

more  
than  
money



# NAB **West Lakes** branch is closing

**More and more, our customers are choosing to do their banking online, over the phone, or by video conference. And, as they continue to bank differently, it's important we continue to adapt with them.**

Because of these changes, we've made the difficult decision to close our NAB West Lakes branch at Westfield West Lakes, 111 West Lakes Boulevard, West Lakes on Thursday, 22 June 2023. Of course, we'll keep helping you bank in other ways, and make sure this change is as smooth as possible for you.

## Where else can I bank?

If you'd still like to do your banking face-to-face, you've got options.

### Nearest alternative branch:

Branch	NAB Findon
Address	Findon Shopping Centre, Grange & Findon Roads, Findon SA 5023
Opening hours	Monday to Thursday 9.30am–4.00pm   Friday 9.30am–5.00pm
Facilities	SmartATM
Distance in kms	6.8km

### Nearest Post Office offering Bank@Post

You can withdraw cash, deposit cash and cheques, and check your account balance using your PIN enabled card linked to your NAB transaction account at participating Post Offices. If you have a Passbook, you can also withdraw cash.

Post Office name	West Lakes Post Shop
Address	Westfield West Lakes Shopping Centre, 111 West Lakes Boulevard, West Lakes SA 5021
Opening hours	Monday to Friday 9.00am–5.00pm   Saturday 9.00am–12.30pm
Distance in kms	<1km

### Business banking customers

For customers who make regular business deposits or require business change, additional options are available. For more information, contact your banker or Transactional Specialist, or call 13 10 12.

# Why we made this decision

Closing a branch is always a difficult decision and we understand the change can be a big adjustment for some customers. Before the decision was made, we took a lot into consideration.

## Here are the main reasons

- The **Port Adelaide Expert Centre** was completely updated in **2022**
- Over the past few years, fewer customers are coming into branches to do their banking and foot traffic has lessened
- Approximately **75%** of our customers in **West Lakes** have only visited the branch once in the last year
- More than **77%** of customers are also using other locations including our newly refurbished branches in **Port Adelaide**

## How is banking changing?

To give you a bit more context to our decision, here's how our NAB West Lakes customers are banking:



**87%**

who use this branch are registered for online banking and/or telephone banking.



**15%**

of those registered for online banking and/or telephone banking are active users.



**17%**

rely on branch-only banking and no other methods.



**5%**

who use this branch are also using the Post Office.

## How are customers using this branch?

### Branch visitation over the last year<sup>\*^</sup>

Customer segment	Regular (3+ visits)	Heavy (12+ visits)
Personal bank customers	73	2
Business bank customers	61	20

\*January 2022 – December 2022

^Visitation data measured using number of over the counter interactions

### Number of personal banking teller transactions

Year	Cash withdrawals	Cash deposits	Cheque deposits
2020	277	860	132
2021	220	812	205
2022	295	775	127

### Number of business banking teller transactions including express business deposits

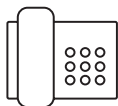
Year	Business deposits	Cheque deposits
2020	4911	688
2021	4625	700
2022	1833	542

## Other ways to bank with us



### Use NAB Internet Banking or the NAB app to:

- Transfer funds and pay bills
- Check your account balances and statements
- Make credit card payments
- Manage your loan
- Apply for new accounts
- Deposit cheques in the NAB app to the value of \$5,000 over a rolling 7-day period
- Activate your new card and set your PIN



### Call us on 13 22 65 to:

- Transfer funds
- Pay bills using BPAY®
- Check your account balances
- Manage your loan
- Apply for new accounts
- Order statements
- Manage your term deposit
- Talk to a home lender



### Bank@Post

Use a chip-enabled NAB card with PIN or barcoded deposit slip linked to a NAB transaction account to:

- Deposit up to \$9,999 cash per day. Overall maximum cash deposit of \$9,999 per day applies to deposits at either Australia Post or ATMs
- Deposit up to 99 cheques with a \$999,999.99 limit per transaction
- Withdraw up to \$2,000 per day
- Business customers can exchange cash to the value of \$1,000 from coins to notes, notes to coins, or a mixture of both\*

Passbook customers can withdraw up to \$1,000 over a 7-day period.

**You can also continue to access your money using your NAB card and PIN via ATMs, NAB Smart ATMs (including cash and cheque deposits) and EFTPOS at participating outlets.**

## Additional support in times of need

We offer extra support to customers experiencing tough times. It could be job loss, natural disaster, elder financial abuse, family and domestic violence, losing a loved one or financial difficulty.

We're also committed to providing an accessible and inclusive banking experience for all Australians. Interpreter services are available for customers with limited English.

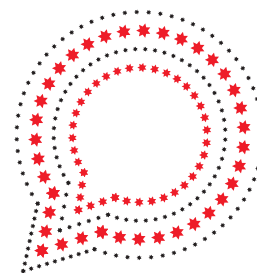
To find out more and get the support you need, visit [nab.com.au/customersupport](https://nab.com.au/customersupport)

## We're here for Indigenous customers

NAB has a dedicated customer service line for Indigenous Australians to access further support.

### Indigenous Australians can call 1800 966 100 (toll free) to get help with:

- Finding out how much you have in your account (balance enquiry)
- Getting money out of your account (using ATMs, NAB Internet Banking, your card or Bank@Post)
- Ordering a new card or cancelling a card that has been lost or stolen



### The NAB Indigenous Customer Service line is open:

Mon – Fri 8am – 7pm (AEST/AEDT)

\*Cash exchange is only available for Australian currency and is subject to cash availability at the Post Office at the time of the request. BPAY® is a trademark registered to BPAY Pty Ltd ABN 69 079 137 518. Transactions at Australia Post outlets will incur the same fees as over the counter transactions carried out at NAB branches. Transactions are subject to daily limits. Terms and conditions apply to all NAB products and are available at [nab.com.au](https://nab.com.au) or on request. Fees and charges may be payable. NAB Internet Banking terms and conditions apply (available at [nab.com.au](https://nab.com.au)). The NAB app is compatible with Android™ and iOS, minimum platform requirements apply. Android is a trademark of Google LLC. IOS is a trademark or registered trademark of Cisco in the U.S. and other countries and is used under license.