

more  
than  
money



# NAB Fortitude Valley Branch is 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 Fortitude Valley branch at Valley Metro Shopping Centre, 230 Brunswick Street, Fortitude Valley on **14 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 branches

Branch	NAB Newstead relocation opens <b>October 2025</b>	NAB Place
Address	Gasworks Plaza, 76 Skyring Terrace, Newstead QLD 4006	MacArthur Central Shopping Centre, 255 Queen Street, Brisbane QLD 4000
Opening hours	Monday, Wednesday & Friday: 9.30am-4.00pm   Thursday: 9.30am-5.00pm	Monday, Wednesday & Friday: 9.30am-4.00pm   Thursday: 9.30am-5.00pm
Facilities	Teller Services SmartATM Cash Exchange Machine Express Deposit Machine Coin Deposit Machine	Teller Services SmartATM Coin Deposit Machine Cash Exchange Machine Business Express Machine
Distance	1.6km	2km

### Nearest Post Office offering Bank@Post<sup>1</sup>

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.

<sup>1</sup>See Other ways to bank with us section on page 3 for more details on **Bank@Post** including daily transaction limits.

Post Office name	Fortitude Valley Post Shop
Address	306 Wickham Street, Fortitude Valley QLD 4006
Opening hours	Monday to Friday: 9.00am-5.00pm
Distance	270m

### 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.

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# 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

- Over the past few years, fewer customers are using branches to do their banking
- Approximately **64%** of our customers in **Fortitude Valley** have only visited the branch once in the last year
- More than **81%** of customers are also using other locations
- Our newly relocated **Newstead** branch will be opening in **October 2025**

## How is banking changing?

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



**82%**

who use this branch are registered for online banking (including mobile app) and/or telephone banking.



**89%**

of those registered for online banking (including mobile app) and/or telephone banking are active users.



**10%**

rely on branch-only banking and no other methods.



**88%**

of over the counter transactions completed at this branch that can be completed at the Post Office.

## How are customers using this branch?

### Branch visitation over the last year\*

Customer segment	Regular (3+ visits)	Heavy (12+ visits)
Personal bank customers	713	119
Business bank customers	82	38

\*January 2024 - December 2024

## Number of personal banking transactions

Year	Cash withdrawals	Cash deposits	Cheque deposits
2022	4308	2959	247
2023	5209	3515	324
2024	5768	3545	227

## Number of business banking transactions

Year	Business deposits	Cheque deposits
2022	1349	485
2023	1606	732
2024	1758	830

In addition to over the counter transactions that are measured at each branch, NAB also considers a range of factors including the number of appointments for home loans, personal loans and credit cards, inbound and outbound phone calls, account openings and maintenance, enquiries relating to internet banking and self-service, disputed transactions, suspected fraudulent transactions, enquiries about lost or stolen cards, supporting vulnerable customers with their transactions, customer complaints and more.

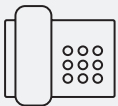
Due to the varying nature of the ways customers and colleagues interact with these products and services, as well as the multiple channels in which these can be accessed and measured, these are not captured as standard over the counter transactions, but are certainly considered when assessing how each branch is used.

## Other ways to bank with us



### Use NAB Internet Banking or the NAB app<sup>2</sup> 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<sup>®</sup>
- 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 both<sup>3</sup>
- 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/customer-support](https://nab.com.au/customer-support)



### How will we communicate with customers and the community

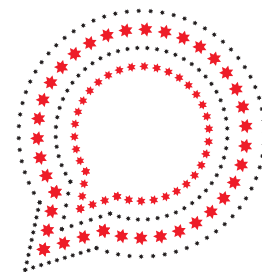
Customers will receive communication with 12 weeks-notice of the closure date via post, and we will inform Federal, State and Local Government representatives.

## 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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