



How to keep your information safe

National Australia Bank



Easy English

Hard words



This book has some hard words.

The first time we write a hard word

- the word is in **blue**
- we write what the hard word means.

You can get help with this book



You can get someone to help you

- read this book
- know what this book is about
- find more information.



We will write contact information at the end of this book.

About this book

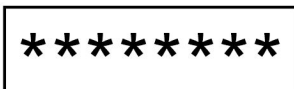


This book is from National Australia Bank or NAB.



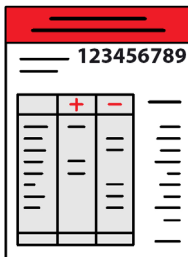
This book is about how to keep your **bank information** safe.

Bank information means any details you use for your bank accounts.

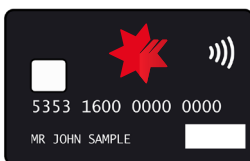


For example, your

- PIN or personal identification number



- account number



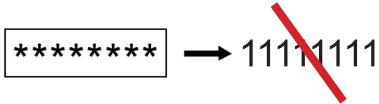
- credit card number



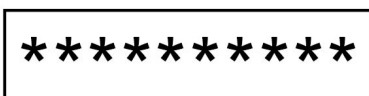
- password for **internet banking**.

Internet banking means when you go to our website to use your bank account.

How can you keep your bank information safe?



You should choose a password or PIN that is hard for other people to guess.



You should use a password that has 10 letters or more.

aA

The letters should have

- some capital letters

234

- some numbers

- special characters.

!
@
\$

For example

- !
- @
- \$



Do **not** have your password or PIN as

- your birth date



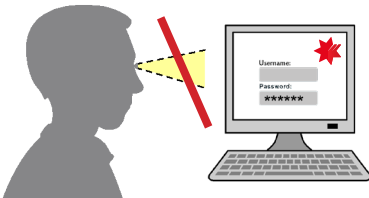
- your car registration



- your name.



Do **not** tell other people your password or PIN.



Do **not** let anyone see what your password or PIN is.

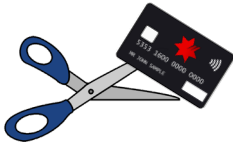
How can you keep your cards safe?



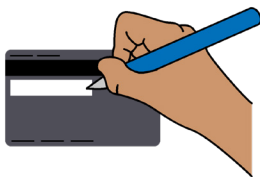
Do **not** let anyone else use your bank cards.



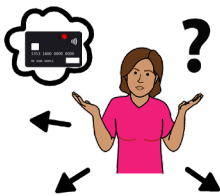
Only use your card numbers on a website if you think it is safe.



Cut up your card when it expires.



Sign the back of your new cards as soon as you get them.



Tell us straight away if

- you lose your card



- your card gets stolen

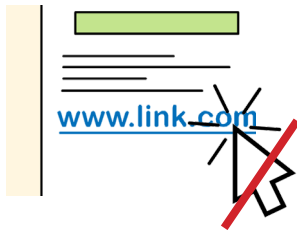


- someone else uses your card.

Be safe when you go to our website



Type in our web address when you use our website.



Do **not** click on a link to our website from a message or email.

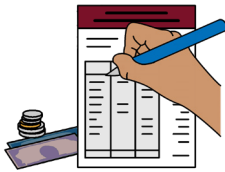
You can use the NAB app instead of our website.

Be careful with your phone



If someone can unlock your phone, they might be able to

- use your bank information
- change your bank information
- pay for something with your money.



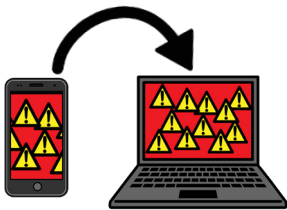
Keep your phone as safe as your wallet or purse.

How can you keep your device safe?



You can put **anti-virus software** on your devices.

Anti-virus software keeps your device safe from a **computer virus**.

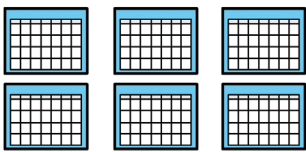


A computer virus

- spreads from device to device



- is bad for your device.



You can get 6 months of free anti-virus software on our website.

How can you be safe from identity theft?



Identity theft means when someone

- knows your information

and



- pretends to be you.



Only tell your personal information to people that you trust.



Do **not** put private information on social media.



For example

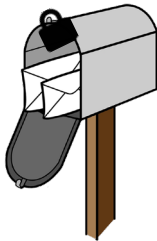
- where you live



- your birth date



- your phone number.



You can put a lock on your letterbox so people do **not** steal your mail.

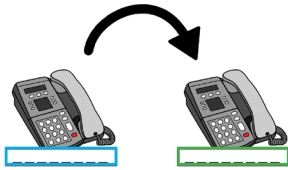


You should shred private documents when you want to throw them away.

When should you talk to us?

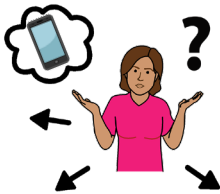
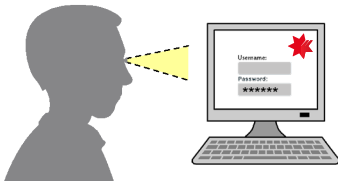
Talk to us if

- your contact details change
- you think something is wrong.



You should also talk to us if

- someone finds out your PIN or password
- someone else has used your account
- your mobile phone is lost or stolen
- you gave your bank information to someone else.





More information

For more information contact NAB.



Call 13 22 65



Website nab.com.au

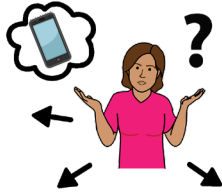
You can read the full document on our website

The document is called

Don't Get Caught Off Guard.



Website nab.com.au/securitytips



If your card or device has been lost or stolen



If you are in Australia



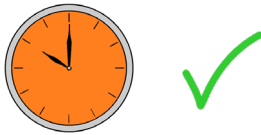
Call 1800 033 103



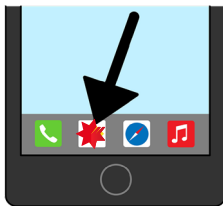
If you are overseas



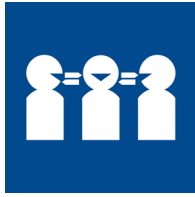
Call +61 3 8641 9121



You can call any time of day or night.



You can also block or replace your card with NAB internet banking or the NAB app.



If you do not speak English

Call 13 22 65



Press 3

Press 1

When someone answers you can say

I need an interpreter.



We will get someone to help you.



If you need help to speak or listen

You can use the National Relay Service or NRS to call us.

You must sign up to the NRS to use the service.



Call 1800 555 660



Give the relay officer the NAB number you want to call.



You can find more ways to contact the NRS on their website.



Website

accesshub.gov.au/about-the-nrs/nrs-call-numbers-and-links

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