HALF YEAR RESULTS 2020

INVESTOR PRESENTATION

Ross McEwan
Group Chief Executive Officer

Gary Lennon
Group Chief Financial Officer

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NAB 2020 HALF YEAR RESULTS INDEX

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. Refer to page 107 for legal disclaimer.

Financial information in this presentation is based on cash earnings, which is not a statutory financial measure. Refer to page 104 for definition of cash earnings and reconciliation to statutory net profit.

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OVERVIEW

ROSS McEWAN
Group Chief Executive Officer
Sound underlying performance but COVID-19 impact at Group level

Outlook impacted by unprecedented environment

Decisive action for uncertain times ahead

Rapid response to support customers and colleagues

Focused on future opportunities

KEY MESSAGES

SOUND DIVISIONAL PERFORMANCES BUT COVID-19 IMPACT AT GROUP LEVEL

GROUP EARNINGS ($m)

- Statutory profit: 2,104 (37.6%) → 1,313
- Cash earnings\(^1\) (ex large notable items): 3,266 → 2,471 (24.3%)
- Underlying profit (ex large notable items): 5,110 → 4,697 (8.1%)

DIVISIONAL EARNINGS\(^2\) ($m)

- Business & Private Banking: 1,378 → 1,378 (Flat)
- Consumer Banking: 657 → 699 (6.4%)
- Corporate & Institutional Banking: 727 → 701 (3.6%)
- New Zealand Banking: 523 → 562 (7.5%)

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\(^1\) Refer to page 104 for definition of cash earnings and reconciliation to statutory profit

\(^2\) Results in local currency. Divisional earnings exclude increase in forward looking collective provision economic adjustment

\(^3\) Pre-tax impact in 1H20
UNCERTAIN ECONOMIC OUTLOOK

COMMENTS

- Efforts to contain COVID-19 have had an unprecedented impact on the economy
- Duration and magnitude of impact highly uncertain – depends on the timing and phasing of the recovery and the effectiveness of government support
- Expect unemployment to rise sharply to 11.7% by June and progressively reduce in 2021
- GDP expected to rebound in Q4 but some sectors will face longer term impacts and structural change

PAYMENT INFLOWS INTO NAB MERCHANTS – APRIL YoY²

GDP BACK TO ‘PRE COVID-19’ LEVELS BY EARLY 2022²

(1) Source: NAB Economics – Mar-20 onwards represents forecasts
(2) Represents change in payment inflows by industry for the month of April 2020 compared to April 2019. April 2020 data extrapolated based on actuals to 19 April 2020. Payment Inflows are credits to a NAB merchant’s account that are not financing credits from NAB or a transfer from related accounts
(3) Chart shows forecast GDP levels indexed to actual Dec-19 GDP. Forecasts are from NAB Economics

DECISIVE ACTION FOR UNCERTAIN TIMES AHEAD

CAPITAL RAISING

- Underwritten $3bn institutional placement and non-underwritten share purchase plan targeting to raise approximately $500m
- Provides a CET1 buffer in an uncertain environment and enables continued support for customers
- Sizing seeks to provide buffer to assist with credit losses and RWA increases which could occur under a range of scenarios including a severe and prolonged downturn
- Strong capital position post capital raising, with a pro forma CET1 of 11.20%¹

DIVIDEND SETTINGS

- 30c Interim dividend, fully franked, reflecting a payout ratio of 35%²
- Difficult decision which reflects a balance between returning capital to our shareholders and retaining a strong balance sheet in this environment
- DRP open, 0% discount
- Currently expect to continue to pay a dividend but Board decision will be subject to regulatory requirements, the environment and performance at the time

PRO FORMA CET1 RATIO

PROVISIONING STRENGTHENED

Further supported by 53c reduction in interim dividend equivalent to $1.6bn or 37bps of CET1

¹ Assumes $3bn placement and $500m raised under share purchase plan
² Excluding large notable items

(1) Source: NAB Economics – Mar-20 onwards represents forecasts
(2) Represents change in payment inflows by industry for the month of April 2020 compared to April 2019. April 2020 data extrapolated based on actuals to 19 April 2020. Payment Inflows are credits to a NAB merchant’s account that are not financing credits from NAB or a transfer from related accounts
(3) Chart shows forecast GDP levels indexed to actual Dec-19 GDP. Forecasts are from NAB Economics
**SUPPORTING OUR COLLEAGUES AND OUR CUSTOMERS**

**OUR COLLEAGUES**

- 81% working remotely (> 32,000 Group headcount)  
  - 19% On premise  
  - 81% Remote

- >1,250 customer-facing business colleagues have attended webinars on supportive customer conversations, and personal health and well-being
- >350 retail colleagues trained in Learning Hubs (temporarily closed branches) to support customers using different channels – e.g. online chat and customer calls
- Up to 10 business days pandemic leave available to all NAB colleagues

**OUR CUSTOMERS**

- >1.5m Visits to our COVID-19 online support sites
- >650k Inbound calls taken from business and consumer customers

**REPAYMENT DEFERRALS**

<table>
<thead>
<tr>
<th> </th>
<th>AS AT 17 APRIL 2020</th>
<th>APPROVED TO DATE</th>
<th>$ BALANCES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home loans</td>
<td> </td>
<td>&gt;70k</td>
<td>$26.5bn</td>
</tr>
<tr>
<td>Business loans</td>
<td> </td>
<td>&gt;34k</td>
<td>$17.4bn</td>
</tr>
</tbody>
</table>

- >1.5k NAB Business Support Loans approved (> $150m) with NAB participating in the Government’s SME guarantee scheme
- >1.7m Offered reduction in minimum monthly repayment amount, late payment fee waiver and reduced credit card interest rate

**TECHNOLOGY FOUNDATIONS ENABLED RAPID RESPONSE**

- ~5,000 → >30,000 colleagues working remotely within 3 weeks
- 30% → 98% operations colleagues working remotely within 5 days
- 0 → >25,000 COVID-19 related requests submitted online within first 7 days

Critical technology reliability and security vigilance maintained throughout

**UNDERLYING INFRASTRUCTURE**

- Physical networks redesigned in FY19 and enabled significant scale-up in capacity
- 33% of applications migrated to cloud and cloud capability critical to rapid increase in remote working
- Cloud-based deployment of patches secures colleagues working from home

**INSOURCING CONTROL**

- Strategic investment in insourcing technical expertise, now >50% in-house
- 42% reduction in key vendor infrastructure run costs since FY16
- Strategically insourced capabilities include; networks services and workplace technology

**OUR PEOPLE AND TOOLS**

- Strong skilled leaders making quick autonomous decisions
- Security tools allowing us to better repel COVID-19 related cyber threats, now accounting for ~10-15% of daily security alerts
- All colleagues have remote access to cloud-based collaboration tools (Workplace and Microsoft Teams)
- Cloud-based digitisation tools enabled COVID-19 eforms to go live in <72hours

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(1) All figures as at 17 April 2020, includes BNZ unless otherwise stated
(2) Excludes BNZ
(3) Excludes NAB branded Interest Only home loans, temporarily unavailable due to automation of capture process. Includes all Advantedge loans.
(4) B&PB and NAB Corporate business accounts, including products such as leases. Customers may have a number of accounts.
1H20 FINANCIALS

GARY LENNON
Group Chief Financial Officer

GROUP FINANCIAL PERFORMANCE

GROWTH BY KEY FINANCIAL INDICATORS (EX LARGE NOTABLE ITEMS)

- Net operating income: 9,210 (2H19) to 8,815 (1H20) (-4.3%)
- Operating expenses: 4,100 (2H19) to 4,118 (1H20) (0.4%)
- Underlying profit: 5,110 (2H19) to 4,697 (1H20) (-8.1%)
- Credit impairment charge: 470 (2H19) to 1,161 (1H20) (147.0%)

- Cash earnings: 3,266 (2H19) to 2,471 (1H20) (-24.3%)
- Cash ROE: 12.3% (2H19) to 9.0% (1H20) (-330 bps)
**CUSTOMER-RELATED REMEDIATION PROVISION CHARGES**

<table>
<thead>
<tr>
<th>Year</th>
<th>Wealth</th>
<th>Banking</th>
</tr>
</thead>
<tbody>
<tr>
<td>2H18</td>
<td>261</td>
<td>325</td>
</tr>
<tr>
<td>1H19</td>
<td>46</td>
<td>709</td>
</tr>
<tr>
<td>2H19</td>
<td>279</td>
<td>91</td>
</tr>
<tr>
<td>1H20</td>
<td>202</td>
<td>293</td>
</tr>
</tbody>
</table>

**CAPITALISED SOFTWARE POLICY CHANGE**

- Minimum threshold at which software is to be capitalised increased from $2 million to $5 million
- Reflects a change in approach to managing projects which is intended to uplift business accountability for projects less than $5 million
- Policy change results in an implied useful life on a ‘go forward’ basis of 4.4 years

**PROVISIONING AND UTILISATION**

<table>
<thead>
<tr>
<th>Year</th>
<th>Costs to do</th>
<th>Customer payments</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY16</td>
<td>2,181</td>
<td>1,672</td>
</tr>
<tr>
<td>FY17</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FY18</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FY19</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1H20</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1H20</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- >1,000 people dedicated to remediation activities across NAB and MLC Wealth
- ~561k payments made to customers since June 2018 at a total value of $297m

**NET OPERATING INCOME (EX LARGE NOTABLE ITEMS)**

<table>
<thead>
<tr>
<th>Year</th>
<th>Volumes</th>
<th>Margin</th>
<th>Markets &amp; Treasury Income</th>
<th>Fees &amp; Commissions</th>
<th>Wealth</th>
<th>Other</th>
<th>Mar 20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mar 19</td>
<td>9,218</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>8,815</td>
</tr>
<tr>
<td>Sep 19</td>
<td>9,210</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- HoH revenue down 4.3% (PCP down 4.4%)
- Excludes Markets & Treasury income

(1) Charges are post-tax and exclude amounts taken through discontinued operations.
(2) Calculated using the average capitalised software balance for the period divided by an annualised amortisation charge excluding accelerated amortisation for FY19 and 1H20.

**REVENUE IMPACTED BY MARKET VOLATILITY**
MARKETS AND TREASURY INCOME

GROUP MARKETS & TREASURY INCOME

Derivative Valuation Adjustment\(^1\)  Customer Risk Management\(^2\)  NAB Risk Management\(^3\)

\(^{(1)}\) Derivative valuation adjustments include credit valuation adjustments and funding valuation adjustments
\(^{(2)}\) Customer risk management comprises OOI
\(^{(3)}\) NAB risk management comprises NII and OOI and is defined as management of interest rate risk in the banking book, wholesale funding and liquidity requirements and trading market risk to support the Group’s franchises

$160m unrealised mark-to-market losses on the high quality liquids portfolio in Mar 20

NET INTEREST MARGIN

NET INTEREST MARGIN

KEY CONSIDERATIONS

- 2H20 impact from low rate environment in Australia and NZ expected to be ~5bps HoH including replicating portfolio
- $75bn replicating portfolio provides 3.6 year average hedge for capital ($36bn) and low rate deposits ($39bn); current swap rates ~125bps below portfolio rate
- Term deposits portfolio costs trending higher
- Access to TFF provides funding benefit over time
- Domestic short term wholesale funding costs at historic lows

CAPITAL & DEPOSIT HEDGES – REPLICATING PORTFOLIOS\(^1\)

\(^{(1)}\) Blended replicating portfolio earnings rate (Australia only). Replicating portfolio includes capital and non-interest bearing deposits

CUSTOMER DEPOSITS BY INTEREST RATE\(^2\)

\(^{(2)}\) Australia only, as at 31 March 2020. Customer deposits exclude home loan offsets
OPERATING EXPENSES

OPERATING EXPENSES (EX LARGE NOTABLE ITEMS)

($m)

(HoH expense growth 0.4% (PCP 1.6%))

Mar 19 4,055 4,100 10 4,118 164 18 69 4,118

Sep 19

Productivity savings
Remuneration increases
Technology and investment
Depreciation and Amortisation
Wealth
Other
Mar 20

CUMULATIVE FTE CHANGE SINCE SEP 17

2,057 net reduction

FY17 33,422

Productivity2 Upskilling/Growth/Compliance
Temporary Project
In sourcing
1H20 35,245

2,448 1,432

2,669

(3,659)

(1) Cumulative cost savings of >$1bn

(2) Represents net of FTE simplification offset by BAU hires

FTE & OTHER CONSIDERATIONS1

• 1H20 productivity impacted by restructuring freeze for bushfires & COVID-19, plus hires in technology, operations and risk
• Upskilling/Growth/Compliance hires unlikely to increase
• Unlikely to achieve FY20 cumulative target of 4,000 FTE reduction by end FY20, but further opportunities exist into FY21
• Continue to target FY20 project investment spend of $1.4-1.5bn (1H20 $751m)

SOLID PROGRESS ON TRANSFORMATION

COST MANAGEMENT AND PRODUCTIVITY SAVINGS

• ‘Broadly flat’ expenses target1 achieved FY19
• On-track to achieve cumulative cost savings target of >$1bn

Cumulative cost savings

To date $934m

FY20 target >$1bn

SIMPLER AND FASTER

• >250 fees removed or reduced since Sep 182
• 63% of simple consumer product sales are now via digital against 65% target
• 35% reduction in OTC transactions

BEST BUSINESS BANK

% of revenue by specialised banker

FY17 80

1H20 69

FY17 20

1H20 29

Generalist

Generalist banker with industry focus

Specialised

(1) Excluding large notable items

(2) Across Australian Banking and Wealth

CLOUD FIRST AGENDA

• 33% IT applications migrated to the cloud
• 9% reduction in IT legacy applications since FY17
• Increased reliability for apps migrated to cloud and lower run cost
• 74% reduction in critical and high severity incidents since FY17

• Reduction in total Applications

1H20 33%

FY18 9%

3%

5%
ASSET QUALITY REMAINS SOUND BUT OUTLOOK UNCERTAIN

CREDIT IMPAIRMENT CHARGE

($m)

<table>
<thead>
<tr>
<th></th>
<th>Mar 18</th>
<th>Sep 18</th>
<th>Mar 19</th>
<th>Sep 19</th>
<th>Mar 20</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.13%</td>
<td>373</td>
<td>406</td>
<td>449</td>
<td>470</td>
<td>1,161</td>
</tr>
<tr>
<td>0.14%</td>
<td>302</td>
<td>347</td>
<td>416</td>
<td>443</td>
<td>333</td>
</tr>
<tr>
<td>0.15%</td>
<td>271</td>
<td>246</td>
<td>271</td>
<td>268</td>
<td>21</td>
</tr>
<tr>
<td>0.16%</td>
<td>21</td>
<td>21</td>
<td>21</td>
<td>21</td>
<td>807</td>
</tr>
</tbody>
</table>

(1) Represents collective provision Forward Looking Adjustments (FLAs) for targeted sectors
(2) Represents total credit impairment charge less EA top-up as a percentage of GLAs (half year annualised)

ECONOMIC ADJUSTMENT CONSIDERATIONS

- Underlying CIC remains low at 12bps of GLAs
- Increased likelihood in forward outlook of potential portfolio stress given assessment of broader macroeconomic environment over short and medium term
- Forward looking Economic Adjustment (EA) top-up of $807m to reflect potential impact of COVID-19 on broader macroeconomic environment

NEW IMPAIRED ASSETS

($m)

<table>
<thead>
<tr>
<th></th>
<th>Mar 18</th>
<th>Sep 18</th>
<th>Mar 19</th>
<th>Sep 19</th>
<th>Mar 20</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.71%</td>
<td>469</td>
<td>401</td>
<td>536</td>
<td>531</td>
<td>553</td>
</tr>
</tbody>
</table>

(1) Small number of well-secured NZ dairy exposures

90+ DPD, GIAs & WATCH LOANS AS A % OF GLAs

<table>
<thead>
<tr>
<th></th>
<th>Mar 18</th>
<th>Sep 18</th>
<th>Mar 19</th>
<th>Sep 19</th>
<th>Mar 20</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.21%</td>
<td>1,161</td>
<td>1,161</td>
<td>1,161</td>
<td>1,161</td>
<td>1,161</td>
</tr>
<tr>
<td>0.71%</td>
<td>302</td>
<td>347</td>
<td>416</td>
<td>443</td>
<td>333</td>
</tr>
<tr>
<td>0.52%</td>
<td>271</td>
<td>246</td>
<td>271</td>
<td>268</td>
<td>21</td>
</tr>
</tbody>
</table>

(1) Represents collective provision Forward Looking Adjustments (FLAs) for targeted sectors
(2) Represents total credit impairment charge less EA top-up as a percentage of GLAs (half year annualised)

PROVISIONING STRENGTHENED

COLLECTIVE PROVISION BALANCES

($m)

<table>
<thead>
<tr>
<th></th>
<th>Sep 18</th>
<th>Mar 19</th>
<th>Sep 19</th>
<th>Mar 20</th>
</tr>
</thead>
<tbody>
<tr>
<td>3,054</td>
<td>3,249</td>
<td>3,360</td>
<td>4,401</td>
<td></td>
</tr>
<tr>
<td>2,473</td>
<td>2,635</td>
<td>2,719</td>
<td>2,932</td>
<td></td>
</tr>
<tr>
<td>581</td>
<td>614</td>
<td>641</td>
<td>662</td>
<td></td>
</tr>
<tr>
<td>0.92%</td>
<td>0.94%</td>
<td>0.96%</td>
<td>1.21%</td>
<td></td>
</tr>
</tbody>
</table>

