



Amendment to a Guide to Fees and Charges

Personal banking fees Effective 4 November 2022

From 30th November 2022, the following changes apply to this guide:

Credit Card Accounts

On page 11, the section Cash Advance Fees will be replaced with the following:

Cash Advance Fees

The following Cash Advance fees apply to all credit card accounts, except NAB Visa One Fee-Free.

For Cash Advances you will be charged a percentage of the Cash Advance (in Australian dollars) or the minimum fee, whichever is the greater.

For Cash Advance transactions via Internet Banking, if after NAB posts the Cash Advance transaction and any other purchases or payments for that processing day, the balance of the account is in credit, the Cash Advance fee will not be charged. The minimum Cash Advance fee will apply to any other transactions including ATM withdrawals and gambling transactions when your account is in credit balance.

Note: NAB posts purchases and cash advances in that order to your account before posting payments and refunds.

Channel		
	Cash Advance amount	Minimum fee
All Channels	3%	\$3.00

Note: In the case of cash advances made in currencies other than Australian dollars, the cash advance amount used to calculate the cash advance fee is the Australian dollar amount posted to your NAB Credit Card account. You may be charged by the ATM owner where you make a cash advance using an ATM in Australia that doesn't belong to NAB.



A Guide to Fees & Charges

Personal banking fees

Effective 4 November 2022

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A Guide to Fees and Charges – Personal Banking Fees

What’s in this guide?

This guide covers the fees that may apply for a range of our personal accounts and services. It only applies to NAB branded products and services unless we have specifically advised you otherwise. You can use this guide to identify which fees may apply to you and ways you may reduce or avoid these fees.

Section 1 details the fee structure for NAB Transaction and Savings accounts and NAB Visa Debit card.

Section 2 details the fee structure for service fees.

Sections 3-6 cover the remaining fees which could apply to your account including fees relating to loans and lending, and government taxes and charges. We pass on government charges and taxes to customers at the time they are payable. These taxes may change at any time.

There is a separate fees and charges guide for business banking products.

How this guide fits with other documents

This document forms part of the terms and conditions for these products, along with the other documents detailed below:

Product	Documents that make up the Terms and Conditions for this product, along with this document
NAB Personal Transaction and Savings Products	<ul style="list-style-type: none">• NAB Personal Transaction and Savings Products terms and conditions• Indicator Rates – Deposit Products
NAB Internet Banking	<ul style="list-style-type: none">• NAB Internet Banking terms and conditions
NAB Telephone Banking	<ul style="list-style-type: none">• NAB Telephone Banking terms and conditions
NAB Electronic Banking (card based)	<ul style="list-style-type: none">• NAB Electronic Banking (card based) terms and conditions
NAB Cash Manager	<ul style="list-style-type: none">• NAB Cash Manager terms and conditions• Indicator Rates – Deposit Products

If you haven’t already received a copy of each of these items for your product, please let us know.

Any questions?

If you have any questions, simply visit your nearest NAB branch or phone us on **13 22 65**, 7 days a week.

Section 1

Transaction and Savings Accounts – Fee Summary Table

	NAB Transaction Accounts	
	NAB Classic Banking	NAB Retirement Account
Monthly Account Service Fee	No Fee ¹	No Fee
Transactions		
NAB ATM	✓	✓
Non-NAB ATM withdrawal or Balance Enquiry ²	✓	✓
Overseas ATM	Refer to Section 2	Refer to Section 2
EFTPOS	✓	✓
Deposits	✓	✓
Cheques withdrawals	✓	✓
Branch withdrawals	✓	✓
NAB Telephone Banking	✓	✓
NAB Internet Banking	✓	✓
NAB Alerts	✓	✓
NAB Visa Debit card	✓	✓
Overseas access	Refer to Section 2	Refer to Section 2
Australia Post & Bank@Post™ access	✓	✓

✓ Included in Monthly Account Service Fee which is the fee payable on the last banking day of a month and debited at any time after that, usually no later than on the first banking day of the following month.

- 1 On 22 January 2010, NAB removed the Monthly Account Service Fee and made a commitment that it would never be reintroduced.
- 2 Non-NAB ATM: Fees may apply to transactions at ATMs operated by other ATM networks.
- 3 Where you use an account to operate a NAB FlexiPlus Mortgage Facility, it will be referred to by us in this brochure as a NAB FlexiPlus Mortgage Account.
- 4 Annual Facility Fee applies to NAB FlexiPlus Mortgage Accounts. Refer to Section 4.

