

NAB Queanbeyan is closing

more
than
money



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 Queanbeyan branch at 90 Monaro Street, Queanbeyan on Thursday, 20 July 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 Woden
Address	Westfield Woden, Keltie Street, Woden ACT 2606
Opening hours	Monday to Thursday: 9.30am–4.00pm Friday: 9.30am–5.00pm
Facilities	SmartATM, Teller Services, Coin Swap Machine, Quick Change Machine, Express Business Deposit
Distance in kms	15.2km

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	Queanbeyan Post Shop
Address	148 Crawford Street, Queanbeyan NSW 2620
Opening hours	Monday to Friday: 9.00am–5.00pm Saturday: 9.00am–12.30pm
Distance in kms	1.3km

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 Woden branch was completely updated in 2021
- Over the past few years, fewer customers are coming into branches to do their banking and foot traffic has lessened
- Approximately 56% of our customers in Queanbeyan have only visited the branch once in the last year
- More than 74% of customers are also using other locations including our newly refurbished branches in Woden

How is banking changing?

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



92%

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



25%

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



10%

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*

Customer segment	Regular (3+ visits)	Heavy (12+ visits)
Personal bank customers	981	225
Business bank customers	297	138

*January 2022 – December 2022

Number of personal banking transactions

Year	Cash withdrawals	Cash deposits	Cheque deposits
2020	7534	7126	1735
2021	6251	6117	1406
2022	6099	5967	1133

Number of business banking transactions

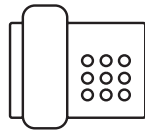
Year	Business deposits	Cheque deposits
2020	10027	1658
2021	9406	1862
2022	7092	1951

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
- 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 PIN enabled NAB card or barcoded deposit slip linked to your nominated 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

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.

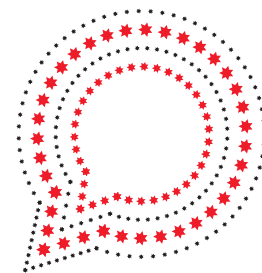
To find out more and get the support you need, visit nab.com.au/customersupport

We're here for Indigenous customers

NAB has a dedicated customer service line for Indigenous Australians to access better 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)
Saturday 9am – 1pm (AEST/AEDT)

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 on request. Fees and charges may be payable. NAB Internet Banking terms and conditions apply (available at 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.