

Thursday, 30 July 2026

## **ASX ANNOUNCEMENT**

### **NAB Business and Private Banking briefing**

National Australia Bank Limited (NAB) has today provided a briefing on its Business and Private Banking Division (B&PB). This includes an overview of B&PB's Regional & Agri Banking business and Business Transaction Deposits. The presentation slides for this briefing are attached to this announcement.

The attached presentation also includes the following information on B&PB's balance sheet growth and asset quality trends in the June 2026 quarter:

- B&PB business lending balances increased by 4% including the strongest June month since FY22.
- B&PB deposit balances increased by 1%, consistent with seasonal trends, while at-call deposits (excluding offset accounts) increased by 3%.
- Home lending balances in B&PB increased by 2%, although the value of home lending applications were 9% lower than applications in the prior quarter (NAB's total Australian home lending applications were 15% lower than the prior quarter).
- The ratio of non-performing loans to GLAs improved from 3.00% at March 2026 to 2.91% at June 2026. However, watch loans have increased by 8% over the quarter, reflecting current and potential impacts from a challenging environment.

NAB Group Executive B&PB, Andrew Auerbach, commented: "Business and Private Banking has continued to perform well in a challenging economic environment. It's pleasing to see the resilience of our business customers who continue to find opportunities to grow and innovate."

Further information on NAB's performance in the June 2026 quarter will be provided with the release of the Third Quarter Trading Update on Monday 17 August.

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*Approved for distribution by the Disclosure Committee.*

# Business & Private Banking briefing

**30 July 2026**

This presentation is general background information about NAB. It is intended to be used by a professional analyst audience and is not intended to be relied upon as financial advice. No representation is made as to the accuracy, completeness or reliability of the presentation. Financial information in this presentation is based on cash earnings, which is not a statutory financial measure. Refer to page 36 for legal disclaimer and a note on cash earnings.

# Introduction

**Andrew Auerbach**

Group Executive

Business & Private Banking

# Clear market leadership in SME banking<sup>1</sup>



## We bank

~1 in 4 of SME market<sup>2</sup>  
~1 in 3 of Agri market<sup>2</sup>

>10 year  
median customer  
tenure<sup>3</sup>

>90%  
of customers<sup>3</sup> with  
active business  
transaction account

~70% of sales<sup>4</sup>  
via proprietary channels

Integrated  
Private Wealth  
offering

## Supporting long term business growth in Australia

- ✓ Strong B&PB **pipeline**<sup>5</sup>
- ✓ Ongoing development of **business lending platform** - faster, more seamless lending outcomes
- ✓ Closer collaboration between **B&PB** and **C&IB** to better serve customers



Digitise simple  
needs



Diversified  
growth

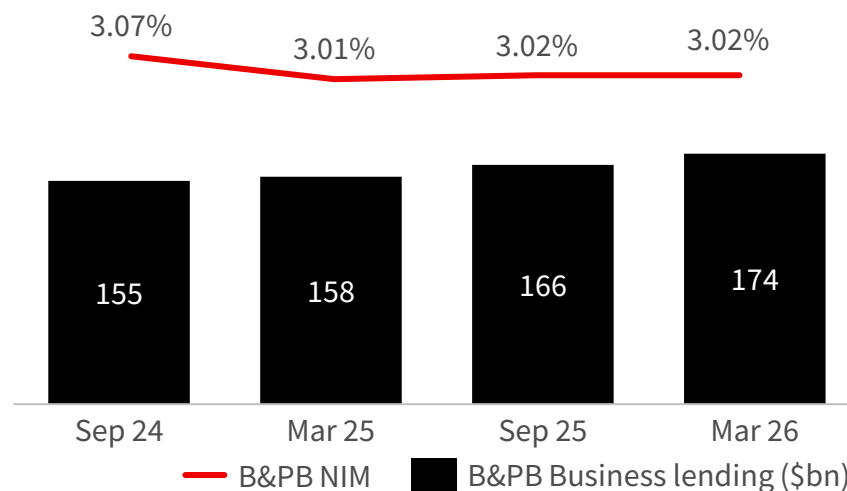


Deepening  
customer  
relationships



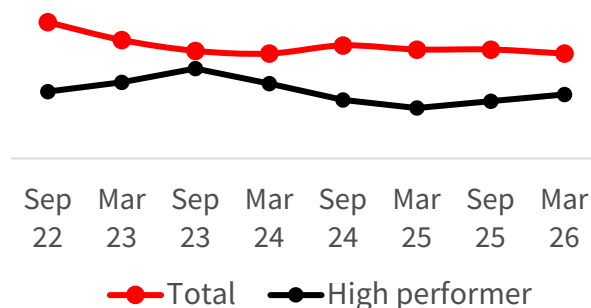
Develop the  
workforce

## B&PB growing GLAs with stable divisional margins



## Focused on retaining high performing bankers

Low & stable turnover<sup>6</sup>



(1) B&PB customers typically have borrowings up to \$50m and turnover less than \$100m  
 (2) Derived from latest RBA statistics. Latest data as at Feb 26 excluding financial businesses. Includes business lending relating to both B&PB and some C&IB customers  
 (3) For relationship managed B&PB customers  
 (4) Sales refers to new and increased limits for business lending  
 (5) Pipeline refers to value of applications, approvals and acceptances. Based on unaudited management information as at 24 April 2026  
 (6) Voluntary turnover rolling 12 months for customer facing roles

# Refreshed strategy to drive sustainable growth & attractive returns

*Australia's leading business bank servicing the business and personal banking needs of SME customers<sup>1</sup>*

## Digitise simple needs



- Faster outcomes, improved customer experiences
- Creating capacity to reinvest in relationship banking and solving complex needs
- Ongoing development of business lending platform

## Deepening customer relationships



- More customers needs met e.g. transactional banking, wealth, private banking, personal banking
- Uplifting service through improvements in contact centres and NAB Customer Voices

## Diversified growth



- Grow non-lending revenues
- Grow across more industries e.g. retail, hospitality, wholesale trade, construction
- Closer collaboration with C&IB to support emerging corporate opportunities

## Develop the workforce of the future



- Enable colleagues through new tools, training and innovation
- Smarter insights and clearer career paths
- Remove non-customer facing work for bankers

## Relationship-led

Increasingly enabled by digital, data & analytics

## More bankers in more places<sup>2</sup>

>6,000 customer roles  
~150 business centres  
~430 branches with small business bankers

## Deep sector specialisations

Agri, Health, CRE  
Govt, Education & Community,  
Professional Services  
Franchising

## Integrated HNW offering

JBWere  
Private Bank  
nabtrade

## Deep credit capability

Well diversified, highly secured portfolio

(1) B&PB customers typically have borrowings up to \$50m and turnover less than \$100m

(2) Data as at Mar 26

# B&PB leadership team aligned to strategic priorities



## Distribution

### **Executive, Business Metro**

Diversified business (capital cities),  
emerging corporate

### **Executive, Specialised Banking**

Health, CRE, government, education,  
community sector, professional services,  
franchising

### **Executive, Business Regional & Agri**

Regional business banking, agribusiness  
specialisations

### **Executive, Business Direct & Small Business**

Diversified and industry specialist small  
business teams; B&PB Customer Contact  
Centre

## Product & Enablement

### **Executive, Business Lending**

Customer lending solutions, commercial  
broker, deal structuring & execution,  
business lending transformation,  
commercial mgt & credit strategy

### **Executive, Transaction Banking**

Transaction banking solutions across  
business deposits, merchants, HICAPs,  
trade, working capital & markets

### **Executive, Chief Operating Officer**

Strategy, execution, divisional controls,  
marketing, fin crime & fraud

## Private Wealth

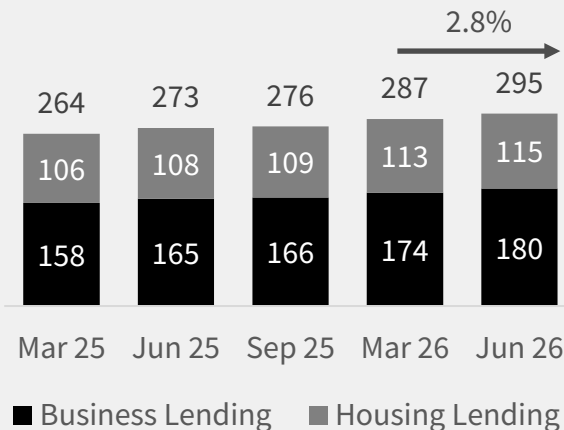
### **Executive, Private Wealth**

Integrated private wealth offering  
through private banking, nabtrade &  
JBWere

# Resilient volume growth despite uncertain environment



B&PB lending balances (\$bn)<sup>1</sup>



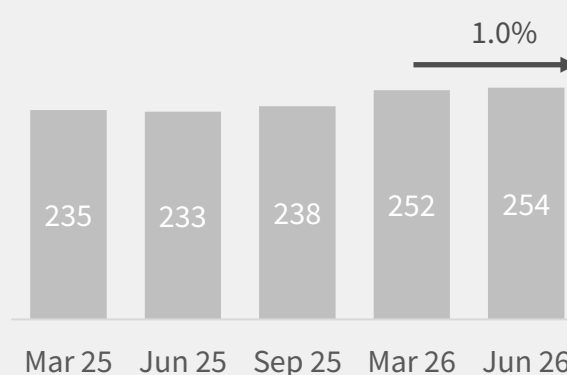
## Strong **business lending** growth

- Jun 26 up 4% vs Mar 26, up 10% vs Jun 25
- broad based sector growth
- 1.1x SME system lending growth YTD<sup>2</sup>
- strongest June month since FY22
- pipeline broadly in line with pcg

