



# UBS FINANCIAL SERVICES CONFERENCE

24 June 2010

Joseph Healy  
Group Executive, Business Banking

National Australia Bank Limited ABN 12 004 044 937



JBWere

UBank

 Clydesdale Bank

 Yorkshire Bank

bnz

 Great Western Bank

# NAB Business Banking

## Vision

- ▶ Grow Market Leadership through World Class Relationship Banking

## Philosophy

- ▶ Customers at the centre of how we think, talk and act
- ▶ Committed to supporting Australian business
- ▶ Calibre, diversity and engagement of our people is critical to market leadership

## Position

	Small & Emerging <sup>3</sup>	SME <sup>^</sup>	Specialised Segments <sup>^</sup>	Corporate Banking <sup>*</sup>	Institutional Banking <sup>**</sup>
Market leadership <sup>1</sup>	✓	✓	✓	✓	✗
Customer satisfaction <sup>2</sup>	✗	✓	✓	✓	✗

## Key metrics

	Cash earnings	Revenue	CTI	ROA	GLAs	FTEs
1H10	\$1.1bn	\$2.8bn	30.3%	1.20%	\$185bn	5,259
Change vs 1H09	Up 33%	Up 9.6%	Improved 160ps	Up 30bps	Up 1.2%	Up 190

(1) #1 or #2 market share  
 (2) Above market average  
 (3) DBM Business Financial Services Monitor Micro Business April 2010

<sup>^</sup> East & Partners \$5m-25m East & Partners Australian SME Banking Markets April 2010, Current Primary Lenders to SMEs April 2010  
<sup>\*</sup> East & Partners \$25m-150m East & Partners Australian Corporate Transaction Markets April 2010, Current Primary Transaction Banks to SMEs April 2010  
<sup>\*\*</sup> Peter Lee Large Corporate and Institutional Banking Relationship Banking Survey 2009

# Leading Business Banking presence across Australia

**No.1 Business Lending market share 20.5%<sup>1</sup> - 12 month improvement of 63 bps**

**No.1 SME Lending market share 31.3%<sup>2</sup> - 12 month improvement of 90 bps**

**No.1 Business Deposits\* share 22.4%<sup>3</sup> - 12 month improvement of 211 bps**

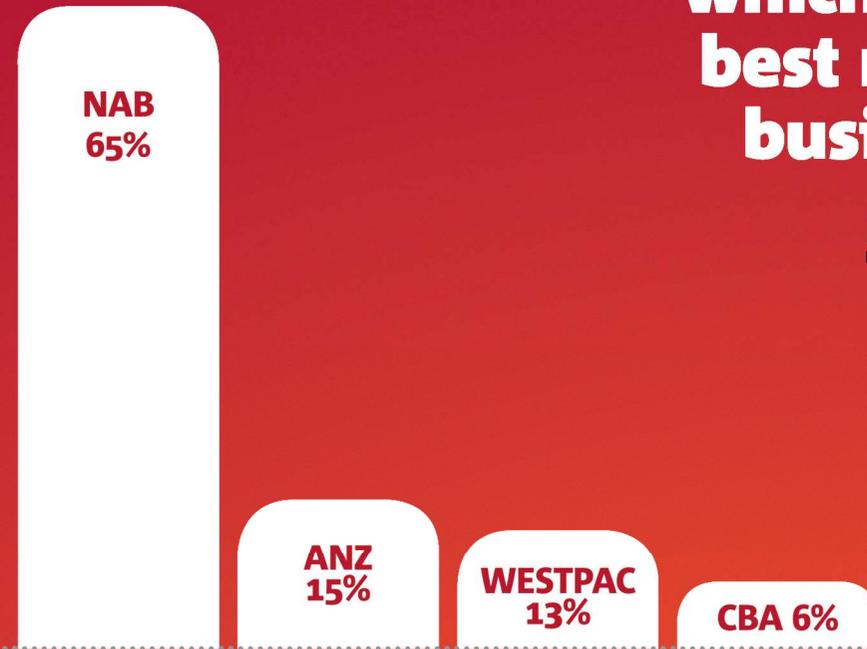


(1) Market share figures based on RBA April 2010: Ranking based on APRA April 2010  
 (2) East & Partners NAB in the SME Banking Markets Apr 2010 data  
 (3) Banking System Report April 2010 APRA

