

**House of Representatives Standing Committee on Economics  
Review of the Four Major Banks (Second Report)  
National Australia Bank (NAB)**

**NAB08QON:** Hansard p28-29

**Mr EVANS:** Are you happy to come back to me on notice about whether you will be able to achieve the small business standard plain English contract by the end of the year?

**Mr Thorburn:** Yes. I can commit that we are continually working on plain English. I think it is important that we as the industry, coming out of the Carnell review, agree on whether it is \$1 million, \$3 million or \$5 million. That is obviously quite significant. But I will do that.

<b>Answer</b>
NAB is supportive of implementing standard plain English contracts. Work is already underway and NAB will implement these by the end of 2017.