(1) Includes Collective Provision on loans at fair value and derivatives which are not allocated to a stage under the Expected Credit Loss (ECL) model

COLLECTIVE PROVISIONS COVERAGE

<table>
<thead>
<tr>
<th></th>
<th>Sep 18</th>
<th>Mar 19</th>
<th>Sep 19</th>
<th>Mar 20</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.92%</td>
<td>0.92%</td>
<td>0.92%</td>
<td>0.92%</td>
<td></td>
</tr>
<tr>
<td>0.52%</td>
<td>0.54%</td>
<td>0.56%</td>
<td>0.72%</td>
<td></td>
</tr>
</tbody>
</table>

(1) Stage 1: Credit risk not increased significantly since initial recognition. Stage 2: Credit risk increased significantly since initial recognition but not credit impaired. Stage 3: Credit impaired
(2) Excludes Collective Provision on loans at fair value and derivatives which are not allocated to a stage under the Expected Credit Loss (ECL) model

TARGETED SECTOR FORWARD LOOKING ADJUSTMENTS

($m)

<table>
<thead>
<tr>
<th></th>
<th>Australian Mortgages</th>
<th>Australian Agri</th>
<th>Australian Retail Trade</th>
<th>CRE</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>662</td>
<td>232</td>
<td>180</td>
<td>134</td>
<td>91</td>
<td>52</td>
</tr>
</tbody>
</table>

(1) Stage 1: Credit risk not increased significantly since initial recognition. Stage 2: Credit risk increased significantly since initial recognition but not credit impaired. Stage 3: Credit impaired
(2) Excludes Collective Provision on loans at fair value and derivatives which are not allocated to a stage under the Expected Credit Loss (ECL) model

PROVISIONS BY STAGE1 – LOANS AT AMORTISED COST2

<table>
<thead>
<tr>
<th></th>
<th>Stage 3 (Lifetime ECL)</th>
<th>Stage 2 (Lifetime ECL)</th>
<th>Stage 1 (12 month ECL)</th>
</tr>
</thead>
<tbody>
<tr>
<td>3,731</td>
<td>2,192</td>
<td>2,942</td>
<td>1,509</td>
</tr>
<tr>
<td>3,900</td>
<td>3,054</td>
<td>3,900</td>
<td>3,900</td>
</tr>
<tr>
<td>4,835</td>
<td>4,835</td>
<td>4,835</td>
<td>4,835</td>
</tr>
</tbody>
</table>

(1) Excludes Collective Provision on loans at fair value and derivatives which are not allocated to a stage under the Expected Credit Loss (ECL) model
(2) Stage 1 & Stage 2 CP cover to Credit Risk Exposures of 0.43%
ECONOMIC ADJUSTMENT TOP-UP

EXPECTED CREDIT LOSS (ECL) SENSITIVITY

<table>
<thead>
<tr>
<th></th>
<th>Total Provisions for Expected Credit Losses (ECL)(^1)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1H20 (probability weighted)</td>
</tr>
<tr>
<td>Housing</td>
<td>1,150</td>
</tr>
<tr>
<td>Business</td>
<td>3,275</td>
</tr>
<tr>
<td>Total Group</td>
<td>4,835</td>
</tr>
<tr>
<td>Implied EA top-up (change vs Sep 19)</td>
<td><strong>807</strong></td>
</tr>
</tbody>
</table>

**ECONOMIC ADJUSTMENT TOP-UP**

**CONSIDERATIONS IN ESTIMATING EXPECTED CREDIT LOSSES**

- Updated forward looking macro-economic data and assumptions including potential impacts of COVID-19 pandemic
- Incorporates assumptions about migration of exposures between Stage 1 (12 month expected losses) to Stage 2 (lifetime expected losses) and Stage 3 (lifetime expected losses), and payment deferral uptake and recoveries
- Uncertainty exists re duration of COVID-19 restrictions, impact of government stimulus and regulatory actions
- ECL outcome reflects impact of 3 probability weighted EA scenarios (base, upside, severe downside) plus FLAs for emerging risks at industry, geography or segment level
  - ECL base case reflects COVID-19 estimated impacts
  - ECL severe downside: more prolonged and severe downturn, sustained negative GDP change, elevated (double-digit) unemployment, acute asset value falls
  - 1H20 EA top-up reflects deterioration in base case assumptions and increased weighting to severe downside scenario vs Sep 19

**KEY ASSUMPTIONS**

<table>
<thead>
<tr>
<th></th>
<th>Base case</th>
<th>Severe downside</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2020</td>
<td>2021</td>
</tr>
<tr>
<td>GDP change YoY %</td>
<td>(3.0)</td>
<td>3.4</td>
</tr>
<tr>
<td>Unemployment %</td>
<td>11.6</td>
<td>7.3</td>
</tr>
<tr>
<td>House price change YoY %</td>
<td>(10.0)</td>
<td>2.6</td>
</tr>
</tbody>
</table>

(1) Expected credit losses (ECL) excludes collective provisions on fair value loans and derivatives. Scenarios, prepared for purposes of informing forward looking provisions, rely on NAB Economics modelling and management judgement

**COVID-19 SECTORS OF INTEREST**

**RETAIL TRADE (-3% OF NON RETAIL EAD)**

- EAD $14.6bn
- EAD $14.6bn
- EAD Portfolio by sector Mar 20
- Portfolio security Mar 20\(^1\)

- Retail Trade portfolio experience is mixed: ~52% is discretionary retail, while non-discretionary component likely to be less impacted
- Department store exposure ~$150m
- Household consumption growth was already at slowest pace since 1990s recession pre COVID-19
- Provisioning includes $134m FLA

**ACCOMMODATION & HOSPITALITY\(^2\) (-2% OF NON RETAIL EAD)**

- EAD $10.2bn
- EAD Portfolio by sector Mar 20
- Portfolio security Mar 20\(^1\)

- Hospitality portfolio materially impacted by government restrictions
- Credit impacts will be dependent on length of continued shutdowns, speed of recovery and mitigating impact of government support

---

\(^1\) 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 are normally in place. Bank extended value is calculated as a discount to market value based on the nature of the underlying security.

\(^2\) Retail Trade and Accommodation & Hospitality are aligned to Regulatory Industry Classifications. Discretionary / Non-discretionary Retail Trade determined at an individual ANZSIC code level.
COVID-19 SECTORS OF INTEREST

**AIR TRAVEL & RELATED SERVICES** (-2% of Non Retail EAD)

- EAD $11.7bn
- Aircraft leasing 35% Service to Air Transport 22%
- Unsecured 13%

**COMMERCIAL REAL ESTATE** (-15% of Non Retail EAD)

- EAD $74.2bn
- Retail 29% Commercial & Industrial 31%
- Other 7%

**CAPITAL**

**GROUP BASEL III COMMON EQUITY TIER 1 CAPITAL RATIO** (%)

- Cash earnings 10.38
- Dividend net DRP 0.59
- RWA Growth 0.35
- DRP Underwrite and NCN Conversion 0.06
- Other 11.20

**CREDIT RWA** ($bn)

- Sep 19: 351.6
- Mar 20: 364.5

**CAPITAL CONSIDERATIONS**

- APRA allowance for some of the 150bps of ‘unquestionably strong’ buffers to be utilised
- Strong expected FY20 Australian business lending growth (~13-16%) has limited capital implications as mostly relates to drawdowns where capital is already held or low RWA sectors
- Pro forma CET1 ratio 11.2% assuming $3.5bn equity raising (+81bps)
- CET1 drag from FX and MTM on high quality liquid (cash earnings, reserves & CRWA impacts) 21bps, EA top-up 19bps

---

(1) Air Travel and related services defined based on relevant ANZSIC codes
(2) 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 are normally in place. Bank extended value is calculated as a discount to market value based on the nature of the underlying security
(3) Measured as EAD / drawn balances outstanding per APRA Commercial Property ARF 230 definitions

---

Further supported by 53c reduction in interim dividend equivalent to $1.6bn or 37bps of CET1

---

(1) Net of 1.5% discount
(2) DRP underwrite (17bps) and NCN conversion (18bps)
(3) Assumes $3bn placement and $500m raised under share purchase plan
**CRWA SENSITIVITY**

- 1% increase in density drives ~20bp CET1 ratio decline

<table>
<thead>
<tr>
<th>Credit RWA/EAD (%)</th>
<th>Credit RWA/EAD (%), Deterioration over 2 yrs</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Low end</td>
</tr>
<tr>
<td>Housing</td>
<td>389</td>
</tr>
<tr>
<td>Business</td>
<td>351</td>
</tr>
<tr>
<td>Total Group</td>
<td>937</td>
</tr>
</tbody>
</table>

Pro forma Mar 20 CET1 impact: ~80bps ~180bps

**SECTOR RISK AND SECURITY CONSIDERATIONS**

- **Mar 20 security profile**
  - Total Business Lending: 22% 19% 59%
  - B&PB Business Lending: 5% 21% 74%

- **Non retail EAD by COVID-19 Industry risk classification**
  - Low 42%
  - Medium 28%
  - High 19%
  - Very High 11%

1. Housing includes IRB Residential mortgages asset class. Business includes IRB Corporate (incl. Corporate SME) and Specialised Lending asset classes
2. Australia only. 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 are normally in place. Bank extended value is calculated as a discount to market value based on the nature of the underlying security
3. The classifications for each industry represent a ranked assessment of potential impact COVID-19 pandemic will have on their financial performance. These assessments remain highly uncertain, and are likely to change as the pandemic evolves

**COVID-19 MODELLING**

- Business portfolio segmented into 4 ‘at-risk’ classifications relating to potential COVID-19 impacts: Very High, High, Medium, Low
- Uncertainty exists regarding duration of COVID-19, resulting disruption to economy and efficacy of government stimulus
- Sensitivities reflect a sharp decline in 2020 environment with a broader business recovery in 2021, and include:
  - Range of PD stress depending on industry classification
  - Range of LGD stress reflecting ~30% asset price fall in High End scenario
  - Mortgage implied default rate (based on payment deferral & take-up assumptions) increasing by 3x for Low End and 6x for Medium End scenario
  - CRWA/EAD increase expected to emerge over 2 year period

**KEY MESSAGES**

- Liquidity Coverage Ratio (136%) and Net Stable Funding Ratio (116%) well above regulatory minimums
- Approved CLF of $55.1bn for 2020
- $12.2bn of term wholesale funding issued in 1H20, including $2.5bn of subordinated debt
- Strong deposit inflows since market volatility emerged, particularly from Corporate & Institutional customers
- RBA Term Funding Facility provides flexibility to manage refinancing risk
- High Quality Liquid Assets increased

**TERM FUNDING FACILITY**

- TFF available at 6 April 2020 equivalent to NAB 2H20 term wholesale funding maturities

**DEPOSIT PORTFOLIO**

- Term Deposits
- Deposits Not Bearing Interest
- On Demand and Savings Deposits

**LIQUID ASSET PORTFOLIO**

- Government, Cash & Central Bank
- Bank, Corporates & Other
- Internal RMBS (post haircuts)
UPDATE ON LONG-TERM STRATEGY

ROSS McEWAN
Group Chief Executive Officer

OUR AMBITION FOR NAB

To serve customers well and help our communities prosper

To invest in our colleagues and customers, the ‘twin peaks’ of our strategy

To be safe; protecting customers and colleagues through financial and operational resilience

To be easy; a simpler, more seamless and digitally enabled bank that gets things done faster

To be relationship-led; building on market-leading expertise, data and insights

Making the decisions for the long-term to deliver sustainable outcomes for our stakeholders
DISCIPLINED INVESTMENT AND SAFE GROWTH

Four month strategy review complete: clear and compelling value opportunity

Building a bank to improve outcomes for customers, colleagues and shareholders, with strong capital and liquidity

Managed within the current annual investment level

Continuing focus on cost

Positioning ourselves for return to growth post COVID-19

Maximising organic capital generation

KEY OBSERVATIONS

GOOD BUSINESSES

#1 Australian Business Bank¹
-25% share in Small and Medium business¹
-30% revenue via our specialised bankers

Leading Corporate & Institutional Bank
Strong relationship strength

Potential to grow personal banking
Peer leading Consumer NPS²,³
Ubank ~600k customers

BNZ well positioned
#1 NPS² in Corporate⁴
#2 NPS² in SME⁴
Consistently growing above housing system

AREAS FOR IMPROVEMENT

For our customers
- Complex products and interactions
- Slow to respond and then deliver in key customer experiences
- Inconsistent experiences from bankers and channels
- NPS still negative
- Historically low market share among younger customers

For our colleagues
- Enablement challenges driving low engagement
- Underinvested in colleague tools and development
- Accountabilities not always clear and decision-making too slow
- Too many ‘priorities’ and competing interests

For our shareholders
- Peer lagging organic capital generation and EPS growth

SOLID TECHNOLOGY FOUNDATIONS

- Significant investments in technology modernisation and resilience
- Strategic insourcing and workforce upskilling
- Data foundations built enabling advanced analytics and machine learning

(1) March 2020 DBM Business Financial Services Monitor, APRA Aligned Lending Market Share. Australian businesses with an aligned product, excluding Finance & Insurance and Government. APRA Aligned Lending market share is based on the total lending dollars held at the financial institution, divided by the total lending dollars held at financial institutions reporting to APRA, with products and FIs aligned as closely as possible to APRA definitions and inclusions. Data is on a 12-month roll, weighted to the Australian business population. Small Business ($0.1m–$5m) and Medium Business ($5m–$50m)

(2) Net Promoter® and NPS® are registered trademarks and Net Promoter Score and Net Promoter System are trademarks of Bain & Company, Satmetrix Systems and Fred Reichheld

(3) March 2020. Source: DBM Atlas – Consumer. All Consumer customers, Australian population aged 18+, six month rolling averages

(4) Kantar Business Finance Monitor, New Zealand
**WE HAVE OPPORTUNITIES TO GROW OUR CORE BUSINESSES**

## OUR KEY AREAS OF FUTURE FOCUS

<table>
<thead>
<tr>
<th><strong>BUSINESS &amp; PRIVATE BANKING</strong></th>
<th><strong>CORPORATE &amp; INSTITUTIONAL BANKING</strong></th>
<th><strong>PERSONAL BANKING</strong></th>
<th><strong>BNZ</strong></th>
<th><strong>UBANK</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Clear market leadership&lt;sup&gt;1&lt;/sup&gt;</td>
<td>Disciplined growth</td>
<td>Simple &amp; digital</td>
<td>Grow in Personal &amp; SME</td>
<td>New customer acquisition</td>
</tr>
<tr>
<td>Core of the NAB Group</td>
<td>Highly professional relationship managers and specialists</td>
<td>Radically simpler with digital-first propositions</td>
<td>Simpler, more focused bank</td>
<td>New propositions driving customer acquisition</td>
</tr>
<tr>
<td>Industry-leading relationship bankers, enabled by data</td>
<td>Leadership in infrastructure, investors, sustainability</td>
<td>Easy customer experience</td>
<td>Re-weighted to less capital intense segments</td>
<td>Market leading digital experience</td>
</tr>
<tr>
<td>Integrated HNW proposition</td>
<td>Enhanced transactional banking and asset distribution capability</td>
<td>One single mortgage experience for NAB</td>
<td>Step change in digital banking capability</td>
<td>Ambition to expand into micro-business</td>
</tr>
</tbody>
</table>

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<sup>1</sup> As measured by DBM BFSM market survey

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## FOCUS AND CLARITY WILL BE KEY

### BUSINESS SIMPLIFICATION

- Working on what matters most, not everything
- Fewer projects, supported with differential investment
- Fewer systems, products, and policies
- Simplified business (e.g., completion of MLC Wealth separation)

### CHANGE DELIVERY MODEL

- Cross-functional teams with persistent funding
- Aligned outcomes with shared KPIs across technology and business leaders
- Consistent change methodology
- Simplified governance
- Insourcing of strategic capabilities

### ORGANISATIONAL ENABLERS

- Simplified model with clear accountability
- End-to-end business units
- Single point of accountability for each strategic priority
- Leaders empowered to enable faster decision-making
- Improved management information
ORGANISATIONAL STRUCTURE DESIGNED FOR CUSTOMERS

Five end-to-end businesses, designed around our customers

Enabling units delivering common activities at-scale across the Group

Greater focus on digital and delivery by elevating UBank and Strategy & Innovation

Note: MLC Wealth to be strengthened and then exited; organisational model shown excludes other subsidiaries

CLOSING REMARKS – OUR IMMEDIATE PRIORITIES

SAFE
- Strengthen balance sheet
- Maintain our risk settings financially and operationally

EASY
- Embed new ways of working
- Unblock, simplify and digitise key customer experiences, starting with lending
- Organise around our customers in new operating model

RELATIONSHIP-LED
- Empower our customer-facing colleagues
- Support customers and colleagues through COVID-19 and beyond

LONG-TERM
- Accelerate innovation, data/analytics, digitisation, and strengthen sustainable business practices
- Achieve greater cost and capital efficiency
- Progress MLC Wealth separation
ADDITIONAL INFORMATION

DIVISIONAL PERFORMANCES

BUSINESS & PRIVATE BANKING

CASH EARNINGS AND REVENUE

($m)

<table>
<thead>
<tr>
<th></th>
<th>Cash earnings</th>
<th>Total revenue</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mar 19</td>
<td>1,462</td>
<td>3,329</td>
</tr>
<tr>
<td>Sep 19</td>
<td>1,378</td>
<td>3,342</td>
</tr>
<tr>
<td>Mar 20</td>
<td>1,378</td>
<td>3,242</td>
</tr>
</tbody>
</table>

(5.7%) (2.6%)

