

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

NAB51QW: How is the option of 'online cancellation' promoted to customers?

Answer

The on-line cancellation of NAB's credit cards is promoted on nab.com.au under the section "[manage my credit card](#)". This section of nab.com.au provides information in an easy to read format to cardholders and non-cardholders on common credit card queries; such as credit card security, lost stolen or damaged card, understand your card features, credit card account changes, understand interest and repayments, financial hardship and closing your credit card.

In order to cancel a credit card, the customer must log into their internet banking account.