	NAB Transaction Accounts	NAB Savings Accounts		
	NAB FlexiPlus Mortgage Account³	NAB iSaver	NAB Reward Saver	NAB Cash Manager
	n/a ⁴	No Fee	No Fee	No Fee
	✓	n/a	n/a	✓
	✓	n/a	n/a	✓
	✓	n/a	n/a	Refer to Section 2
	✓	n/a	n/a	✓
	n/a	✓ ⁵	✓	✓
	✓	n/a	n/a ⁷	✓
	✓	n/a	✓	✓
	✓	✓ ⁶	✓	✓
	✓	✓ ⁶	✓	✓
	✓	✓	✓	n/a
	✓	n/a	n/a	n/a
	n/a	n/a	n/a	n/a
	n/a	n/a	n/a	n/a

- 5 After the initial deposit, other deposits to a NAB iSaver account can only be made by transferring funds from the eligible NAB account. This can be done by using the funds transfer option in NAB Internet Banking and NAB Telephone Banking. Refer to Part A clause 2.11 of the Personal Transaction and Savings Products Terms and Conditions.
- 6 To and from an eligible NAB transaction account only. Refer to Part A clause 2.4 of the Personal Transaction and Savings Products Terms and Conditions.
- 7 Cheque access via bank cheque only from NAB branches. Fees and charges may apply.

Package Benefits

NAB Portfolio Facility/NAB Private Portfolio Facility

A Portfolio/Private Portfolio Facility and linked sub accounts are exempt from service and transaction fees.

Non-NAB ATM

Fees may apply to transactions at ATMs operated by other ATM networks.

NAB Visa Debit Card Fees

NAB Platinum Visa Debit card fees	
Per card	\$10 per month, per card ¹

NAB Visa Debit card fees	
Request to change card colour	\$20 per request

- 1 The first monthly fee will be charged when you request a NAB Platinum Visa Debit card and then each subsequent month thereafter.

Section 2

Service Fees

Account Related Services

Overseas access	NAB Visa Debit card, NAB Platinum Visa Debit card, NAB Debit card or linked NAB Credit card ²
ATM cash withdrawal ¹	\$5 per withdrawal ⁴
Balance enquiry ¹	\$1 per enquiry ⁴
International Transaction Fee^{1, 3, 5} International transactions refer to using your card overseas including overseas ATM cash withdrawals or, using your account in Australia but the goods or service provider (commonly referred to as a 'merchant'), financial institution or entity processing the transaction is located outside Australia. International transactions are either: <ul style="list-style-type: none">– Single-currency international transaction: where the transaction is made in Australian dollars (AUD)– Multi-currency international transaction: where the transaction is made in a currency other than Australian dollars (AUD)	Single currency transaction – 3% of the Australian dollar amount when the international transaction is charged to your account Multi-currency transaction – 3% of the Australian dollar amount when the international transaction is charged to your account

Overseas operators may charge you a separate fee to use their ATMs.

- 1 These fees will not apply to NAB FlexiPlus Mortgage accounts or NAB Portfolio Facility/NAB Private Portfolio Facility sub accounts.
- 2 For transactions with a NAB Credit card accessing linked transaction account.
- 3 Includes a Visa scheme fee charged to NAB and on charged to you. This fee is calculated on the converted AUD amount shown on your statement.
- 4 Includes a Visa scheme fee charged to NAB and on charged to you.
- 5 The International Transaction Fee will not apply to purchase transactions with a NAB Platinum Visa Debit card.

Transaction verification	
Less than 1 year since transaction	\$2.50 per item (minimum \$10)
1 year or more since transaction	\$5 per item (minimum \$20)

Cheques

Bank cheques	
Issue fee – per cheque	\$12
Replacement fee – per cheque	\$20
Repurchase fee – per cheque	\$20

Cashing of cheques		
	Customer	Non-Customer
NAB cheque	\$0	\$5 ¹
Non-bank financial institution cheque cashed by member	\$3	\$3

1 Fee is not charged if cheque is cashed at home branch.

Deposit books	
Multicopy or agency credit	\$5 per item

Section 3

Credit Card Accounts

Credit Card Annual Fees

Accounts opened prior to 1 December 2000 will be charged an annual fee in January each year. Accounts opened from 1 December 2000 will be charged the first annual fee when you accept the credit card agreement and then annually in the same month thereafter.