Net Interest Margin

<p>| | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Sep 18</td>
<td>2.93%</td>
<td>2.94%</td>
<td>2.92%</td>
</tr>
<tr>
<td>Mar 19</td>
<td>2.94%</td>
<td>2.92%</td>
<td>2.90%</td>
</tr>
</tbody>
</table>

BUSINESS AND HOUSING LENDING GLAs

($bn)

<table>
<thead>
<tr>
<th></th>
<th>Business Lending</th>
<th>Housing Lending</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mar 19</td>
<td>107.8</td>
<td>90.0</td>
</tr>
<tr>
<td>Sep 19</td>
<td>109.0</td>
<td>88.3</td>
</tr>
<tr>
<td>Mar 20</td>
<td>109.1</td>
<td>86.1</td>
</tr>
</tbody>
</table>

(1.2%) (4.3%)

Australian SME Business Lending Growth (YOO)

<table>
<thead>
<tr>
<th></th>
<th>Agri</th>
<th>Health</th>
<th>CRE¹</th>
<th>Other</th>
<th>NAB B&amp;PB</th>
<th>SME growth - average of ANZ, CBA, WBC¹</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mar 19</td>
<td>$29bn</td>
<td>$36bn</td>
<td>$29bn</td>
<td>$43bn</td>
<td>$109bn</td>
<td>7.6%</td>
</tr>
<tr>
<td>Sep 19</td>
<td>$29bn</td>
<td>$36bn</td>
<td>$29bn</td>
<td>$43bn</td>
<td>$109bn</td>
<td>4.4%</td>
</tr>
<tr>
<td>Mar 20</td>
<td>$29bn</td>
<td>$36bn</td>
<td>$29bn</td>
<td>$43bn</td>
<td>$109bn</td>
<td>1.2%</td>
</tr>
</tbody>
</table>

(2.3%) (1.0%) 0.5%

Denotes lending balance as at 31 March 2020

(1) Growth rates are on a customer segment basis and not industry
(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) Represents NAB internal estimates of SME business lending growth for ANZ, CBA and WBC based on latest publicly available peer data
CONSUMER BANKING

CASH EARNINGS AND REVENUE

($m)

NET INTEREST MARGIN

36

HOUSING LENDING VOLUME GROWTH

Cash earnings

Total revenue

3.0%

3.0%

3.0%

3.0%

Sep 19 Mar 19 Sep 19 Mar 20

781 727 701

Mar 19 Sep 19 Mar 20

1.738 1.628 1.549

Mar 19 Sep 19 Mar 20

2171 2290 2323

Mar 19 Sep 19 Mar 20

1.94% 1.84% 1.96% 2.02%

Sep 18 Mar 19 Sep 19 Mar 20

UBANK – OUR DIGITAL BANK

$131m unrealised MTM losses on the high quality liquids portfolio and DVA in Mar 20

Feb 20

(2.9%)

464 508 554 596

Sep 18 Mar 19 Sep 19 Mar 20

# Customers (k)

(1) Markets revenue represents Customer Risk Management revenue and NAB Risk Management Revenue. Includes derivative valuation adjustments

CORPORATE & INSTITUTIONAL BANKING

CASH EARNINGS AND REVENUE

($m)

REVENUE BREAKDOWN

($m)

Net interest margin

1.69% 1.70% 1.63% 1.59%

Sep 18 Mar 19 Sep 19 Mar 20

Corporate & Institutional Banking

ex Markets

(34.5%)

412 330 270

Mar 19 Sep 19 Mar 20

1,326 1,298 1,279

Mar 19 Sep 19 Mar 20

1.77% 1.78% 1.74%

FY17 FY18 FY19 Mar 20

Model and Methodology change RWA

Underlying RWA

Pre provision profit % of RWA

Adjusted return ex RWA change and unrealised losses on the high quality liquids portfolio and DVA

(1) APRA Monthly Authorised Deposit-taking Institution statistics February 2020

37
NEW ZEALAND BANKING

CASH EARNINGS AND REVENUE
(NZ$sm)

2.6% 5.6%

Mar 19 Sep 19 Mar 20

Cash earnings
Total revenue

1,258 1,279 1,291
352 523 562

NET INTEREST MARGIN

2.29% 2.30% 2.20% 2.24%

Sep 18 Mar 19 Sep 19 Mar 20

Credit impairment charge
Credit impairment as a % of GLAs (half year annualised)

0.08% 0.10% 0.15% 0.09%

CREDIT IMPAIRMENT CHARGES AND AS A % OF GLAs
(NZ$sm)

Mar 19 Sep 19 Mar 20

Housing lending
Business lending

41.3 43.0 44.8
42.2 42.9 43.6

BUSINESS & HOUSING LENDING GLAs
(NZ$bn)

3.3%

Mar 19 Sep 19 Mar 20

Housing lending
Business lending

41.3 43.0 44.8
42.2 42.9 43.6

MLC WEALTH

MLC WEALTH CASH EARNINGS AND REVENUE
($m)

(46.2%) (10.7%)

Mar 19 Sep 19 Mar 20

Cash earnings
Revenue

78 85 42
430 423 384

AVERAGE FUA AND MARGIN

0.52% 0.46% 0.46%

Mar 19 Sep 19 Mar 20

Average FUA ($bn)
Net operating income to average FUA

114 119 120

STRATEGIC REPOSITIONING WELL PROGRESSED

Progressing towards separation, via public markets exit while exploring alternatives

MLC Wealth Executive Team now in place

Advice
Platforms
Retirement & Investment Solutions
Asset Management

• Implementation of new advice model well advanced, reducing risk and improving sustainability
• Enhanced compliance monitoring system in place
• Launched new competitively priced Core Investment List for Wrap
• Repricing of key super and pension offerings and further Masterkey repricing
• Improving Wrap flows post repricing
• $105bn FUA, Market Share #2
• Corporate super FUA $47bn, Market Share #1
• Modernising super offers including enhancing digital service options and tools
• $154bn AUM
• 80.6% of AUM outperforming 3 year benchmark
• Rebranded Asset Management from NAB to MLC
• Launched new Private Equity Fund and expanding SMA capability

(1) Separation subject to market conditions, regulatory and other approvals
(2) Source: Strategic Insight Market Overview as at 31 December 2019, Platforms and Corporate Super Segments
(3) Certain managed funds and assets are represented in both FUA and AUM meaning the two should not be summed. For March 2020 there has been a change in the way AUM is presented as a result of an internal reorganisation within MLC Wealth. Comparative period information has also been restated
(4) This is a representative measure in AUM. Returns are gross of fees and tax, with outperformance measured against the respective benchmark return for the flagship products
ADDITIONAL INFORMATION
NAB AND OUR COMMUNITY

NAB AT A GLANCE

<table>
<thead>
<tr>
<th>&gt;35,000 Employees</th>
<th>~9 million Customers</th>
<th>878 Branches/Business centres</th>
<th>&gt;160 years in operation</th>
</tr>
</thead>
</table>

**CASH EARNINGS DIVISIONAL SPLIT¹**

- Corporate & Institutional Banking 28%
- New Zealand Banking 22%
- Corporate Functions & Other (36%)
- Business & Private Banking 56%
- Consumer Banking 20%
- Wealth 2%

**GROSS LOANS & ACCEPTANCES SPLIT**

- Mortgages 56%
- Business Loans 42%
- Personal Loans 2%

**Key Financial Data 1H20**

- Cash Earnings $1,436 m
- Cash Earnings¹ $2,471 m
- Cash ROE¹ 9.0%
- Gross Loans & Acceptances $614 bn
- Non-performing loans to GLAs² 97 bps
- CET1 (APRA) 10.4%
- NSFR (APRA) 116%

**Australian Market Share As at February 2020**

- Business lending³ 21.8%
- Housing lending³ 14.9%
- Personal lending⁴ 9.2%

**Credit Ratings**

- NAB Ltd LT/ST³ S&P AA-/A-1+ (Negative)
- Moody’s Aa3/P-1 (Stable)
- Fitch A+/F1 (Negative)

(1) Numbers are shown excluding large notable items. Refer to page 104 for definition of cash earnings and reconciliation to statutory net profit
(2) 90+ days past due and gross impaired assets to gross loans and acceptances
(3) APRA Monthly Authorised Deposit-taking Institution statistics
(4) Personal loans business tracker reports provided by RFI, represents share of RFI defined peer group data
(5) On 7 April 2020, Fitch revised its long term rating of NAB from AA- to A+, and short term rating from F1+ to F1. Further, on 8 April 2020, S&P Global Ratings (S&P) revised its rating outlook of NAB from stable to negative.
APRA SELF-ASSESSMENT RESPONSE
- Enterprise-wide program led by ELT, overseen by NAB Board, with 150-strong working group

  - Customer First
    - Brought voice of the customer to Executive and Board governance committees to place customers’ interests at the forefront of decision-making.
    - Everyday Banking, Home Lending and Unsecured Lending products were reviewed in response to customer needs.

  - Improving risk and accountability
    - Brought more rigour and discipline in the areas of conduct, compliance and operational risk through:
      - Implementing an improved Conduct Risk Framework to enable 1st and 2nd line to manage conduct risk with key focus on customers
      - Introduced consistent approach to design, govern and report controls to achieve compliant processes and better outcomes.

  - Finding and fixing issues
    - Established fully resourced Customer Remediation team to resolve complex cross-divisional issues and complaints.
    - Aligned breach reporting metrics for management and Board to speed up identification & resolution of critical issues.

  - Better Delivery
    - Increased focus on frontline technology upgrades, processes and capabilities to improve the rigour and discipline of our delivery.
    - 43% decline in ‘Critical and High’ incidents in 1H20.

  - Realising NAB’s desired culture
    - Delivered single NAB wide leadership program to reiterate cultural priorities and set clear expectations of the role our leaders play as curators of culture.
    - Improved depth and rigour of senior executive’s risk performance assessment and their contribution to managing risk and compliance

ROYAL COMMISSION RESPONSE
- Working with Government
  - To formulate legislation that addresses 22 of the Royal Commission recommendations

- Default Interest
  - Ceased charging default interest to agri customers in drought declared and other natural disaster areas

- Greater access to banking services with new Banking Code of Practice adopted
  - New measures to support vulnerable customers including new Framework for Customers Experiencing Vulnerability

- Indigenous services
  - Created Indigenous Customer Service Telephone Line to improve access for Aboriginal and Torres Strait Islander customers, particularly those living in remote areas

76 Royal Commission recommendations

OUR SOCIAL IMPACT STRATEGY
Our prioritised goals to address significant long-term environmental and social challenges facing our business and community

**Financial Health**
Helping people reduce financial stress and feel more in control of their money

**Stronger Communities**
Creating more sustainable, accessible and inclusive communities across Australia

**Banking On Nature**
Driving investment in natural assets to improve the wellbeing of our communities, including natural disaster recovery and resilience

**Climate Action**
Working with communities to ensure they are more resilient to climate change, and supporting a low-carbon economy

Aligned to five key United Nations Sustainable Development Goals[^1] – where we can make the biggest impact

[^1]: www.un.org/sustainabledevelopment
NAB AND OUR COMMUNITY

1H20 HIGHLIGHTS

- Australian customers who received hardship assistance up >50% v 1H19, reflecting bushfires and COVID-19 support
- To date customers using Speckle loans have saved >$1.3m in fees compared with standard payday lenders
- First Australian bank to offer gambling control via app - >20,000 customers switched on blocks on >25,000 cards
- Responded to >180 calls per month on Indigenous Customer Service Telephone Line, launched in 2H19

FINANCIAL HARDSHIP ASSISTANCE

<table>
<thead>
<tr>
<th>Period</th>
<th>Customers who received hardship assistance (#)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mar 19</td>
<td>11,284</td>
</tr>
<tr>
<td>Sep 19</td>
<td>8,389</td>
</tr>
<tr>
<td>Mar 20</td>
<td>17,633</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Period</th>
<th>Value of loans provided ($m)</th>
<th>Number of loans (#)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mar 19</td>
<td>16.837</td>
<td>18.8</td>
</tr>
<tr>
<td>Sep 19</td>
<td>17.378</td>
<td>19.6</td>
</tr>
<tr>
<td>Mar 20</td>
<td>17.574</td>
<td>19.4</td>
</tr>
</tbody>
</table>

CUSTOMER SUPPORT HUB

Specialist team of bankers dedicated to recognising and responding to signs a customer is experiencing vulnerability

- >30% cases relating to domestic and family violence
- 80% increase in Domestic and Family Violence Assistance Grants approved
- >360 referrals made to Uniting Kildonan's CareRing Program

AUSTRALIAN MICROFINANCE LOANS

<table>
<thead>
<tr>
<th>Period</th>
<th>Value of loans provided ($m)</th>
<th>Number of loans (#)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mar 19</td>
<td>3,991</td>
<td>5,443</td>
</tr>
<tr>
<td>Sep 19</td>
<td>5,443</td>
<td>6,79</td>
</tr>
<tr>
<td>Mar 20</td>
<td>3,858</td>
<td>535</td>
</tr>
</tbody>
</table>

STRONGER COMMUNITIES

1H20 HIGHLIGHTS

- >$700k in NAB Foundation grants pledged to not-for-profit partners in April 2020 for COVID-19 support
- $2bn lending commitment to emerging technology companies by 2025 on track, with >$500m to date provided to support the growing fintech sector
- Increased direct and indirect spend with Indigenous businesses - >$1.3m in 1H20, exceeding FY20 $800k target
- Product managers required to integrate accessibility in all new and reviewed products; Welcoming Customers With Disability training developed for ~400 branch employees

AFFORDABLE HOUSING

- $2bn financing by 2023 pledged in Oct 19 to support the social and affordable housing sector in Australia
- Commitment addresses one of five key shifts identified in the Australian National Outlook 2019 report - a collaboration between CSIRO, NAB and 19 other non-government organisations

VOLUNTEERING IN OUR AUSTRALIAN COMMUNITIES

<table>
<thead>
<tr>
<th>Period</th>
<th>Skilled volunteering days contributed (#)</th>
<th>General volunteering days contributed (#)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mar 19</td>
<td>544</td>
<td>3,991</td>
</tr>
<tr>
<td>Sep 19</td>
<td>679</td>
<td>5,443</td>
</tr>
<tr>
<td>Mar 20</td>
<td>535</td>
<td>3,858</td>
</tr>
</tbody>
</table>

WORKPLACE GIVING

<table>
<thead>
<tr>
<th>Period</th>
<th>Employee ($m)</th>
<th>NAB matched ($m)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mar 19</td>
<td>0.39</td>
<td>0.43</td>
</tr>
<tr>
<td>Sep 19</td>
<td>0.32</td>
<td>0.43</td>
</tr>
<tr>
<td>Mar 20</td>
<td>0.40</td>
<td>0.44</td>
</tr>
</tbody>
</table>

(1) NAB-backed Speckle is a social enterprise offering fast, online cash loans of up to $2,000. Cumulative savings calculated from August 2017
(2) The DFVAG provides support for NAB customers who have recently experienced an escalation in physical violence and are assessed by CareRing as being at imminent risk of harm, but do not have the financial means or independence to escape/leave from the perpetrator. Percentage growth is based on grants approved in 1H20 v 2H19
(3) Increase in hardship assistance largely reflects impact of bushfires in Dec-19 to Jan-20 and COVID-19 up to Mar-20

(2) Australian employees regularly donate to >500 charities through payroll giving - NAB matches donations up to $1,200 for each employee, every year
**NAB AND OUR COMMUNITY**

### 1H20 HIGHLIGHTS

- Developing set of national sustainable agriculture metrics with ClimateWorks
- Phase II of research project with CSIRO underway linking positive correlation of land condition of Queensland grazing properties with financial performance
- In partnership with Food Agility, QUT and the Australian Wine Research Institute, embedded financial metrics alongside sustainability benchmarking data to improve industry understanding of sustainable vineyard management

### BUSHFIRE RECOVERY AND RESILIENCE PACKAGE

- **$1m in donations** to Australian Red Cross (ARC) disaster preparedness, relief & recovery efforts, and to local organisations in impacted communities
- **$4m contribution** to NAB Disaster Relief fund for (i) $2,000 emergency relief and recovery grants to customers and employees, and to impacted businesses and farmers; and (ii) $1,000 grants for displaced employees
- **Extra day’s annual leave** given to permanent employees, and leave policy updated to support impacted communities

(1) This donation has been pledged to Australian Red Cross to support the Bushfire Resilience Pilot Project

### BUSHFIRE RECOVERY PACKAGE – 1H20 PROGRESS

![Donations and Grants](image)

- 1.58
- 1.24
- 0.10

Donations ($m) and Grants ($m)

- Local organisations
- ARC disaster & recovery
- ARC resilience project

- Employee evacuation
- Business customer premises loss
- Customer & employee home loss

- >1,500 grants provided
- >1,000 days of bushfire related annual leave taken
- ~4,000 volunteering hours contributed

### CLIMATE ACTION

### OUR COMMITMENTS

- Environmental financing target of $70bn by 2025
- Source 100% of our electricity consumption from renewable sources by 2025 – signed up to ‘Renewable Energy 100’
- Cap thermal coal mining exposures at Sep 2019 levels and reduce thermal coal mining financing by 50% by 2028, intended to be effectively zero by 2035
- Not take on new-to-bank thermal coal mining customers

