

**HOUSE OF REPRESENTATIVES STANDING COMMITTEE ON ECONOMICS  
REVIEW OF THE FOUR MAJOR BANKS (FOURTH REPORT)**

**National Australia Bank (NAB)**

**NAB13QW:**

In NAB's remuneration report, the current net promoter score of -14 is listed among priority segments. What is the bank's target NPS for the current financial year and how will that link to any incentives?

**Answer:**

NAB's average Priority Segments NPS score for FY18 was -15. It was below the target set of -10. NPS performance is one of five metrics that form the Variable Reward Pool which 97 per cent of the organisation is eligible to participate in. 12.5 per cent of the pool is impacted by underperformance on the NPS score.