

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

NAB31QW: The Australian Small Business and Family Enterprises Ombudsman recently gave evidence to the Senate Economics Committee that some cases they were looking at in relation to their small business loans inquiry were settled, including 'fairly dramatic' confidentiality agreements? Did your bank procure the signing of confidentiality agreements in relation to cases that were being considered by the Ombudsman in relation to this inquiry?

Answer

Three NAB cases were considered by the Australian Small Business and Family Enterprise Ombudsman. In all three cases, NAB and the customer had reached a settlement prior to the Ombudsman's inquiry commencing. Two cases were settled through participation in farm debt mediation (in 1997 and 2015 respectively). The third case was settled in January 2016 following discussions directly between NAB and the customer. In all three cases settlement deeds containing confidentiality clauses were agreed between NAB and the customers.