

Limited Participation FX Solutions Products

NAB Foreign Exchange Transactions Product Disclosure Statement

Preparation Date: 3 November 2023

Important information

Issuer and contact details

This Product Disclosure Statement (PDS) is issued by National Australia Bank Limited (NAB) ABN 12 004 044 937 AFSL 230686 and is dated 3 November 2023. It provides important information about Limited Participation FX Solutions Products and should be read before making a decision to enter into these Transactions. More information can be obtained by speaking to your NAB foreign exchange specialist, calling 1800 307 827 or speaking to your banker.

Updated information

The information in this PDS is subject to change. If the change relates to an increase in fees or charges or is otherwise adverse to you, NAB will notify you by publishing an updated or supplementary PDS no less than 30 days before the change takes effect, otherwise, NAB will notify you of changes as soon as practicable. Please check NAB's website regularly at **NAB Foreign Exchange** and before entering into a contract, for the latest PDS. Whenever an updated PDS is published, we will tell you by giving you written notice with information about the changes. We may give you a shorter period of notice, or no notice, if it is reasonable for us to give shorter notice or no notice, to manage an immediate and material risk, subject to our legal obligations.

You can also access this updated information or request a paper copy of any updated information for free by contacting NAB. Refer to the contact details listed at the back of this PDS.

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General information only

The information set out in this document is general in nature. By providing this PDS, NAB does not intend to provide financial product advice or any financial recommendations. It has been prepared without taking into account your objectives, financial situation or needs. Before acting on this information, you should consider its appropriateness, having regard to your objectives, financial situation and needs. You should carefully read and consider all of the information in this PDS and seek independent expert financial, legal and tax advice before making a decision about whether or not an FX Transaction is suitable for you.

Privacy Policy

We will generally collect your personal information from you directly whenever we can, for example when you submit a form with us, call us, use our websites (including via cookies) or mobile applications or drop into one of our branches. We also collect information when you use our online or mobile banking services. This includes the collection of information about your use of technology when you access such services (such as how you interact with the technology and from where). (See our Cookies Policy www.nab.com.au/cookies for more information). Sometimes we may also collect your personal information from third parties. If we collect information about you from a third party, we will take steps to notify you of that collection.

For more information about how NAB collects, uses, shares and handles your personal information, see our Privacy Policy at www.nab.com.au/privacy and Privacy Notification at www.nab.com.au/privacynotification. Information in these documents includes how you can:

- access and correct your information;
- make a complaint about how we manage your information; and
- view the overseas locations that NAB may disclose personal information to.

You can ask us for a copy of these documents at any time by contacting NAB. Refer to the contact details listed at the back of this PDS.

Telephone recording

Please note calls to or from your NAB foreign exchange specialist and settlement departments are recorded. This is standard market practice to ensure we have complete records of the details of the transaction which can be used if there is a dispute and for staff training and monitoring purposes. If you do not wish to be recorded, you will need to advise your NAB foreign exchange specialist. However, we will not enter into any transaction over the telephone unless it is recorded.

Banking Code of Practice

NAB voluntarily subscribes to the Banking Code of Banking Practice (Banking Code) which lays down standards of good banking practice for dealing with small businesses and individuals. A copy of the Banking Code can be obtained by calling 13 10 12.

You can obtain from us, on request:

- information on our current rates and standard fees and charges relating to these Products;
- general descriptive information concerning our banking services (including about cheques, account opening procedures, bank cheques, our confidentiality obligations and complaint handling procedures) and concerning the importance of reading the terms and conditions for each banking service we provide to you, and informing us promptly when you are in financial difficulty; and
- a copy of the Banking Code.

Anti-Money Laundering and Counter Terrorism Financing

In accordance with NAB's obligations under the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006* (Cth), we may require you to provide additional information, or to verify information relating to your identity or your transaction(s) at any time. We may be required to block or suspend your account without notice, or to provide transaction and identification information to regulators or other parties.

Foreign Account Tax Compliance Act (FATCA) and Common Reporting Standard (CRS)

We are required to collect information about your tax residency status, including whether you are a US citizen or resident for US tax purposes, and other relevant information to determine your reporting status under the FATCA and the CRS rules.

If you identify yourself as a foreign resident for tax purposes (including a US citizen or tax resident), your account information may be reported to the relevant tax authorities. You are required to inform us of any changes to your tax residency status within 30 days of such change.

Cooling-off period

There is no cooling-off period after entering into FX Transactions. FX Transactions may be terminated early and may be subject to the risk that additional costs may be incurred which can be detailed at the time.

Cancellation, early termination or other variations of an FX transaction are at NAB's discretion. See 'Varying or Terminating a Transaction' on page 18 for more information.

Defined terms

Capitalised words and expressions are defined in the Glossary section of this PDS.

Examples

Examples in this PDS are used for illustrative purposes only and do not reflect current prices, outcomes, forecasts or predictions.

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Overview

Products

NAB offers three Limited Participation FX Solutions Products:

- Participating Forward
- Variable Forward Range
- Enhanced Range Forward.

Main purpose

Limited Participation FX Solutions Products help you manage risks associated with your exposure to volatility in foreign exchange markets. They are not designed for exchange rate speculation.

Suitability

Limited Participation FX Solutions Products may be suitable for importers, exporters and customers who have cash flows denominated in foreign currencies.

Each of the Products may help protect your business from unfavourable movements in the exchange rate and can enable you to benefit, in part, from favourable currency movements.

Key benefits and features

Limited Participation FX Solutions Products provide you with the protection of a worst case exchange rate but also allow you to have limited participation in favourable movements in exchange rates.

You achieve this by accepting a Protection Rate that is less favourable than the equivalent Forward Rate, and by only participating in some of the benefits from favourable movements in the currency.

You may need to enter a Master Agreement with us before you can enter into a Transaction. Entry into a Master Agreement, and each Transaction, is subject to our credit approval and documentary preconditions.

For more information please refer to the section *Key Benefits of Limited Participation FX Solutions Products* on page 14.

Key risks

The main risk of Limited Participation FX Solutions Products is that the Exchange Rate achieved on a Transaction may be less favourable than the exchange rate you could have achieved by transacting in the future at the Spot Rate.

Each Transaction must be settled on the Settlement Date. It is your responsibility to ensure that you have the required amount of currency to deliver to us on the Settlement Date.

When you enter into a Transaction with us, you are locked into the terms of that Transaction. If your foreign currency needs change because an underlying commercial transaction is cancelled or substantially altered, you will still need to settle on the Settlement Date (unless we agree otherwise with you).

For more information, please refer to the section *Key Risks of Limited Participation FX Solutions Products* on page 15.

Important note

Limited Participation FX Solutions Products should only be entered into if their use is consistent with your risk management strategy and financial circumstances. It is your responsibility to monitor any risks associated with your FX transactions.

Foreign exchange transactions

What is a foreign exchange transaction?

A foreign exchange (FX) transaction is used to exchange one currency for another currency at an agreed Exchange Rate on an agreed date. The Exchange Rate is the price payable by you for that exchange.