## Mixed **home lending** performance

- B&PB balances up 2% vs Mar 26, up 6% vs Jun 25
- applications down 9% 3Q26 vs 2Q26<sup>3</sup>

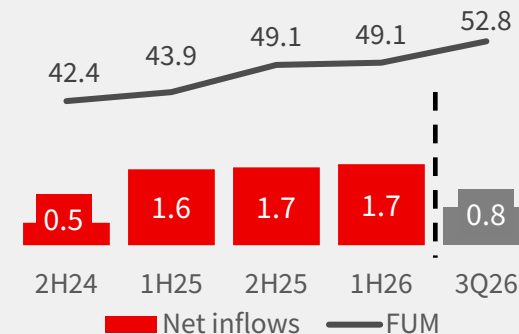
B&PB deposit balances (\$bn)



**Deposits** tend to show seasonally softer growth in Jun qtr impacted by timing of business customer funding and investments

- Jun 26 up 1% vs Mar 26 including 3% growth in at-call accounts (ex offsets)
- up 9% vs pcg

JBWere inflows and FUM (\$bn)



- **Funds under management** up 8% Jun 26 vs Mar 26
- Good 3Q26 **net funds flow** with strong inflows supported by new mandates and philanthropy clients

(1) Excludes Other lending in B&PB

(2) Derived from latest RBA statistics as at May 26. Reflects data from Oct 25 – May 26 excluding financial businesses. Includes business lending relating to both B&PB and some C&IB customers

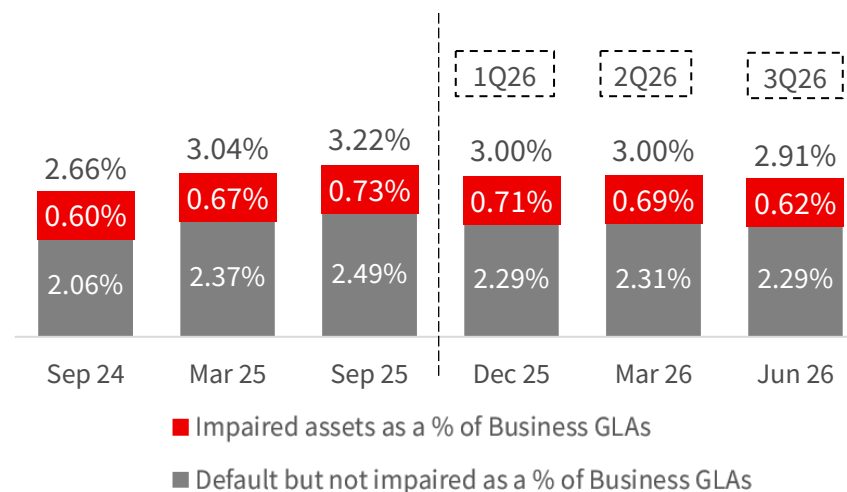
(3) Refers to total value of B&PB home lending applications for 3 months ended Jun 26 versus 3 months ended Mar 26. Total value of Australian home lending applications (Personal Banking, B&PB and ubank) down 15% over the same period

# B&PB business lending 3Q26 asset quality trends

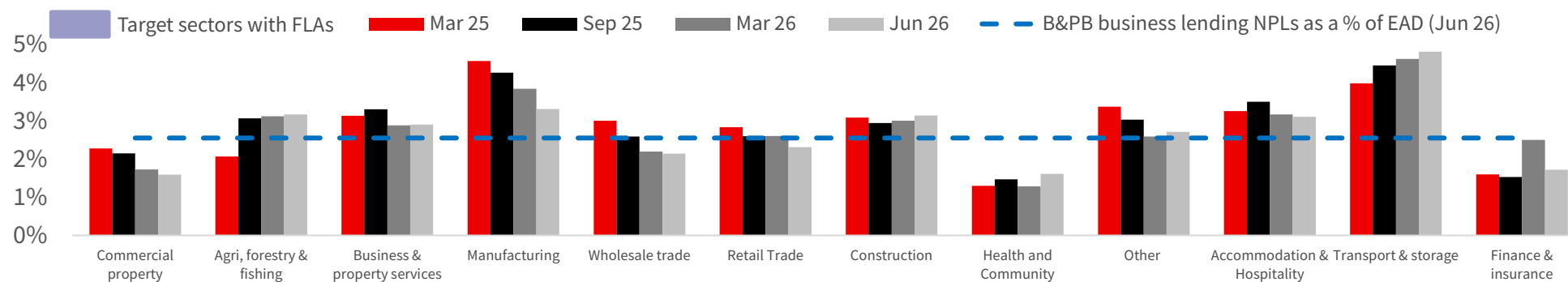
## Key considerations

- **Total NPL ratio improved** over 3Q26 primarily driven by lower impaired asset ratio
- Continued NPL deterioration in sectors more impacted by Middle East conflict including **Construction and Transport & Storage**
- Broad based increase in **watch loans up 8%** since Mar 26 reflecting current and potential impacts from more challenging environment
- Helping customers navigate difficult times:
  - staying close to customers, **proactive regular check-ins**
  - monitoring **early warning indicators** including temporary excess, covenant breaches, slower payments, behaviour shifts
  - connection to **appropriate support** where necessary

## Non-performing exposures (NPLs) as % of GLAs



## NPLs as % of lending EAD by regulatory industry categories<sup>1</sup>



| Industry % of non retail lending EAD | 25% | 24% | 7% | 6% | 6% | 6% | 6% | 5% | 4% | 4% | 4% | 3% |
|--------------------------------------|-----|-----|----|----|----|----|----|----|----|----|----|----|
|--------------------------------------|-----|-----|----|----|----|----|----|----|----|----|----|----|

(1) Based on ANZSIC Level 1 classifications

# Regional & Agri Banking

**Khan Horne**

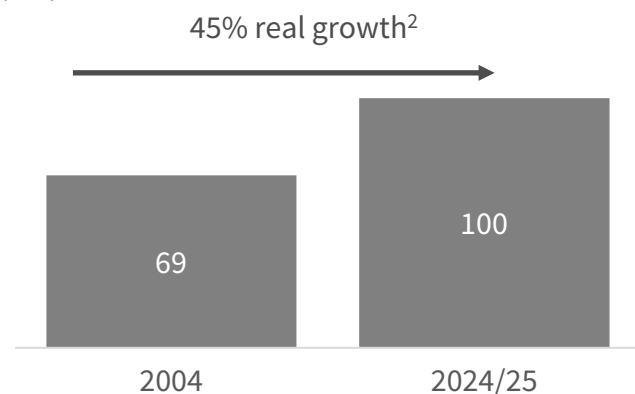
Executive, Business Regional & Agri - Business & Private Banking

- Agri banking sector has strong long term growth thematic
- NAB's scale, presence & experience has supported attractive returns and is difficult to replicate
- Well diversified and highly secured portfolio with low long run loss experience and strong risk management expertise
- NAB well positioned to defend and grow

# Regional & Agri – a large, growing industry

## Gross value of Australian Agri production<sup>1</sup>

(\$bn)

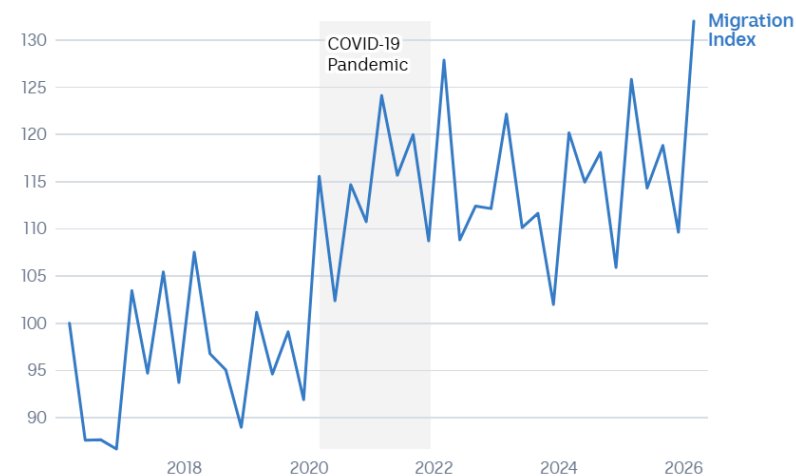


- **45% real production value growth 2004-24/25** driven by
  - growing global population and food demands
  - higher livestock prices reflecting growing protein demand in emerging countries
  - Australia's proximity to key export markets
  - cropping productivity improvements – new technologies and mgt practices

## Significant contribution to Australia<sup>1</sup>

- agri accounts for **2.2% pa of GDP** financial year 2024/25
- ~70% of agri output exported, accounting for 12% of Australian exports (**4th largest export industry**)
- agri accounts for 5.6% of rural employment and **2.1% of national employment** (>300k people in 2024–25)
- growing **net migration into regional** areas

