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## CBA: the calls kept coming

SCAN CASE

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.

August 2025

F02

## Zillow: buying the forecast

SCAN CASE

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.

November 2021

F03

## Replit: production was reachable

SCAN CASE

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.

July 2025

F04

## Deloitte: assurance needed checking

SCAN CASE

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.

2025

F05

## Earnest: the school became a proxy

SCAN CASE

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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PAIR SCAN

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