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\$1,000 grants to customers impacted by floods

NAB will provide \$1,000 grants to customers affected by floods in south east Queensland and the Northern Rivers region in NSW, to assist them in the immediate aftermath of the natural disaster.

The grants will give NAB customers who have experienced significant damage to their homes ready access to funds to meet their immediate needs. Business and agriculture customers who have suffered damage or losses because of the floods are also eligible.

The support available for NAB customers directly impacted by the current floods includes:

- Immediate access to \$1,000 grants to help cover costs such as temporary accommodation, food and clothing (eligibility criteria applies)
- \$1,000 business grants to help restart or reopen and cover the cost of damaged property, equipment, fencing – and for loss of stock or livestock. NAB business and agribusiness customers wishing to access the grants should call NAB's dedicated team on 1300 769 650
- Support and counselling through NAB's Employee Assistance Program.
- Credit card and personal loan relief
- Waiving the establishment fee for restructuring business facilities
- Concessional loans to customers seeking support to restructure existing facilities to assist in repairs, restocking and re-opening for business
- Reducing and moratorium on home and personal loan repayments
- NAB Assist tele-consults
- Wellbeing support

All grant enquiries will be assessed on a case-by-case basis by the NAB Assist team to determine eligibility.

How to access support

Customers who need help are encouraged to visit their nearest open NAB branch where it is safe to do so, contact their banker directly, or call NAB Assist on:

- **1300 308 132** for personal customers (8am to 8pm Monday to Friday, or 9am to 1pm Saturday AEST/AEDT);
- **1300 769 650** for business customers (8am to 5pm Monday to Friday AEST/AEDT);
or
- Visit **nab.com.au/disaster**

Agri customers who need help can contact their banker.

For NAB insurance claims (damaged homes, contents, and vehicles), customers should call Allianz on **1300 555 013**.

If you or your customer needs to contact NAB's employee assistance program for confidential counselling and support, call **1300 574 759**.

Further support

More information can be found on [NAB's website](#).

If you have any questions, contact your BDM.