

INDIGENOUS CUSTOMER SERVICE LINE

Frequently Asked Questions



NAB has an Indigenous Customer Service Line (ICSL) to better assist Aboriginal and Torres Strait Islander customers with their banking. Phone 1800 966 100

What is the Indigenous Customer Service Line?

The Indigenous Customers Service Line (ICSL) is a telephone and support service for Aboriginal and Torres Strait Islander customers who need help with their banking and want to speak to someone from the bank. The service is staffed by a specialist team who are trained to work with Indigenous customers and customers where English is their second or third language.

What kind of help does the ICSL offer?

The ICSL can help with a range of banking needs and are able to spend time with people on the phone to work through and resolve banking enquiries.

Examples of services and help include:

- Opening a new bank account
- Balance enquiries
- Accessing accounts (ATM, Internet banking, Cards, Australia Post)
- Ordering a new card
- Cancelling lost or stolen cards
- Other banking services
- Recognising alternative forms of ID to identify the person when privacy information has been forgotten and 100 points of identity cannot be provided.

How can I contact the ICSL?

Indigenous customers or people supporting Indigenous people can telephone the ICSL on a toll-free number 1800 966 100.

Why is there a separate line for Indigenous customers?

Many Indigenous people continue to experience specific challenges accessing banking services in Australia. These challenges can be compounded when: people are unable

to get to a branch or an ATM, live in a remote or rural area, speak English as their second or third language, have forgotten their password, change address and or telephone number, do not have 100 points of identification documents such as driver's license, passport, or birth certificate.

Establishing an ICSL was also a strong recommendation made by The Financial Services Royal Commission to Australian banks.

Why is it important that organisations and services working with Indigenous people promote ICSL?

It is important because it will:

- Provide a contact into the bank for NAB Indigenous customers that is culturally safe and supportive.
- Help Indigenous people to speak with the bank and become more informed about their banking information.
- Improve the experience Indigenous people have with the bank and give them more banking confidence.

Can a community organisation assist the customer?

Workers from Indigenous organisations and or other services who can demonstrate an established relationship with customers can work with the ICSL to provide alternative identification documents for the person. This will allow people who are locked out of their accounts and cannot remember their privacy information to access their information and or open an account without 100 points of ID. They may also be able to speak to the ICSL team with the customer to ensure their banking needs are resolved.

Free Call Phone: 1800 966 100

Email: NAB.Customer.Support@nab.com.au

Hours: Mon – Fri 8am – 8pm, Sat 9am – 1pm

Website: www.nab.com.au/indigenousservice