## Population flows from capital cities to regional Australia



ABC News / Source: Regional Australia Institute / [Get the data](#)

(1) Source: ABARES Insights Report February 2026. Includes forestry and fishing

(2) 2004 in 2024/25 dollars

# Agri lending growth supported by long term thematic



## Agri investment drivers

### Producers improving productivity

- scale and expansion (land, water)
- yield improvement (genetics, varieties)
- efficiency: agri tech & automation
- infrastructure e.g. storage, irrigation, cold chain logistics

### Institutional capital incl foreign direct investments

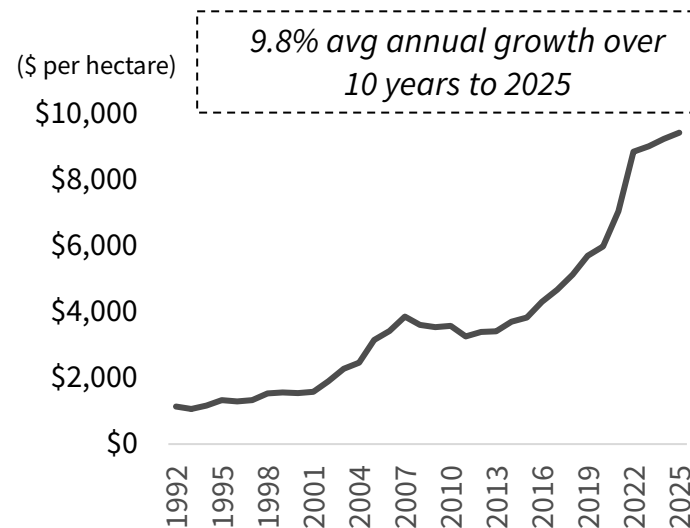
- exposure to attractive asset class
- acquiring and consolidating farmland to improve scale and productivity

### Consolidation

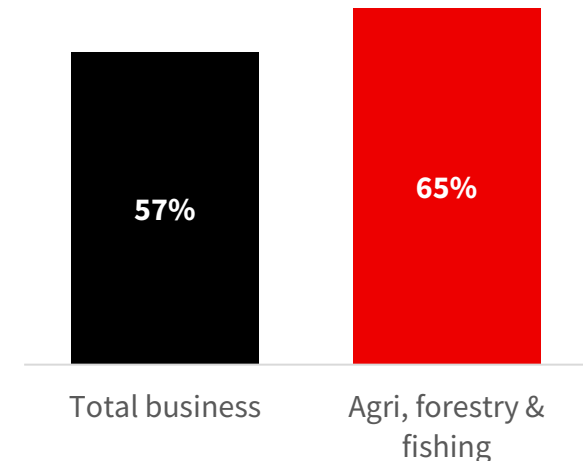
**9% decline  
in farm  
numbers**

2009/10 - 2023/4<sup>1</sup>

### Growth in farm values<sup>2</sup>



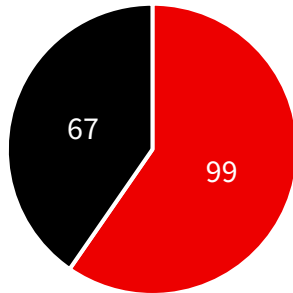
### Agri lending growth outpaced total business lending growth May 21-May 26<sup>3</sup>



(1) ABARES Australian Agricultural and Grazing Industries Survey and Australian Dairy Industry Survey, number of broadacre farms, 2009-10 to 2023-24  
(2) ABARES Farmland Price Indicator - national broadacre farm prices  
(3) Derived from latest RBA statistics as at May 26

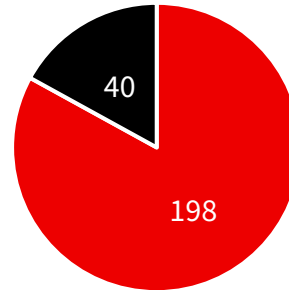
# NAB Regional & Agri – a significant contributor to B&PB

40% of B&PB Sep 25 business GLAs



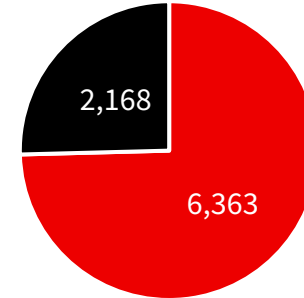
■ BPB ex R&A \$bn ■ Regional and Agri \$bn

17% of B&PB Sep 25 customer deposits



■ BPB ex R&A \$bn ■ Regional and Agri \$bn

25% of B&PB FY25 revenue

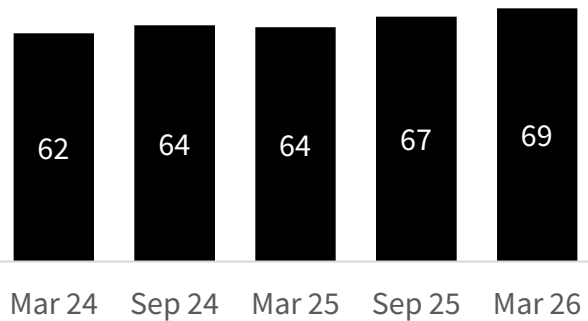


■ BPB ex R&A \$m ■ Regional and Agri \$m

## Good balance sheet momentum with structurally lower deposit balances

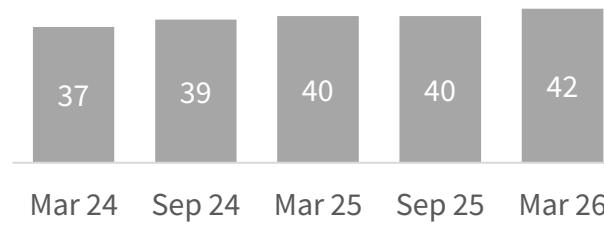
R&A lending balances (\$bn)

11% growth



R&A deposit balances (\$bn)

15% growth



**Attractive  
returns<sup>1</sup>**

broadly in line  
with B&PB average

(1) Based on FY25 revenue as percentage of average risk weighted assets

# NAB Regional & Agri – well placed to defend and grow

national  
australia  
bank



*Scale, integrated end-to-end proposition, specialist capability, seasoned bankers*

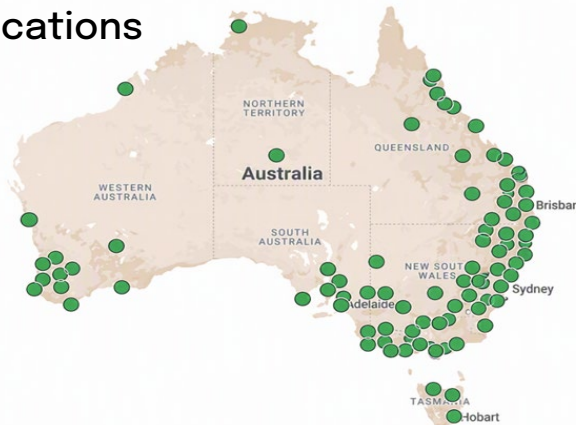
**~1 in 3** Agri loans<sup>1</sup>  
**~1 in 4** farm mgt  
deposits<sup>2</sup>

**~90%**  
proprietary sales<sup>3</sup>

**~260** agri bankers<sup>4</sup>  
**~280** diversified  
bankers<sup>4</sup>

**~25,000**  
customers

120 locations



**~12 years**  
avg banker tenure<sup>5</sup>

**>17 years**  
avg customer tenure

**>1 product**  
incl active BTA for  
>90% customers

Specialist & seasoned  
**risk capability**

**> 160 years of history supporting customers, > 165 years combined leadership team experience**

- (1) By value. Derived from latest RBA statistics as at May 26 excluding financial businesses. Includes business lending relating to both B&PB and Corporate & Institutional customers
- (2) Farm Management Deposits (FMD) market share based on Dept of Agriculture, Fisheries & Forestry statistics as at Jun 26. FMDs allow agribusinesses to pay income tax on their deposits only when the money is withdrawn, rather than when it is earned and deposited. This allows farmers to set aside pre-tax income which they can draw on in future years when they need it. Includes B&PB and some Personal Banking customers
- (3) Sales refers to new and increased limits for business lending
- (4) Does not include Relationship Associates (~170) or Home Lending bankers (~50) supporting both agri and diversified bankers, or Executives
- (5) For both agri bankers and diversified bankers standalone. Based on time at NAB

# An integrated approach to Agri Banking

***Our scale enables an integrated agri banking proposition, connecting specialist expertise across NAB to support customers from family farming enterprises through to sophisticated corporates and multi-generational wealth transitions***

Specialist expertise from across NAB servicing whole of customer needs

FX and IRRM  
OTC commodities  
Transactional banking

Agribusiness Credit  
Trade & Equipment Finance  
Green lending  
Deal Structuring &  
Execution

Agri Strategic Business  
Services (problem loan mgt)

