

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

NAB50QW: How long does it generally take for a credit card to be cancelled from when they initiate the request?

Answer

The length of time depends on how the customer requests the cancellation of a credit card.

- 1) **Phone:** Immediately during the course of the phone call (if there are no exceptions).
- 2) **Branch:** Can be immediate if a staff member facilitates a call by the customer to NAB's contact centre. Otherwise, up to five business days (this process requires bankers to submit an online form on behalf of the customer).
- 3) **Internet Banking:** Up to two business days (this process requires customers submit a secure closure request, as outlined in NAB47QW).
- 4) **Written request:** Up to five business days.