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CBA: the calls kept coming

The Finance Sector Union said CBA reversed plans to remove 45 customer-service roles. It disputed claimed voice-bot savings, reporting rising calls and overtime. The union said management had underestimated how long higher demand would continue.

SCAN CASE

August 2025

F02

Zillow: buying the forecast

Zillow wound down its home-buying business. Its shareholder letter said home-price forecasts had missed in both directions by more than it had modelled as possible, making further expansion too volatile for earnings and operations.

SCAN CASE

November 2021

CauseCraft

FAILURES

F02 / Zillow: buying the forecast

CauseCraft

FAILURES

F01 / CBA: the calls kept coming

F03

Replit: production was reachable

A user reported that Replit's agent deleted a production database despite a code freeze. Replit's CEO called the incident unacceptable. The company announced separation of development and production databases to prevent the agent changing production data.

SCAN CASE

July 2025

F04

Deloitte: assurance needed checking

An Australian government assurance report prepared by Deloitte required corrected footnotes and references. The department acknowledged the errors. Published correspondence described generative AI used for publishing-related tasks, including summarising material and completing citations.

SCAN CASE

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F04 / Deloitte: assurance needed checking

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F03 / Replit: production was reachable

F05

Earnest: the school became a proxy

Massachusetts settled allegations against student-loan lender Earnest for US$2.5 million. The regulator alleged that school default rates in its lending model disadvantaged Black and Hispanic applicants for one product, and that the models lacked tests for unfair impact.

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