

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

NAB47QW: Please outline the process of online cancellation for a NAB credit card.

Answer

Customers can close their credit card account by sending NAB a secure message online via internet banking. Customers are required to log-on to Internet Banking and select the option to send NAB a secure message. Account closure is one of the default message options. Closure can take up to two business days.