### OUR EXPOSURES

<table>
<thead>
<tr>
<th>Energy generation EAD by fuel source^2</th>
<th>Mar 19</th>
<th>Mar 19</th>
<th>Mar 19</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gas</td>
<td>$6.2bn</td>
<td>$7.1bn</td>
<td>$7.3bn</td>
</tr>
<tr>
<td>Coal</td>
<td>$2bn</td>
<td>$8bn</td>
<td>$13bn</td>
</tr>
<tr>
<td>Mixed Fuel</td>
<td>$1.5bn</td>
<td>$1.6bn</td>
<td>$1.6bn</td>
</tr>
<tr>
<td>Other/Mixed Renewable Hydropower</td>
<td>$1.1bn</td>
<td>$1.2bn</td>
<td>$1.4bn</td>
</tr>
<tr>
<td>Wind</td>
<td>$3.3bn</td>
<td>$3.1bn</td>
<td>$2.9bn</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Resource EAD by type</th>
<th>Mar 18</th>
<th>Mar 19</th>
<th>Mar 19</th>
<th>Mar 20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gold Ore Mining</td>
<td>$8.7bn</td>
<td>$8.4bn</td>
<td>$8.2bn</td>
<td>$8.0bn</td>
</tr>
<tr>
<td>Metallurgical Coal Mining</td>
<td>$5.6bn</td>
<td>$5.5bn</td>
<td>$5.5bn</td>
<td>$5.5bn</td>
</tr>
<tr>
<td>Thermal Coal Mining</td>
<td>$4.8bn</td>
<td>$4.8bn</td>
<td>$4.8bn</td>
<td>$4.8bn</td>
</tr>
<tr>
<td>Iron Ore Mining</td>
<td>$2.1bn</td>
<td>$2.1bn</td>
<td>$2.1bn</td>
<td>$2.1bn</td>
</tr>
<tr>
<td>Other Mining</td>
<td>$1.6bn</td>
<td>$1.4bn</td>
<td>$1.2bn</td>
<td>$1.2bn</td>
</tr>
<tr>
<td>Mining Services</td>
<td>$0.3bn</td>
<td>$0.3bn</td>
<td>$0.3bn</td>
<td>$0.3bn</td>
</tr>
<tr>
<td>Oil &amp; Gas Extraction</td>
<td>$0.3bn</td>
<td>$0.3bn</td>
<td>$0.3bn</td>
<td>$0.3bn</td>
</tr>
</tbody>
</table>

- Resource EAD $10.7bn excluding impact of treasury related financial activity (+$0.8bn)
- Thermal coal mining EAD down $20m (-3%) from FY19 and $150m (-17%) from 1H19

(1) Represented as a cumulative amount of new environmental finance since 1 October 2015
(2) NAB methodology (based upon the 1993 ANZSIC codes) at net EAD basis. Excludes exposure to counterparties predominantly involved in transmission and distribution. Vertically integrated retailers have been included and categorised as renewable where majority of their generation activities sourced from renewable energy. More detail at [https://www.nab.com.au/about-us/social-impact](https://www.nab.com.au/about-us/social-impact)
(3) Oil & Gas extraction exposure is largely to Liquefied Natural Gas projects and investment grade customers (92%)
(4) Of the $1.48bn increase in Resource Net EAD in 1H19, $0.88bn relates to model and regulatory prescribed methodology requirements (includes: Thermal Coal +$0.2bn, Metallurgical Coal +$0.2bn), and $0.60bn relates to Treasury related financial activity where NAB have qualifying securities
NAB AND OUR COMMUNITY

CLIMATE ACTION

1H20 HIGHLIGHTS

• #1 Australian company in Corporate Knights 2020 Global 100 Most Sustainable Companies Index
• $1.8bn TCorp Sustainability Bond which is Australia’s largest ever green bond and was awarded the Sustainability Bond Of The Year by Environmental Finance - NAB acted as a Joint Lead Manager
• Increased our 2025 science-based GHG emissions (tCO₂-e) reduction target from 21% to 51% against a restated 2015 baseline level

INDUSTRY LEADERSHIP AND COLLABORATION

• Work is ongoing for Phase 2 of UNEP FI Task Force on Climate Related Financial Disclosures (TCFD) pilot
• Scenario/physical risk analysis proceeding, and NAB is now part of an ABA Working Group
• First and only Australian bank to be a signatory of UN Principles for Responsible Banking Collective Commitment to Climate Action – participating with other member banks to deliver on CCCA commitments

SUPPORTING RENEWABLE ENERGY INDUSTRY

• #1 arranger of project finance for Australian renewable energy since 2004
• #2 Australian bank for global renewables transactions, and 33rd largest lender to renewable energy industry in the world in 1H20

Top renewable energy players – Australia

| National Australia Bank Ltd | 2.6 |
| Clean Energy Finance Corp | 1.6 |
| Mitsubishi UFJ Financial Group Inc | 1.4 |
| Westpac Banking Corp | 1.3 |
| Australia & New Zealand Banking Group Ltd | 1.3 |
| Commonwealth Bank of Australia | 1.1 |
| Sumitomo Mitsui Financial Group Inc | 1.0 |
| Mizuho Financial Group Inc | 0.9 |
| Societe Generale SA | 0.9 |
| BNP Paribas SA | 0.8 |

ENGAGING OUR PEOPLE

INVESTING IN OUR PEOPLE

• Launched simplified digital platform for colleagues to acquire and track Continuous Education and Continuous Professional Development points
• Ongoing focus on upskilling technology capability with >1,000 employees industry-certified in Amazon Web Services (AWS), Microsoft Azure and Google Cloud Platform
• ~16,000 licenses issued and >30,000 hours of digital learning completed through deployment of six industry-leading platforms

INCLUSIVE WORKFORCE

• Offered 65 traineeships to Indigenous Australians and recruited 40 African-Australians in AAIP
• 40% female representation on NAB Board
• WGEA Employer of Choice for Gender Equality citation, ranked #14 in Equileap Gender Equality Global Report and member of 2020 Bloomberg Gender-Equality Index

ENGAGEMENT, CODE OF CONDUCT AND TURNOVER

Enterprise Employee Engagement score

<table>
<thead>
<tr>
<th>59</th>
<th>54</th>
<th>54</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017</td>
<td>2018</td>
<td>2019</td>
</tr>
</tbody>
</table>

Breach of Code Of Conduct (Australia)

<table>
<thead>
<tr>
<th>541</th>
<th>737</th>
<th>615</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mar 19</td>
<td>Sep 19</td>
<td>Mar 20</td>
</tr>
</tbody>
</table>

Employee turnover rate (%) by exit type

<table>
<thead>
<tr>
<th>7.3%</th>
<th>8.5%</th>
<th>6.9%</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.0%</td>
<td>3.2%</td>
<td>1.8%</td>
</tr>
<tr>
<td>5.3%</td>
<td>5.3%</td>
<td>5.1%</td>
</tr>
<tr>
<td>Mar 19</td>
<td>Sep 19</td>
<td>Mar 20</td>
</tr>
</tbody>
</table>

(1) We have also set new targets for a range of environmental performance areas, including net energy use (GJ) (a 30% reduction) and office paper (tonnes) (a 20% reduction) from 2019 baseline levels. See our website here for further details
(2) Data Source: BloombergNEF Country Profile for Australia - Top Renewable Energy Players (2004 to 4Q 2019). Cumulative totals are in USD as at 31 December 2019. Totals do not include large hydro
(3) Rankings based on IJGlobal League Table, MLA, Renewables, Last 6 months ending 31 March 2020, Value of Deals (database searched on 16 April 2020)
(1) NAB employees have access to 250,000 digital learning opportunities through LinkedIn Learning, Coursera, Pluralsight, Udemy, A-Cloud Guru and O’Reilly Safari Books
(2) African Australian Inclusion Program - 500+ skilled African-Australians have gained paid corporate experience since program inception in 2009, with more than 50% of those who have completed the 6-month program still employed by NAB
(3) See Towards 2020: NAB’s road to gender equality for more information on our gender equality targets and commitments
(4) Annual Employee Engagement Survey conducted by Aon (now known as Kincentric)
ADDITIONAL INFORMATION
AUSTRALIAN CUSTOMER EXPERIENCE

CUSTOMER EXPERIENCE IMPROVING BUT MORE WORK TO DO

STRATEGIC NPS\(^1,\!^2\)

BUSINESS\(^3\)

CONSUMER\(^4\)

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(1) Net Promoter® and NPS® are registered trademarks and Net Promoter Score and Net Promoter System are trademarks of Bain & Company, Satmetrix Systems and Fred Reicheld.

(2) Strategic NPS: Sourced from DBM Atlas, measured on 6 month rolling average. Definition has been updated to give all customers within the Business and Consumer segments equal voice. The overall Strategic NPS result combines the Consumer and Business segment results using a 50% weighting for each. Net Promoter Score (NPS) is based on all customers’ likelihood to recommend on a scale of 0 to 10 (extremely unlikely to extremely likely).


CUSTOMER EXPERIENCE

LARGE CORPORATE & INSTITUTIONAL – RELATIONSHIP STRENGTH INDEX\(^1\)

<table>
<thead>
<tr>
<th>Peer 1</th>
<th>Peer 2</th>
<th>Peer 3</th>
<th>NAB</th>
</tr>
</thead>
<tbody>
<tr>
<td>620</td>
<td>600</td>
<td>580</td>
<td>560</td>
</tr>
</tbody>
</table>

INSTITUTIONAL NPS\(^{1,2}\)

<table>
<thead>
<tr>
<th>Peer 1</th>
<th>Peer 2</th>
<th>Peer 3</th>
<th>NAB</th>
</tr>
</thead>
<tbody>
<tr>
<td>30</td>
<td>20</td>
<td>10</td>
<td>0</td>
</tr>
</tbody>
</table>

INTEREST RATE HEDGING\(^3\)

<table>
<thead>
<tr>
<th>Relationship Strength Index (Index)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Peer 1</td>
</tr>
<tr>
<td>640</td>
</tr>
</tbody>
</table>

FOREIGN EXCHANGE\(^4\)

<table>
<thead>
<tr>
<th>Relationship Strength Index (Index)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Peer 1</td>
</tr>
<tr>
<td>600</td>
</tr>
</tbody>
</table>

DEBT MARKETS ORIGINATION\(^5\)

<table>
<thead>
<tr>
<th>Relationship Strength Index (Index)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Peer 1</td>
</tr>
<tr>
<td>580</td>
</tr>
</tbody>
</table>

DEBT MARKETS ORIGINATION\(^5\)

<table>
<thead>
<tr>
<th>Lead Dealer Relationships (Number of citations)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Peer 1</td>
</tr>
<tr>
<td>60</td>
</tr>
</tbody>
</table>

DIGITAL EXPERIENCE FOR OUR BUSINESS CUSTOMERS

NAB CONNECT APP LOGINS (m)

<table>
<thead>
<tr>
<th>1H18</th>
<th>2H18</th>
<th>1H19</th>
<th>2H19</th>
<th>1H20</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.8</td>
<td>1.5</td>
<td>2.1</td>
<td>2.6</td>
<td>3.0</td>
</tr>
</tbody>
</table>

NAB CONNECT APP FOR BUSINESS CUSTOMERS NPS\(^1\)

<table>
<thead>
<tr>
<th>Q1 19</th>
<th>Q2 19</th>
<th>Q3 19</th>
<th>Q4 19</th>
<th>Q1 20</th>
<th>Q2 20</th>
</tr>
</thead>
<tbody>
<tr>
<td>21</td>
<td>28</td>
<td>33</td>
<td>34</td>
<td>21</td>
<td>34</td>
</tr>
</tbody>
</table>

INTERNET BANKING FOR BUSINESS CUSTOMERS NPS\(^1\) (NAB CONNECT)

<table>
<thead>
<tr>
<th>Q1 19</th>
<th>Q2 19</th>
<th>Q3 19</th>
<th>Q4 19</th>
<th>Q1 20</th>
<th>Q2 20</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>3</td>
<td>5</td>
<td>13</td>
<td>12</td>
<td>24</td>
</tr>
</tbody>
</table>

(1) 2019 Peter Lee Associates Large Corporate and Institutional Relationship Banking Survey, Australia. Relationship Strength Index (RSI) is based on a combined measure of most qualitative evaluations.

(2) Net Promoter® and NPS® are registered trademarks and Net Promoter Score and Net Promoter System are trademarks of Bain & Company, Satmetrix Systems and Fred Reichheld

(3) Peter Lee Associates – Interest Rate Derivatives Survey Australia 2019. Based on top four banks by penetration

(4) Peter Lee Associates – Foreign Exchange Survey Australia 2019. Based on top four banks by penetration

(5) Peter Lee Associates Debt Securities Origination Survey 2019. Based on top four banks by penetration

(1) Net Promoter® and NPS® are registered trademarks and Net Promoter Score and Net Promoter System are trademarks of Bain & Company, Satmetrix Systems and Fred Reichheld
DIGITAL SMALL BUSINESS UNSECURED LENDING

- Access to unsecured finance for term loan, overdraft, business cards, equipment loan and broker assisted customers
- Application and decisioning in as little as 20 minutes
- Direct connectivity to Xero, MYOB or QuickBooks data, or simple financial upload from any accounting package
- In response to COVID-19, introduced a 200-basis point rate cut on new loans and all overdrafts on QuickBiz effective 30 March

SMALL BUSINESS UNSECURED LENDING VIA QUICKBIZ

Proportion of new small business lending accounts generated via QuickBiz

<table>
<thead>
<tr>
<th>Year</th>
<th>FY16</th>
<th>FY17</th>
<th>FY18</th>
<th>FY19</th>
<th>FY20</th>
</tr>
</thead>
<tbody>
<tr>
<td>#</td>
<td>0%</td>
<td>14%</td>
<td>27%</td>
<td>43%</td>
<td>45%</td>
</tr>
</tbody>
</table>

QUICKBIZ APPLICATION GROWTH

# Applications

<table>
<thead>
<tr>
<th>Quarter</th>
<th>2H18</th>
<th>1H19</th>
<th>2H19</th>
<th>1H20</th>
<th>1Q20</th>
<th>2Q20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applications</td>
<td>5,647</td>
<td>6,083</td>
<td>6,612</td>
<td>6,791</td>
<td>2,483</td>
<td>4,308</td>
</tr>
</tbody>
</table>

PROPORTION OF NEW SMALL BUSINESS LENDING ACCOUNTS GENERATED VIA QUICKBIZ

1 New QuickBiz loan and QuickBiz overdraft accounts as a percentage of total new term lending and overdraft accounts in the Small Business division

EVERYDAY CONSUMER DIGITAL EXPERIENCE AND SALES

MOBILE LOGINS

<table>
<thead>
<tr>
<th>Quarter</th>
<th>1H18</th>
<th>2H18</th>
<th>1H19</th>
<th>2H19</th>
<th>1H20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Logins</td>
<td>265</td>
<td>287</td>
<td>319</td>
<td>338</td>
<td>363</td>
</tr>
</tbody>
</table>

SIMPLE CONSUMER PRODUCT SALES VIA DIGITAL

<table>
<thead>
<tr>
<th>Period</th>
<th>FY17</th>
<th>FY18</th>
<th>FY19</th>
<th>FY20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sales</td>
<td>31%</td>
<td>41%</td>
<td>51%</td>
<td>63%</td>
</tr>
</tbody>
</table>

MODIFY HOME LOAN REPAYMENTS ONLINE

- Edit Repayment functionality gives customers the ability to modify home loan repayments in real-time
- Allows changes to both amount and frequency of repayments

INCREASING UPTAKE OF ONLINE CHAT CAPABILITIES

<table>
<thead>
<tr>
<th>Quarter</th>
<th>1H19</th>
<th>2H19</th>
<th>1H20</th>
<th>2H19</th>
<th>1H20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Virtual Assistant</td>
<td>116</td>
<td>142</td>
<td>191</td>
<td>54</td>
<td>84</td>
</tr>
<tr>
<td>Live Chat</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(1) Simple consumer product sales includes the opening of savings and transaction accounts, personal loans and credit cards across all segments and channels
REDUCTION IN CRITICAL AND HIGH PRIORITY INCIDENTS

**‘CRITICAL’ AND ‘HIGH’ PRIORITY INCIDENTS**

Investment in technology driving lower instance of technology incidents since 1H14

- 97% reduction in “High” priority incidents
- 85% reduction in “Critical” priority incidents

![Bar chart showing reduction in critical and high priority incidents over fiscal years H1 and H2 from FY14 to FY19.](chart)

*(1) Critical Incidents – Significant impact or outages to customer facing service or payment channels. High Incidents – Functionality impact to customer facing service or impact/outage to internal systems*
**KEY METRICS**

**BUSINESS LENDING REVENUE**

<table>
<thead>
<tr>
<th>Period</th>
<th>Total Revenue ($m)</th>
<th>Net Interest Margin (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sep 18</td>
<td>2,161</td>
<td>1.90</td>
</tr>
<tr>
<td>Mar 19</td>
<td>2,275</td>
<td>1.92</td>
</tr>
<tr>
<td>Sep 19</td>
<td>2,248</td>
<td>1.86</td>
</tr>
<tr>
<td>Mar 20</td>
<td>2,223</td>
<td>1.82</td>
</tr>
</tbody>
</table>

**BUSINESS LENDING GLAs**

<table>
<thead>
<tr>
<th>Period</th>
<th>Business Lending GLAs ($bn)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sep 18</td>
<td>196.3</td>
</tr>
<tr>
<td>Mar 19</td>
<td>202.9</td>
</tr>
<tr>
<td>Sep 19</td>
<td>206.5</td>
</tr>
<tr>
<td>Mar 20</td>
<td>215.0</td>
</tr>
</tbody>
</table>

