

NAB Migrant Banking Centre

Level 8

700 Bourke Street,

Docklands VIC 3008

Email: nab.migrant.banking@nab.com.au**2 September 2016****MS. JULIA CZYZO & MR RONALD VALENCIA CABRERA****410-10 ALLANHURST DRIVE****TORONTO****M9A4J5****CANADA**

Dear Julia and Ronald,

Banking's easier online.

Managing your accounts can sometimes be a challenge, particularly when you're moving across the world – but with internet banking, you'll be able to do it wherever and whenever suits you.

By now, you should have received the details of your NAB account (if you haven't, let us know at nab.migrant.banking@nab.com.au). This letter contains everything you need to get started with internet banking.

Here's how to register.

The first thing you'll need is your unique NAB Identification Number (NIN): **16505250**

Make sure you have your account details, NIN and the mobile phone you registered during your account application with you, and then head to www.nab.com.au/internetbanking. From there, click on the 'Register Now' button, and follow the instructions to complete your application.

You won't have access to everything straight away.

Since you're not able to transfer money out of your accounts until you're formally identified at your meeting with your named banker in Australia, you'll initially only be able to use internet banking to see your account balance. Once you've attended your meeting, your internet banking account will become fully-functional – allowing you to transfer funds between accounts, pay people and organisations, and order new cards and cheque books.

We'd recommend though, that you don't use internet banking to apply for new services – because being an international customer can make that a little tricky. Instead, just get in touch with us, and we'll be able to talk you through your options.

Need to speak to a person?

If you'd like to know more about your internet banking account, give the NAB Internet Security Support Team a call on +61 3 8641 9886. They're available 7am - 9pm (Australian Eastern Standard Time) Monday to Friday, and 8am – 6pm (Australian Eastern Standard Time) on Saturdays and Sunday. They'll be happy to help you out.

Thanks, and best of luck with the move.

The NAB Migrant Banking team