\* Business Deposits = non financial corporations deposits + financial corporations + government + community services deposits  
<sup>^</sup> ABA / Cannex total business lending (including institutional) market share rank by state April 2010

**In a recent survey\*,  
businesses were asked  
which bank has the  
best reputation for  
business banking.**

**515 out of 789  
said NAB.**



Thank you to all those businesses who nominated NAB as having the best reputation for business banking in Australia\*. It's a reputation that we have worked hard to achieve, and are determined to maintain and improve.

**So why not talk to a NAB Business Banker?  
Call us on 13 25 60**



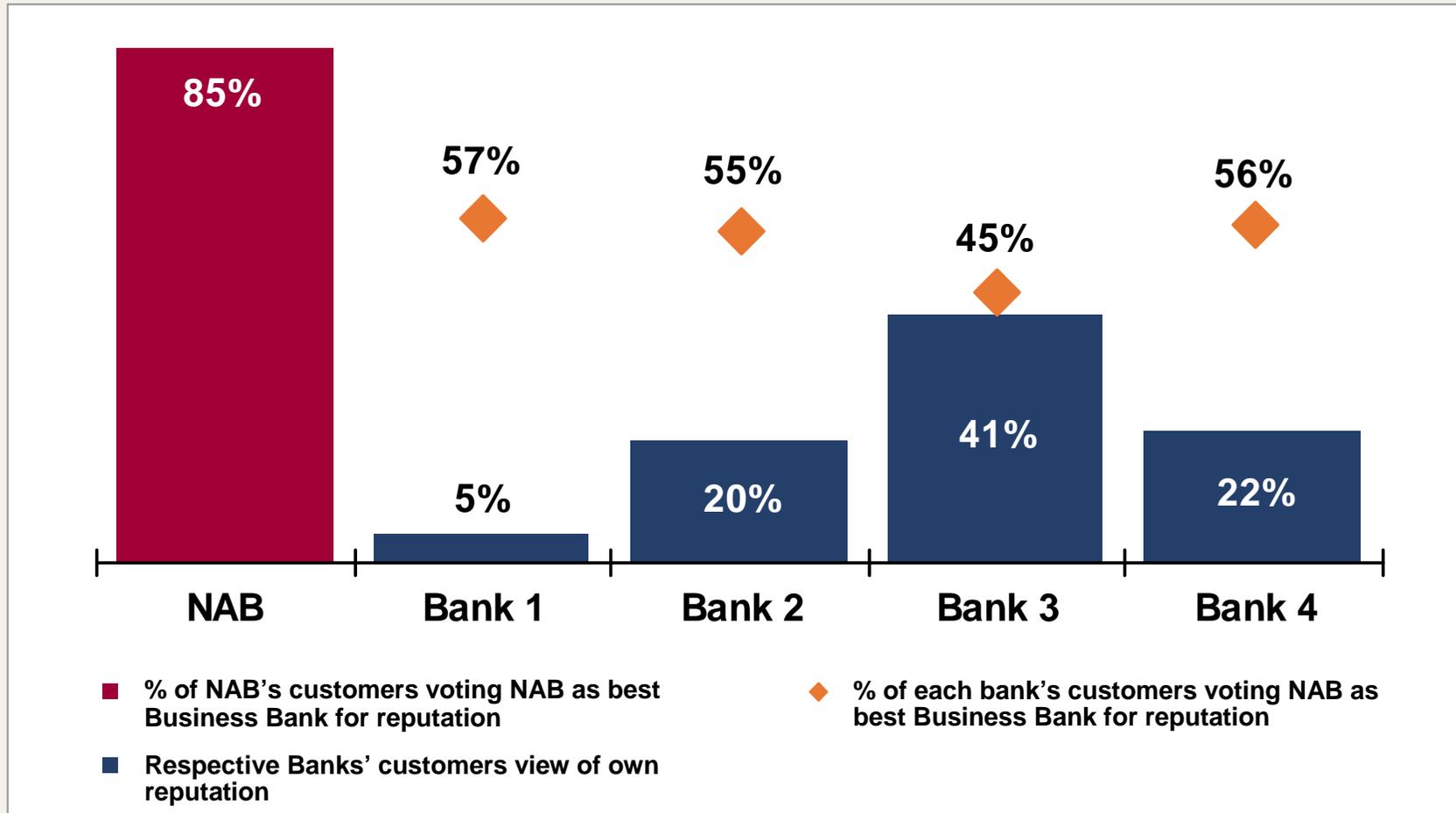
**Business Bank of the Year**  
CFO Magazine 2009



