

NAB Brandon Park is closing

more
than
money



We've been looking closely at how customers use our NAB Brandon Park Branch, and we've noticed that more people are choosing the convenience of our NAB Glen Waverley Branch, as well as our online and phone banking services.

As a result, we've made the decision that the NAB branch at Brandon Park Shopping Centre, 608 Ferntree Gully Road will close permanently on Thursday, 5 February 2026. Our branch team will be relocated to other locations that customers use more frequently.

Where else can I bank?

If you'd still like to do your banking face-to-face, you've got options.

Nearest alternative branch:

Branch	NAB Glen Waverley	NAB Waverley Gardens
Address	16 Kingsway, Glen Waverley	Cnr Police and Jacksons Roads, Mulgrave
Opening hours	Monday to Thursday: 9.30am-4.00pm Friday 9.30am-5.00pm	Monday to Thursday: 9.30am-4.00pm Friday 9.30am-5.00pm
Facilities	SmartATM Teller Services Express Business Deposit Cash Exchange Machine (available from February 2026)	SmartATM Teller Services Express Business Deposit Coin Deposit Machine Cash Exchange Machine
Distance	3.5km	5.8km

Nearest Post Office offering Bank@Post¹

You can withdraw cash, deposit cash and cheques, and check your account balance using your PIN enabled card linked to your NAB transaction account at participating Post Offices. If you have a Passbook, you can also withdraw cash.

¹See Other ways to bank with us section on page 3 for more details on **Bank@Post** including daily transaction limits.

Post Office name	Wheelers Hill LPO
Address	202 Jells Road, Wheelers Hill
Opening hours	Monday to Friday: 9.00am-5.00pm Saturday: 9.00am- 12noon
Distance	3km

Business banking customers

For Business customers a number of additional options are available. For more information, contact your banker or Transactional Specialist, or call 13 10 12.

Why we made this decision

Closing a branch is always a difficult decision and we understand the change can be a big adjustment for some customers. Before the decision was made, we took a lot into consideration.

Here are the main reasons

- Approximately 58% of our customers in Brandon Park have only visited the branch once in the last year
- More than 79% of customers are also using other locations including our refurbished branch in Glen Waverley”
- 87% of those registered for online banking (including mobile app) and/or telephone banking are active users
- The Glen Waverley branch was updated in 2023

How are customers using this branch?

Branch visitation over the last year*

Customer segment	Regular (3+ visits)	Heavy (12+ visits)
Personal bank customers	1307	272
Business bank customers	414	121

*January 2024 – December 2024

Number of personal banking transactions

Year	Cash Withdrawals	Cash deposits	Cheque deposits
2022	8047	6613	1631
2023	7474	6529	1675
2024	7933	7535	1244

Number of business banking transactions

Year	Business deposits	Cheque deposits
2022	7797	3203
2023	4192	2586
2024	4134	1842

In addition to over the counter transactions that are measured at each branch, NAB also considers a range of factors including the number of appointments for home loans, personal loans and credit cards, inbound and outbound phone calls, account openings and maintenance, enquiries relating to internet banking and self-service, disputed transactions, suspected fraudulent transactions, enquiries about lost or stolen cards, supporting vulnerable customers with their transactions, customer complaints and more.

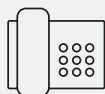
Due to the varying nature of the ways customers and colleagues interact with these products and services, as well as the multiple channels in which these can be accessed and measured, these are not captured as standard over the counter transactions, but are certainly considered when assessing how each branch is used.

Other ways to bank with us



Use NAB Internet Banking or the NAB app² to:

- Transfer funds and pay bills
- Check your account balances and statements
- Make credit card payments
- Manage your loan
- Apply for new accounts
- Deposit cheques in the NAB app to the value of \$5,000 over a rolling 7-day period
- Activate your new card and set your PIN



Call us on 13 22 65 to:

- Transfer funds
- Pay bills using BPAY®
- Check your account balances
- Manage your loan
- Apply for new accounts
- Order statements
- Manage your term deposit
- Talk to a home lender



Bank@Post

- Use a chip-enabled NAB card with PIN or barcoded deposit slip linked to a NAB transaction account to:
- Deposit up to \$9,999 cash per day. Overall maximum cash deposit of \$9,999 per day applies to deposits at either Australia Post or ATMs
- Deposit up to 99 cheques with a \$999,999 limit per transaction
- Withdraw up to \$2,000 per day
- Business customers can exchange cash to the value of \$1,000 from coins to notes, notes to coins, or a mixture of both³
- Passbook customers can withdraw up to \$1,000 over a 7-day period

You can also continue to access your money using your NAB card and PIN via ATMs, NAB Smart ATMs (including cash and cheque deposits) and EFTPOS at participating outlets.

How will we communicate with customers and the community

Customers will receive communication with 12 weeks-notice of the closure date via post, and we will inform Federal, State and Local Government representatives.

Additional support in times of need

We offer extra support to customers experiencing tough times. It could be job loss, natural disaster, elder financial abuse, family and domestic violence, losing a loved one or financial difficulty.

We're also committed to providing an accessible and inclusive banking experience for all Australians. Interpreter services are available for customers with limited English.

To find out more and get the support you need, visit nab.com.au/customersupport

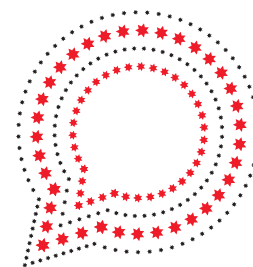


We're here for Indigenous customers

NAB has a dedicated customer service line for Indigenous Australians to access further support.

Indigenous Australians can call 1800 966 100 (toll free) to get help with:

- Finding out how much you have in your account (balance enquiry)
- Getting money out of your account (using ATMs, NAB Internet Banking, your card or Bank@Post)
- Ordering a new card or cancelling a card that has been lost or stolen



The NAB Indigenous Customer Service line is open:

Mon – Fri 8am – 7pm (AEST/AEDT)

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