For example, if the agreed Exchange Rate of the Australian Dollar (**A\$** or **AUD**) and US Dollar (**US\$** or **USD**) is AUD/USD 0.95, this means that for every A\$100,000 you exchange you will receive US\$95,000.

FX transactions are classified by the period between the Transaction Date and the Settlement Date as shown in the table below.

Settlement Date	Classification
Same day as the Transaction Date	Value today
One Business Day after the Transaction Date	Value tomorrow
Two Business Days after the Transaction Date	Spot
More than two Business Days after the Transaction Date	Forward

What determines the Exchange Rate?

NAB's Exchange Rates are based on the inter-bank market rate and then adjusted for our costs and risk in entering into the relevant Transaction.

The inter-bank market rate fluctuates according to market supply and demand factors, including:

- investment inflows/outflows
- economic and political circumstances
- market sentiment or expectations
- the volume and value of goods and services imported and exported.

If the interaction of these factors increases demand for a currency, then the price of that currency should increase (all other things being equal). Conversely, if the interaction of these factors decreases demand for a currency, then the price of that currency should fall (all other things being equal).

The inter-bank market is restricted to authorised foreign exchange dealers and banks, including NAB, which constantly quote to each other at wholesale rates. As part of our business, we regularly trade for our own account and the accounts of other customers, which may affect the inter-bank market rate.

What are Spot and Forward transactions?

Spot FX transactions

A Spot FX transaction (or **Spot**) is an agreement to exchange:

- a specified amount of one currency for another currency
- at an Exchange Rate that is determined now
- with the exchange to occur today (and usually settled in two Business Days' time).

It allows you to fix the value of a present foreign currency cash flow at a known Exchange Rate (i.e. today's **Spot Rate**).

How a Spot FX transaction works

Importer example	Exporter example
<p>You are an Australian importer due to pay US\$100,000 today for goods bought overseas. You need to sell your A\$ to buy US\$.</p> <ul style="list-style-type: none"> • Today's AUD/USD Spot Rate is 0.9500. <p>If you exchange the money today, then you will need to pay A\$105,263 (i.e. US\$100,000/0.9500) on the Settlement Date.</p>	<p>You are an Australian exporter due to receive US\$100,000 today for goods sold overseas. You need to sell your US\$ to buy A\$.</p> <ul style="list-style-type: none"> • Today's AUD/USD Spot Rate is 1.0500. <p>If you exchange the money today, then you will receive A\$95,238.10 (i.e. US\$100,000/1.0500) on the Settlement Date.</p>

All examples are for illustrative purposes only and do not reflect current prices or outcomes.

Forward FX transactions

A Forward FX transaction (or **Forward**) is an agreement to exchange:

- a specified amount of one currency for another currency
- at an Exchange Rate that is determined now
- with both the exchange and settlement to occur in the future.

It allows you to fix the value of a future foreign currency cash flow at a known Exchange Rate (i.e. today's **Forward Rate**).

A Forward protects you against the risk that the Spot Rate in the future becomes less favourable than the Forward Rate that you agree today.

The Exchange Rate is fixed on the Transaction Date, and so a Forward will protect you from unfavourable movements in the exchange rate, but you will not benefit from favourable movements.

How a Forward FX transaction works

Importer example

You are an Australian importer due to pay US\$100,000 in three months' time for goods bought overseas. At that time, you need to sell your A\$ to buy US\$.

- Today's AUD/USD Spot Rate is 0.9500.
- Today's AUD/USD three month Forward Rate is 0.9450.

If you do not have a Forward

If you do not manage your exchange rate risk, then the amount of A\$ you will have to pay for the US\$ depends on the Spot Rate in three months' time.

- If the Spot Rate moves favourably (e.g. it rises to 0.9800), then you need less A\$ to pay for the US\$. So, on the Settlement Date you pay A\$102,041 (i.e. US\$100,000/0.9800).
- If the Spot Rate moves unfavourably (e.g. it falls to 0.8800), then you need more A\$ to pay for the US\$. So on the Settlement Date you pay A\$113,636 (i.e. US\$100,000/0.8800).

If you have a Forward

As you decide to manage your exchange rate risk and protect yourself against the risk of the A\$ falling against the US\$, you enter into a Forward with NAB.*

- You agree today to exchange A\$ for US\$ in three months' time at the Forward Rate of 0.9450.
- That rate is fixed today and so in three months' time you pay A\$105,820 (i.e. US\$100,000/0.9450), irrespective of the Spot Rate today and of the Spot Rate in three months' time.

Exporter example

You are an Australian exporter due to receive US\$100,000 in three months' time for goods sold overseas. At that time, you need to sell your US\$ to buy A\$.

- Today's AUD/USD Spot Rate is 1.0500.
- Today's AUD/USD three month Forward Rate is 1.0450.

If you do not have a Forward

If you do not manage your exchange rate risk, then the amount of A\$ you will receive for the US\$ depends on the Spot Rate in three months' time.

- If the Spot Rate moves favourably (e.g. it falls to 1.0200), then you receive more A\$ on the sale of the US\$. So, on the Settlement Date you receive A\$98,039 (i.e. US\$100,000/1.0200).
- If the Spot Rate moves unfavourably (e.g. it rises to 1.0700), then you receive less A\$ for the US\$. So on the Settlement Date you only receive A\$93,458 (i.e. US\$100,000/1.0700).

If you have a Forward

As you decide to manage your exchange rate risk and protect yourself against the risk of the A\$ rising against the US\$, you enter into a Forward with NAB.*

- You agree today to exchange US\$ for A\$ in three months' time at the Forward Rate of 1.0450.
- That rate is fixed today and so in three months' time you receive A\$95,694 (i.e. US\$100,000/1.0450), irrespective of the Spot Rate today and of the Spot Rate at in three months' time.

All examples are for illustrative purposes only and do not reflect current prices or outcomes.

* Please refer to the current version of the Product Disclosure Statement titled NAB Foreign Exchange Transactions – Spot and Forward issued for more information.

Difference between the Forward Rate and the Spot Rate

The Forward Rate differs from the Spot Rate by the inclusion of the Forward Margin, which is calculated from the difference between the interest rates that can be earned in the respective countries of the currencies being exchanged. The Forward Margin compensates the buyer of the currency with the higher interest rate for extra interest that could have been earned if the exchange had occurred earlier and the proceeds had been invested at the higher rate of interest.

The greater the difference in the interest rates between the two currencies, the larger the Forward Margin is likely to be (all other things being equal). Conversely the smaller the difference, the smaller the Forward Margin is likely to be (all other things being equal).

The Forward Margin can either be at a discount or a premium to the Spot Rate, depending on whether the currency you are buying or selling has a higher or lower interest rate than the currency being exchanged. For example, the Forward Margin should result in the currency with the higher interest rate having a Forward Rate that is at a discount to the Spot Rate.

How can I enter into a Spot and Forward transaction?

NAB can make Spot and Forwards available to you. Further information is contained in the separate Product Disclosure Statement titled *NAB Foreign Exchange Transactions – Spot and Forward*.

Please contact us on **1800 307 827** to obtain a copy.