Credit Card Annual Fees	
NAB Rewards Signature Card	\$295 p.a.
NAB Rewards Platinum Card	\$195 p.a.
NAB Low Fee Platinum Card	\$90 p.a.
NAB Low Fee Card	\$30 p.a.
NAB Low Rate Card	\$59 p.a.
NAB Qantas Rewards Signature Card	\$395 p.a.
NAB Qantas Rewards Premium Card	\$250 p.a.
NAB StraightUp Card ²	Not applicable
NAB Velocity Rewards Premium Card ¹	\$150 p.a.
NAB Velocity Rewards Card ¹	\$95 p.a.
NAB flybuys Rewards Card ¹	\$95 p.a.
NAB Rewards Classic Card ¹	\$95 p.a.
NAB Qantas Rewards Card ¹	\$95 p.a.
NAB Qantas Plus Card ¹	\$145.50 p.a.
NAB Visa Mini ¹	\$40 p.a.
NAB Low Rate Platinum Card ¹	\$100 p.a.
NAB Low Rate Platinum Card ¹ Previously 'NAB Low Rate Premium Card'	\$59 p.a.
NAB Premium Card ¹	\$90 p.a.
NAB Visa One ¹	\$30 p.a.
NAB Visa One Fee-Free ¹	Nil

1 Product not for sale.

2 A monthly fee applies to the NAB StraightUp Card – see below.

The annual fee is waived for cards included in a NAB Tailored Home Loan Package¹, NAB Choice Package, Private Tailored Package, NAB Introductory Rate Home Loan¹, Homeowner's Package¹, Portfolio Package and Private Portfolio Package for the life of the Package. When a package is cancelled/terminated, the annual card fee will be debited after the Package ends and then annually in the same month thereafter.

The following cards included in NAB Shareholder's Benefit¹ will have the credit card annual fee waived: NAB Rewards Classic Card, NAB Rewards Platinum Card, NAB Low Fee Card, NAB Low Fee Platinum Card, NAB Qantas Rewards Card, NAB Qantas Rewards Premium Card, NAB Velocity Rewards Card, NAB Velocity Rewards Premium Card and NAB flybuys Rewards Card.

1 Not for sale.

Credit Card Monthly Fees

A monthly credit fee applies to the 'NAB StraightUp Card'. The amount of the monthly credit fee will depend on your credit limit.

Credit Card Monthly Fees	
NAB StraightUp Card – credit limit is \$1000	\$10 p.m.
NAB StraightUp Card – credit limit between \$1001 - \$2000	\$15 p.m.
NAB StraightUp Card – credit limit between \$2001 - \$3000	\$20 p.m.

The monthly credit fee will not be payable where there is no amount owing and the card has not been used during the relevant statement period.

NAB International Transaction Fee

The following NAB International Transaction Fees apply to all credit card accounts, except NAB Visa One Fee-Free.

International transactions are transactions where the merchant, financial institution or entity processing the transaction is located outside Australia. These transactions are either:

- **Single-currency international transaction:** where the transaction is made in Australian dollars (AUD)
- **Multi-currency international transaction:** where the transaction is made in a currency other than Australian dollars (AUD)

Card Scheme	Transaction Type	NAB International Transaction Fee ¹
Visa	Single-currency	3%
	Multi-currency	3%

¹ The NAB International Transaction Fee includes a fee charged by the Card Scheme to NAB (and on charged by NAB to you), calculated on the converted AUD amount shown on your statement.

Cash Advance Fees

The following Cash Advance fees apply to all credit card accounts, except NAB Visa One Fee-Free.

For Cash Advances you will be charged a percentage of the Cash Advance (in Australian dollars) or the minimum fee, whichever is the greater.

For Cash Advance transactions via Internet Banking, if after NAB posts the Cash Advance transaction and any other purchases or payments for that processing day, the balance of the account is in credit, the Cash Advance fee will not be charged. The minimum Cash Advance fee will apply to any other transactions including ATM withdrawals and gambling transactions when your account is in credit balance.

Note: NAB posts purchases and cash advances in that order to your account before posting payments and refunds.

Channel	Cash Advance amount	Minimum fee
All channels	2%	\$2.50

Note: In the case of cash advances made in currencies other than Australian dollars, the cash advance amount used to calculate the cash advance fee is the Australian dollar amount posted to your NAB Credit Card account.

