

# NAB Ferntree Gully is closing

more  
than  
money



**More and more, our customers are choosing to do their banking online, over the phone, or by video conference. And, as they continue to bank differently, it's important we continue to adapt with them.**

Because of these changes, we've made the difficult decision to close our NAB Ferntree Gully branch at Mountain Gate Shopping Centre, Burwood Highway, Ferntree Gully on Thursday 20 October 2022. Of course, we'll keep helping you bank in other ways, and make sure this change is as smooth as possible for you.

## 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 Knox
Address	Westfield Knox, 425 Burwood Highway, Wantirna South VIC 3152
Opening hours	Monday to Thursday: 9.30am–4.00pm   Friday: 9.30am–5.00pm
Facilities	ATM, Teller Services, Cash Exchange Machine, Express Business Deposits
Distance in kms	4km

### Nearest Post Office offering Bank@Post

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.

Post Office name	Mountain Gate LPO
Address	Mountain Gate Shopping Centre, 1880 Ferntree Gully Road, Ferntree Gully VIC 3156
Opening hours	Monday to Friday: 9.00am–5.00pm   Saturday: 9.00am–12.00pm
Distance in kms	<1km

### Business banking customers

For customers who make regular business deposits or require business change, 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

- The Mulgrave branch was completely updated in 2022 and the Knox branch is reopening in August 2022
- Over the past few years, fewer customers are coming into branches to do their banking and foot traffic has lessened
- Approximately 56% of our customers in Ferntree Gully have only visited the branch once in the last year
- More than 79% of customers are also using other locations including our newly refurbished branches in Mulgrave and Knox

## How is banking changing?

To give you a bit more context to our decision, here's how our NAB Ferntree Gully customers are banking:



**90%**

who use this branch are registered for online banking and/or telephone banking.



**26%**

of those registered for online banking and/or telephone banking are active users.



**11%**

rely on branch-only banking and no other methods.



**5%**

who use this branch are also using the Post Office.

## How are customers using this branch?

### Branch visitation over the last year\*

Customer segment	Regular (3+ visits)	Heavy (12+ visits)
Personal bank customers	1166	282
Business bank customers	433	201

\*January 2021 – December 2021

### Number of personal banking transactions

Year	Cash withdrawals	Cash deposits	Cheque deposits
2019	8779	8268	1678
2020	7643	7535	1474
2021	7252	6932	1205

### Number of business banking transactions

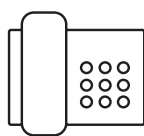
Year	Business deposits	Cheque deposits
2019	18937	2178
2020	13849	2641
2021	14860	1944

## Other ways to bank with us



Use NAB Internet Banking or the NAB app 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
- 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 PIN enabled NAB card or barcoded deposit slip linked to your nominated 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 5 cheques with a \$999,999.99 limit per transaction
- Withdraw up to \$2,000 per day

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.**

## 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.

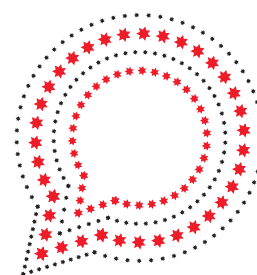
To find out more and get the support you need, visit [nab.com.au/customersupport](https://nab.com.au/customersupport)

## We're here for Indigenous customers

NAB has a dedicated customer service line for Indigenous Australians to access better 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)  
Saturday 9am – 1pm (AEST/AEDT)

Transactions at Australia Post outlets will incur the same fees as over the counter transactions carried out at NAB branches. Transactions are subject to daily limits. Terms and conditions apply to all NAB products and are available on request. Fees and charges may be payable. NAB Internet Banking terms and conditions apply (available at [nab.com.au](https://nab.com.au)). The NAB app is compatible with Android™ and iOS, minimum platform requirements apply. Android is a trademark of Google LLC. IOS is a trademark or registered trademark of Cisco in the U.S. and other countries and is used under license.