**BUSINESS LENDING NET INTEREST MARGIN**

<table>
<thead>
<tr>
<th>Period</th>
<th>Net Interest Margin (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sep 18</td>
<td>1.90</td>
</tr>
<tr>
<td>Mar 19</td>
<td>1.92</td>
</tr>
<tr>
<td>Sep 19</td>
<td>1.86</td>
</tr>
<tr>
<td>Mar 20</td>
<td>1.82</td>
</tr>
</tbody>
</table>

**SMALL, MEDIUM AND AGRI BUSINESS LENDING MARKET SHARE**

- Turnover $0.1m to <$5m: 25%
- Turnover $5m to <$50m: 26%
- Agribusiness: 31%

**BUSINESS LENDING ASSET QUALITY**

**BUSINESS LENDING CREDIT IMPAIRMENT CHARGE AND AS % OF GLAs**

<table>
<thead>
<tr>
<th>Period</th>
<th>Credit Impairment Charge ($m)</th>
<th>Credit Impairment GLAs (% of GLAs)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sep 18</td>
<td>0.06</td>
<td>90.9</td>
</tr>
<tr>
<td>Mar 19</td>
<td>0.10</td>
<td>95.0</td>
</tr>
<tr>
<td>Sep 19</td>
<td>0.14</td>
<td>97.4</td>
</tr>
<tr>
<td>Mar 20</td>
<td>0.07</td>
<td>105.8</td>
</tr>
</tbody>
</table>

**BUSINESS LENDING 90+ DPD AND GIAs AND AS % OF GLAs**

<table>
<thead>
<tr>
<th>Period</th>
<th>Total Business Lending 90+ DPD and GIAs ($m)</th>
<th>Business Lending 90+ DPD and GIAs to Business Lending GLAs (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sep 18</td>
<td>1,202</td>
<td>0.61%</td>
</tr>
<tr>
<td>Mar 19</td>
<td>1,257</td>
<td>0.62%</td>
</tr>
<tr>
<td>Sep 19</td>
<td>1,394</td>
<td>0.67%</td>
</tr>
<tr>
<td>Mar 20</td>
<td>1,420</td>
<td>0.66%</td>
</tr>
</tbody>
</table>

**TOTAL BUSINESS LENDING SECURITY PROFILE**

<table>
<thead>
<tr>
<th>Period</th>
<th>Fully Secured</th>
<th>Partly Secured</th>
<th>Unsecured</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sep 18</td>
<td>23%</td>
<td>23%</td>
<td>58%</td>
</tr>
<tr>
<td>Mar 19</td>
<td>23%</td>
<td>22%</td>
<td>58%</td>
</tr>
<tr>
<td>Sep 19</td>
<td>22%</td>
<td>22%</td>
<td>59%</td>
</tr>
<tr>
<td>Mar 20</td>
<td>22%</td>
<td>22%</td>
<td>59%</td>
</tr>
</tbody>
</table>

**BUSINESS LENDING PORTFOLIO QUALITY**

<table>
<thead>
<tr>
<th>Period</th>
<th>Sub-Investment grade equivalent</th>
<th>Investment grade equivalent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sep 18</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>Mar 19</td>
<td>51%</td>
<td>49%</td>
</tr>
<tr>
<td>Sep 19</td>
<td>51%</td>
<td>49%</td>
</tr>
<tr>
<td>Mar 20</td>
<td>52%</td>
<td>48%</td>
</tr>
</tbody>
</table>

---

(1) March 2020 DBM Business Financial Services Monitor, APRA Aligned Lending Market Share. Australian businesses with an aligned product, excluding Finance & Insurance and Government. APRA Aligned Lending market share is based on the total lending dollars held at the financial institution, divided by the total lending dollars held at financial institutions reporting to APRA, with products and FIs aligned as closely as possible to APRA definitions and inclusions. Data is on a 12-month roll, weighted to the Australian business population. Small Business ($0.1m-$5m) and Medium Business ($5m-$50m)

(2) February 2020 / NAB APRA submission / RBA Banking System
B&PB CREDIT IMPAIRMENT CHARGE AND AS % OF GLAs ($m)

<table>
<thead>
<tr>
<th>Period</th>
<th>$10.0</th>
<th>0.13%</th>
<th>0.12%</th>
<th>0.22%</th>
<th>0.13%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sep 18</td>
<td>24</td>
<td>133</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mar 19</td>
<td>28</td>
<td>119</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sep 19</td>
<td>127</td>
<td>27</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mar 20</td>
<td>63</td>
<td>126</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- Other banking products
- Business lending
- Housing lending
- Credit impairment charge as % of GLAs annualised

B&PB BUSINESS LENDING SECURITY PROFILE

<table>
<thead>
<tr>
<th>Period</th>
<th>Fully Secured</th>
<th>Partially Secured</th>
<th>Unsecured</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sep 18</td>
<td>21%</td>
<td>74%</td>
<td>5%</td>
</tr>
<tr>
<td>Mar 19</td>
<td>21%</td>
<td>74%</td>
<td>5%</td>
</tr>
<tr>
<td>Sep 19</td>
<td>21%</td>
<td>74%</td>
<td>5%</td>
</tr>
<tr>
<td>Mar 20</td>
<td>21%</td>
<td>74%</td>
<td>5%</td>
</tr>
</tbody>
</table>

- 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 are normally in place. Bank extended value is calculated as a discount to market value based on the nature of the underlying security.

B&PB 90+ DPD AND GIAs AND AS % OF GLAs ($m)

<table>
<thead>
<tr>
<th>Period</th>
<th>$10.0</th>
<th>0.78%</th>
<th>0.63%</th>
<th>0.95%</th>
<th>1.07%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sep 18</td>
<td>1,563</td>
<td>707</td>
<td>856</td>
<td>955</td>
<td>1,036</td>
</tr>
<tr>
<td>Mar 19</td>
<td>1,662</td>
<td>844</td>
<td>818</td>
<td>950</td>
<td>1,075</td>
</tr>
<tr>
<td>Sep 19</td>
<td>1,905</td>
<td>74%</td>
<td>26%</td>
<td>26%</td>
<td>25%</td>
</tr>
<tr>
<td>Mar 20</td>
<td>2,111</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- 90+ DPD and GIAs to GLAs

B&PB BUSINESS LENDING PORTFOLIO QUALITY

<table>
<thead>
<tr>
<th>Period</th>
<th>Sub-Investment grade equivalent</th>
<th>Investment grade equivalent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sep 18</td>
<td>74%</td>
<td>5%</td>
</tr>
<tr>
<td>Mar 19</td>
<td>74%</td>
<td>5%</td>
</tr>
<tr>
<td>Sep 19</td>
<td>74%</td>
<td>5%</td>
</tr>
<tr>
<td>Mar 20</td>
<td>75%</td>
<td>5%</td>
</tr>
</tbody>
</table>

- Housing 90+ DPD and GIAs
- Non-housing 90+ DPD and GIAs

ADDITIONAL INFORMATION

AUSTRALIAN HOUSING LENDING
KEY METRICS

HOUSING LENDING REVENUE ($bn)

- Sep 18: 1,789
- Mar 19: 1,709
- Sep 19: 1,925
- Mar 20: 1,988

HOUSING LENDING NET INTEREST MARGIN (%)

- Sep 16: 1.28%
- Mar 17: 1.27%
- Sep 17: 1.38%
- Mar 18: 1.34%
- Sep 18: 1.22%
- Mar 19: 1.16%
- Sep 19: 1.30%
- Mar 20: 1.37%

INVESTOR AND OWNER OCCUPIER GROWTH MoM

- Dec 16: -1%
- Mar 17: 0%
- Jun 17: 1%
- Dec 17: 0%
- Mar 18: 1%
- Jun 18: 0%
- Sep 18: 1%
- Dec 18: 0%
- Mar 19: 1%
- Jun 19: 0%
- Sep 19: 1%
- Dec 19: 0%
- Mar 20: 1%

HOUSING LENDING GLAs ($bn)

- Mar 18: 297.8
- Sep 18: 303.1
- Mar 19: 306.8
- Sep 19: 304.0
- Mar 20: 302.4

HOUSING LENDING PORTFOLIO PROFILE

HOUSING LENDING BY CHANNEL ($bn)

- Mar 19: 105.1
- Sep 18: 104.0
- Mar 20: 103.8

- Mar 19: 111.5
- Sep 18: 111.6
- Mar 20: 112.5

- Mar 19: 90.0
- Sep 18: 85.3
- Mar 20: 86.1

HOUSING LENDING FLOW MOVEMENTS ($bn)

- Sep 19: 304
- New fundings & redraw: 34
- Pre-payments: -12
- External refinances & closures: -20
- Mar 20: 302

AUSTRALIAN MORTGAGES STATE PROFILE

- VIC/TAS: 32%
- QLD: 15%
- NSW/ACT: 40%
- WA: 8%
- SA/NT: 5%

HOME LENDING VOLUME BY BORROWER AND REPAYMENT TYPE

- Owner Occupier: 58.4%
- Investor: 41.6%
- Interest Only: 15.0%
- Principal & Interest: 85.6%
- Owner Occupier Interest Only: 4.6%
- Investor Interest Only: 15.0%
- Owner Occupier Principal & Interest: 53.8%

(1) Only includes housing loans to households based on APRA AFU 720.1 reporting definitions. December 16 to March 19 inclusive chart is prepared using APRA Monthly Banking Statistics. June 19 to March 20 inclusive are prepared using APRA Monthly Authorised Deposit-taking Institution statistics.

(2) Excludes Asia.

(3) Only includes housing loans to households based on APRA AFU 720.1 reporting definitions, and excludes counterparties such as private trading corporations.
HOUSING LENDING PORTFOLIO PROFILE

HOUSING LENDING 90+DPD & GIAs AS % OF GLAs

90+ DPD AND GIAs AS % OF TOTAL HOUSING LENDING GLAs – BY CHANNEL

HOUSING LENDING PORTFOLIO QUALITY

REPAYMENT BUFFERS

INTEREST ONLY CONVERSIONS TO P&I

DYNAMIC LVR BREAKDOWN OF DRAWN BALANCE

LVR BREAKDOWN AT ORIGINATION

(1) Represents payments in advance by accounts. Includes offsets. Excludes accounts in arrears, Advantedge book and line of credit

64

65
**KEY ORIGINATION REQUIREMENTS**

**Income**
Income verified using a variety of documents including payslips and/or checks on salary credits into customers’ accounts
Apply a minimum 20% shading on less certain income, for example rental income shading since 2015

**Household expenses**
Use the greater of:
- Customers’ declared living expenses, enhanced in 2016 to break down into granular sub categories;
- Household Expenditure Measure (HEM) benchmark. HEM has been in use since 2012 and enhanced in 2015 to scale for customer income and further refined in Dec-18. HEM add-ons introduced for specific customer declared expenses in Aug-19 (e.g. private school fees). Latest HEM annual update occurred in Dec-19

**Serviceability**
Assess customers’ ability to repay based on the higher of the customer rate plus serviceability buffer (2.5%) or the floor rate (5.5%), updated in Aug-19

**Existing debt**
- Verify using declared loan statements and assess on the higher of the customer rate plus serviceability buffer (2.5%) or the floor rate (5.5%)
- In Dec-18 tightened assessment of customer credit cards assuming repayments of 3.8% per month of the limit
- In Aug-19 tightened assessment of customer overdrafts assuming repayments of 3.8% per month of the limit

**Interest only**
- Assess Interest Only loans on the full remaining Principal and Interest term
- Maximum Interest Only term for Owner Occupier borrowers of 5 years

---

**LOAN-TO-VALUE RATIO (LVR) LIMITS**

Principal & Interest – Owner Occupier 95%
Principal & Interest – Investor 90%
Interest Only 80%
‘At risk’ postcodes 80%
‘High risk’ postcodes (e.g. mining towns) 70%

---

**OTHER REQUIREMENTS**
- In 2017 introduced Loan-to-Income decline threshold, reduced from 8x to 7x in Feb-18
- In Apr-19 introduced a Debt-to-Income decline threshold of 9x
- Lenders’ mortgage insurance (LMI) applicable for majority of lending >80% LVR
- LMI for inner city investment housing >70% LVR
- Apartment size to be 50 square metres or greater (including balconies and car park)
- NAB Broker applications assessed centrally – verification and credit decisioning

---

**HOUSING LENDING KEY METRICS**

<table>
<thead>
<tr>
<th>Australian Housing Lending</th>
<th>Sep 18</th>
<th>Mar 19</th>
<th>Sep 19</th>
<th>Mar 20</th>
<th>Mar 19</th>
<th>Sep 19</th>
<th>Mar 20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Balances (spot) $bn</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>27</td>
<td>22</td>
<td>27</td>
</tr>
<tr>
<td>Average loan size $’000</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>368</td>
<td>369</td>
<td>389</td>
</tr>
<tr>
<td>- Variable rate</td>
<td>72.0%</td>
<td>72.0%</td>
<td>73.5%</td>
<td>75.9%</td>
<td>70.0%</td>
<td>73.0%</td>
<td>78.5%</td>
</tr>
<tr>
<td>- Fixed rate</td>
<td>21.1%</td>
<td>21.6%</td>
<td>20.4%</td>
<td>18.3%</td>
<td>28.2%</td>
<td>25.0%</td>
<td>20.4%</td>
</tr>
<tr>
<td>- Line of credit</td>
<td>6.9%</td>
<td>6.5%</td>
<td>6.1%</td>
<td>5.8%</td>
<td>1.9%</td>
<td>1.9%</td>
<td>1.1%</td>
</tr>
<tr>
<td>By borrower type</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Owner Occupied(1,2,3)</td>
<td>59.1%</td>
<td>59.7%</td>
<td>56.9%</td>
<td>58.4%</td>
<td>66.9%</td>
<td>66.3%</td>
<td>67.7%</td>
</tr>
<tr>
<td>- Investor(2,3)</td>
<td>40.9%</td>
<td>40.3%</td>
<td>43.1%</td>
<td>41.6%</td>
<td>33.1%</td>
<td>33.7%</td>
<td>32.3%</td>
</tr>
<tr>
<td>Low Documentation</td>
<td>0.5%</td>
<td>0.5%</td>
<td>0.4%</td>
<td>0.4%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Offset account balance ($bn)</td>
<td>28.7</td>
<td>29.0</td>
<td>29.0</td>
<td>30.0</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LVR at origination</td>
<td>69.0%</td>
<td>69.0%</td>
<td>69.0%</td>
<td>69.1%</td>
<td>53.8%</td>
<td>56.6%</td>
<td>54.6%</td>
</tr>
<tr>
<td>Dynamic LVR on a drawn balance calculated basis</td>
<td>45.9%</td>
<td>48.0%</td>
<td>47.6%</td>
<td>44.6%</td>
<td>46.2%</td>
<td>43.4%</td>
<td>45.4%</td>
</tr>
<tr>
<td>Customers in advance ≥1 month(3) (including offset facilities)</td>
<td>66.1%</td>
<td>65.5%</td>
<td>66.1%</td>
<td>66.5%</td>
<td>24.9%</td>
<td>19.7%</td>
<td>17.4%</td>
</tr>
<tr>
<td>Avg # of monthly payments in advance(3) (including offset facilities)</td>
<td>33.9</td>
<td>33.7</td>
<td>34.3</td>
<td>36.3</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>90+ days past due</td>
<td>0.72%</td>
<td>0.86%</td>
<td>0.98%</td>
<td>1.04%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Impaired loans</td>
<td>0.09%</td>
<td>0.09%</td>
<td>0.11%</td>
<td>0.12%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Specific provision coverage ratio</td>
<td>33.7%</td>
<td>31.1%</td>
<td>33.4%</td>
<td>33.3%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Loss rate(2)</td>
<td>0.02%</td>
<td>0.02%</td>
<td>0.02%</td>
<td>0.02%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of properties in possession</td>
<td>277</td>
<td>291</td>
<td>320</td>
<td>268</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HEM reliance</td>
<td>31%</td>
<td>32%</td>
<td>27%</td>
<td>33%</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

---

(1) Excludes Asia  
(2) Drawdowns is defined as new lending excluding limit increases and redraws in the previous six month period  
(3) Portfolio sourced from APRA Monthly Banking Statistics. Sep-19 restated to align with definitions of the APRA Monthly Authorised Deposit-taking Institution statistics  
(4) Drawdowns sourced from management data  
(5) Excludes line of credit products  
(6) Excludes Advantage and line of credit  
(7) 12 month rolling Net Write-offs / Spot Drawn Balances
### DEPOSITS & TRANSACTION ACCOUNTS

#### DEPOSIT REVENUE

<table>
<thead>
<tr>
<th>($)m</th>
<th>Mar 18</th>
<th>Sep 18</th>
<th>Mar 19</th>
<th>Sep 19</th>
<th>Mar 20</th>
</tr>
</thead>
<tbody>
<tr>
<td>1,657</td>
<td>1,637</td>
<td>1,762</td>
<td>1,700</td>
<td>1,623</td>
<td></td>
</tr>
</tbody>
</table>

#### CUSTOMER DEPOSITS BY INTEREST RATE

- **$130bn of deposits already at or near zero interest rate**
- **($66.0bn)** less than 0.01%
- **($63.9bn)** between 0.01% to 0.25%
- **$24.8bn** between 0.26% to 0.50%
- **$24.1bn** between 0.51% to 0.75%
- **$15.2bn** between 0.76% to 1.00%
- **$149.6bn** more than 1.00%

#### CUSTOMER DEPOSIT BALANCES BY PRODUCT

<table>
<thead>
<tr>
<th>($)bn</th>
<th>Sep 18</th>
<th>Mar 19</th>
<th>Sep 19</th>
<th>Mar 20</th>
</tr>
</thead>
<tbody>
<tr>
<td>NBIs</td>
<td>85</td>
<td>84</td>
<td>90</td>
<td>111</td>
</tr>
<tr>
<td>Transaction</td>
<td>88</td>
<td>88</td>
<td>95</td>
<td>97</td>
</tr>
<tr>
<td>Savings</td>
<td>132</td>
<td>142</td>
<td>129</td>
<td>120</td>
</tr>
<tr>
<td>Term Deposits</td>
<td>29</td>
<td>29</td>
<td>29</td>
<td>30</td>
</tr>
<tr>
<td>Offsets</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(1) Australia only, as at 31 March 2020. Customer deposits exclude home loan offsets.
**Personal Lending Balance and Market Share**

<table>
<thead>
<tr>
<th></th>
<th>Sep 18</th>
<th>Mar 19</th>
<th>Sep 19</th>
<th>Mar 20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personal Lending</td>
<td>1.8</td>
<td>1.7</td>
<td>1.5</td>
<td>1.4</td>
</tr>
<tr>
<td>Market share</td>
<td>10.4%</td>
<td>10.1%</td>
<td>9.7%</td>
<td>9.2%</td>
</tr>
</tbody>
</table>

**Cards Balance and Market Share**

<table>
<thead>
<tr>
<th></th>
<th>Sep 18</th>
<th>Mar 19</th>
<th>Sep 19</th>
<th>Mar 20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cards</td>
<td>6.2</td>
<td>6.1</td>
<td>5.7</td>
<td>5.4</td>
</tr>
<tr>
<td>Market share</td>
<td>13.6%</td>
<td>13.4%</td>
<td>13.3%</td>
<td>13.1%</td>
</tr>
</tbody>
</table>

**Cards and Personal Lending 90+ DPD and As % of Total Cards and Personal Lending GLAs**

<table>
<thead>
<tr>
<th></th>
<th>Sep 18</th>
<th>Mar 19</th>
<th>Sep 19</th>
<th>Mar 20</th>
</tr>
</thead>
<tbody>
<tr>
<td>90+ DPD/GLAs</td>
<td>95</td>
<td>92</td>
<td>80</td>
<td>77</td>
</tr>
<tr>
<td>90+ DPD</td>
<td>1.18%</td>
<td>1.17%</td>
<td>1.10%</td>
<td>1.13%</td>
</tr>
</tbody>
</table>

**Consumer Cards 90+ DPD As % of Outstandings**

- **NSW/ACT**: 1.4%
- **QLD**: 1.1%
- **SA/NT**: 0.8%
- **VIC/TAS**: 1.1%
- **WA**: 1.1%
- **Total**: 1.0%

---

(1) Personal loans business tracker reports provided by RFI represent share of RFI defined peer group data for Feb 20.