Product description

Limited Participation FX Solutions Products are Forwards and so protect you against the risk that the Spot Rate in the future becomes less favourable than the Exchange Rate that you agree today.

As an added benefit Limited Participation FX Solutions Products allow you to have limited participation in favourable movements in exchange rates.

NAB offers three Limited Participation FX Solutions Products:

1. Participating Forward
2. Variable Forward Range
3. Enhanced Range Forward.

What are their uses?

Limited Participation FX Solutions Products are useful to manage FX risk when your business:

- has a future foreign currency cash flow
- requires protection against unfavourable movements in the exchange rate
- wants some benefit from favourable movements.

What is the Protection Rate?

The Protection Rate protects you against unfavourable movements in the exchange rate. It is the least favourable Exchange Rate that will apply under a Limited Participation FX Solutions Transaction.

When you enter into a Transaction, the Protection Rate is usually less favourable than the equivalent Forward Rate. Accepting the less favourable rate entitles you to have limited participation in favourable movements in the exchange rate.

We agree the Protection Rate with you before entering into the Transaction, and specify it in the confirmation.

1. What is a participating Forward?

A Participating Forward is a type of Forward FX transaction. It protects you against unfavourable movements in the exchange rate, and provides you with the ability to participate in favourable movements on a pre-determined proportion of the Transaction Amount.

The Participation Rate sets the proportion on which you will benefit from favourable movements (i.e. the participating portion) and on which you will not benefit (i.e. the fixed portion).

We agree the Protection Rate and the Participation Rate with you before entering into the Transaction, and specify them in the confirmation.

You can only benefit from favourable movements in the exchange rate in relation to the participating portion. However, you are protected against unfavourable movements beyond the Protection Rate in relation to the full Transaction Amount.

What are the possible outcomes under a Participating Forward?

- If the Spot Rate at Expiry is the same as or less favourable than the Protection Rate, then you must exchange the full Transaction Amount at the Protection Rate.
- If the Spot Rate at Expiry is more favourable than the Protection Rate, then you must exchange the fixed portion at the Protection Rate, and may, but are not obliged to, exchange the participating portion at the Spot Rate at Expiry.

How a Participating Forward Transaction works

Importer example

You are an Australian importer due to pay US\$100,000 in three months' time for goods bought overseas. At that time, you need to sell your A\$ to buy US\$.

- Today's AUD/USD Spot Rate is 0.9500.
- Today's AUD/USD three month Forward Rate is 0.9300.

As you decide to manage your exchange rate risk and protect yourself against the risk of the A\$ falling against the US\$, but also wish to have some benefit if the A\$ rises against the US\$, you enter into a Participating Forward with NAB.

- You agree today to sell A\$ to buy US\$ in three months' time.
- The Protection Rate is AUD/USD 0.9100.
- The Participation Rate is 40%.

Unfavourable currency movement

If the Spot Rate at Expiry falls to AUD/USD 0.8800, then:

- You are protected from that movement and must exchange the full Transaction Amount at the Protection Rate.
- On the Settlement Date you pay A\$109,890 (i.e. US\$100,000/0.9100).

Favourable currency movement

If the Spot Rate at Expiry rises to AUD/USD 0.9800, then:

- You must exchange the fixed portion of US\$60,000 at the Protection Rate and so must pay A\$65,934 (i.e. US\$60,000/0.9100).
- You may, but are not obliged to, exchange the participating portion of US\$40,000 at the Spot Rate at Expiry. If you choose to make the exchange, you pay A\$40,816 (i.e. US\$40,000/0.9800).
- As you choose to benefit from the favourable movements in exchange rates, on the Settlement Date you pay A\$106,750 (i.e. A\$65,934 + A\$40,816) for an effective exchange rate of AUD/USD 0.9368 (i.e. US\$100,000/A\$106,750).

Exporter example

You are an Australian exporter due to receive US\$100,000 in three months' time for goods sold overseas. At that time, you need to sell your US\$ to buy A\$.

- Today's AUD/USD Spot Rate is 0.9800.
- Today's AUD/USD three month Forward Rate is 0.9650.

As you decide to manage your exchange rate risk and protect yourself against the risk of the A\$ rising against the US\$, but also wish to have some benefit if the A\$ falls against the US\$, you enter into a Participating Forward with NAB.

- You agree today to sell US\$ to buy A\$ in three months' time.
- The Protection Rate is AUD/USD 0.9900.
- The Participation Rate is 40%.

Unfavourable currency movement

If the Spot Rate at Expiry rises to AUD/USD 1.0300, then:

- You are protected from that movement and must exchange the full Transaction Amount at the Protection Rate.
- On the Settlement Date you receive A\$101,010 (i.e. US\$100,000/0.9900).

Favourable currency movement

If the Spot Rate at Expiry falls to AUD/USD 0.9000, then:

- You must exchange the fixed portion of US\$60,000 at the Protection Rate and so receive A\$60,606 (i.e. US\$60,000/0.9900).
- You may, but are not obliged to, exchange the participating portion of US\$40,000 at the Spot Rate at Expiry. If you choose to make the exchange, you receive A\$44,444 (i.e. US\$40,000/0.9000).
- As you choose to benefit from the favourable movements in exchange rates, on the Settlement Date you receive A\$105,050 (i.e. A\$60,606 + A\$44,444) for an effective exchange rate of AUD/USD 0.9519 (i.e. US\$100,000/A\$105,050).

All examples are for illustrative purposes only and do not reflect current prices or outcomes.

2. What is a Variable Forward Range?

A Variable Forward Range is a type of Forward FX transaction. It protects you against unfavourable movements in the exchange rate, and provides you with the ability to participate in favourable movements up to an exchange rate called the 'Advantage Rate' but not beyond.

The Advantage Rate and Protection Rate apply to the full Transaction Amount. The result is that the Exchange Rate that ultimately applies to your Transaction will lie within a specified range between the Protection Rate and the Advantage Rate.

We agree the Protection Rate and the Advantage Rate with you before entering into the Transaction, and specify them in the confirmation.

