



# Delivering a great customer experience

Thank you for choosing to bank with us.

For more than 150 years we've supported people and businesses with great financial products, services and advice. But we want to do more.

Banking's always been based on service, ethics, trust and integrity. There's been a lot of comment lately about such values, and we want you to know we're absolutely committed to them. Our vision is to be Australia and New Zealand's most respected bank, and to do this, high standards and constant improvement are essential.

Today our industry has agreed to changes to make it easier to do business with us. You can read more about these changes [here](#).

## We're here to help

Your feedback is always welcome. Feel free to email us directly at: [feedback@nab.com.au](mailto:feedback@nab.com.au) or call us on 1800 152 015.

All of us here at NAB want to hear about where we're doing well and where we can improve.

We'll continue to listen to you and act on your feedback so you get the service you deserve. We look forward to continuing to support you.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Ken Henry'.

Ken Henry AC  
NAB Chairman

A handwritten signature in black ink, appearing to read 'Andrew Thorburn'.

Andrew Thorburn  
NAB CEO