You may be charged by the ATM owner where you make a cash advance using an ATM in Australia that doesn't belong to NAB.

Late Payment Fee

Debited monthly (if applicable)	
Late Payment Fee ¹	\$15 (Debited on or after the day when an amount that is due for payment is not paid on or before its due date if, at the time the fee is debited, the balance of the account is \$50 or more.)

1 NAB Visa One Fee-Free is exempt from the Late Payment Fee.

Section 4

Loans, Overdrafts and Lending Facilities

Loans

We will advise you in writing of any agreed borrowing facility which will cover the interest rate, how and when it is charged, and what fees are payable. Fees typically include an Application Fee and a Loan Service Fee.

Changes to interest rates are advised by press advertisements and appear on your loan account statement. Details of current rates can be obtained from your branch and on **nab.com.au**.

Application fees are non-refundable upon acceptance of loan or lending facility. If the facility is declined by NAB or not accepted by you, the application fee will be refunded.

Personal Loans		
	Application Fee	Loan Service Fee
Fixed and Variable Rate Personal Loans	\$150	\$10 per month

Overdraft Facilities

NAB Personal Overdraft Line Fee (formerly Overdraft Line Fee)	
Fee is based on approved overdraft limit and is debited to account on the first business day of March and the first business day of September.	
Up to \$5,000	\$35 each whole six month period
\$5,001 – \$10,000	\$70 each whole six month period
\$10,001 – \$20,000	\$80 each whole six month period
\$20,001 – \$30,000	\$140 each whole six month period
\$30,001 – \$40,000	\$190 each whole six month period
\$40,001 – \$60,000	\$290 each whole six month period
\$60,001 – \$80,000	\$400 each whole six month period
\$80,001 – \$125,000	\$500 each whole six month period
Over \$125,000	0.40% (minimum \$500) each whole six month period

Home Loans and Lines of Credit

The following fees and charges apply to:

- NAB Home Loans
- NAB FlexiPlus Mortgage
- NAB Portfolio Package
- NAB Private Portfolio Package

Home Loans and Lines of Credit	
Application Fee¹	\$600
Facility Fee (for NAB FlexiPlus Mortgage)	\$250 p.a.

1. For the NAB Tailored Home Loan and loans included in a Package there is no Application Fee or Facility Fee.
2. For loan products not mentioned in 1, an application fee applies. If you are applying for more than 3 loans at once, you may need to pay a further application fee.

Loan Service Fee	\$8 per month
There are no Loan Service Fees for:	
<ul style="list-style-type: none">• Loans included in a Package• NAB FlexiPlus Mortgage• NAB Base Variable Rate Home Loan	

Rate Lock Fee	Fee available on request
Rate Lock allows customers applying for a fixed rate home loan to lock their fixed interest rate for up to 90 days.	

Economic costs for fixed rate loans

Economic costs for fixed rate loans are NAB's reasonable estimate of our loss (if any) from the prepayment of a fixed rate loan. Economic costs may be payable if you prepay more than \$20,000 or close the loan during a fixed rate period or, end your fixed rate period early.

Packages

Packages	Annual Package Fee
NAB Choice Package	\$395
NAB Portfolio Package	\$550
NAB Private Portfolio Package	\$550
NAB Private Tailored Package	\$395

Documentation Services

Document preparation & production	
Mortgage Discharge Fee Includes preparation of discharge, attending settlement and lodgement of documents where applicable	\$350
Production of documents To permit registration by other parties	\$150

Company/Business name searches	
Company name search	\$40 per search (inclusive of Registrar's Fee)
Business name search	\$40 per search (inclusive of Registrar's Fee)

Section 5

Other Service Fees

Payable and debited when the transaction occurs or service is provided.

International Payments

Outward

International cheques/drafts- issued	
Refund and Repurchase	\$20 ¹

1 Any overseas bank charges incurred will be charged to the customer.

International money transfers – sent	
International money transfer via NAB Internet Banking (in foreign currency)	\$0 ²
International money transfer via NAB Internet Banking (in Australian dollars)	\$30 ²
Banker assisted	\$30
Requested by email or fax – email and fax written instructions will only be acted on where an Email/Fax Authority is held	\$35
Request for cancellation of international money transfer – any cancellation request will be subject to the agreement of the beneficiary, whether that beneficiary is the intended beneficiary or not	\$20 ¹

1 Any overseas bank charges incurred will be charged to the customer.

2 In most cases, NAB will pay overseas bank charges on your behalf. However, in some instances beyond NAB's control, overseas banks will directly deduct these overseas bank charges from the money you send instead.