How a Variable Forward Range Transaction works

Importer example	Exporter example
<p>You are an Australian importer due to pay US\$100,000 in three months' time for goods bought overseas. At that time, you need to sell your A\$ to buy US\$.</p> <ul style="list-style-type: none">• Today's AUD/USD Spot Rate is 0.9500.• Today's AUD/USD three month Forward Rate is 0.9300. <p>As you decide to manage your exchange rate risk and protect yourself against the risk of the A\$ falling against the US\$, but also wish to benefit up to the Advantage Rate if the A\$ rises against the US\$, you enter into a Variable Forward Range with NAB.</p> <ul style="list-style-type: none">• You agree today to sell A\$ to buy US\$ in three months' time.• The Protection Rate is AUD/USD 0.9150.• The Advantage Rate is AUD/USD 0.9650. <p><i>Protection Rate applies</i></p> <p>If the Spot Rate at Expiry falls to AUD/USD 0.8800, then:</p> <ul style="list-style-type: none">• You are protected from that movement and must exchange the full Transaction Amount at the Protection Rate.• On the Settlement Date you pay A\$109,290 (i.e. US\$100,000/0.9150). <p><i>Spot Rate at Expiry applies</i></p> <p>If the Spot Rate at Expiry is AUD/USD 0.9350, then:</p> <ul style="list-style-type: none">• You may, but are not obliged to, exchange the full Transaction Amount at the Spot Rate at Expiry.• If you choose to make the exchange, on the Settlement Date you pay A\$106,952 (i.e. US\$100,000/0.9350). <p><i>Advantage Rate applies</i></p> <p>If the Spot Rate at Expiry rises to AUD/USD 0.9800, then:</p> <ul style="list-style-type: none">• You benefit from that movement up to the Advantage Rate and must exchange the full Transaction Amount at this rate.• On the Settlement Date you pay A\$103,627 (i.e. US\$100,000/0.9650).	<p>You are an Australian exporter due to receive US\$100,000 in three months' time for goods sold overseas. At that time, you will need to sell your US\$ to buy A\$.</p> <ul style="list-style-type: none">• Today's AUD/USD Spot Rate is 0.9800.• Today's AUD/USD three month Forward Rate is 0.9710. <p>As you decide to manage your exchange rate risk and protect yourself against the risk of the A\$ rising against the US\$, but also wish to benefit down to the Advantage Rate if the A\$ falls against the US\$, you enter into a Variable Forward Range with NAB.</p> <ul style="list-style-type: none">• You agree today to sell US\$ to buy A\$ in three months' time.• The Protection Rate is AUD/USD 0.9900.• The Advantage Rate is AUD/USD 0.9600. <p><i>Protection Rate applies</i></p> <p>If the Spot Rate at Expiry rises to AUD/USD 1.0100, then:</p> <ul style="list-style-type: none">• You are protected from that movement and must exchange the full Transaction Amount at the Protection Rate.• On the Settlement Date you receive A\$101,010 (i.e. US\$100,000/0.9900). <p><i>Spot Rate at Expiry applies</i></p> <p>If the Spot Rate at Expiry is AUD/USD 0.9750, then:</p> <ul style="list-style-type: none">• You may, but are not obliged to, exchange the full Transaction Amount at the Spot Rate at Expiry.• As you choose to benefit from the favourable movements in exchange rates, on the Settlement Date you receive A\$102,564 (i.e. US\$100,000/0.9750). <p><i>Advantage Rate applies</i></p> <p>If the Spot Rate at Expiry falls to AUD/USD 0.9300, then:</p> <ul style="list-style-type: none">• You benefit from that movement down to the Advantage Rate and must exchange the full Transaction Amount at this rate.• On the Settlement Date you receive A\$104,167 (i.e. US\$100,000/0.9600).

All examples are for illustrative purposes only and do not reflect current prices or outcomes.

What are the possible outcomes under a Variable Forward Range?

- If the Spot Rate at Expiry is the same as or less favourable than the Protection Rate, then you must exchange the full Transaction Amount at the Protection Rate.
- If the Spot Rate at Expiry is between the Advantage Rate and the Protection Rate, then you may, but are not obliged to, exchange the full Transaction Amount at the Spot Rate at Expiry.
- If the Spot Rate at Expiry is the same as or more favourable than the Advantage Rate, then you must exchange the full Transaction Amount at the Advantage Rate.

3. What is an Enhanced Range Forward?

An Enhanced Range Forward is a type of Forward FX transaction. It protects you against unfavourable movements in the exchange rate, and provides you with the ability to participate in favourable movements in the exchange rate up to either the Advantage Rate or the Trigger Rate.

The most favourable exchange rate that can apply depends on whether the Spot Rate breaches the Trigger Rate during the Trigger Period.

- If the Spot Rate does not breach the Trigger Rate during the Trigger Period, then you can benefit from favourable movements in the exchange rate up to the Trigger Rate.
- However, if the Spot Rate breaches the Trigger Rate during the Trigger Period, then you can only benefit from favourable movements in the exchange rate up to Advantage Rate.

The Protection Rate, Advantage Rate and the Trigger Rate apply to the full Transaction Amount. The result is that the Exchange Rate that ultimately applies to your Transaction will lie within a specified range between the Protection Rate and the Trigger Rate.

We agree the Protection Rate, Advantage Rate, Trigger Rate and Trigger Period with you before entering into the Transaction, and specify them in the confirmation.

The Trigger Period must start on the Transaction Date and end on the Expiration Date, unless we agree otherwise with you.

What are the possible outcomes under an Enhanced Range Forward?

If the Trigger Rate has not been breached

- If the Spot Rate at Expiry is the same as or less favourable than the Protection Rate, then you must exchange the full Transaction Amount at the Protection Rate.
- In all other situations, you may, but are not obliged to, exchange the full Transaction Amount at the Spot Rate at Expiry.

If the Trigger Rate has been breached

- If the Spot Rate at Expiry is the same as or less favourable than the Protection Rate, then you must exchange the full Transaction Amount at the Protection Rate.
- If the Spot Rate at Expiry is between the Advantage Rate and the Protection Rate, then you may, but are not obliged to, exchange the full Transaction Amount at the Spot Rate at Expiry.
- If the Spot Rate at Expiry is the same as or more favourable than the Advantage Rate, then you must exchange the full Transaction Amount at the Advantage Rate.

The table below shows the Exchange Rates that will apply to an Enhanced Range Forward.

	Trigger Rate breached	Trigger Rate not breached
The Spot Rate at Expiry is equal to or less favourable than the Protection Rate	Protection Rate	Protection Rate
The Spot Rate at Expiry is between the Protection Rate and the Advantage Rate	Spot Rate at Expiry	Spot Rate at Expiry
The Spot Rate at Expiry is equal to or more favourable than the Advantage Rate	Advantage Rate	Spot Rate at Expiry (not beyond the Trigger Rate)

All examples are for illustrative purposes only and do not reflect current prices or outcomes.

How an Enhanced Range Forward Transaction works

Importer example

You are an Australian importer due to pay US\$100,000 in three months' time for goods bought overseas. At that time, you need to sell your A\$ to buy US\$.

- Today's AUD/USD Spot Rate is AUD/USD 0.9500.
- Today's AUD/USD three month Forward Rate is AUD/USD 0.9300.

As you decide to manage your exchange rate risk and protect yourself against the risk of the A\$ falling against the US\$, but also wish to benefit potentially up to the Trigger Rate if the A\$ rises against the US\$, you enter into an Enhanced Range Forward with NAB.

- You agree today to sell A\$ to buy US\$ in three months' time.
- The Protection Rate is AUD/USD 0.9150.
- The Advantage Rate is AUD/USD 0.9300.
- The Trigger Rate is AUD/USD 0.9700.

Protection Rate applies

If the Spot Rate at Expiry falls to AUD/USD 0.8800, then:

- You are protected from that movement and must exchange the full Transaction Amount at the Protection Rate (irrespective of whether the Trigger Rate was breached during the Trigger Period).
- On the Settlement Date you pay A\$109,290 (i.e. US\$100,000/0.9150).

