



NAB Collins Arch Expert Centre closing

We're always listening to our customers and making changes to our services based on how and where they want to bank. Increasingly our customers in this area are choosing the convenience of telephone and online banking, or nearby branches. As customers bank differently, NAB will continue to adapt

Because of these changes, we've made the decision to close our NAB Collins Arch Expert Centre at 447 Collins Street, Melbourne on **Wednesday, 8 October 2025**. 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 535 Bourke
Address	535 Bourke Street, Melbourne VIC 3000
Opening hours	Monday to Thursday: 9:30am-4:00pm Friday: 9:30am-5:00pm
Facilities	Teller Services SmartATM Cash Exchange Machine Business Express Machine
Distance	300m

Nearest Post Office offering Bank@Post¹

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.

¹See Other ways to bank with us section on page 2 for more details on **Bank@Post** including daily transaction limits.

Post Office name	Melbourne GPO Collins Street West Post Shop
Address	440 Collins Street, Melbourne VIC 3000
Opening hours	Monday to Friday: 8:30am-5:30pm Saturday: 10:00am-3:00pm
Distance	79m

Business banking customers

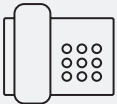
For Business customers a number of additional options are available. For more information, contact your banker or Transactional Specialist, or call 13 10 12.

Other ways to bank with us



Use NAB Internet Banking or the NAB app² 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 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 both³
- Passbook customers can withdraw up to \$1,000 over a 7-day period

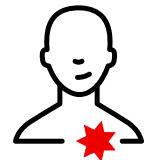
You can also continue to access your money using your NAB card and PIN via ATMs, NAB Smart ATMs (including cash and cheque deposits) and EFTPOS at participating outlets.

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

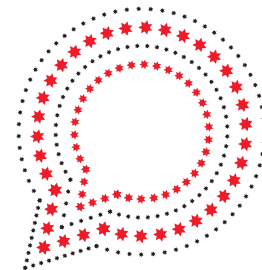


We're here for Indigenous customers

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)

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