Private Wealth  
JBWere  
nabtrade

Relationship Bankers

Servicing a wide spectrum of agri customers

*Business Direct & Small Business*  
Small Enterprise

*Regional & Agri Banking*  
Medium to Large Enterprise

*Corporate & Institutional Banking*  
Sophisticated Enterprises

# Strong Agri risk management expertise

## Long term, through-cycle approach to risk management

Agri portfolio subject to **unique external risk factors which are hard to predict** including:

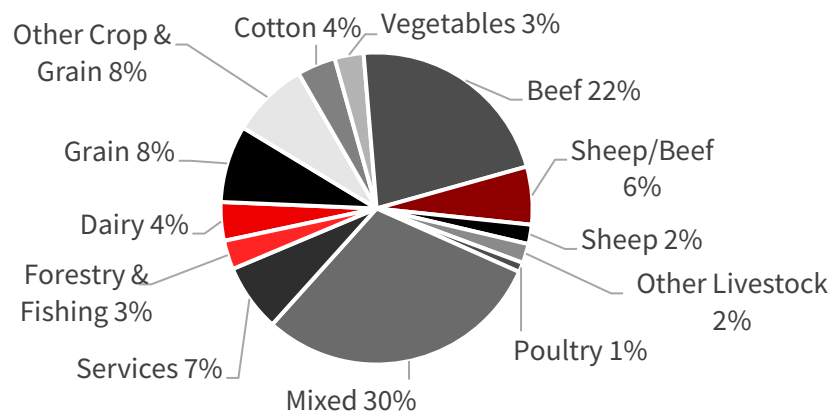
- weather
- global trade conditions
- input cost pressures
- biosecurity risks

Manage  
concentration  
risk & portfolio  
resilience

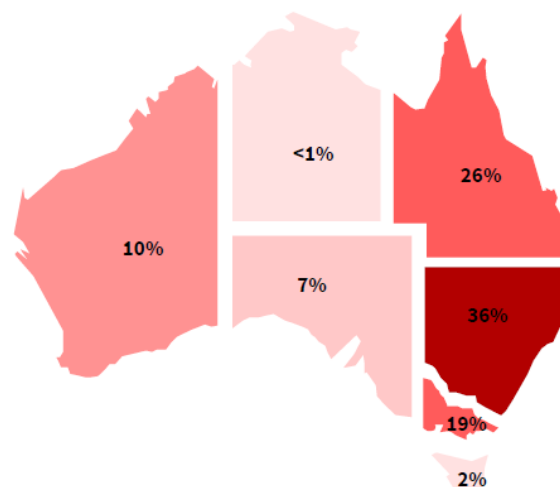
- **Diversification** by commodity type and geography
- Dedicated team of **~30 agri risk specialists** across Australia
- **Highly secured** exposures
- Investment in **agri tools** e.g. digitised portfolio reporting, FarmID
- **Experienced bankers** where our customers operate
- Integrating **ESG and climate risk assessments** into banker workflows

## Australian agriculture, forestry & fishing

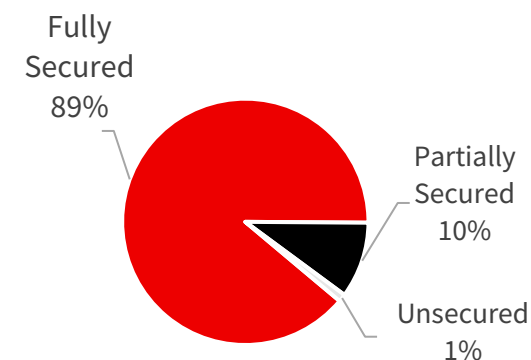
Portfolio EAD by sector – \$50.7bn Mar 26



Portfolio EAD by geography<sup>1</sup>



GLA security profile Mar 26<sup>2</sup>

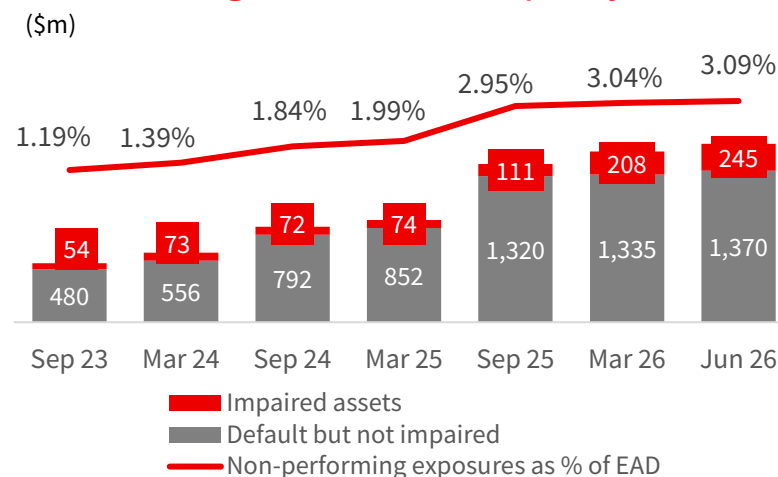


(1) Indicative lending concentrations based on registered business address and does not account for businesses operating across multiple states therefore may not accurately reflect geographic distribution of the lending portfolio.  
 (2) Based on loan balance not EAD. Fully Secured is where the loan amount is less than 100% of the bank extended value of security; Partially Secured is where the loan amount is greater than 100% of the bank extended value of security; Unsecured is where no security is held and/or no value held against the security and negative pledge arrangements may be in place. Bank extended value is calculated as a discount to market value based on the nature of the underlying security

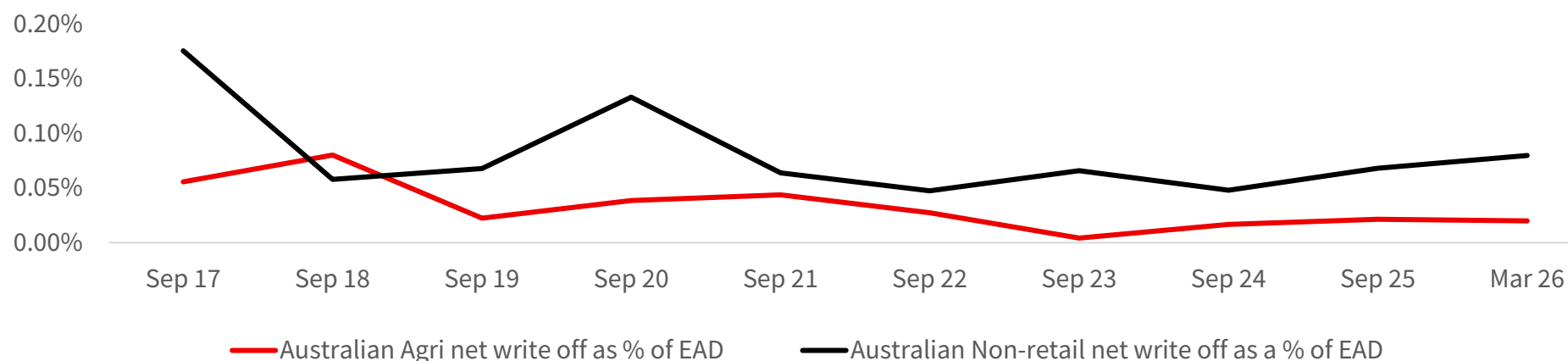
# Agriculture, forestry & fishing – portfolio performance<sup>1</sup>

- **Weather conditions** remain mixed, with soil moisture above average in large parts of northern QLD, NT and SA and VIC/SA border regions having recently received favourable rain. Areas in the central belt of southern QLD, NSW and Victoria continuing to experience rainfall deficiencies
- While broadacre **farmland price growth** has slowed since 2022, transaction volumes are materially below peak levels (buyer depth moderated and purchasers more discerning of quality); NAB lending assessments continues to apply material haircuts to market values
- **NPLs** continues to include two large well secured B&PB customers downgraded in 2H25
- **Provisioning** includes \$75m target sector FLA raised in 1H26
- **Agri net write-off rates** below non-retail lending average reflecting the highly secured and well diversified nature of the portfolio

## Australian agriculture asset quality



## Lower net write off rates over time than non-retail<sup>2</sup> portfolio average



(1) Based on ANZSIC Level 1 classifications. Includes B&PB and C&IB exposures

(2) Non-retail excludes ANZSIC Level 1 classifications of Government and Finance & Insurance

# Future opportunities aligned to B&PB strategy



## Digitise simple needs



- **Digitise simple servicing** including self serve for remote customers
- **Streamline processes** including agri business lending transformation
- Enhance **NAB Connect** agri functionality

## Deepening customer relationships



- **Increased collaboration** with C&IB and specialist banking teams to address increasingly complex customer needs
- Better support customers through **succession, consolidation and corporatisation**

## Diversified growth



- Targeted growth and investment in **higher returning subsectors** e.g. services to agriculture
- Enhance **sustainability offerings** incl green loans
- **Deal Ready** for customers Markets needs

## Develop the workforce of the future



- Structured **new banker support and pathways** with accelerated onboarding and competency development
- Increased use and development of **AI and digital tools** to support bankers e.g. Farm ID
- **Graduate program** expansion
- Attract and retain **regional talent**