Spot Rate at Expiry applies

If the Spot Rate at Expiry is AUD/USD 0.9250, then:

- You may, but are not obliged to, exchange the full Transaction Amount at the Spot Rate at Expiry (irrespective of whether the Trigger Rate was breached during the Trigger Period).
- If you choose to make the exchange, on the Settlement Date you pay A\$108,108 (i.e. US\$100,000/0.9250).

Advantage Rate applies

If the Spot Rate at Expiry is AUD/USD 0.9650 and the Trigger Rate of AUD/USD 0.9700 was breached during the Trigger Period, then:

- You benefit from that movement up to the Advantage Rate and must exchange the full Transaction Amount at this rate.
- On the Settlement Date you pay A\$107,527 (i.e. USD 100,000/0.9300).

Spot Rate up to the Trigger Rate applies

If the Spot Rate at Expiry is AUD/USD 0.9650 and the Trigger Rate of AUD/USD 0.9700 was not breached during the Trigger Period, then:

- You may, but are not obliged to, exchange the full Transaction Amount at the Spot Rate at Expiry.
- As you choose to benefit from the favourable movements in exchange rates, on the Settlement Date you pay A\$103,627 (i.e. US\$100,000/0.9650).

Exporter example

You are an Australian exporter due to receive US\$100,000 in three months' time for goods sold overseas. At that time, you need to sell your US\$ to buy A\$.

- Today's AUD/USD Spot Rate is 0.9800.
- Today's AUD/USD three month Forward Rate is 0.9710.

As you decide to manage your exchange rate risk and protect yourself against the risk of the A\$ rising against the US\$, but also wish to benefit potentially up to the Trigger Rate if the A\$ falls against the US\$, you enter into an Enhanced Range Forward with NAB.

- You agree today to sell US\$ to buy A\$ in three months' time.
- The Protection Rate is AUD/USD 0.9910.
- The Advantage Rate is AUD/USD 0.9710.
- The Trigger Rate is AUD/USD 0.9500.

Protection Rate applies

If the Spot Rate at Expiry rises to AUD/USD 1.0100, then:

- You are protected from that movement and must exchange the full Transaction Amount at the Protection Rate (irrespective of whether the Trigger Rate was breached during the Trigger Period).
- On the Settlement Date you receive A\$100,908 (i.e. US\$100,000/0.9910).

Spot Rate at Expiry applies

If the Spot Rate at Expiry is AUD/USD 0.9750, then:

- You may, but are not obliged to, exchange the full Transaction Amount at the Spot Rate at Expiry (irrespective of whether the Trigger Rate was breached during the Trigger Period).
- As you choose to benefit from favourable movements in exchange rates, on the Settlement Date you receive A\$102,564 (i.e. US\$100,000/0.9750).

Advantage Rate applies

If the Spot Rate at Expiry is AUD/USD 0.9650 and the Trigger Rate of AUD/USD 0.9500 was breached during the Trigger Period, then:

- You benefit from that movement down to the Advantage Rate and must exchange the full Transaction Amount at this rate.
- On the Settlement Date you receive A\$102,987 (i.e. USD 100,000/0.9710).

Spot Rate up to the Trigger Rate applies

If the Spot Rate at Expiry is AUD/USD 0.9650 and the Trigger Rate of AUD/USD 0.9500 was not breached during the Trigger Period, then:

- You may, but are not obliged to, exchange the full Transaction Amount at the Spot Rate at Expiry.
- As you choose to benefit from favourable movements in exchange rates, on the Settlement Date you receive A\$103,627 (i.e. US\$100,000/0.9650).

All examples are for illustrative purposes only and do not reflect current prices or outcomes

Product costs

Transaction cost

The cost of entering a Transaction for a Limited Participation FX Solutions Product is the Exchange Rate that NAB quotes you. This Exchange Rate is based on the inter-bank market rate and then adjusted to include a margin.

What is the margin?

The margin covers NAB's internal transaction costs and compensation for the risk it assumes under the Transaction, including the risk in entering into the relevant Transaction. The size of the margin varies from customer to customer and from transaction to transaction and is influenced by a range of factors including, but not limited to

- the type of product;
- the size of the Transaction;
- the frequency of Transactions between you and us;
- market volatility;
- the currencies being exchanged;
- the time zone traded in.

Other costs

You must deliver the full amount of the relevant currency to NAB on the Settlement Date. If you do not, you may be liable to pay us an interest charge to compensate us for your non-delivery. Please refer to the Master Agreement for the details of the interest rate that we charge in these circumstances.

You may request us to terminate or vary a Transaction. At NAB's discretion, you may be able to terminate a Transaction on request, subject to your acceptance of the costs of termination. If you are varying the Transaction, you may need to pay a less favourable Exchange Rate.

Other product features

What currencies are Limited Participation FX Solutions Products available in?

NAB agrees to Transactions in most major currencies. You can obtain the current list of currencies that can be exchanged by contacting your Banker or Markets representative.

What is the minimum amount?

The minimum amount for a Transaction for a Product is A\$100,000 or its foreign currency equivalent.

What settlement dates are available?

On the Transaction Date, NAB will agree the Settlement Date with you and specify it in the confirmation. The minimum settlement date is 2 business days after the transaction date. The maximum is dependent on NAB's internal limit structuring but can range from 1 to 10 years depending on circumstances.

Different Settlement Dates are available for different Currency Pairs. Please contact your Banker or Markets representative for more information.

Key Benefits of Transactions

Your risk strategy

The benefits of entering into a Limited Participation FX Solution Transaction will depend on how it satisfies your risk management strategy and financial circumstances.

Protection from unfavourable FX movements

The primary benefit of Limited Participation FX Solutions Products is that they provide you with protection against the impact of unfavourable movements in the exchange rate. They allow a worst case to be determined for future cash flows in the selected currency for your commercial budgeting purposes. Limited Participation FX Solutions Products also provide you with the opportunity to receive some benefit from favourable movements in the exchange rate.

Timing

The further away the date for making the FX payment, the greater is the possibility of an unfavourable movement in the exchange rate. Longer dated Transactions may therefore offer greater benefits to you than shorter dated Transactions.

Natural hedge

A natural hedge exists if you receive inflows and outflows of a particular currency that offset each other so that the impact of movements in the exchange rate is neutralised. However, if there is a material degree of uncertainty about the timing and amount of the offsetting currency flows, then the Limited Participation FX Solutions Products may still be effective for your risk management purposes.

Key Risks of Transactions

Movements in the exchange rate

The main risk of Limited Participation FX Solutions Products is that the Exchange Rate achieved on a Transaction may be less favourable than the exchange rate that you could have achieved by simply transacting in the future at the Spot Rate.

For example, if the Spot Rate at Expiry is more favourable to you than the Exchange Rate for your Transaction, you will still need to exchange currencies at the agreed rate.

Timing risk

If your business requires a certain amount of a currency on a specific date, you will need to ensure that your Transaction settles before this time. For example, if the Settlement Date occurs after you need to pay an amount owing under your commercial transaction, then there is a risk that you may not have sufficient funds to fulfil your obligations.

Need for sufficient funds on the Settlement Date

Each Transaction must be settled on the Settlement Date. If you suffer a delay in the receipt of cash from your underlying commercial transaction, then you may not have the required amount of currency to deliver to us on the Settlement Date. It is your responsibility to ensure that you are able to settle your FX transaction on the Settlement Date.