(2) APRA Monthly Banking Statistics is used for Sep-18 to Mar-19 market share. Sep-19 onwards is prepared using APRA Monthly Authorised Deposit-taking Institution statistics. Latest market share statistics are as at Feb 20.
KEY CUSTOMER METRICS

BNZ SME NPS\textsuperscript{1,2,3}

BNZ CONSUMER NPS\textsuperscript{2,3,4}

HOUSING LENDING KEY METRICS

New Zealand Housing Lending

<table>
<thead>
<tr>
<th></th>
<th>Sep 18</th>
<th>Mar 19</th>
<th>Sep 19</th>
<th>Mar 20</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Portfolio</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Balances (spot) NZ$bn</td>
<td>39.8</td>
<td>41.3</td>
<td>43.0</td>
<td>44.8</td>
</tr>
<tr>
<td>By product</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Variable rate</td>
<td>19.6%</td>
<td>17.7%</td>
<td>15.9%</td>
<td>15.2%</td>
</tr>
<tr>
<td>Fixed rate</td>
<td>77.7%</td>
<td>79.7%</td>
<td>81.7%</td>
<td>82.6%</td>
</tr>
<tr>
<td>Line of credit</td>
<td>2.7%</td>
<td>2.6%</td>
<td>2.4%</td>
<td>2.2%</td>
</tr>
<tr>
<td>By borrower type</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Owner Occupied</td>
<td>64.6%</td>
<td>65.4%</td>
<td>66.2%</td>
<td>66.4%</td>
</tr>
<tr>
<td>Investor</td>
<td>35.4%</td>
<td>34.6%</td>
<td>33.8%</td>
<td>33.6%</td>
</tr>
<tr>
<td>By channel</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Proprietary</td>
<td>84.7%</td>
<td>82.3%</td>
<td>80.0%</td>
<td>77.9%</td>
</tr>
<tr>
<td>Broker</td>
<td>15.3%</td>
<td>17.7%</td>
<td>20.0%</td>
<td>22.1%</td>
</tr>
<tr>
<td>Low Documentation</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Interest only\textsuperscript{2}</td>
<td>22.1%</td>
<td>21.4%</td>
<td>20.4%</td>
<td>24.4%</td>
</tr>
<tr>
<td>LVR at origination</td>
<td>66.2%</td>
<td>66.3%</td>
<td>66.5%</td>
<td>66.7%</td>
</tr>
<tr>
<td>90+ days past due</td>
<td>0.05%</td>
<td>0.10%</td>
<td>0.07%</td>
<td>0.11%</td>
</tr>
<tr>
<td>Impaired loans</td>
<td>0.03%</td>
<td>0.04%</td>
<td>0.03%</td>
<td>0.03%</td>
</tr>
<tr>
<td>Specific Impairment coverage ratio</td>
<td>23.5%</td>
<td>17.9%</td>
<td>17.0%</td>
<td>25.50%</td>
</tr>
<tr>
<td>Loss rate\textsuperscript{3}</td>
<td>0.01%</td>
<td>0.01%</td>
<td>0.01%</td>
<td>0.01%</td>
</tr>
</tbody>
</table>

\textsuperscript{1} Source: Kantar Business Finance Monitor (data on 4 quarter roll)  
\textsuperscript{2} Source: Cardmira Retail Market Monitor (data on 12 month roll) for Consumer Priority segments which include Savers and Starters, Home Owners, Investors & High Net Worth clients  
\textsuperscript{3} Net Promoter® and NPS® are registered trademarks and Net Promoter Score and Net Promoter System are trademarks of Bain & Company, Satmetrix Systems and Fred Reichheld  
\textsuperscript{4} Due to a change in Retail Market Monitor methodology, there has been a re-set of strategic NPS for the consumer market for all five major banks. The use of a 12 month rolling average in BNZ reporting has smoothed the transition (we are using data that was collected in parallel from May 2019 to September 2019), but there is a methodology-driven increase in NPS for all banks visible during this period of transition. The new methodology has been fully embedded since October 2019.

\textsuperscript{1} Drawdowns is defined as new lending including limit increases and excluding redraws in the previous six month period  
\textsuperscript{2} Excludes line of credit products  
\textsuperscript{3} 12 month rolling Net Write-offs / Spot Drawn Balances
NEW ZEALAND LENDING MIX

PORTFOLIO BREAKDOWN – TOTAL NZ$89.6BN

- Mortgages: 50%
- Commercial Real Estate: 10%
- Agriculture, Forestry and Fishing: 17%
- Retail and Wholesale Trade: 4%
- Manufacturing: 4%
- Other Commercial: 12%
- Personal Lending: 3%

MORTGAGE PORTFOLIO BREAKDOWN BY GEOGRAPHY – TOTAL MORTGAGE NZ$44.8BN

- Auckland: 48%
- Wellington: 11%
- Walkato: 7%
- Bay of Plenty: 6%
- Other: 16%
- Canterbury: 12%
- Wellington: 11%
- Walkato: 7%
- Bay of Plenty: 6%
- Other: 16%
- Canterbury: 12%

AGRIBUSINESS PORTFOLIO BREAKDOWN BY INDUSTRY – TOTAL AGRI NZ$15.5BN

- Dairy: 50%
- Drystock: 20%
- Services to Agriculture: 5%
- Kiwifruit: 7%
- Forestry: 5%
- Other: 13%
- Manufacturing: 4%
- Retail and Wholesale Trade: 4%
- Agriculture, Forestry and Fishing: 17%

ADDITIONAL INFORMATION

GROUP ASSET QUALITY
GROUP CREDIT IMPAIRMENT CHARGE

CREDIT IMPAIRMENT CHARGE AS % OF GLAs

GROUP ASSET QUALITY

CREDIT IMPAIRMENT CHARGE AND AS % OF GLAs

(1) Ratios for all periods refer to the half year ratio annualised

GROUP ESTIMATED LONG RUN LOAN LOSS RATE 1985 TO 2020

GROUP BUSINESS MIX – GLAs BY CATEGORY

ESTIMATING LONG RUN LOAN LOSS RATE

(1) For 1985 Group business mix, all overseas GLAs are allocated to Commercial category

(2) Data used in calculation of net write off rate as a % of GLAs is based on NAB’s Australian geography and sourced from NAB’s Supplemental Information Statements (2007 - 2019) and NAB’s Annual Financial Reports (1985 - 2006).

(3) Home lending represents “Real estate – mortgages” category; Personal lending represents “Instalment loans to individuals and other personal lending (including credit cards)” category; Commercial represents “all other industry lending categories” as presented in the source documents as described in note 2 above

(4) Group average is calculated by applying each of the Australian geography long run average net write off rates by product to the respective percentage of Group GLAs by product as at 31 March 2020.

Commercial long run average net write off rate has been applied to acceptances
GROUP ASSET QUALITY

COLLECTIVE PROVISION BALANCE

<table>
<thead>
<tr>
<th></th>
<th>Sep 18</th>
<th>Mar 19</th>
<th>Sep 19</th>
<th>Mar 20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amortised Loans</td>
<td>3,054</td>
<td>3,249</td>
<td>3,360</td>
<td>4,401</td>
</tr>
<tr>
<td>Fair Value Loans</td>
<td>2,840</td>
<td>3,015</td>
<td>3,118</td>
<td>4,008</td>
</tr>
<tr>
<td>Fair Value Derivatives</td>
<td>134</td>
<td>161</td>
<td>177</td>
<td>337</td>
</tr>
</tbody>
</table>

SPECIFIC PROVISIONS

<table>
<thead>
<tr>
<th></th>
<th>Sep 18</th>
<th>Mar 19</th>
<th>Sep 19</th>
<th>Mar 20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business</td>
<td>675</td>
<td>717</td>
<td>782</td>
<td>827</td>
</tr>
<tr>
<td>Retail</td>
<td>588</td>
<td>630</td>
<td>684</td>
<td>702</td>
</tr>
<tr>
<td>Specific provision coverage</td>
<td>44.4%</td>
<td>45.8%</td>
<td>39.7%</td>
<td>40.6%</td>
</tr>
</tbody>
</table>

GROUP LENDING MIX

GROSS LOANS AND ACCEPTANCES BY PRODUCT

- Housing loans: 56%
- Asset & lease financing: 2%
- Overdrafts: 1%
- Credit card outstandings: 1%
- Other term lending: 38%
- Acceptances: 1%

GROSS LOANS AND ACCEPTANCES BY GEOGRAPHY

- Australia: 83%
- New Zealand: 14%
- Other International: 3%

GROSS LOANS AND ACCEPTANCES BY BUSINESS UNIT

- New Zealand Banking: 14%
- Business & Private Banking: 33%
- Corporate & Institutional Banking: 17%
- Consumer Banking: 36%

(1) Based on booking office where transactions have been recorded
PROBABILITY OF DEFAULT (PD) ANALYSIS

GROUP ASSET QUALITY

NON RETAIL CORPORATE EAD\(^1\) BY PROBABILITY OF DEFAULT

<table>
<thead>
<tr>
<th>($bn)</th>
<th>Investment grade</th>
<th>Sub investment grade</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td>0&lt;0.03%</td>
<td>27%</td>
<td>26%</td>
<td>2%</td>
</tr>
<tr>
<td>0.03&lt;0.11%</td>
<td>23%</td>
<td>20%</td>
<td>1%</td>
</tr>
<tr>
<td>0.11&lt;0.55%</td>
<td>17%</td>
<td>14%</td>
<td>1%</td>
</tr>
<tr>
<td>0.55&lt;2.00%</td>
<td>14%</td>
<td>13%</td>
<td>1%</td>
</tr>
<tr>
<td>2.00&lt;5.01%</td>
<td>13%</td>
<td>13%</td>
<td>1%</td>
</tr>
<tr>
<td>5.01&lt;99.99%</td>
<td>12%</td>
<td>12%</td>
<td>1%</td>
</tr>
<tr>
<td>100%</td>
<td>11%</td>
<td>11%</td>
<td>1%</td>
</tr>
</tbody>
</table>

AUSTRALIAN AND NEW ZEALAND BUSINESS EXPOSURES PD \(\geq 2\%\)

<table>
<thead>
<tr>
<th>Sep 09</th>
<th>Sep 10</th>
<th>Sep 11</th>
<th>Sep 12</th>
<th>Sep 13</th>
<th>Sep 14</th>
<th>Sep 15</th>
<th>Sep 16</th>
<th>Sep 17</th>
<th>Sep 18</th>
<th>Sep 19</th>
<th>Mar 20</th>
</tr>
</thead>
<tbody>
<tr>
<td>27%</td>
<td>26%</td>
<td>23%</td>
<td>20%</td>
<td>17%</td>
<td>14%</td>
<td>15%</td>
<td>14%</td>
<td>13%</td>
<td>13%</td>
<td>12%</td>
<td>11%</td>
</tr>
</tbody>
</table>

(1) For internal ratings based portfolios. Excluding Bank and Sovereign exposures. Total $283bn at Mar-20, $262bn at Sep-19, $253bn at Mar-19

BUSINESS LENDING CONSIDERATIONS

NON RETAIL EAD BY INDUSTRY\(^1\) - $495BN

<table>
<thead>
<tr>
<th>Industry</th>
<th>EAD %</th>
</tr>
</thead>
<tbody>
<tr>
<td>Finance &amp; insurance</td>
<td>28%</td>
</tr>
<tr>
<td>Commercial property</td>
<td>15%</td>
</tr>
<tr>
<td>Govt &amp; public utilities</td>
<td>12%</td>
</tr>
<tr>
<td>Agri, forestry &amp; fishing</td>
<td>10%</td>
</tr>
<tr>
<td>Transport &amp; storage</td>
<td>6%</td>
</tr>
<tr>
<td>Other inc Health, Education, Community</td>
<td>5%</td>
</tr>
<tr>
<td>Business &amp; property services</td>
<td>5%</td>
</tr>
<tr>
<td>Manufacturing</td>
<td>4%</td>
</tr>
<tr>
<td>Wholesale trade</td>
<td>4%</td>
</tr>
<tr>
<td>Retail trade</td>
<td>3%</td>
</tr>
<tr>
<td>Utilities</td>
<td>3%</td>
</tr>
<tr>
<td>Construction</td>
<td>2%</td>
</tr>
<tr>
<td>Mining</td>
<td>2%</td>
</tr>
<tr>
<td>Accomodation &amp; Hospitality</td>
<td>2%</td>
</tr>
</tbody>
</table>

(1) Industry classifications are aligned to those disclosed in the 31 March 2020 Pillar 3 report – Table 4.1D

Includes assets supporting the Group’s liquidity coverage ratio.
GROUP AGRICULTURE, FORESTRY & FISHING EXPOSURES

GROUP EAD $47.5bn March 2020

Australian Agriculture, Forestry & Fishing Exposures

- Australia 63%
- New Zealand 37%

Australian Drought Considerations

- NSW and QLD have seen good rainfall in recent months
- Asset quality remains sound, but follow up rain will be important for winter crops
- NAB continues supporting farming customers through disaster relief packages and a moratorium on branch closures in affected regions
- Collective provision forward looking adjustments of $180m to address impact of extreme weather conditions

Australian Agriculture, Forestry & Fishing

Diverse Portfolio EAD $30.0bn March 2020

- Dairy 5%
- Grain 11%
- Forestry & Fishing 4%
- Services 10%
- Mixed 23%
- Cotton 5%
- Vegetables 3%
- Beef 19%
- Sheep/Beef 6%
- Sheep 3%
- Other Livestock 2%
- Poultry 1%

Australian Agriculture Asset Quality

($m)

Mar 18: 122
Sep 18: 118
Mar 19: 120
Sep 19: 132
Mar 20: 146

Impaired as % EAD: 0.46% 0.44% 0.43% 0.46% 0.49%

Australian Agriculture Portfolio Well Secured

- Fully Secured: 83%
- Partially Secured: 15%
- Unsecured: 2%

(refer to note 1)

1. 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 are normally in place. Bank extended value is calculated as a discount to market value based on the nature of the underlying security.

