

INFLUENCE OF BANKS ON CUSTOMER HEALTH

01 Understand the challenge



02 Information Retrieval

• INTERACT WITH CUSTOMERS

- Online Poll
- Direct Interview

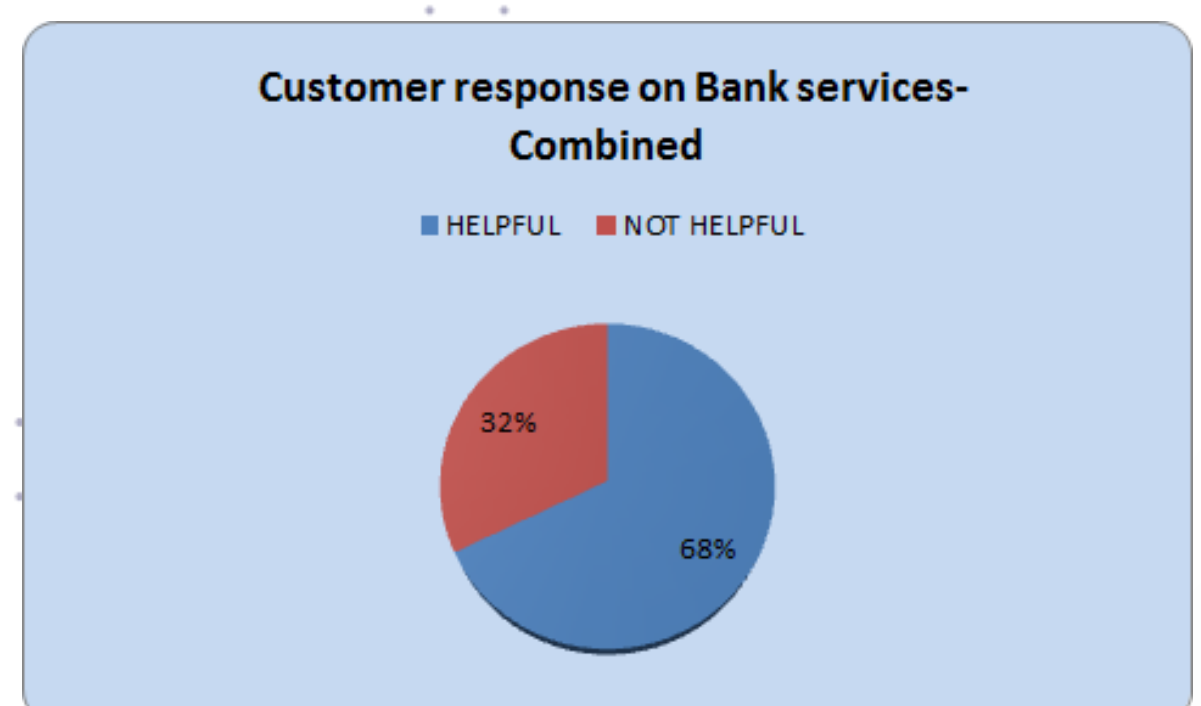
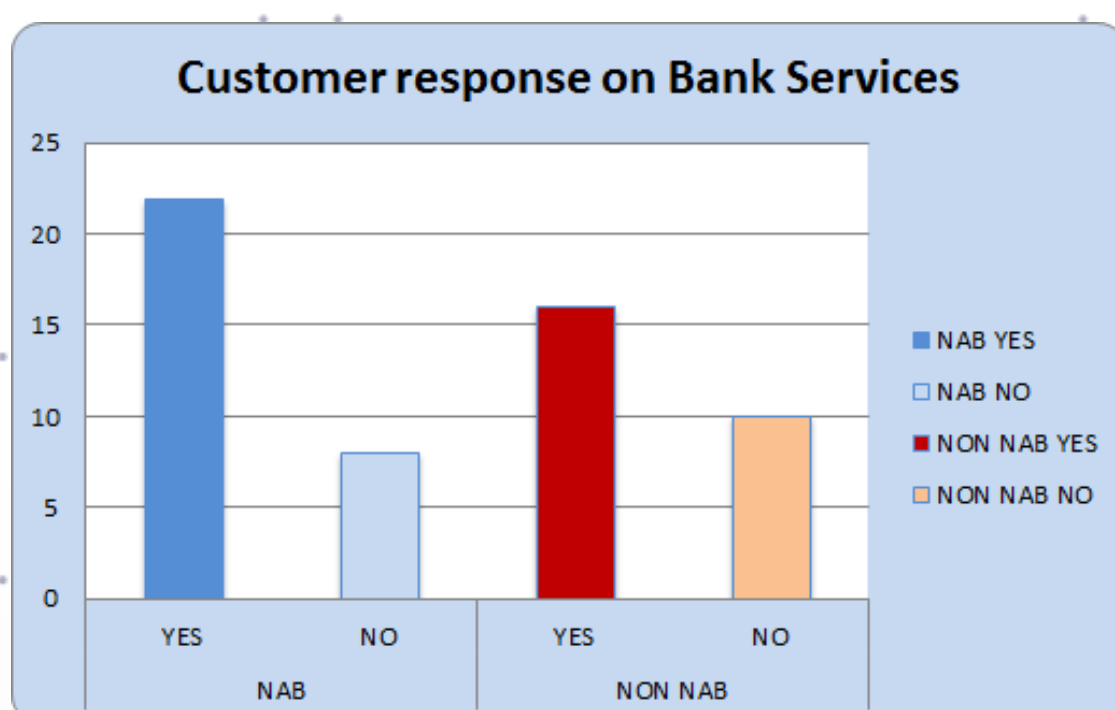
• NAB SERVICES

- Health & Wellbeing
- NAB Foundation & Grants
- Supporting Vulnerable Customers

• PERSONAL EXPERIENCE

- Online customer assistance
- Personalised NAB offers
- Travel protection schemes

03 Data Analysis



04 Key Findings

How NAB help Customers?

- Counselling in times of crisis
- Domestic and Family violence support
- Travel protection
- Thrive grants & Seed grants for innovative Business ideas

References

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2. <https://www.investblue.com.au/knowledge-centre/fact-sheets/the-connection-between-financial-health-physical-well-being>
3. <https://www.nab.com.au/about-us/social-impact/our-people/health-and-wellbeing>
4. <https://www.nab.com.au/about-us/social-impact/community/nab-foundation-and-grants>
5. <https://www.nab.com.au/about-us/social-impact/customers/vulnerable-customers>