# Business transaction deposits

**Paul Riley**

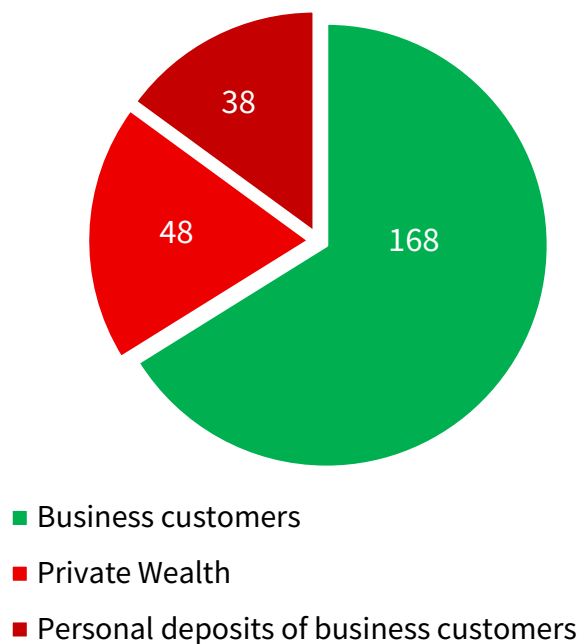
Executive, Transaction Banking – Business & Private Banking

- Not all deposits are equal—operational transaction deposits are key to deepening customer relationships and driving better returns
- Growth in operational transaction deposits comes from supporting customers' working capital needs and payment needs (e.g. merchant facilities) complemented by self-service through NAB Connect and backed by banker expertise
- Progress has been driven by investing in innovative payment propositions for deposit rich sectors and simpler, faster customer experiences.
- This is a long term strategy, and we are making consistent progress
- Focused execution at scale will underpin ongoing growth

# B&PB transaction deposits dominated by business

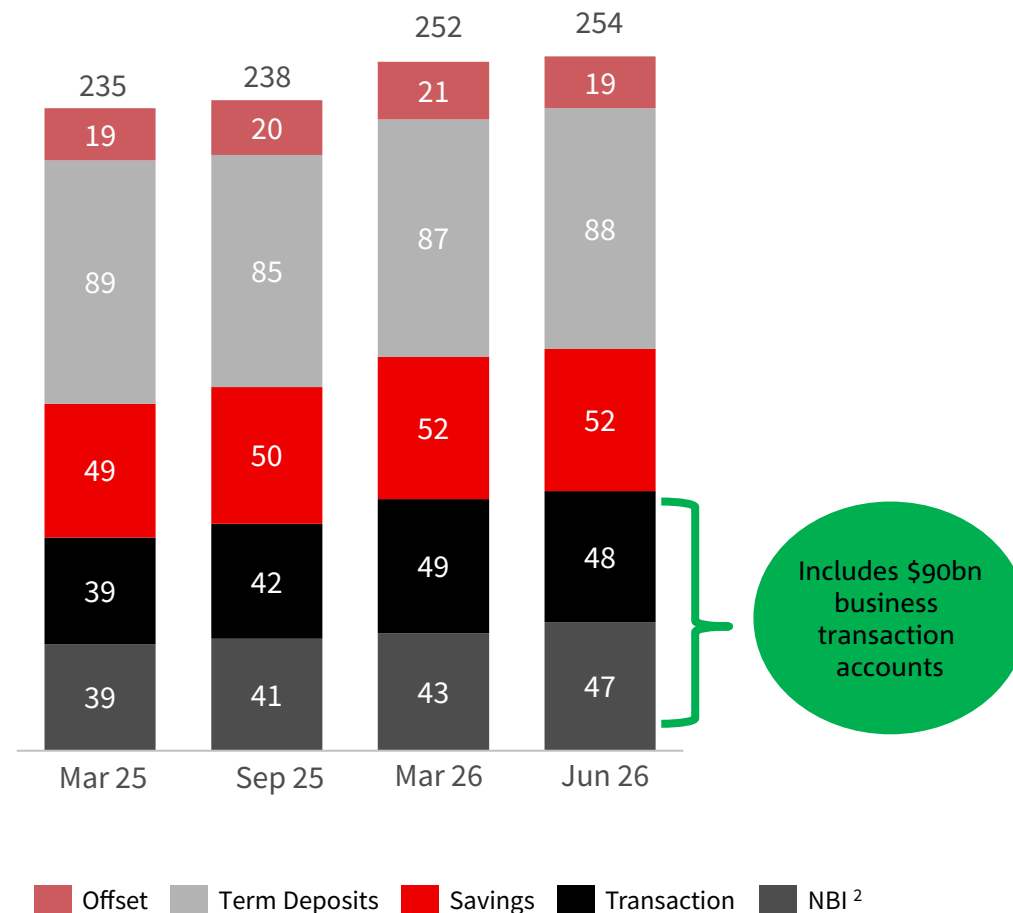
## June 26 customer deposits by source - \$254bn<sup>1</sup>

(\$bn)



## Total Business & Private Banking deposits

(\$bn)

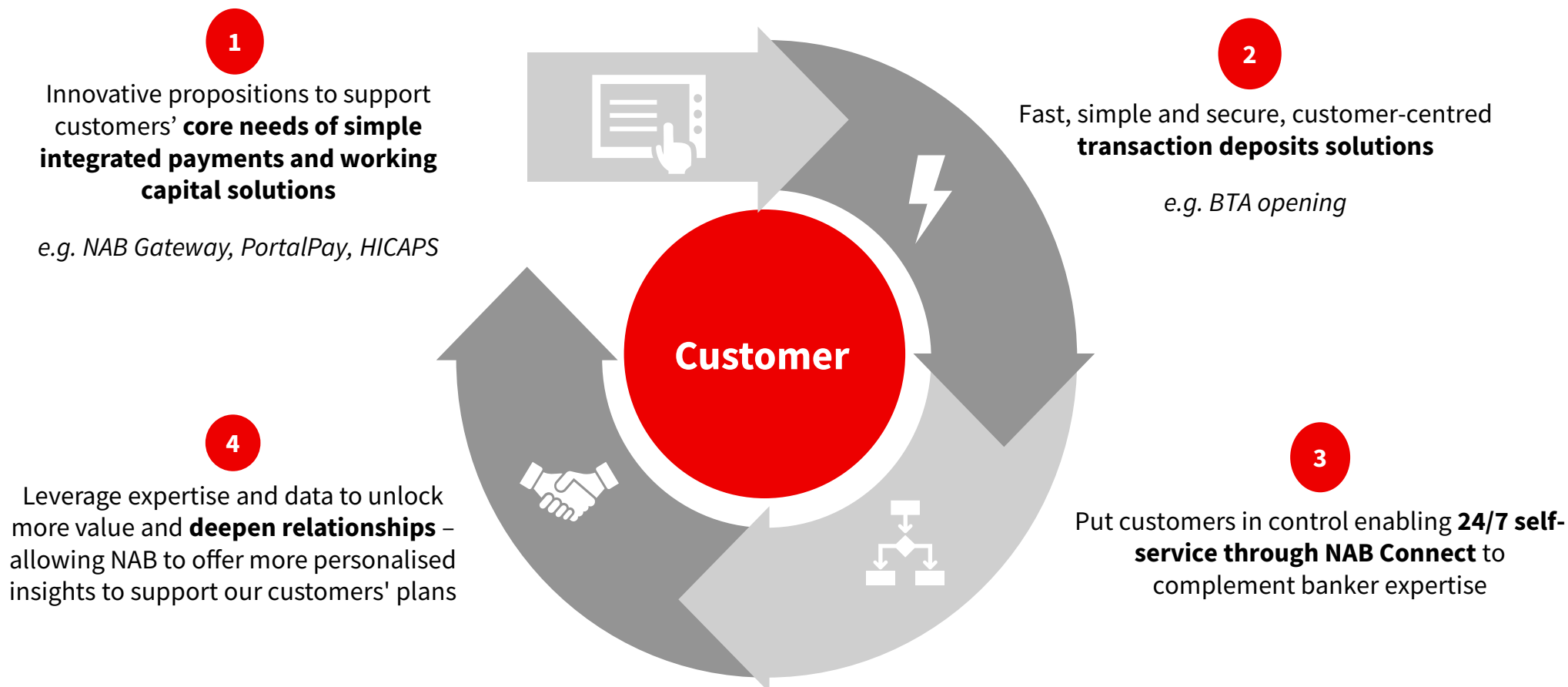


(1) Assumes Term Deposits outside Private Wealth are Business Deposits

(2) Deposits not bearing interest

# Operational deposits start with helping customers with payment and working capital needs

*Progress has been made by investing in innovative payment and working capital solutions together with faster and simpler account opening processes*



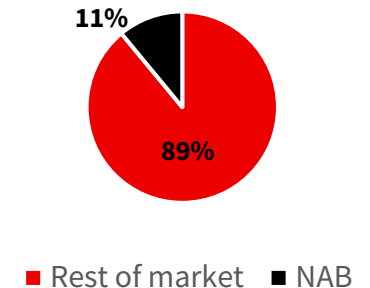
# Innovative payment propositions for deposit rich sectors



## Health

- **HICAPS** leading healthcare payment solution facilitating seamless health claims and payments
- Continuing to expand the types of **schemes, plans, types of patient care and practitioners**, e.g. GP proposition
- Creates further banking opportunities, e.g. equipment finance, premier and private banking