GROUP COMMERCIAL REAL ESTATE

Total $60.8bn
9.9% of Gross Loans & Acceptances

<table>
<thead>
<tr>
<th>Sector breakdown</th>
<th>Aust</th>
<th>New Zealand</th>
<th>Other International</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residential</td>
<td>11%</td>
<td>2%</td>
<td>2%</td>
<td>15%</td>
</tr>
<tr>
<td>Retail</td>
<td>29%</td>
<td>4%</td>
<td>2%</td>
<td>35%</td>
</tr>
<tr>
<td>Tourism &amp; Leisure</td>
<td>3%</td>
<td>1%</td>
<td>0%</td>
<td>4%</td>
</tr>
<tr>
<td>Office</td>
<td>28%</td>
<td>3%</td>
<td>0%</td>
<td>31%</td>
</tr>
<tr>
<td>Industrial</td>
<td>17%</td>
<td>4%</td>
<td>1%</td>
<td>22%</td>
</tr>
<tr>
<td>Land</td>
<td>5%</td>
<td>2%</td>
<td>0%</td>
<td>7%</td>
</tr>
<tr>
<td>Other</td>
<td>7%</td>
<td>2%</td>
<td>2%</td>
<td>11%</td>
</tr>
</tbody>
</table>

Geographic breakdown

- Queensland: 25%
- New South Wales: 15%
- Victoria: 13%
- Western Australia: 6%
- Other: 4%

Borrower breakdown

- Investor: 89%
- Developer: 11%

Group balances over time

Group CRE $bn: 75 61 62 62 61
Group CRE % of Group GLAs: 17.1% 11.6% 11.3% 10.2% 9.9%

(refer to note 1)

1. Measured as balance outstanding as at 31 March 2020 per APRA Commercial Property ARF 230 definitions
AUSTRALIAN COMMERCIAL REAL ESTATE (CRE) PORTFOLIO

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Investor</td>
<td>45.4</td>
<td>47.1</td>
<td>48.6</td>
<td>48.0</td>
<td>47.3</td>
</tr>
<tr>
<td>Developer</td>
<td>7.4</td>
<td>6.0</td>
<td>6.0</td>
<td>5.2</td>
<td>5.0</td>
</tr>
<tr>
<td>Group CRE as a % of Group GLAs</td>
<td>9.9%</td>
<td>10.6%</td>
<td>10.5%</td>
<td>10.2%</td>
<td>9.9%</td>
</tr>
</tbody>
</table>

(1) Measured as drawn balance outstanding per APRA Commercial Property ARF 230 definitions
(2) Transactions >$2m (limit), including those that are well advanced but yet to draw-down. Inner-City includes CBD and adjoining postcodes, along with Waterloo/Zetland in Sydney. Greater Brisbane and Greater Perth based on Greater Capital City Statistical Area as defined by ABS

AUSTRALIAN CRE RESIDENTIAL DEVELOPER

- Developer drawn balance includes $1.2bn for land development and $2.3bn for residential development
- Residential development apartment exposures\(^2\) continues to trend lower, with limits down ~42% since March 2019 (down ~16% since September 2019)
- ~96% of residential developer limits amortise within 2 years\(^2\)
- NSW and VIC account for ~78% of limits\(^2\)
- Inner city postcodes\(^2\) account for ~21% of total residential developer exposure

ADDITIONAL INFORMATION

CAPITAL & FUNDING

The following Capital & Funding section excludes the impact of the proposed institutional placement and share purchase plan.
### GROUP BASEL III CAPITAL RATIOS

#### APRA to Internationally Comparable CET1 Ratio Reconciliation

<table>
<thead>
<tr>
<th>Ratio Type</th>
<th>Mar 19</th>
<th>Sep 19</th>
<th>Mar 20</th>
</tr>
</thead>
<tbody>
<tr>
<td>CET1</td>
<td>14.62%</td>
<td>19.25%</td>
<td>19.66%</td>
</tr>
<tr>
<td>Tier 1</td>
<td>17.25%</td>
<td>14.00%</td>
<td>14.61%</td>
</tr>
<tr>
<td>Common Equity Tier 1</td>
<td>14.00%</td>
<td>14.34%</td>
<td>13.89%</td>
</tr>
<tr>
<td>Total</td>
<td>10.40%</td>
<td>10.38%</td>
<td>10.39%</td>
</tr>
</tbody>
</table>

**CET1**

- **APRA Common Equity Tier 1 ratios**
- **APRA Tier 1 ratios**
- **APRA Total Capital ratios**
- **Equivalent Internationally Comparable ratios**

**APRA to Internationally Comparable CET1 Ratio Reconciliation**

- Group CET1 ratio under APRA: 10.39%
- APRA’s Basel capital adequacy standards require a 100% deduction from common equity for deferred tax assets, investments in non consolidated subsidiaries and equity investments. Under Basel Committee on Banking Supervision (BCBS) such items are concessionally risk weighted if they fall below prescribed thresholds: +76bps
- Mortgages – reduction in Loss given Default floor from 20% to 15% and adjustment for correlation factor: +151bps
- Interest rate risk in the banking book (IRRBB) – removal of IRRBB risk weighted assets from Pillar 1 capital requirements: +24bps
- Other adjustments including corporate lending adjustments and treatment of specialised lending: +145bps
- Group Internationally Comparable CET1: 14.35%

(1) Internationally Comparable CET1 ratios align with the APRA study entitled “International capital comparison study” released on 13 July 2015
REGULATORY CHANGE DATES

<table>
<thead>
<tr>
<th>Change</th>
<th>Original date</th>
<th>Amended date</th>
</tr>
</thead>
<tbody>
<tr>
<td>APS 110 Capital Adequacy</td>
<td>1 Jan 2022</td>
<td>1 Jan 2023</td>
</tr>
<tr>
<td>APS 111 Measurement of Capital</td>
<td>1 Jan 2021</td>
<td>No change</td>
</tr>
<tr>
<td>APS 112 Capital Adequacy: Standardised Approach to Credit Risk</td>
<td>1 Jan 2022</td>
<td>1 Jan 2023</td>
</tr>
<tr>
<td>APS 113 Capital Adequacy: Internal Ratings-based Approach to Credit Risk</td>
<td>1 Jan 2022</td>
<td>1 Jan 2023</td>
</tr>
<tr>
<td>APS 115 Capital Adequacy: Standardised Measurement Approach to Operational Risk</td>
<td>1 Jan 2021 (AMA banks)</td>
<td>1 Jan 2023</td>
</tr>
<tr>
<td>APS 116 Capital Adequacy: Market Risk</td>
<td>1 Jan 2023</td>
<td>1 Jan 2024</td>
</tr>
<tr>
<td>APS 117 Capital Adequacy: Interest Rate Risk in the Banking Book</td>
<td>1 Jan 2022</td>
<td>1 Jan 2023</td>
</tr>
<tr>
<td>APS 330 Public Disclosures</td>
<td>1 Jan 2022</td>
<td>1 Jan 2023</td>
</tr>
<tr>
<td>Loss Absorbing Capacity</td>
<td>1 Jan 2024</td>
<td>No change</td>
</tr>
</tbody>
</table>

DEFERRAL OF REGULATORY CHANGE

- APRA has deferred its scheduled implementation of the Basel III reforms in Australia by one year, consistent with international implementation.
- The deferral supports ADIs in maintaining operations and supporting customers in response to COVID-19.
- APRA has reiterated its view that ADIs currently hold sufficient capital to meet the new requirements.
- NAB remains committed to progressing APRA’s regulatory change agenda.

APRA’S GUIDANCE ON CAPITAL MANAGEMENT

- On 7 April 2020, APRA announced its expectation that ADIs will seriously consider deferring decisions on the appropriate level of dividends until the outlook is clearer.
- APRA noted where dividends are approved, this should only be on the basis of robust stress testing results that have been discussed with APRA, and should be at a materially reduced level. Any dividend payments should be offset to the extent possible through the use of capital management initiatives.

LOSS ABSORBING CAPACITY

- In July 2019, APRA announced a 3% increase to the Total Capital requirement for all domestic systemically important banks (D-SIBs) by 1 January 2024
- Based on NAB’s 31 March 2020 RWA of A$433bn, this represents an incremental Group Total Capital requirement of approximately A$12.5bn prior to January 2024
- NAB Ltd issued A$3 billion of LAC qualifying instruments in 1H20, A$500 million Additional Tier 1 and A$2.5 billion Tier 2
- Ahead of January 2024 APRA will consider “feasible alternative methods” for raising an additional 1% to 2% of RWA in loss-absorbing capacity, in consultation with industry and other interested stakeholders

APRA CHANGES TO MAJOR BANKS’ CAPITAL STRUCTURES

CURRENT REQUIREMENTS

- Total Capital 14.5%
  - Capital surplus¹, 3.0%
  - CCBI, 3.5%
  - T2, 2.0%
  - AT1, 1.5%
  - CET1, 4.5%

NAB Mar 2020 REQUIREMENTS

- Total Capital 14.61%
  - T2, 2.65%
  - AT1, 1.57%
  - CET1, 10.39%

JAN 2024 REQUIREMENTS

- Total Capital 17.5%
  - Capital surplus², 3.0%
  - CCBI, 3.5%
  - T2, 5.0%
  - AT1, 1.5%
  - CET1, 4.5%

NAB TIER 2 MATURITIES (TO FIRST CALL)⁴

<table>
<thead>
<tr>
<th>FY20</th>
<th>FY21</th>
<th>FY22</th>
<th>FY23</th>
<th>FY24</th>
<th>FY25</th>
<th>&gt;FY25</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.2</td>
<td>0.2</td>
<td>1.5</td>
<td>1.0</td>
<td>1.2</td>
<td></td>
<td>4.1</td>
</tr>
</tbody>
</table>

(1) Capital surplus of 3% is generally higher than the normal level for D-SIBs, as a result of the ‘unquestionably strong’ capital benchmarks
(2) Excludes any Pillar 2 requirements and additional 1%-2% RWA requirement through “feasible alternative methods”
(3) CCBI is the Capital Conservation Buffer
(4) Including FY20 remaining maturities
NEW ZEALAND CAPITAL CHANGES

- Based on BNZ’s balance sheet as at 31 March 2020, the RBNZ capital proposals would imply a NZ$4-5bn increase in BNZ Tier 1 capital or a decrease in BNZ balance sheet (RWAs).
- Management actions are expected to materially reduce the impact of the proposals.
- Under APRA’s proposed changes to APS 111 Capital Adequacy, there is minimal impact on NAB’s Level 1 CET1 ratio and NAB’s Level 2 CET1 ratio would be unchanged. As at 31 March 2020, Level 1 CET1 is 10.4%.

NEW ZEALAND CONDITION OF REGISTRATION CHANGES

- To support the stability of the New Zealand financial system, the RBNZ has restricted payment of dividends on ordinary shares and the redemption of non-CET1 capital instruments. The restrictions will remain until further notice.
- The dividend restriction is not expected to have a material impact on NAB’s Level 1 CET1. The restriction does not impact NAB’s Level 2 capital ratio.

FUNDING PROFILE

AUSTRALIAN CORE FUNDING GAP

(1) Australian core funding gap = Gross loans and advances + Acceptances less Total deposits (excluding financial institution deposits and certificates of deposit). APRA Monthly Banking Statistics are used from Sep 17 to Mar 19. Apr 19 onwards is prepared using APRA Monthly Authorised Deposit-taking Institution statistics as at February 2020.

GROUP STABLE FUNDING INDEX (SFI)

<table>
<thead>
<tr>
<th></th>
<th>Customer Funding Index</th>
<th>Term Funding Index</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sep 12</td>
<td>86%</td>
<td>20%</td>
</tr>
<tr>
<td>Sep 14</td>
<td>90%</td>
<td>20%</td>
</tr>
<tr>
<td>Sep 16</td>
<td>91%</td>
<td>22%</td>
</tr>
<tr>
<td>Sep 18</td>
<td>93%</td>
<td>24%</td>
</tr>
<tr>
<td>Sep 19</td>
<td>93%</td>
<td>23%</td>
</tr>
<tr>
<td>Mar 20</td>
<td>96%</td>
<td>24%</td>
</tr>
</tbody>
</table>

DEPOSIT GROWTH

($bn)

<table>
<thead>
<tr>
<th>Segment</th>
<th>6 months to 31 March 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business &amp; Private Banking</td>
<td>5.2</td>
</tr>
<tr>
<td>Consumer Banking &amp; Wealth</td>
<td>1.0</td>
</tr>
<tr>
<td>New Zealand Banking</td>
<td>5.2</td>
</tr>
<tr>
<td>Corporate &amp; Institutional Banking</td>
<td>12.5</td>
</tr>
<tr>
<td>Corporate Functions &amp; Other</td>
<td>(1.3)</td>
</tr>
</tbody>
</table>

DEPOSIT PORTFOLIO

($bn)

<table>
<thead>
<tr>
<th>Segment</th>
<th>Sep 17</th>
<th>Sep 18</th>
<th>Sep 19</th>
<th>Mar 20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Term Deposits</td>
<td>200</td>
<td>195</td>
<td>211</td>
<td>236</td>
</tr>
<tr>
<td>Deposits Not Bearing Interest</td>
<td>161</td>
<td>163</td>
<td>160</td>
<td>152</td>
</tr>
<tr>
<td>On Demand and Savings Deposits</td>
<td>408</td>
<td>409</td>
<td>425</td>
<td>447</td>
</tr>
</tbody>
</table>

(1) AUSTRALIAN CORE FUNDING GAP = Gross loans and advances + Acceptances less Total deposits (excluding financial institution deposits and certificates of deposit). APRA Monthly Banking Statistics are used from Sep 17 to Mar 19. Apr 19 onwards is prepared using APRA Monthly Authorised Deposit-taking Institution statistics as at February 2020.
ASSET FUNDING

Funded Balance Sheet

- Liquid Assets: 19%
- Short Term Wholesale Funding: 13%
- Term Wholesale Funding >12 Months: 16%
- Equity: 12%
- Customer Deposits: 52%
- Term Wholesale Funding: 13%
- Corporate Deposits: 28%
- Other Lending: 6%
- Other Short Term Assets: 1%
- Housing Lending: 44%
- Stable Customer Deposits: 52%
- Term Wholesale Funding <12 Months: 5%

Source and Use of Funds

- Source of funds:
  - Customer Deposits: 23%
  - Term Wholesale Funding: 9%
  - Term Wholesale Funding Forex and Other: 13%
  - Term Wholesale Funding Issuance: 3%
  - Liquid Assets: 24%
  - Term Wholesale Funding <12 Months: 4%
  - Other Deposits: 3%
  - Other Lending: 17%

- Use of funds:
  - Loans: 23%
  - Deposits: 4%
  - Wholesale Funding: 3%
  - Capital: 13%
  - Liquidity: 13

LIQUIDITY

LIQUIDITY COVERAGE RATIO (QUARTERLY AVERAGE)

- 129% LCR
- 130% LCR
- 126% LCR
- 136% LCR

<table>
<thead>
<tr>
<th>($bn)</th>
<th>Sep 18</th>
<th>Mar 19</th>
<th>Sep 19</th>
<th>Mar 20</th>
</tr>
</thead>
<tbody>
<tr>
<td>HQLA</td>
<td>81</td>
<td>85</td>
<td>88</td>
<td>98</td>
</tr>
<tr>
<td>ALA</td>
<td>61</td>
<td>55</td>
<td>55</td>
<td>54</td>
</tr>
<tr>
<td>Total LCR Liquid Assets</td>
<td>142</td>
<td>140</td>
<td>143</td>
<td>152</td>
</tr>
</tbody>
</table>

LIQUIDITY OVERVIEW

<table>
<thead>
<tr>
<th>Quarterly Average ($bn)</th>
<th>Sep 18</th>
<th>Mar 19</th>
<th>Sep 19</th>
<th>Mar 20</th>
</tr>
</thead>
<tbody>
<tr>
<td>High quality liquid assets</td>
<td>81</td>
<td>85</td>
<td>88</td>
<td>98</td>
</tr>
<tr>
<td>Alternative liquid assets</td>
<td>55</td>
<td>52</td>
<td>52</td>
<td>51</td>
</tr>
<tr>
<td>RBNZ Securities</td>
<td>6</td>
<td>3</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Total LCR Liquid Assets</td>
<td>142</td>
<td>140</td>
<td>143</td>
<td>152</td>
</tr>
</tbody>
</table>

Liquidity Overview

Net cash outflows due to:
- Customer Deposits: 72
- Wholesale funding: 15
- Other: 23
- Net cash outflows: 110

Net outflows due to:
- Customer Deposits: 72
- Wholesale funding: 15
- Other: 23
- Net cash outflows: 110

Net stable funding ratio movement

<table>
<thead>
<tr>
<th>Sep 19</th>
<th>Loans</th>
<th>Deposits</th>
<th>Wholesale Funding</th>
<th>Capital</th>
<th>Liquids</th>
<th>Derivatives and Other</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>3.3</td>
<td></td>
<td>-0.5</td>
<td>0.4</td>
<td>1.3</td>
</tr>
</tbody>
</table>

Net stable funding ratio composition

<table>
<thead>
<tr>
<th>Group NSFR 116% as at 31 March 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Available Stable Funding</td>
</tr>
<tr>
<td>Required Stable Funding</td>
</tr>
</tbody>
</table>

(1) Committed Liquidity Facility (CLF) value used in LCR calculation is the undrawn portion of the facility. Approved CLF of $55.1bn for 2020, $55.9bn for 2019 and $59.3bn for 2018
(2) The inclusion of the Term Funding Facility at 31 March 2020 had an impact on the quarterly average LCR of <1%
TERM WHOLESALE FUNDING PROFILE

HISTORIC TERM FUNDING ISSUANCE

<table>
<thead>
<tr>
<th>Tenor (Years)</th>
<th>5.4 yrs</th>
<th>4.8 yrs</th>
<th>5.2 yrs</th>
<th>5.7 yrs</th>
<th>5.4 yrs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Funding Issuance ($bn)</td>
<td>36</td>
<td>37</td>
<td>28</td>
<td>26</td>
<td>12</td>
</tr>
</tbody>
</table>

(1) Includes senior unsecured, secured (covered bond and securitisation) and subordinated debt with an original term to maturity or call date of greater than 12 months, excludes Additional Tier 1 instruments.

(2) Weighted average maturity (years) of funding issuance with an original term to maturity greater than 12 months.

(3) Weighted average maturity and maturity profile excludes RMBS.

