At NAB, we listen and respond to community concerns regarding human rights issues and are committed to doing business in a responsible manner. If you’d like to provide feedback or raise an issue about our business, you can follow the below steps to lodge your feedback:

**WHAT YOU NEED TO DO**

1. Gather any supporting documents or information that will assist us to investigate your issue. This includes names, dates, times and locations.

2. Send an email to grievances@nab.com.au with details of the issue you wish to raise. Refer to the guidance provided below for instructions on what to include in your email.

**WHAT WE’LL DO**

- We will confirm via email that we have received your feedback or concern.
- Where we require further information to investigate, we will contact you to obtain this information and any supporting documents that are required.
- We will ensure that you’re updated at an appropriate time on the progress of our investigation process.
- We will handle your personal information in accordance with our Privacy Policy.
RAISING A HUMAN RIGHTS ISSUE

To ensure we are able to respond as quickly and completely as possible, when raising a human rights issue via email to grievances@nab.com.au, please include the following details:

1. **Subject**
   Please include your name and ‘Human Rights Issue’ in the subject line of your email.

2. **Issue Details**
   In the body of your email, please write a description of:
   - The issue you want to raise (e.g. who, what, where, when, how) and the date and/or duration of the incident that led to the issue. We can then contact you to obtain more information.
   - The outcome you are looking to achieve. What is required to help resolve the concern? E.g. do you have suggestions on how your concern can be resolved?

3. **Would you like NAB to contact you to discuss this?**
   If you would like us to contact you about this concern, please indicate this in your email.

4. **NAB Identification Number**
   If you are a NAB customer, your NAB Identification Number is an 8-10 digit number found on the back of your NAB card above the black strip. This will be the same number you use to log in to internet banking.

5. **Phone number**
   If you would like us to contact you by phone, please provide your contact number, including your country code if you are outside of Australia.

6. **Your postal address**
   Please provide your postal address, including country if you are located outside of Australia.