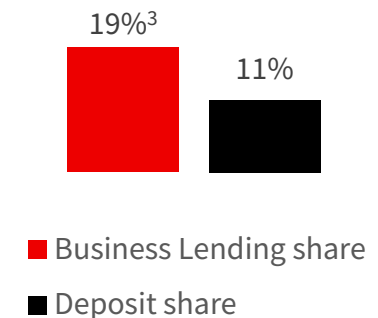
Deposit market size<sup>1</sup> ~\$50bn



## Professional Services<sup>2</sup>

- Leverage existing business lending relationships
- **PortalPay and PayTo** simplify collections and reconciliation for real estate customers
- Invested in **bulk upload capability** to create up to 100 accounts in 8 minutes for legal, insolvency and strata customers

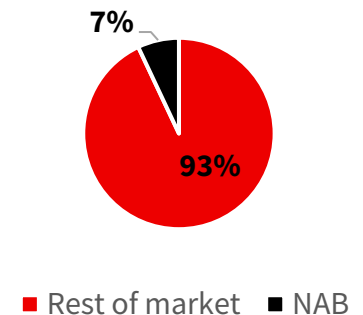
Deposit market size<sup>1</sup> ~\$120bn



## Education

- **NAB Gateway** integrated with education management software to process fees online
- 130 independent schools onboarded in 12 months
- Opens broader NAB opportunities, including JBWere

Deposit market size<sup>1</sup> ~\$40bn



(1) Estimated deposit market size and NAB's share based on internal estimates as at 30 June 2025

(2) Professional services includes legal, accounting, real estate, insolvency, and strata customers

(3) Business lending market share derived from RBA D.14 as at 30 June 2025

# Fast, simple and secure transaction account opening

## Our Ambition

Simple accounts open in  
<24 hours

Complex accounts open in  
<48 hours

## Where we started - March 2025

10 minutes

+

2+ days

+

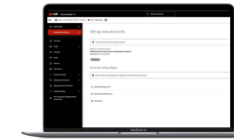
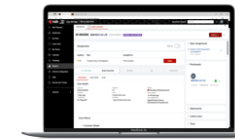
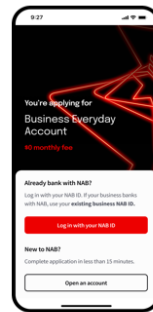
2+ days

+

1 day

=

5+ days



Online  
application

Application review  
& Onboarding

KYC Quality  
Control

Account  
Opening

Account  
Opened

## What we focused on

- Enable more customers to straight through process (STP)
- Reduce time between initial application and account origination
- Continue to automate business onboarding
- Reduce time for KYC quality control



## Actions

- ✓ Expanding STP capability for more customers e.g. sole traders and single director companies
- ✓ Tighter workflow management and controls at origination
- ✓ Single onboarding pathway for all business customers
- ✓ Additional resources allocated to KYC quality control

# Delivering measurable outcomes

**17%**

increase in straight-through account openings<sup>1</sup>

**68%**

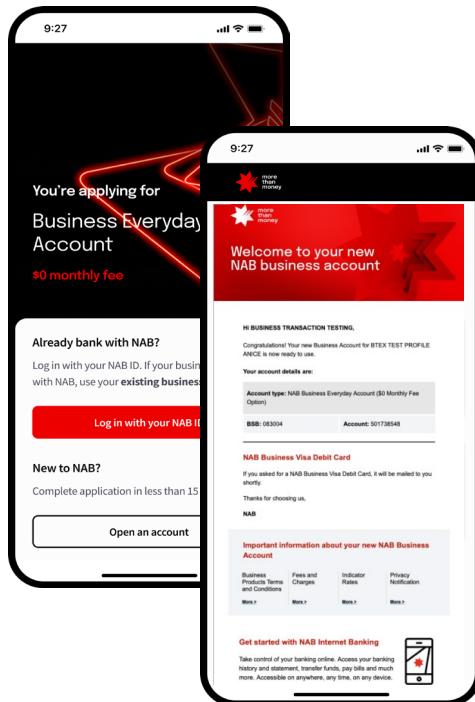
simple accounts opened in <24 hours

**45%**

complex accounts opened in <48 hours

**+13 pts**

improvement in NPS<sup>2</sup>



**31%**

increase in Business Transaction and NBI new account openings<sup>3</sup>

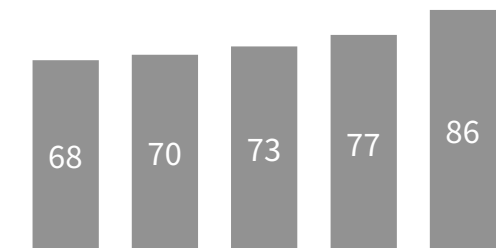


Mar 24 Sep 24 Mar 25 Sep 25 Mar 26

**26%**

increase in Business Transaction and NBI<sup>4</sup> deposit balances

(\$bn)



Mar 24 Sep 24 Mar 25 Sep 25 Mar 26

- (1) From March 2025 to March 2026
- (2) Episodic NPS opening a business transaction or savings account, from September 2025 to March 2026
- (3) Newly created transaction accounts in the reporting period excludes Foreign Currency Accounts and Farm Management Deposits
- (4) Excludes offset accounts

# Future opportunities aligned to B&PB strategy



*Our growth strategy aligns with B&PB's 4Ds strategy, and is underpinned by leveraging technology to enable scaled execution - enabling our bankers to invest more time helping our customers to grow and manage their businesses*

## Digitise simple needs



- **Increase straight-through processing** to more customers and products e.g. Commercial cards and Merchant Services
- **Expand self-service** capabilities e.g. Commercial Cards on NAB Connect and Merchant servicing

## Deepening customer relationships



- **Expand integrated customer propositions** e.g. Fx offering and faster merchant settlement
- **Making it easy for customers to open multiple accounts** with NAB e.g. Business Transaction account, Corporate Cards and Merchant facility

## Diversified growth



- **Scale growth in deposit rich sectors** e.g. Professional Services, Health and Education
- **Extend propositions** into new segments and deepen integration with industry platforms e.g. HICAPs

## Develop the workforce of the future



- **Bankers with clear and consistent performance** metrics including transaction banking
- **Equip bankers with digital and AI-enabled tools** to simplify customer onboarding and servicing

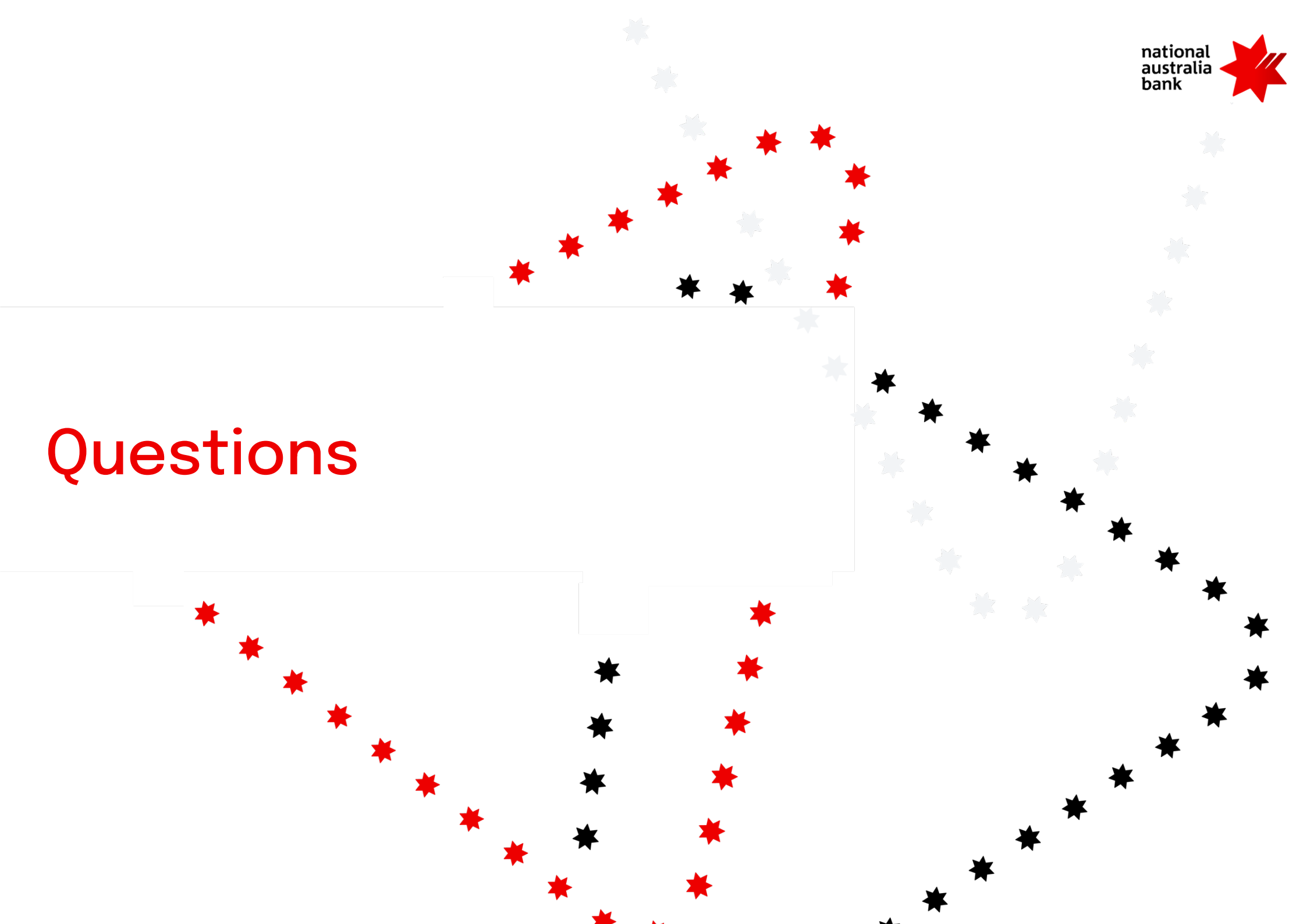
# Simplification and service enabled by AI



