolve.

This combination of advanced technology and human expertise is designed to help teams act with greater speed while ensuring people remain responsible for important decisions.

Responsibility and transparency

This year's Evident AI Index found that the leading banks are distinguished not only by the pace of their AI deployment, but also by their investment in controls.

CommBank's approach to AI is built on its risk management frameworks and guided by its AI principles covering fairness, transparency, privacy and data protection, reliability and security, accountability, and environmental and social impacts. CommBank's approach was shared in its Australian-banking first report on adopting AI released in February.

Find the full report on the Evident AI website.

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