

## **Client Protection Management Policy**

### **National Australia Bank Limited. Tokyo Branch**

National Australia Bank Limited Tokyo Branch pledges the following items to respect customers' interest and protect their assets, information and other benefits.

1. We appropriately and adequately explain financial products and provide information to our customers in accordance with laws and regulations.
  2. National Australia Bank's Tokyo branch handles all customer consultations and complaints appropriately and adequately.
  3. Regarding the outsourcing of our business, we manage the outsourcee appropriately in order to protect customers' information and their interests
  4. We appropriately manage the conflicts of interest in accordance with laws and regulations, etc., so that customers' interests are respected and preserved.
- \* In this policy, “customer” means “a customer of the Bank and a person who intends to become a customer”.
- \* Businesses that require customer protection are all transactions between the Bank and customers, such as credit transactions, deposit acceptance, sales of financial products, brokerage and etc.

30 September, 2007  
Revised 1 June 2009