



As the bank behind the broker we're always looking at ways to make it easier for you and your broker members to do business with us.

We have refreshed **NABbroker.com.au** today to bring you a new look and feel website which is more intuitive and secure. This is the first of many planned updates to the site.

By mid-afternoon today, your nominated team members will receive an individual portal welcome email, followed by a temporary password email. Once they have received their temporary password, they will need to log in to www.nabbroker.com.au and reset their password, this must be done **within 24 hours**.

When they have changed their password, they will be asked a series of security questions to allow them to reset a forgotten password in future.

If they don't reset their password within 24 hours, they will need to contact the Broker Response Centre Team on 1300 622 276.

How will Brokers be notified of these changes?

Brokers have already received communications in July about the new refreshed site. We will be re-communicating to brokers also this week that will include the Quick Reference Guide in the BDM Update.

Which browsers does the portal work best with?

The website will work best if viewed on the following browsers:

For desktop: Google Chrome (latest version and version minus last), Internet explorer® V11, Safari 10.0+, Firefox™ (latest version and version minus last) or Microsoft Edge 15.

For mobile: Safari 9.0+, Chrome mobile browser (latest version and version minus last) or Samsung default browser 4.0

Further information/support:

- Check out the [quick guide](#) we've put together to help you see what's changed and find the sections you need.
- If you still have queries about portal access, please contact the Broker Response Centre Team at brokerresponsecentre@nab.com.au or 1300 622 276 for more information.

In addition to the new website – there is lots happening at NAB which we have communicated over the last couple of weeks.

Last week NAB launched our Spring Home Loan Campaign – 'The Story of Progress'. Supported by our new affordability and buffer floor rates, as well as our current pricing offers, you'll see the campaign promoted across a number of channels including TV, radio and social media.

The campaign will showcase the following ways we offer support and flexibility to brokers and their customers:

- **Flexi repayments** – the ability to modify repayments, switch loan type, take a repayment breather
- **Cash back offers** – new lending and refinance customers get \$2,000 cash back when they take out a home loan with NAB – for all NAB offers refer to <http://partner.nabbroker.com.au/offers/>
- **NAB Check-in** – our email program which checks in with customers and provides insights to ensure they're making the most of their NAB product/s
- **Tools & calculators** – property reports, borrowing/repayment calculators, loan selector tools
- **The NAB App** – a quick view of equity, redraw access, My Goals section to save towards a property

Any questions / issues relating to the information contained in this email please direct to Kristy Clucas or I.

Many thanks Nic

Nicole Triandos

Head of Strategic Partnerships, Broker Distribution

Consumer Banking and Wealth | National Australia Bank Limited

Level 10, 700 Bourke St, Docklands, Vic, 3008

Mob: 0467 709 074

Email: nicole.triandos@nab.com.au

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