

Customer Support Hub

Information for Community Workers



NAB is committed to ensuring that all people can continue to better access our banking services. To help support this, NAB has a dedicated Customer Support Hub to assist people who are experiencing circumstances of vulnerability that may be impacting their banking.

What we do

Provide specialised support for people experiencing circumstances of vulnerability.

We at NAB have a dedicated phone line to provide additional support; as a bank, we're about more than money.

Our team of bankers are trained to identify needs and refer to relevant social supports

- Assist people directly over the phone with banking enquiries
- Advice for NAB bankers when dealing with people who may be vulnerable
- Practical assistance at all stages of the banking relationship for people who need some additional support or are experiencing a vulnerability, across all personal account types and products

Our customers

Any person can be referred to contact us, especially those experiencing domestic and family violence, financial abuse, elder abuse, problematic gambling, mental illness, serious illness, and any other circumstance that makes them vulnerable.

Our team come from a range of diverse backgrounds and have a broad range of banking skills to best support the person during difficult circumstances. Our approach is to support people using individual case management.

Our team can accept third party Letter of Authority and are happy to work with an authorised support person.

The NAB Customer Support Hub is a specialised team for people who require additional support. For general banking enquiries, the NAB Direct Call Centre can assist and are available on 13 22 65 Mon–Fri 8am–7pm, Sat–Sun 9am–6pm or your client can visit their local branch.

For more information contact us via email or phone.

How to contact us

You and your clients can contact us via email or phone



1300 308 175



NAB.Customer.Support@nab.com.au



8am – 7pm Monday to Friday