more give, less take

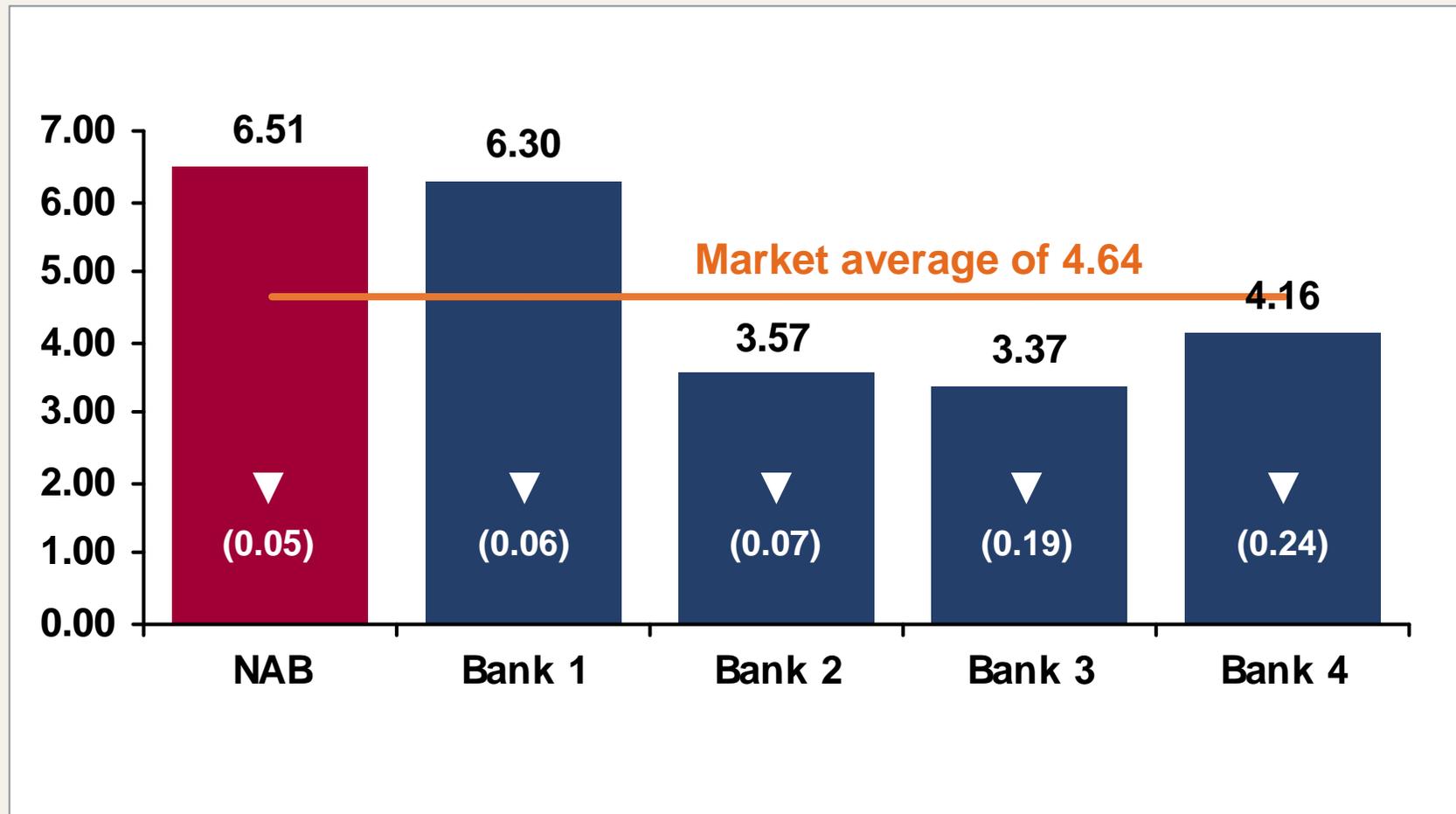
# Bank Reputation<sup>1</sup>

65% of all banks' customers indicated NAB has the best reputation for Business Banking



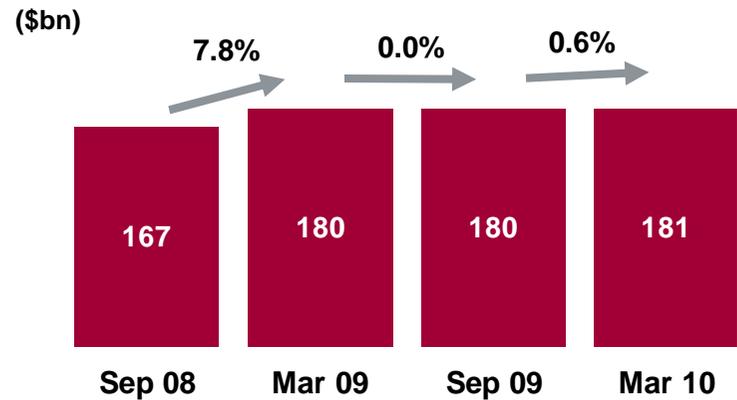
# Business customer satisfaction<sup>1</sup>