Changes to your foreign currency needs

Your foreign currency needs may change after the Transaction Date. For example, an underlying commercial transaction may be cancelled or substantially altered and so you no longer need to exchange the same amount of currency. Unless we agree to your request to vary or terminate a Transaction, you will still need to settle on the Settlement Date.

If your foreign currency needs change after you enter into a Transaction, you should contact your Banker or Markets representative immediately.

Entering into a Transaction

How do I enter into a Transaction?

You can initiate a Transaction by:

- calling your Banker
- calling your Markets representative.

Before entering into a Transaction, you should obtain independent advice to ensure that the proposed Transaction meets your objectives and needs and is consistent with your financial circumstances and risk management strategy.

What are the preconditions for acceptance?

NAB is not obliged to enter into a Transaction with you. Whether we decide to enter a Transaction with you is subject to NAB's policy framework, prevailing market conditions, and the credit and documentation preconditions outlined below. NAB does not accept trades for speculative reasons. There needs to be an underlying business need when entering into a Transaction.

Credit preconditions

Before entering into a Transaction, NAB will assess your financial position to determine whether or not your situation satisfies our normal credit requirements. We will advise you of the outcome of this review as soon as practicable.

If your application is successful, you must enter into our standard documentation. This documentation sets out the terms of the credit approval and other matters relevant to your application.

Documentation preconditions

You may need to sign NAB's standard Master Agreement if you have not already done so. If you are a business customer you will also need to provide details as to which of your staff are authorised to deal on your behalf.

Our standard documentation for use in Transactions (including the standard Master Agreement) governs your dealing relationship with us and sets out the terms and conditions that apply to any Transaction. In particular, they describe how Transactions are priced and outline the circumstances in which Transactions can be varied or terminated.

You can obtain a copy of these documents (including the Master Agreement) from your Banker or Markets representative.

You should read the terms and conditions of these documents carefully before entering into any Transaction. You should obtain independent legal advice if you do not understand any aspect of these documents.

How are Transactions negotiated?

The terms of each Transaction are usually agreed verbally over the telephone. At this time, both you and NAB are bound by these terms.

Conversations with our dealing room and settlements department are taped. This is standard market practice. We do this to make sure that we have a complete record of the details of all Transactions. Taped conversations are only reviewed when there is a dispute and for staff monitoring purposes.

We will send you a confirmation outlining the commercial terms of the Transaction. The validity of the Transaction is not impacted by NAB's failure to send a confirmation. It is extremely important that you check the confirmation carefully to make sure that it accurately records the agreed terms. You should sign and return the confirmation or notify us of an error within three (3) Business Days of receiving the confirmation. The validity of the Transaction is not impacted by our failure to send a confirmation or whether you notify us of any errors or whether the confirmation includes errors.

What information is required to enter into a Transaction?

The information that you will need to provide will include:

- which product you are buying (for example, Participating Forward)
- the relevant Currency Pair (for example, A\$ and US\$)
- the Transaction Amount (for example, A\$100,000)
- the Protection Rate
- the Expiration Date and the Settlement Date.

We may also need to agree on the following information depending on the product:

- the Advantage Rate
- the Trigger Rate.

Completing a Transaction

On the Settlement Date, you will need to deliver the relevant currency to NAB. You must deliver the currency in cleared funds.

If you and NAB owe each other amounts in the same currency on the same day, then the party owing the higher amount must pay the other the difference between those amounts (unless we agree otherwise with you). In these circumstances, the other party would not make a payment. Please contact your Banker or your Markets representative if you cannot deliver the relevant currency to us on the Settlement Date and the Transaction will not be cash settled because it does not involve A\$.

Varying or terminating a Transaction

There is no cooling off period after entering a Transaction.

To vary or terminate a Limited Participation FX Solutions Transaction, please contact your Banker or your Markets representative. At NAB's discretion, you may request to terminate a Transaction prior to its Settlement Date, subject to your acceptance of the costs of termination.

If we accept your request, you must accept any costs of varying or terminating the Transaction (including any fees or charges) and agree to the terms and conditions of any replacement Transaction. When the revised terms are agreed, we will send you an additional confirmation.

If you vary a Transaction and the inter-bank market rate has moved, then our costs will reflect that movement. If this movement has been unfavourable, then your costs of varying the Transaction will be more (all other things being equal). If the movement has been favourable, then your costs of varying the Transaction will be less (all other things being equal). In some circumstances, if the movement has been sufficiently favourable, there might be a gain which we will pass onto you.

Example of varying a Variable Forward Range Transaction

Importer example	Exporter example
<p>You are an Australian importer due to pay US\$100,000 in three months' time for goods bought overseas. At that time, you need to sell your A\$ to buy US\$.</p> <ul style="list-style-type: none">• Today's AUD/USD Spot Rate is 0.9500.• Today's AUD/USD three month Forward Rate is 0.9300. <p>As you decide to manage your exchange rate risk and protect yourself against the risk of the A\$ falling against the US\$, but also wish to benefit up to the Advantage Rate if the A\$ rises against the US\$, you enter into a Variable Forward Range with NAB.</p> <ul style="list-style-type: none">• You agree today to sell A\$ to buy US\$ in three months' time.• The Protection Rate is AUD/USD 0.9150.• The Advantage Rate is AUD/USD 0.9650. <p><i>Changing expectations</i></p> <p>One month after the Transaction Date, you now expect to only require US\$70,000 for goods bought overseas and so need to buy less US\$.</p> <p>You request that we amend the Variable Forward Range by decreasing the Transaction Amount to US\$70,000.</p> <ul style="list-style-type: none">• Today's AUD/USD Spot Rate is 0.9700.• Today's AUD/USD two month Forward Rate is 0.9570. <p>At our discretion, we agree to your request, but you must meet the costs in doing so. The Protection Rate and the Advantage Rate remain the same.</p> <p>If the Spot Rate at Expiry rises to AUD/USD 0.9800, then:</p> <ul style="list-style-type: none">• You benefit from that movement up to the Advantage Rate and must exchange the revised Transaction Amount at this rate.• On the Settlement Date you pay A\$72,539 (i.e. US\$70,000/0.9650).	<p>You are an Australian exporter due to receive US\$100,000 in three months' time for goods sold overseas. At that time, you will need to sell your US\$ to buy A\$.</p> <ul style="list-style-type: none">• The AUD/USD Spot Rate is 0.9800.• The AUD/USD three month Forward Rate is 0.9710. <p>As you decide to manage your exchange rate risk and protect yourself against the risk of the A\$ rising against the US\$, but also wish to benefit down to the Advantage Rate if the A\$ falls against the US\$, you enter into a Variable Forward Range with NAB.</p> <ul style="list-style-type: none">• You agree today to sell US\$ to buy A\$ in three months' time.• The Protection Rate is AUD/USD 0.9900.• The Advantage Rate is AUD/USD 0.9600. <p><i>Changing expectations</i></p> <p>One month after the Transaction Date, you now expect to only receive US\$70,000 for goods sold overseas and so need to sell less US\$.</p> <p>You request that we amend the Variable Forward Range by decreasing the Transaction Amount to US\$70,000.</p> <ul style="list-style-type: none">• Today's AUD/USD Spot Rate is 0.9450.• Today's AUD/USD two month Forward Rate is 0.9400. <p>At our discretion, we agree to your request, but you must meet the costs in doing so. The Protection Rate and the Advantage Rate remain the same.</p> <p>If the Spot Rate at Expiry falls to AUD/USD 0.9300, then:</p> <ul style="list-style-type: none">• You benefit from that movement up to the Advantage Rate and must exchange the revised Transaction Amount at this rate.• On the Settlement Date you receive A\$72,917 (i.e. US\$70,000/0.9600).