TERM FUNDING MATURITY PROFILE

<table>
<thead>
<tr>
<th>Tenor</th>
<th>3 yrs</th>
<th>4 yrs</th>
<th>5 yrs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Funding Issuance ($bn)</td>
<td>16</td>
<td>33</td>
<td>30</td>
</tr>
</tbody>
</table>

(1) Includes senior unsecured, secured (covered bonds and securitisation) and subordinated debt with an original term to maturity or call date of greater than 12 months, excludes Additional Tier 1 instruments.

DIVERSIFIED AND FLEXIBLE TERM WHOLESALE FUNDING PORTFOLIO

1H20 ISSUANCE BY PRODUCT TYPE

- Senior Public Domestic 22%
- Subordinated Public 21%
- Private Placements 3%
- Secured Public Offshore 16%

1H20 ISSUANCE BY CURRENCY

- AUD 32%
- USD 32%
- GBP 16%
- Other 20%

OUTSTANDING ISSUANCE BY PRODUCT TYPE

- RMBS 2%
- Covered 18%
- Senior 74%
- Subordinated 6%

OUTSTANDING ISSUANCE BY CURRENCY

- USD 32%
- JPY 3%
- GBP 4%
- AUD 28%
- Other 9%

(1) At 31 March 2020, NAB has utilised 42% of its covered bond capacity. Capacity based on current rating agency over collateralisation (OC) and legislative limit.
1. Indicative Major Bank Wholesale Tier 2 Subordinated and Senior Unsecured Funding rates over 3m BBSW using a blend of multi-currency inputs (3 years, 5 years, 10 year non-call 5-year and 10 years).

2. NAB Ltd Term Wholesale Funding Costs (including subordinated debt) >12 Months at issuance (spread to 3 month BBSW). Average cost of new issuance is on a 6 month rolling basis.

3. Spread between 3 month AUD Bank Bills and Overnight Index Swaps (OIS). Source: Bloomberg

4. Management data. Term deposit portfolio cost over market reference rate. Australia only.

**INDICATIVE TERM WHOLESALE FUNDING ISSUANCE COSTS**

**DOMESTIC SHORT TERM WHOLESALE FUNDING COSTS**

**AVERAGE LONG TERM WHOLESALE FUNDING COSTS**

**TERM DEPOSIT PORTFOLIO COSTS**

(1) (2) (3) (4)

**ADDITIONAL INFORMATION**

**ECONOMICS**
AUSTRALIAN ECONOMIC INDICATORS (%)

<table>
<thead>
<tr>
<th>Year</th>
<th>GDP growth</th>
<th>Unemployment</th>
</tr>
</thead>
<tbody>
<tr>
<td>CY17</td>
<td>2.2</td>
<td>5.4</td>
</tr>
<tr>
<td>CY18</td>
<td>2.7</td>
<td>5.0</td>
</tr>
<tr>
<td>CY19</td>
<td>1.8</td>
<td>5.1</td>
</tr>
<tr>
<td>CY20(f)</td>
<td>-4.3</td>
<td>11.6</td>
</tr>
<tr>
<td>CY21(f)</td>
<td>3.5</td>
<td>7.3</td>
</tr>
</tbody>
</table>

| Source: | ABS, Econdata DX, RBA, RBNZ, Stats NZ, NAB |

NZ ECONOMIC INDICATORS (%)

<table>
<thead>
<tr>
<th>Year</th>
<th>GDP growth</th>
<th>Unemployment</th>
</tr>
</thead>
<tbody>
<tr>
<td>CY17</td>
<td>3.1</td>
<td>4.5</td>
</tr>
<tr>
<td>CY18</td>
<td>3.2</td>
<td>4.3</td>
</tr>
<tr>
<td>CY19</td>
<td>2.3</td>
<td>4.0</td>
</tr>
<tr>
<td>CY20(f)</td>
<td>-9.1</td>
<td>10.0</td>
</tr>
<tr>
<td>CY21(f)</td>
<td>1.4</td>
<td>9.5</td>
</tr>
</tbody>
</table>

| Source: | RBA, RBNZ, NAB. Bank fiscal year-ended (September) |

AUSTRALIAN SYSTEM GROWTH (%)

<table>
<thead>
<tr>
<th>Year</th>
<th>Housing</th>
<th>Personal</th>
<th>Business</th>
<th>Total lending</th>
<th>System deposits</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY17</td>
<td>6.6</td>
<td>-0.9</td>
<td>4.1</td>
<td>5.3</td>
<td>6.9</td>
</tr>
<tr>
<td>FY18</td>
<td>5.3</td>
<td>-1.4</td>
<td>4.4</td>
<td>4.6</td>
<td>2.1</td>
</tr>
<tr>
<td>FY19</td>
<td>3.1</td>
<td>-4.4</td>
<td>3.3</td>
<td>2.7</td>
<td>3.9</td>
</tr>
<tr>
<td>FY20(f)</td>
<td>3.1</td>
<td>-5.3</td>
<td>16.5</td>
<td>7.0</td>
<td>6.3</td>
</tr>
<tr>
<td>FY21(f)</td>
<td>0.3</td>
<td>-0.4</td>
<td>2.5</td>
<td>1.0</td>
<td></td>
</tr>
</tbody>
</table>

| Source: | ABS, Econdata DX, RBA, RBNZ, Stats NZ, NAB |

NZ SYSTEM GROWTH (%)

<table>
<thead>
<tr>
<th>Year</th>
<th>Housing</th>
<th>Personal</th>
<th>Business</th>
<th>Total lending</th>
<th>Household retail deposits</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY17</td>
<td>6.6</td>
<td>7.8</td>
<td>4.8</td>
<td>5.8</td>
<td>7.7</td>
</tr>
<tr>
<td>FY18</td>
<td>6.0</td>
<td>4.7</td>
<td>4.1</td>
<td>5.2</td>
<td>6.9</td>
</tr>
<tr>
<td>FY19</td>
<td>6.5</td>
<td>0.1</td>
<td>4.8</td>
<td>5.6</td>
<td>5.1</td>
</tr>
<tr>
<td>FY20(f)</td>
<td>7.3</td>
<td>-4.8</td>
<td>7.5</td>
<td>7.0</td>
<td>7.0</td>
</tr>
<tr>
<td>FY21(f)</td>
<td>2.9</td>
<td>-5.5</td>
<td>-4.0</td>
<td>0.0</td>
<td>3.3</td>
</tr>
</tbody>
</table>

| Source: | ABS, Econdata DX, RBA, RBNZ, Stats NZ, NAB |

MATERIAL DOWNSIDE RISK TO THE ECONOMY FROM COVID-19

GDP GROWTH FORECASTS

<table>
<thead>
<tr>
<th>Year</th>
<th>GDP growth</th>
</tr>
</thead>
<tbody>
<tr>
<td>CY17</td>
<td>2.2</td>
</tr>
<tr>
<td>CY18</td>
<td>3.2</td>
</tr>
<tr>
<td>CY19</td>
<td>2.3</td>
</tr>
<tr>
<td>CY20(f)</td>
<td>-9.1</td>
</tr>
<tr>
<td>CY21(f)</td>
<td>1.4</td>
</tr>
</tbody>
</table>

| Source: | ABS, Econdata DX, RBA, RBNZ, Stats NZ, NAB |

LABOUR MARKET FORECASTS

<table>
<thead>
<tr>
<th>Year</th>
<th>Employment growth YoY% (RHS)</th>
<th>Unemployment rate (LHS)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2007</td>
<td>2.4</td>
<td>5.4</td>
</tr>
<tr>
<td>2009</td>
<td>0.8</td>
<td>5.9</td>
</tr>
<tr>
<td>2011</td>
<td>1.1</td>
<td>5.6</td>
</tr>
<tr>
<td>2013</td>
<td>0.9</td>
<td>5.4</td>
</tr>
<tr>
<td>2015</td>
<td>1.2</td>
<td>5.2</td>
</tr>
<tr>
<td>2017</td>
<td>0.9</td>
<td>5.1</td>
</tr>
<tr>
<td>2019</td>
<td>0.7</td>
<td>5.0</td>
</tr>
<tr>
<td>2021</td>
<td>0.5</td>
<td>4.8</td>
</tr>
</tbody>
</table>

| Source: | ABS, Econdata DX, RBA, RBNZ, Stats NZ, NAB |

BUSINESS CONFIDENCE AND CONDITIONS

<table>
<thead>
<tr>
<th>Year</th>
<th>Confidence</th>
<th>Conditions</th>
</tr>
</thead>
<tbody>
<tr>
<td>1998</td>
<td>-60</td>
<td>10</td>
</tr>
<tr>
<td>2000</td>
<td>-40</td>
<td>-20</td>
</tr>
<tr>
<td>2002</td>
<td>-60</td>
<td>-40</td>
</tr>
<tr>
<td>2004</td>
<td>-80</td>
<td>-60</td>
</tr>
<tr>
<td>2006</td>
<td>-80</td>
<td>-60</td>
</tr>
<tr>
<td>2008</td>
<td>-80</td>
<td>-60</td>
</tr>
<tr>
<td>2010</td>
<td>-80</td>
<td>-60</td>
</tr>
<tr>
<td>2012</td>
<td>-80</td>
<td>-60</td>
</tr>
<tr>
<td>2014</td>
<td>-80</td>
<td>-60</td>
</tr>
<tr>
<td>2016</td>
<td>-80</td>
<td>-60</td>
</tr>
<tr>
<td>2018</td>
<td>-80</td>
<td>-60</td>
</tr>
<tr>
<td>2020</td>
<td>-80</td>
<td>-60</td>
</tr>
</tbody>
</table>

| Source: | ABS, NAB forecasts from Q1 2020 onwards |

BUSINESS CONFIDENCE AND CONDITIONS BY INDUSTRY

<table>
<thead>
<tr>
<th>Industry</th>
<th>Confidence</th>
<th>Conditions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mining</td>
<td>-80</td>
<td>-60</td>
</tr>
<tr>
<td>Manufacturing</td>
<td>-80</td>
<td>-60</td>
</tr>
<tr>
<td>Construction</td>
<td>-80</td>
<td>-60</td>
</tr>
<tr>
<td>Retail</td>
<td>-80</td>
<td>-60</td>
</tr>
<tr>
<td>Wholesale</td>
<td>-80</td>
<td>-60</td>
</tr>
<tr>
<td>Transport &amp; Utilities</td>
<td>-80</td>
<td>-60</td>
</tr>
<tr>
<td>Recreation &amp; Personal</td>
<td>-80</td>
<td>-60</td>
</tr>
<tr>
<td>Finance, Pri &amp; Bus</td>
<td>-80</td>
<td>-60</td>
</tr>
<tr>
<td>Education</td>
<td>-80</td>
<td>-60</td>
</tr>
</tbody>
</table>

| Source: | ABS, NAB forecasts from Q1 2020 onwards |

98. SOURCES: ABS, Econdata DX, RBA, RBNZ, Stats NZ, NAB. (1) Average for year ended December on average of previous year. (2) As at December quarter. (3) As at December quarter on December quarter of previous year. For Australia, average of trimmed mean and weighted median indices. (4) Source: RBA, RBNZ, NAB. Bank fiscal year-ended (September).
**HOUSEHOLD SPENDING SUBDUED AND DEBT REMAINS HIGH**

**HOUSEHOLD CONSUMPTION TO REMAIN SOFT**

(y/y%)

- Discretionary
- Essentials
- Total

**PRIVATE WAGE GROWTH SUBDUED**

(Wage price index)

- (forecast)

**HOUSEHOLD INTEREST PAYMENTS**

(%)

Household interest payments as a share of income

**HOUSEHOLD DEBT AND DEPOSITS**

(%) - Household Debt - Household Deposits - Net Household Debt (debt less deposits)

* Dotted lines are post inflation targeting averages; all metrics represented as a share of household income

(1) Source: ABS, NAB
(2) Source: ABS, NAB. Actual data to 2019 Q4, NAB forecasts thereafter
(3) Source: ABS, NAB. Actual data to 2019 Q4
(4) Source: RBA, NAB. Actual data to 2019 Q4

**GLOBAL RECESSION**

**CHINA’S ECONOMY CONTRACTED IN Q1 DUE TO COVID-19**

(%) yoy

China total GDP and selected sectors

**BUSINESS SURVEYS POINT TO LARGE GLOBAL IMPACT**

(Net balance)

- JP Morgan/Markit Global PMI

**SIGNIFICANT AND RAPID IMPACT ON LABOUR MARKETS**

('000s)

Weekly US initial unemployment insurance claims

**COMMODITY PRICES REACT TO GLOBAL DOWNTURN**

(Index)

Thomson Reuters/CoreCommodity CRB Index

(1) Source: Refinitiv
NZ Growth Slowing Pre COVID-19; Unemployment Low But Likely to Rise Rapidly

NZ GDP (yoy) (%)

Dec 07 Dec 11 Dec 15 Dec 19

NZ Unemployment rate (%)

Dec 07 Dec 11 Dec 15 Dec 19

Busines Surveys Flag Big Initial Impact from COVID-19

NZIER QSBO - General Business Situation (Net balance)

Mar 96 Mar 00 Mar 04 Mar 08 Mar 12 Mar 16 Mar 20

Dairy Farm Viability

NZ$ 1.95


Mid Point of Fonterra milk price forecast³

Assessed average cost of production (per kg)⁴

Housing Market Solid Pre COVID-19

House prices (Index)

Auckland

National ex Auckland

Dwelling sales transacted (yoy%)

Mar 12 Mar 14 Mar 16 Mar 18 Mar 20

Mar 12 Mar 14 Mar 16 Mar 18 Mar 20

Other Information

(1) Source: Refinitiv, Statistics NZ, Dec-19
(2) Source: NZIER
(3) Source: Fonterra forecast (milk price)
(4) Source: Dairy NZ estimate of average cost of production (includes interest, rent, tax and drawings)
(5) Source: Refinitiv, REINZ

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GROUP CASH EARNINGS RECONCILIATION TO STATUTORY NET PROFIT

- NAB uses cash earnings (rather than statutory net profit attributable to owners of NAB) for its internal management reporting purposes and considers it a better reflection of the Group’s underlying performance. Accordingly, information is presented on a cash earnings basis unless otherwise stated.
- Cash earnings is not a statutory financial measure and is not presented in accordance with Australian Accounting Standards nor audited or reviewed in accordance with Australian Auditing Standards. Cash earnings is calculated by excluding discontinued operations and certain other items which are included within the statutory net profit attributable to owners of NAB. These non-cash earning items, and a reconciliation to statutory net profit attributable to owners of NAB, are presented in the table below. Prior period non-cash earnings have been restated to exclude discontinued operations.
- The definition of cash earnings, a discussion of non-cash earnings items and a full reconciliation of the cash earnings to statutory net profit attributable to owners of NAB is set out on page 2 of the 2020 Half Year Results Announcement. The Group’s financial statements, prepared in accordance with the Corporations Act 2001 (Cth) and Australian Accounting Standards, and reviewed by the auditors in accordance with Australian Auditing Standards, are set out in the 2020 Half Year Results Announcement.

<table>
<thead>
<tr>
<th></th>
<th>1H20 ($m)</th>
<th>1H20 v 2H19</th>
<th>1H20 v 1H19</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash earnings</td>
<td>1,436</td>
<td>(33.0%)</td>
<td>(51.4%)</td>
</tr>
<tr>
<td>Non-cash earnings items</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Distributions</td>
<td>22</td>
<td>(29.0%)</td>
<td>(57.7%)</td>
</tr>
<tr>
<td>Fair value and hedge ineffectiveness</td>
<td>8</td>
<td>(82.6%)</td>
<td>large</td>
</tr>
<tr>
<td>Amortisation and impairment of acquired intangible assets</td>
<td>(221)</td>
<td>large</td>
<td>large</td>
</tr>
<tr>
<td>MLC Wealth divestment separation costs</td>
<td>(37)</td>
<td>12.1%</td>
<td>94.7%</td>
</tr>
<tr>
<td>Net profit from continuing operations</td>
<td>1,208</td>
<td>(44.7%)</td>
<td>(58.4%)</td>
</tr>
<tr>
<td>Net profit after tax from discontinued operations</td>
<td>105</td>
<td>large</td>
<td>large</td>
</tr>
<tr>
<td>Statutory net profit attributable to owners of NAB</td>
<td>1,313</td>
<td>(37.6%)</td>
<td>(51.3%)</td>
</tr>
</tbody>
</table>

OPERATING EXPENSES AND PROJECT INVESTMENT SPEND

OPERATING EXPENSE TRACK SINCE SEP-17

<table>
<thead>
<tr>
<th>FY17</th>
<th>FY19</th>
</tr>
</thead>
<tbody>
<tr>
<td>Productivity savings</td>
<td>Remuneration increases</td>
</tr>
<tr>
<td>(800)</td>
<td>206</td>
</tr>
<tr>
<td>7,635</td>
<td>8,155</td>
</tr>
<tr>
<td>4,100</td>
<td>10</td>
</tr>
<tr>
<td>1H20</td>
<td></td>
</tr>
</tbody>
</table>

PROJECT INVESTMENT SPEND

($m)

<table>
<thead>
<tr>
<th>Sep 18</th>
<th>Mar 19</th>
<th>Sep 19</th>
<th>Mar 20</th>
</tr>
</thead>
<tbody>
<tr>
<td>827</td>
<td>715</td>
<td>970</td>
<td>751</td>
</tr>
<tr>
<td>50.1%</td>
<td>44.9%</td>
<td>53.3%</td>
<td>44.1%</td>
</tr>
<tr>
<td>49.9%</td>
<td>55.1%</td>
<td>46.7%</td>
<td>55.9%</td>
</tr>
</tbody>
</table>
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