**No.1** of the Big 4 in Customer Satisfaction \$5m - \$500m

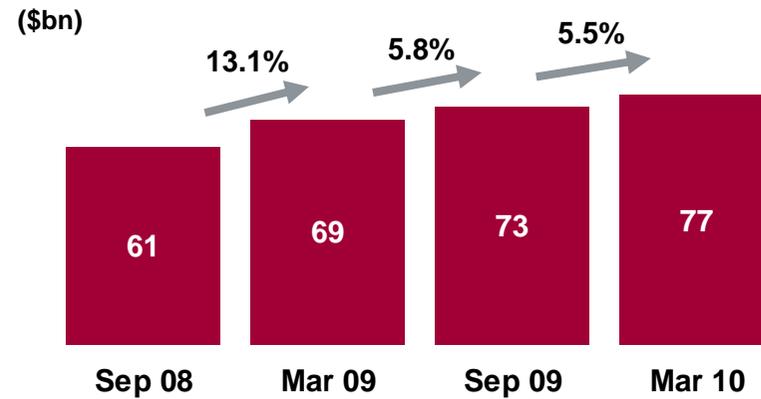


# Performance

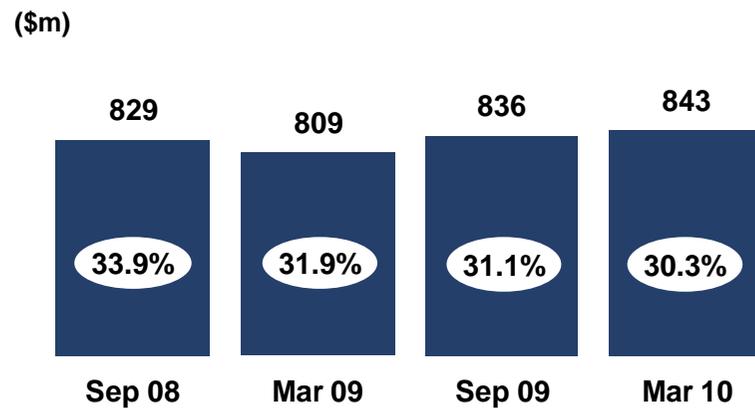
## Total business and housing lending



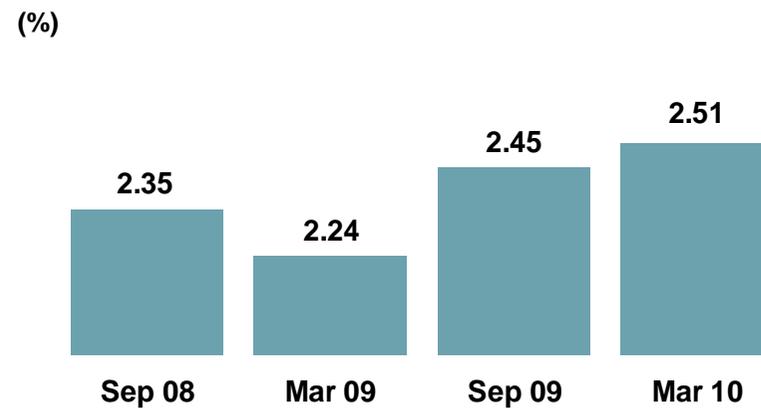
## Customer deposits



## Costs



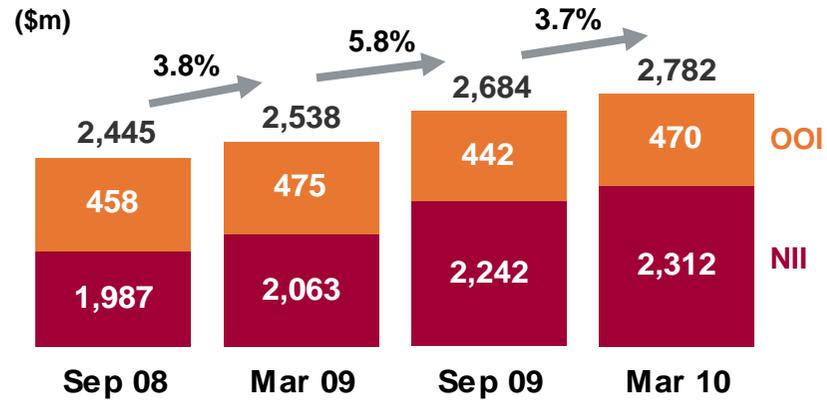
## Net interest margin



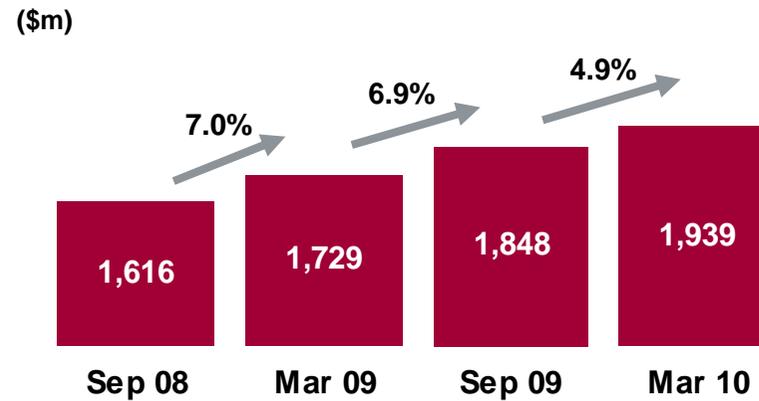
X% Cost to Income Ratio

# Performance

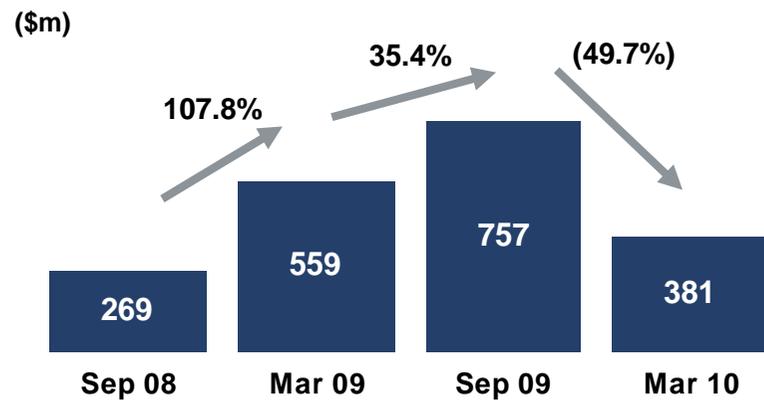
## Revenue



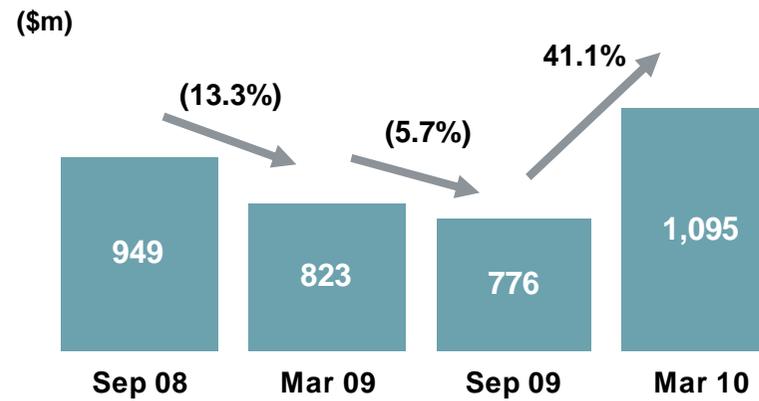
## Underlying profit



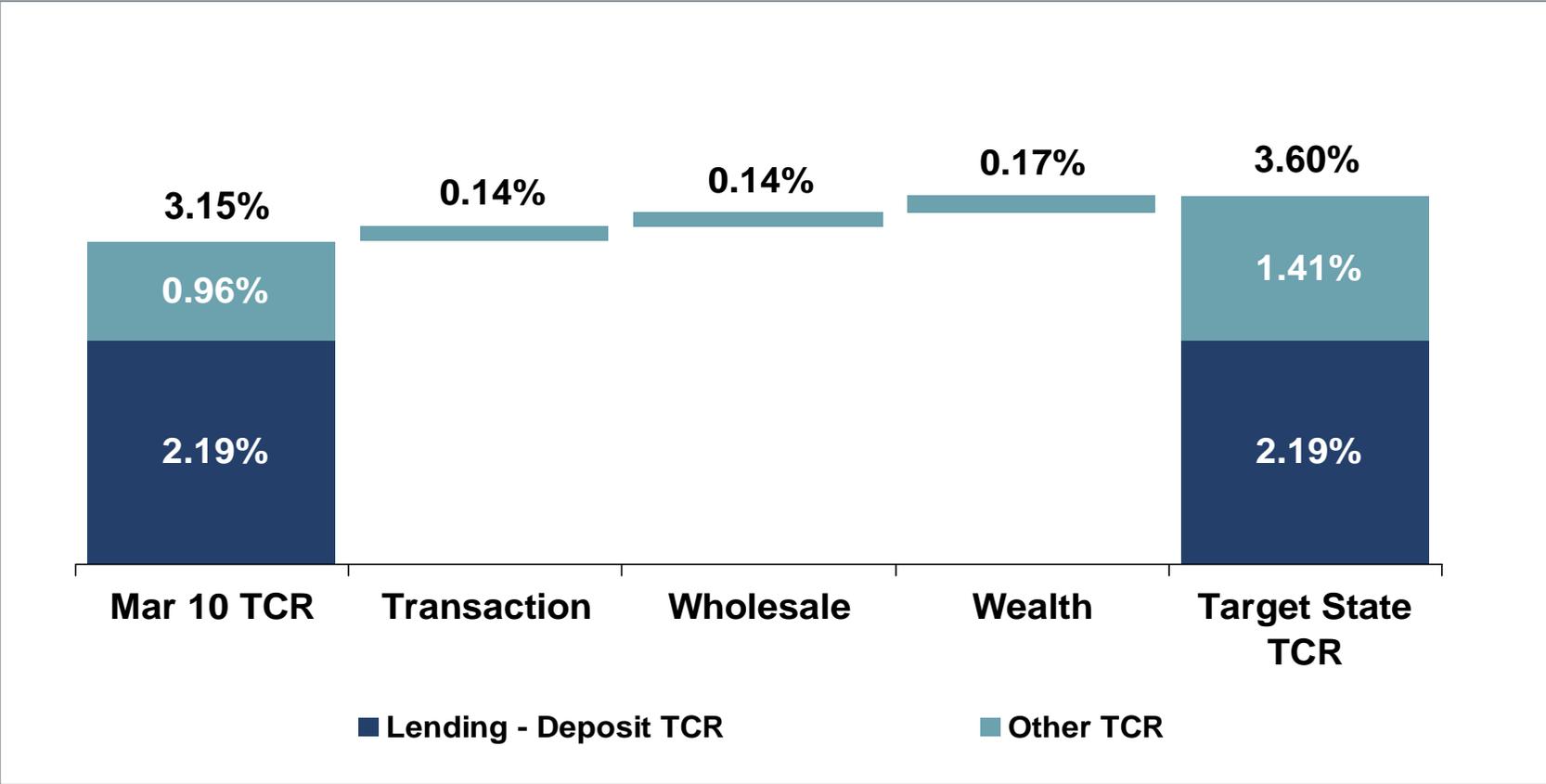
## B&DD charge



## Cash earnings



# Enterprise cross-sell focus – Total Customer Returns<sup>1</sup>



(1) Total enterprise revenue/lending assets