Inward

International cheques/drafts – received

Dishonour of overseas cheques	\$30 ¹
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1 Any overseas bank charges incurred will be charged to the customer.

International transfers – received

Overseas parties that direct a payment to NAB may charge NAB a commission in respect of these transfers, which are included in our fee. Our fee also depends on the currency of the transfer. This fee is usually deducted from the amount paid. In some cases, the sending party may instruct NAB to charge our fee to them. Where NAB does this, NAB will not charge the payment beneficiary and may charge the sending bank a higher amount than set out below.

Transfers to NAB in Australian or overseas currency

Deposited to NAB account	Up to \$15
Deposited to non-NAB account (NAB acting as intermediary)	Up to \$30
Transfer of overseas currency received by NAB and transferred to another bank unconverted, or transfers of Australian currency received by NAB and transferred to an offshore bank	Up to \$35

Other

Enquiries regarding payment (international cheques/drafts and international money transfers)

NAB does not charge a fee for general enquiries or investigations, at a customer request, that require messaging to/from an overseas or correspondent bank. However, any overseas bank charges incurred will be charged to the customer.

NAB Foreign Currency Account

Foreign currency account fees	
Intra account transfers	\$30 Banker assisted
Foreign currency holding fee	A fee may be charged on large balances in currencies where the account balance is more than the threshold amount set by NAB. The relevant fee and threshold amounts over which the fee is charged can be found on NAB's website: www.nab.com.au/ForeignCurrencyAccount . The threshold amounts and currencies may change as market conditions change.

Other Banking Services

Bank Guarantee (also known as Guarantee by Bank)	
Issuing fee	Available on application
Service fee/half-yearly fee	Available on application
Foreign currency bank guarantee fees	Available on application

Certificates ¹	
<ul style="list-style-type: none"> • Bank confirmation audit requests • Bill holdings • Comprehensive certificates supplied for audit • Deeds and documents held • Goods shipped 	Each certificate at an hourly rate of \$90 per hour (minimum \$70 per certificate)

Note: Charge will apply whether documents are held as security or otherwise, and for confirmation of previous certificates.

- 1 This fee does not apply to any credit contract with NAB to which the National Credit Code applies.

Credit transfers		
	Customer	Non-Customer
Transfers to other bank	\$5	\$5
Plus cash handling fee	\$0	1.50% on total cash amount (minimum \$1)

Encashment/Negotiation advices

Fee	\$20 per advice. Free for accounts without cheque access.
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Legal fees

Fees incurred with external lawyers may be at your cost.

Miscellaneous services¹

Charge rate for services not otherwise provided for in this guide	\$90 per hour (minimum \$70)
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- 1 This fee does not apply to any credit contract with NAB to which the National Credit Code applies.

Real Time Gross Settlement (RTGS) – Domestic Telegraphic Transfer

Fee	\$35
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Note: Where Real Time Gross Settlement instruction is received via letter, email or fax, funds transfer fee – email or fax request will also apply (see Section 5).

Section 6

Goods and Services Tax (GST)

The 'GST Clause' below applies to any fees and charges in this guide that are subject to GST but are not expressed to be 'GST inclusive'. NAB reserves the right to apply the 'GST Clause' to all fees in this guide if there is a change to the GST rate or to whether or how GST applies to a service identified in this guide.

GST Clause

If NAB is liable to pay GST or any similar tax on a supply made in connection with a service referred to in this guide, then the Customer agrees to promptly on demand pay NAB an additional amount equal to the consideration payable for the supply, multiplied by the prevailing GST rate.

Definition of GST

'GST' a Goods and Services Tax or any similar tax imposed in Australia

General Advice Warning

The products covered by this fees guide are issued by National Australia Bank Limited (NAB).

Any advice in this guide has been prepared without taking into account your objectives, financial situation and needs. Before acting on any such advice, you should consider whether it is appropriate for your circumstances.

You should also consider the Product Disclosure Statement or other disclosure document, available from NAB, before making any decisions regarding the products covered in this guide.

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For more information visit

nab.com.au

or call us on **13 22 65**

7am – 9pm AEST Monday to Friday

8am – 6pm AEST Saturday to Sunday

or ask at your **local branch**



Hearing impaired customers
with telephone typewriters can
contact us on **1300 363 647**