HOW TO GIVE FEEDBACK OR RAISE A HUMAN RIGHTS ISSUE WITH NAB

At NAB, we listen and respond to community concerns regarding human rights issues and are committed to doing business in a responsible manner. If you'd like to provide feedback or raise an issue about our business, you can follow the below steps to lodge your feedback:

WHAT YOU NEED TO DO

1. Gather any supporting documents or information that will assist us to investigate your issue. This includes names, dates, times and locations.

2. Send an email to grievances@nab.com.au with details of the issue you wish to raise. Refer to the guidance provided below for instructions on what to include in your email.

WHAT WE'LL DO

• We will confirm via email that we have received your feedback or concern.

• Where we require further information to investigate, we will contact you to obtain this information and any supporting documents that are required.

• We will ensure that you're updated at an appropriate time on the progress of our investigation process.

• We will handle your personal information in accordance with our Privacy Policy.

RAISING A HUMAN RIGHTS ISSUE

To ensure we are able to respond as quickly and completely as possible, when raising a human rights issue via email to grievances@nab.com.au, please include the following details:

1. **Subject**

   Please include your name and 'Human Rights Issue' in the subject line of your email.

2. **Issue Details**

   In the body of your email, please write a description of:

   - The issue you want to raise (e.g. who, what, where, when, how) and the date and/or duration of the incident that led to the issue. We can then contact you to obtain more information.

   - The outcome you are looking to achieve. What is required to help resolve the concern? E.g. do you have suggestions on how your concern can be resolved?

3. **Would you like NAB to contact you to discuss this?**

   If you would like us to contact you about this concern, please indicate this in your email.

4. **NAB Identification Number**

   If you are a NAB customer, your NAB Identification Number is an 8-10 digit number found on the back of your NAB card above the black strip. This will be the same number you use to log in to internet banking.

5. **Phone number**

   If you would like us to contact you by phone, please provide your contact number, including your country code if you are outside of Australia.

6. **Your postal address**

   Please provide your postal address, including country if you are located outside of Australia.