**Life as a customer service advisor**

Julie: It’s given me the opportunity to meet wonderful people who’ve been really supportive. I have the best relationship with my team that I work with.

Roger: It’s just like my second family.

Julie: My name is Julie and I’m a Customer Advisor at NAB. I’m passionate about people, so I love customer service. I love helping people, particularly in the Financial Services space.

Roger: My name is Roger and I am a Customer Advisor at NAB. We serve our customers, educating them through online banking, showing them different ways through digital banking or showing them easier and safer options to bank. I like to welcome our customers into the branch. It’s just like the welcoming someone into my own home.

Julie: I deal with a wide cross section of people, people that are looking to open their account after getting their first job, all the way through to corporate accounts and directing people t the right specialists to assist them.

Roger: NAB helps us to connect with the community by assisting in many ways. We like to connect with our customers on a deeper level because we are more than money. I love seeing a customer leaving with a smile, and hopefully come back again.

Julie: My life outside of NAB is very active. I like to keep fit. I love cooking.

Roger: So, I have been with NAB for over 10 years now. The constant motivation that I get from my colleagues, the people I work around, they’re just like my second family and it makes me enjoy going to work.

Roger: They celebrate your one year, your five years and also 10 years, you feel appreciated. They not only cared about me working, but they also cared about what I did outside of work, and that gave me more time to help with my local church.

Julie: Even though it’s been a short time with NAB, I think it’s going to be a great thing for my life. I’m looking to grow. I know I can get the support and looking forward to the future with NAB.