

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

NAB11QON: Hansard p32

Mr THISTLETHWAITE: Do you still have off-sale products—some might call them legacy products—or older products that customers use for which they are still being charged fees that many would see as outdated; things like a fee for withdrawing money from an ATM that is a NAB ATM?

Mr Thorburn: We do have some off-sale products, yes. This was questions 1 and 2 in your second lot—we have provided that. We do have some. You have asked for the number across the whole of NAB, and I have said that, given the time frame of that, we would need to take that on notice and get that information for you, and also maybe talk with you directly about what you would like to achieve, because the NAB entity is huge. But we are happy to do that.

On the point around customers with a basic bank account, we do have a very basic bank account that is free, and so there are going to be very few, if any, customers—and certainly concession card holders—who are not getting free transaction banking.

Mr THISTLETHWAITE: For those older products, are there people who are being charged fees that newer products no longer charge similar fees for? I mentioned withdrawing money from a NAB ATM.

Mr Thorburn: What we have said, on the off-sale question, is we will get that for you.

Answer

NAB ceases offering products for a range of reasons, such as when they are replaced with new and improved products or migration occurs to new technology systems.

No NAB customers are charged fees for the use of NAB ATMs or Redi ATMs. In keeping with the line of questioning at the hearing, NAB has focused solely on transaction accounts in providing this answer. For transaction accounts, only 0.5% of all customers are on an off-sale account that charges a monthly account keeping fee. This account is NAB Gold Banking. Fees associated with this account are waived if \$5000 or more has been deposited in the previous month. This account offers some additional features, such as insurance and the option of adding a personal overdraft.