All examples are for illustrative purposes only and do not reflect current prices or outcomes.

Example of terminating a Participating Forward Transaction

Importer example

You are an Australian importer who expects to have to pay US\$100,000 in three months' time for goods bought overseas. At that time, you need to sell your A\$ to buy US\$.

- Today's AUD/USD Spot Rate is 0.9500.
- Today's AUD/USD three month Forward Rate is 0.9300.

As you decide to manage your exchange rate risk and protect yourself against the risk of the A\$ falling against the US\$, but also wish to have some benefit if the A\$ rises against the US\$, you enter into a Participating Forward with NAB.

- You agree today to sell A\$ to buy US\$ in three months' time.
- The Protection Rate is AUD/USD 0.9100.
- The Participation Rate is 40%.

Changes to your circumstances

Your underlying transaction is cancelled so you no longer need to exchange the currency at the future time.

You request that we terminate the Participating Forward.

- Today's AUD/USD Spot Rate is 0.9700.

Today's AUD/USD two month Forward Rate is 0.9570. At our discretion, we agree to your request, but you must meet the costs in doing so.

$$\$60,000 / 0.91 (65934.07) - \$60,000 / 0.97 (\$61,855.67) = \$4,078.40$$

You will be required to pay us a break cost of \$4,078.40 when the transaction is terminated.

Exporter example

You are an Australian exporter due to receive US\$100,000 in three months' time for goods sold overseas. At that time, you need to sell your US\$ to buy A\$.

- The AUD/USD Spot Rate is 0.9800.
- The AUD/USD three month Forward Rate is 0.9650.

As you decide to manage your exchange rate risk and protect yourself against the risk of the A\$ rising against the US\$, but also wish to have some benefit if the A\$ falls against the US\$, you enter into a Participating Forward with NAB.

- You agree today to exchange US\$ for A\$ in three months' time.
- The Protection Rate is AUD/USD 0.9900.
- The Participation Rate is 40%.

Changes to your circumstances

Your underlying transaction is cancelled so you no longer need to exchange the currency at the future time.

You request that we terminate the Participating Forward.

- Today's AUD/USD Spot Rate is 0.9450.

- Today's AUD/USD two month Forward Rate is 0.9400.

At our discretion, we agree to your request, but you must meet the costs in doing so.

$$\$60,000 / 0.99 (60,606.06) - \$60,000 / 0.9450 (\$63,492.06) = \$2,886.00$$

You will be required to pay us a break cost of \$2,886.00 when the transaction is terminated.

All examples are for illustrative purposes only and do not reflect current prices or outcomes.

Currency orders

If current pricing does not meet your requirements, NAB can accept your order for a Limited Participation FX Solutions Product. You will need to specify in advance the relevant transaction details. We will attempt to fill your order when general market conditions allow us to do so.

We are not obliged to accept an order and, at any given time, may only offer the service on some currencies.

Our ability to fill your order may be limited by prevailing market conditions. Price volatility may be extreme and/or liquidity may be poor, preventing us from filling your order. We will seek to advise you that we cannot hold your order open and of the reasons why.

You can request us to hold an order open for a period of up to 30 days. At the end of that period, any unfilled portion of the order will lapse.

If you intend to cancel your order, please contact your Markets representative immediately. An order cannot be cancelled after we have filled it. If we have partially filled an order, only the unfilled portion may be cancelled.

Your order must be for a minimum amount of A\$100,000 or its foreign currency equivalent.

Other Significant Information

Financial Crimes Monitoring

Under the Master Agreement:

- You are required to provide us with all information and assistance that we request in order to manage our risks relating to money laundering, terrorism-financing or economic and trade sanctions or to comply with any laws or regulations in Australia or any other country.
- We have the right to delay or refuse any request or transaction if we believe that the request or transaction may be in breach of any of our obligations, or cause us to commit or participate in an offence under any law, relating to money laundering, terrorism-financing or economic and trade sanctions and we will have no liability to you or any associated party if we do so.
- We may take any action that we reasonably believe is necessary to comply with any law relating to money laundering, terrorism-financing or economic and trade sanctions, including but not limited to disclosing any information that we hold about you to service providers whether in Australia or outside Australia, or to any relevant Australian or foreign regulator. Under the Master Agreement, we may collect information about you from time to time (from you or from third parties) for the purposes of satisfying our obligations under any law relating to money laundering, terrorism- financing or economic and trade sanctions, and that we may use and disclose any such information as required.

Conflicts management

Transaction execution may take place through many different channels and with other market participants like NAB taking on different roles with regard to that execution. Regardless of their respective roles in executing a transaction, market participants (including NAB and its customer) are expected to behave with integrity and to support the effective functioning of the FX market. NAB as a market participant may handle a customer order in one instance and place an order with other market participants in another.

NAB traders manage large books with multiple requests for transactions coming from various sources daily. A buy trade with a customer is not necessarily matched with a corresponding sell trade with another party. The book is managed on a portfolio basis within prescribed risk and capital usage limits. NAB FX traders may also position the overall portfolio in accordance with the market views of the FX trader, subject to their prescribed risk and capital limits.

FX traders may have divergent and conflicting interests to those of their counterparties. For example, NAB may from time to time act in several capacities with regard to financial products, such as market maker, calculation agent or hedge provider. Such functions can allow NAB to take different positions to a counterparty, which could raise potential conflicts of interest.

Other parts of NAB may act in different capacities when dealing with its counterparties including you. NAB is obliged under its Australian Financial Services Licence (**AFSL**) to have in place adequate arrangements to manage conflicts of interest that may arise in respect of its financial services business.

Staff incentives

NAB staff members are salaried employees of NAB and in most cases do not receive any proportion of any fees or commissions paid to NAB or any other company in the NAB group in connection with the financial products referred to in this PDS. Staff members may be entitled to receive additional monetary or non-monetary benefits and/or rewards as a result of participation programs conducted by NAB.

Monetary benefits or rewards may include variable reward, the level of which may depend on the overall performance of the NAB group of companies. Whether staff members receive any such rewards or benefits depend on a number of balanced performance and behavioural factors which may include a measure linked to sales of unspecified products and services provided to customers.

Non-monetary benefits or rewards for eligible staff may be provided in the form of Appreciate Credits which can be redeemed for products which may include items such as film tickets, home appliances, beauty & fashion products and personal experiences. It is not possible to determine at any given time whether a staff member will receive any form of benefit or reward or to quantify them as they are not directly attributable to any particular product or deal that the staff member has given advice on.