# Closing remarks

- B&PB performing well in a challenging environment
- We have a high quality franchise which is hard to replicate
- Our focus on deposits is delivering good momentum in Business Transaction Accounts
- Our refreshed strategy provides clear opportunities for growth

# Questions

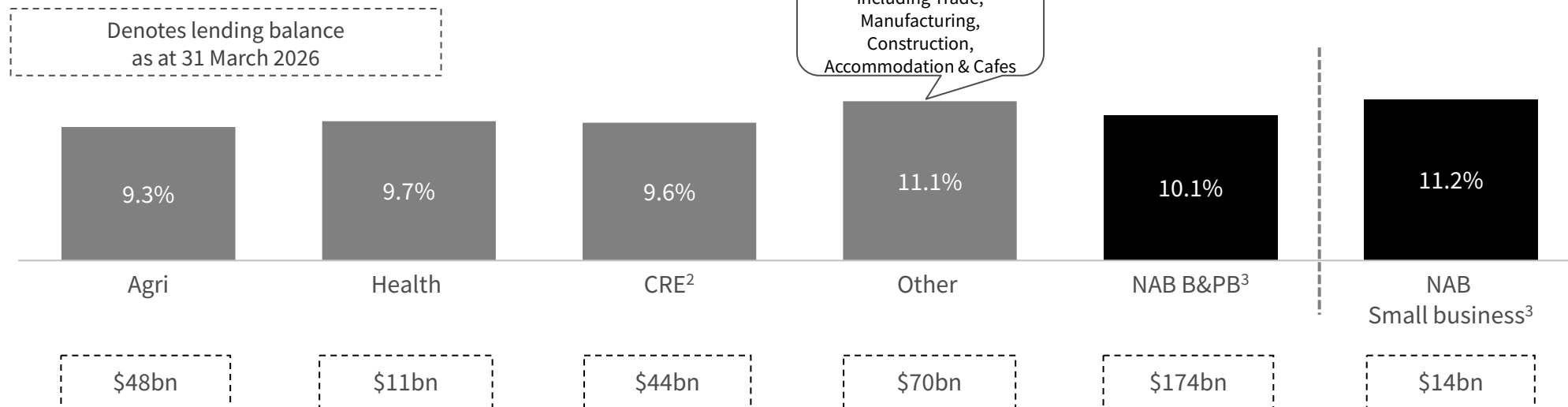


# Appendix slides

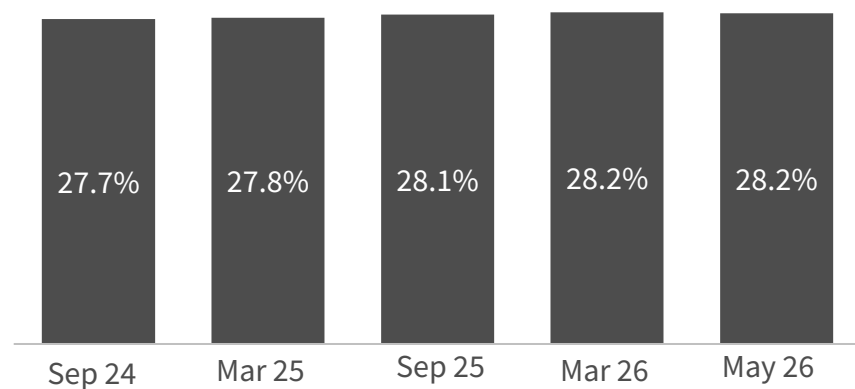


# Business & Private Banking business lending

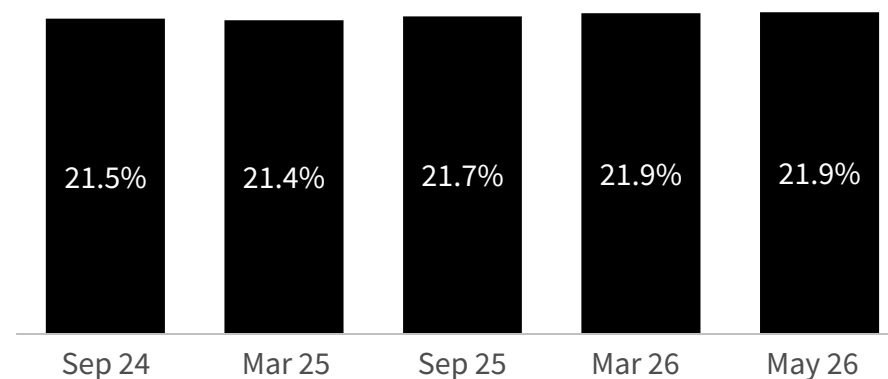
## Diversified Australian business lending growth (YoY)<sup>1</sup>



## SME lending market share (RBA)<sup>4</sup>



## Business lending market share (APRA)<sup>5</sup>



(1) Growth rates are on a customer segment basis and not industry categorisation

(2) CRE primarily represents commercial real estate investment lending across a range of asset classes including Retail, Office, Industrial, Tourism and Leisure, and Residential

(3) B&PB customers typically have borrowings up to \$50m and turnover less than \$100m. NAB Small business reflects business lending by B&PB's Business Direct & Small Business unit

(4) Derived from latest RBA statistics. Latest data as at May 26 excluding financial businesses. Includes business lending relating to both B&PB and some C&IB customers

(5) Represents business lending to non-financial businesses and community service organisations under APRA Monthly Authorised Deposit-taking Institution Statistics definitions. Latest data as at May 26. Includes business lending relating to both B&PB and C&IB customers

# Simpler, more seamless business payments

*~90% of B&PB merchant customers settle into a NAB business transaction account*



## Innovative digital payment solutions

- **Specialised sector solutions** supported by **integrations and partnerships** with key industry software providers delivering more seamless payments across Professional Services, Insolvency, Real Estate, Strata and Independent Schools sectors
- **Visa B2B partnership** - automated straight-through processing of business payments to suppliers from a business's own SAP platform, allowing businesses to maximise payment days, minimise late penalties, and monitor payments and reconciliation status in SAP
- **NAB Easy Tap** - simple low-cost payment acceptance via Android phones



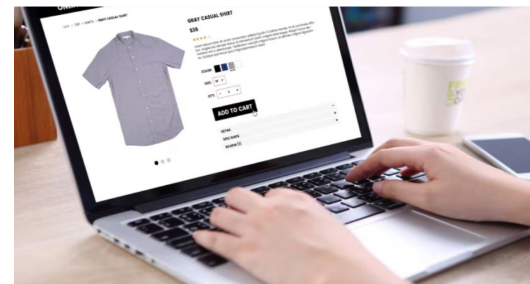
## HICAPS: leading healthcare payment solutions

- **HICAPS GP Proposition** - HICAPS terminals fully integrated with widely used GP practice management software, removing manual data entry and reducing administration time for GPs
- **HICAPS Digital** – fast online claiming solution, delivering automated submission and processing of health insurance and government scheme claims for medical, allied health and other health care providers
- **Self service portal** for Funding Partners and Providers providing ability to access self-service features through a secure, modern platform, with enhanced usability



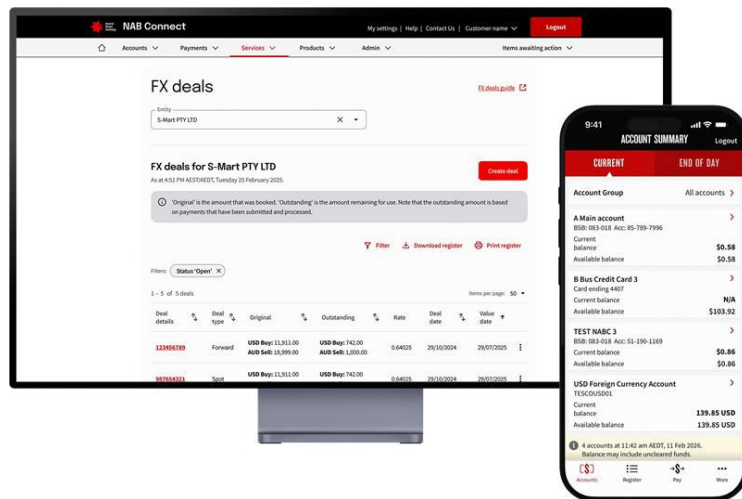
## NAB Gateway: a total solution for merchants to accept online and virtual payments

