

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

**NAB48QW:** Does the process of online cancellation generally involve talking to a person?

**Answer**

After a customer lodges an online request to cancel their credit card, NAB will call them as part of the cancellation process. If the customer cannot be contacted after two attempts, the card will be cancelled as directed.