## Summary

- ▶ Strong, experienced management benchstrength
- ▶ Focus on “AND” – reputation, risk, profitability & sustainability
- ▶ Significant progress on cross-sell driven by our customer-led innovation strategy
- ▶ Committed to market leadership

**Disclaimer:** This document is a presentation of general background information about the Group's activities current at the date of the presentation, 24 June 2010. It is information in a summary form and does not purport to be complete. It is to be read in conjunction with the National Australia Bank Limited Half Year Results filed with the Australian Securities Exchange on 6 May 2010. It is not intended to be relied upon as advice to investors or potential investors and does not take into account the investment objectives, financial situation or needs of any particular investor. These should be considered, with or without professional advice, when deciding if an investment is appropriate.

This announcement contains certain "forward-looking statements". The words "anticipate", "believe", "expect", "project", "forecast", "estimate", "outlook", "upside", "likely", "intend", "should", "could", "may", "target", "plan" and other similar expressions are intended to identify forward-looking statements. Indications of, and guidance on, future earnings and financial position and performance are also forward-looking statements. Such forward-looking statements are not guarantees of future performance and involve known and unknown risks, uncertainties and other factors, many of which are beyond the control of the Group, that may cause actual results to differ materially from those expressed or implied in such statements. There can be no assurance that actual outcomes will not differ materially from these statements.

**Note:** Information in this document is presented on a cash earnings basis.

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

**Nehemiah Richardson**

General Manager, Investor Relations  
Mobile | 0427 513 233

**George Wright**

Head of Group Communications  
Mobile | 0419 556 616

**Drew Kempen**

Manager, Investor Relations  
Mobile | 0404 094 741