

2.14 QW: In relation to sales:

- a) Could you please provide scorecards for all customer sales/referral roles including but not limited to Customer Advisor, Banking Advisor, Assistant Branch Manager, Branch Manager, Wealth Advisor, Financial Planner, Senior Financial Planner Sales Banker (direct) Mobile Banker and Business Protection Specialist?
- b) What was the average actual Short Term Incentive payment for each of the roles referred to above for financial year 2015 and financial year 2016?
- c) What proportion of each of the scorecard for the roles detailed in the above relates to the sales of products and/or referrals for the sale of products?
- d) For the financial year 2015 and financial year 2016 what was the total number NAB employees engaged in sales and or sales referral functions and how many of these employees were terminated for not meeting performance expectations in the respective years?

Answer

- a) See scorecards provided in response to question 2.13.
- b) Provided in this response in Annexure V is commercial-in-confidence data relating to STI payments in the NAB 2015 financial year. NAB requests the Committee keep this information confidential.
- c) Provided in this response in Annexure V is commercial-in-confidence data relating to scorecards for NAB's 2016 financial year. NAB requests the Committee keep this information confidential.
- d) Provided in this response in Annexure V is commercial-in-confidence data relating to performance of NAB staff engaged in sales or sales referrals for NAB's 2016 financial year. NAB requests the Committee keep this information confidential.