**Careers in Personal Direct**

Sita: I am most proud of celebrating 10 years at NAB. They’ve always supported me and carried me through.

Neha: I’m a Digital Customer Service Advisor.  
  
Sita: I’m a Home Loan Lending Specialist.  
  
Emily: I am a Customer Service Advisor.  
  
Danny: I’m a Personal Lending Advisor.

Neha: In the NAB Messaging Team  
  
Sita: In Direct Lending

Emily: In Personal Banking  
  
Danny: Working within the Direct Lending team.

Danny: In my role, I take inbound calls, in regard to personal loans, credit cards, transaction accounts and also mortgage enquiries.

Emily: Every call is different, but it can range from blocking and replacing cards, disputing transactions, or closing accounts.

Sita: So as Lending Specialist, I’m there for our customers. They’ll let me know what they need or what their goals are.

Neha: I’m really good at my customer service and I always want to help customers and empower customers.

Sita: As soon as I came into Direct Lending, we got a lot of coaching, a lot of love from our leadership team.

Emily: NAB has really helped me develop my career path. I really feel like they value their employees and our wellbeing. The growth at NAB, it’s really helped me.   
  
Sita: It just gives me that learning point that I can take back home to my family and has really shaped who I am.  
  
Neha: Work has helped me find my ‘why’ and it feels like a safe haven here, where I feel like I’m needed, I’m wanted, I’m valued and I’m contributing to a big community, the Australian community.