Significant taxation implications

You may be liable for government charges and taxes relating to FX Transactions entered into under this PDS. The tax implications of these transactions can be complex and may vary depending on your individual circumstances. You should discuss your specific taxation circumstances with and obtain advice from your independent tax adviser when considering whether to enter into any FX Transactions.

Labour standards and environmental, social or ethical considerations

NAB does not take into account labour standards or environmental, social or ethical considerations when entering into any FX Transaction.

To learn more about NAB's commitment to sustainability and to review our latest Sustainability Report go to <https://www.nab.com.au/about-us/corporate-responsibility/environment>.

Complaint Handling

What to know before lodging a complaint

We'll always do our best to serve you and our communities well. It is what we're here for. However, we understand there'll be times when you're dissatisfied or not happy with us.

It could be our products, services, or even how we've handled your complaint. Whatever it might be, we want you to tell us about it - so we can get to the bottom of it, make changes and do better.

When is it a complaint?

If you'd like us to respond to a problem that needs fixing, we'll consider this a **complaint**. We'll get in touch with you and try to resolve it as quickly as we can (hopefully the first time you contact us).

When is it feedback?

If you have ideas on how we can do things better, but don't want us to respond or resolve anything, we'll consider this as **feedback**. We'll review it, record it, and take it on board, but we won't get in touch with you.

How to lodge a complaint with us

You can either make a Complaint yourself or ask someone to do it on your behalf - such as a friend, family member, business partner or support worker. If you're getting help, it's best to lodge the complaint online or by mail (find out more in section 10 of the NAB Complaints Policy, at nab.com.au).

There are a number of ways to make contact and lodge a complaint with us;

4. Call us on one of these numbers;
 - **13 22 65** for personal customers
 - **13 10 12** for business customers
 - **+61 3 8641 9083** if you're overseas
 - **1800 966 100** for Indigenous and Torres Strait Islander customers

When you call us, we can arrange for an interpreter to help you (depending on availability).

5. Fill out our Complaints form online

You can easily fill in our **Complaints, compliments and feedback** form through our website or app.

Important: If you want a response from us, please select 'make a complaint'. If you select 'give a compliment' or 'give feedback', we'll read and consider your compliment or feedback but won't get back to you about it.

6. NAB internet banking

Chat to us through NAB internet banking, opens in new window. (You'll just need to be registered and logged in.)

7. By mail

Pick up a **Complaints, compliments and feedback** form from any NAB branch, and return it in the envelope provided with the form. You can also send your Complaint in a letter to our NAB Resolve team at:

NAB Resolve
Reply Paid 2870
Melbourne VIC 8060

8. Chat to your NAB Foreign exchange specialist, your banker or contact NAB markets directly on **1800 307 827**.

If you have one, you can complain to them directly.

How we can help you make a complaint

Our job is to make this process accessible for everyone. This means we can help you if you:

- Are deaf, hard of hearing or have a speech impairment and use the National Relay Service.
- Require interpreting and translating services (find out more about our services for customers with English as a second language).
- Require assistance from our staff due to disability, mental illness, or a medical condition.

From here, we can make the process easier for you. For example, if you tell us that you'd prefer we only communicate with you in writing, we can do that.

To find out more about how we can help, just call us, visit one of our branches or read up on accessibility and inclusion at nab.com.au.

How long will it take to resolve your complaint

When you make a Complaint, this is the timeline you can generally expect;

1. **When we first speak with you or within one business day**

We'll let you know we've received your Complaint and give you a reference. This might take a little longer if you got in touch by mail.

2. **We'll try to resolve it as soon as we can**

If we can, we'll start working on a resolution right away.

3. **We'll pass it on if we can't resolve it within five days**

We'll send it along to a specialist team and you'll be assigned a Case Manager.

4. **We'll then try to resolve it within 30 days**

We'll do our best to respond within 30 days, or 21 days depending on what your Complaint is about.

And if we can't respond within 30 days?

If your Complaint is **Complex** or there are **circumstances outside of our control**, we might not be able to respond to your complaint within 30 days, or within 21 days depending on what it's about. In this case, we'll write to you to explain why (also called an 'Internal Dispute Resolution (IDR) delay notification'). We'll tell you:

- The reasons for the delay
- Your right to complain to AFCA if you're dissatisfied
- The contact details for AFCA.

Making a complaint with AFCA if we can't resolve it

If you're not satisfied with our response to your complaint, or if we haven't resolved it within the required timeframe, you may be able to make a complaint to AFCA. Keep in mind there might be a time limit for contacting them, so it's best to get in touch with them quickly or check their website for more info.

You can contact AFCA:

- On their website; **www.afca.org.au**
- By email: **info@afca.org.au**
- By phone: **1800 931 678** (free call)
- In writing:
Australian Financial Complaints Authority,
GPO Box 3,
Melbourne, VIC 3001.

For further information visit our **[complaints policy](#)**.

Glossary

The meanings of these expressions are provided to assist you with this PDS – however if any expression has a specific definition in any contract between you and NAB in relation to a Transaction, then the definition in that contract will apply to the legal rights and obligations between us.

Australian Financial Complaints Authority or AFCA is the external dispute resolution (EDR) scheme to deal with complaints from consumers in the financial system

Business Day means a day on which commercial banks are open for normal banking business in the place specified in the confirmation for each Transaction, or else in Sydney.

Currency Pair means the two currencies that you wish to exchange in a Transaction.

Exchange Rate means the price payable by you to exchange and deliver currencies.

Expiration Date and **Expiration Time** means the date and time agreed between you and us and specified in the confirmation for each Transaction.

Expiry means the Expiration Time on the Expiration Date.

Forward Rate means the Exchange Rate that is set at a given time, and applies to a Transaction to exchange and deliver currencies in the future.

Master Agreement refers to the International Swaps and Derivatives (ISDA) Master Agreement, the “Master Agreement for Foreign Exchange and Derivative Transactions” or other such agreement as required by NAB to govern the Transactions entered into between us.

NAB, us, we means National Australia Bank Limited ABN 12 004 044 937.

Products mean the Limited Participation FX Solutions Products:

- Participating Forward
- Variable Forward Range
- Enhanced Range Forward.

Settlement Date means the date in the future on which the currencies will actually be exchanged and delivered.

Spot Rate is the exchange rate of two currencies for settlement within two business days from the Transaction Date.

Transaction means each agreement between you and NAB to exchange and deliver one currency for another currency.

Transaction Amount means the amount of one currency that you agree to exchange for another currency.

Transaction Date means the date on which you and NAB enter into a Transaction.

USD means US Dollar.

You means the person entering into the Product with NAB.

For more information call

13 13 12

8am – 8pm AEST Monday to Friday
9am – 6pm AEST Saturday to Sunday
or visit us at [nab.com.au](https://www.nab.com.au)



Hearing impaired customers
with telephone typewriters can
contact us on **13 36 77**

The registered address of the issuer:
National Australia Bank Limited
395 Bourke Street
Melbourne VIC 3000