

CORONAVIRUS SUPPORT

You have our support



Hi all,

As we all come to terms with the growing challenges of the Coronavirus pandemic, our focus is clear, to support you with your financial needs in any way we can.

Rest assured, NAB is open for business. We continued lending throughout the Global Financial Crisis and we'll continue to lend through this. Through every challenge we've faced together, for more than 160 years, our support has remained.

The safety and wellbeing of our customers and team is our priority. With this in mind, we're following the advice of Australia's Chief Medical Officer and the World Health Organisation. We're also staying in close contact with Federal and State Government authorities as we put in place measures to support and protect families, businesses and the economy.

We've stepped up preventative hygiene measures at our branches and business banking centres. And we've enhanced what you can do remotely, so if you can't come into a branch, you can still get your banking done.

Here's some of the ways you can access your banking:

- Our online and telephone banking services are available to you 24/7. You can visit nab.com.au or call 13 22 65. Our team will do their absolute best to answer your calls and solve your queries as quickly as possible.
- The NAB app and internet banking provide you with many of your banking needs, including checking your balance and statements, making a funds transfer or managing your cards including block, unblock or reorder, changing your card PIN and activating your card.
- You can increase your Internet banking transfer limit up to \$40,000.
- You can deposit cheques by taking a photo of them in the NAB App. Deposit up to \$1500 every 7 days.
- Businesses needing fast access to cash can apply online for an unsecured QuickBiz Loan of up to \$100,000 or QuickBiz Overdraft up to \$50,000¹
- For our agribusiness and business customers across the country, please call your relationship banking team directly. They have the tools and guidance to make decisions on the ground to support you.

If you're experiencing financial hardship, we can help. Whether you're a personal or small business customer, please contact us:

- Personal - 1300 683 106 (Monday to Friday 8am-8pm AEST/AEDT; Saturday 9am-1pm AEST/AEDT)
- Business - 1300 769 650 (Monday to Friday 8am-6pm AEST/AEDT)

We're monitoring developments and adapting our processes in response every day. You can stay updated by visiting nab.com.au/coronavirus.

Wherever you bank with us, we want to reassure you of our support at this time. We'll get through this together.

Sincerely,

Ross McEwan
CEO, National Australia Bank

¹ Lending criteria and terms and conditions apply (available upon application).