- Fast and easy set-up, strong security and fraud detection features
- **Flexible web payment options** including easy integration with a wide range of independent 'shopping cart' vendors, digital wallet transactions e.g. Apple Pay
- Detailed and highly **customisable reporting** capabilities
- Ongoing enhancements supporting **customer-specific needs and expanded payment options**



# Digital Customer Experience: NAB Connect

*Supporting B&PB<sup>1</sup> and C&I<sup>2</sup> customers to manage their business anywhere, NAB Connect continues to lead the market in complex business digital banking channels*



Mobile App and internet capability with **+99% service availability**

**Customisable** to business needs through self and assisted service functions

In-built **fraud controls** such as configurable payment approval rules, multifactor authentication and suspicious payment alerts

**Consolidated view** across unlimited number of accounts for institutional customers

Access to NAB **specialist products** and services including Corporate Cards Self Service, FX deals and Trade Finance Online

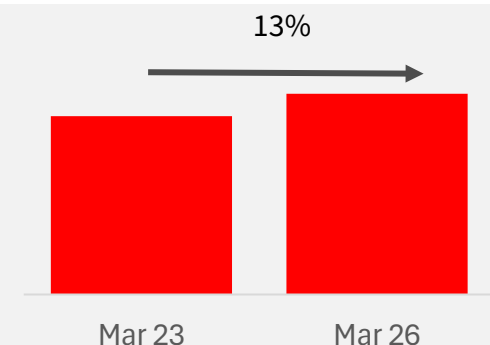
**#1 Digital Platform<sup>1</sup> for 7 years running**



**NAB Connect Desktop NPS<sup>3</sup>**

**+16 nps**  
VS Mar 23

**NAB Connect active banking customers**



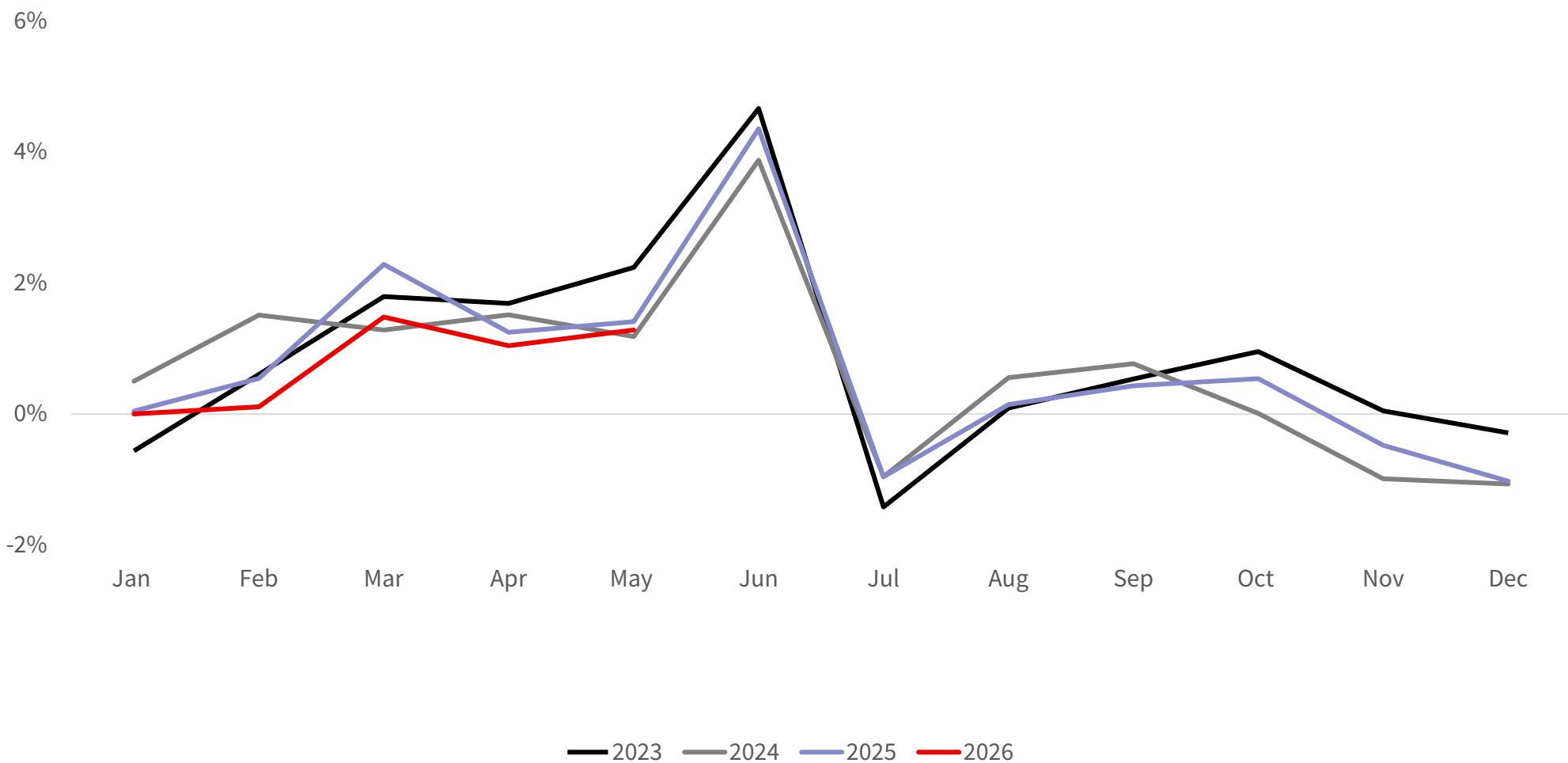
(1) Excludes small business customers with less complex needs who are serviced by NAB Mobile App and NAB Internet Banking

(2) 2025 Coalition Greenwich (formerly known as Peter Lee Associates) Large Corporate & Institutional Transaction Banking Survey, Australia. Ranking against the four major domestic banks

(3) Internal measure of NPS measured on 6 month rolling average to Mar 26. Net Promoter<sup>®</sup> and NPS<sup>®</sup> are registered trademarks of Bain & Company, Inc., NICE Systems, Inc., and Fred Reichheld. Net Promoter Score<sup>SM</sup> is a service mark of Bain & Company, Inc., NICE Systems, Inc., and Fred Reichheld

# Seasonality in Agri business lending growth

Monthly system lending growth rates<sup>1</sup>



(1) Derived from latest RBA statistics as at May 26

# Disclaimer and note on cash earnings

## Disclaimer

This presentation contains statements that are, or may be deemed to be, forward-looking statements. Forward-looking statements include all statements, other than statements of historical or present facts. These forward-looking statements may be identified by the use of forward looking terminology, including the terms "ambition", "believe", "estimate", "plan", "project", "anticipate", "expect", "goal", "target", "intend", "likely", "may", "will", "could" or "should" or, in each case, their negative or other variations or other similar expressions, or by discussions of strategy, plans, objectives, targets, goals, future events or intentions. Indications of, or guidance on, future earnings and financial position and performance are also forward-looking statements. Users are cautioned not to place undue reliance on such forward-looking statements. Such forward-looking statements are not guarantees of future performance and involve known and unknown risks, uncertainties and other factors, many of which are beyond the control of NAB, which may cause actual results to differ materially from those expressed or implied in such statements. There can be no assurance that actual outcomes will not differ materially from these statements.

There are many factors that could cause actual results to differ materially from those projected in such statements, including (without limitation) a significant change in NAB Group's financial performance or operating environment; a material change to law or regulation or changes to regulatory policy or interpretation; and risks and uncertainties associated with the ongoing impacts of the Russia-Ukraine and Middle Eastern conflicts and other geopolitical tensions, the Australian and global economic environment and capital market conditions and changes in global trade policies. Further information is contained in NAB Group's 2026 Half Year Results and Investor Presentation, available at [www.nab.com.au](http://www.nab.com.au).

## Note on cash earnings and underlying profit

The Group's results are presented on a cash earnings basis unless otherwise stated. Cash earnings is a key financial performance measure used by the Group and the investment community. The Group also uses cash earnings for its internal management reporting, as it better reflects what NAB considers to be the underlying performance of the Group. Underlying profit represents cash earnings before credit impairment charges, income tax expense and non-controlling interests. Cash earnings and underlying profit are not statutory financial measures, are not presented in accordance with Australian Accounting Standards, and are not audited or reviewed in accordance with Australian Auditing Standards. The 2026 Half Year Results provides details of how cash earnings is defined on page 12 and a discussion of non-cash earnings items and a full reconciliation of cash earnings and underlying profit to statutory net profit attributable to owners of the Company on pages 99 to 101. The Group's financial statements, prepared in accordance with the Corporations Act 2001 (Cth) and Australian Accounting Standards, and audited (full year) or reviewed (half year) by the Group's auditors in accordance with Australian Auditing Standards, are made available on the Group's website. The 2026 Full Year Results - Management Discussion and Analysis is expected to be made available on or around 5 November 2026.

For further information visit [www.nab.com.au](http://www.nab.com.au) or contact:

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