

FOREIGN EXCHANGE TRANSACTIONS PRODUCT DISCLOSURE STATEMENT

Foreign Exchange Transactions for the nabtrade Global Market Trading Service

Issued by National Australia Bank Limited (NAB) ABN 12 004 044 937, AFSL 230686

Effective date of issue 1 June 2021

Please make sure you retain a copy of this agreement for future reference.

If you have any further queries regarding this agreement, please contact nabtrade on 13 13 80 or enquiries@nabtrade.com.au.

IMPORTANT INFORMATION

Significant taxation implications

You should discuss your specific taxation circumstances with, and obtain advice from, your independent tax adviser when considering whether to enter into an FX Transaction through the nabtrade Global Market Trading service. WealthHub Securities Limited is not a registered tax agent. As the taxation implications are complex and will depend on your personal circumstances, you should seek advice from a registered tax agent to determine your personal tax obligations.

Issuer and contact details

This Product Disclosure Statement (PDS) is issued by National Australia Bank Limited (**NAB, we or us**) ABN 12 004 044 937, AFSL 230686 and is current as at 18 May 2018. It provides important information about the foreign exchange transactions (**FX Transactions**) offered by NAB in relation to the nabtrade Global Market Trading service and should be read before making a decision to enter into such FX Transactions. If you have any questions or need more information you can contact nabtrade at nabtrade.com.au or by calling 13 13 80.

General information only

The information set out in this document is general in nature. By providing this PDS, NAB does not intend to provide financial advice or any financial recommendations. This PDS has been prepared without taking into account your objectives, financial situation or needs. Before acting on this information, you should consider its appropriateness, having regard to your objectives, financial situation and needs. You should carefully read and consider all of the information in this PDS and seek independent financial, legal and tax expert advice before making a decision about whether or not entering into FX Transactions in respect of the nabtrade Global Market Trading service is suitable for you.

Updated information

The information in this PDS is subject to change. If the change is materially adverse, NAB will provide updated information by issuing a new PDS or a supplementary PDS which will be made available at nabtrade.com.au.

If the change is not materially adverse, NAB will publish a notice of the change on the website noted above. You can also access this updated information by calling nabtrade on 13 13 80.

You can get a paper copy of any updated information without charge by calling 13 13 80.

Australian distribution only

This PDS is intended for distribution in Australia only. Receipt of it in jurisdictions outside of Australia may be restricted by local law. Anyone who comes into possession of this PDS, who is not in Australia, should seek advice. If you are in Australia and have received this PDS electronically, you can get a paper copy on request, without charge, by calling nabtrade on 13 13 80.

The nabtrade service (nabtrade) is an information, trading and settlement service provided by WealthHub Securities Limited ABN 83 089 718 249, AFSL No. 230704 (WealthHub Securities, we, our, us). The nabtrade Global Market Trading service is an international share trading, nominee and custody service provided by WealthHub Securities. WealthHub Securities Limited is not a registered tax agent. As the taxation implications are complex and will depend on your personal circumstances, you should seek advice from a registered tax agent to determine your personal tax obligations.

Privacy policy

We collect your personal information from you directly wherever we can, but in some cases we may collect it from third parties such as your financial adviser. We do this to determine your eligibility and to administer the product. If personal information is not provided, we may not be able to provide you the product or a service, or administer it appropriately.

We may collect information if you have used our websites (including via cookies) or mobile applications. (See our Cookies Policy www.nab.com.au/cookies for more information).

We may collect information about you because we are required or authorised by law to collect it. There are laws that affect financial institutions, including company and tax law, which require us to collect personal information. For example, we require personal information to verify your identity under Anti-Money Laundering law.

NAB believes that by applying for this account, you're not a US citizen or tax resident. If you are a US citizen or tax resident, you'll need to advise NAB by calling 1300 55 316 between 9am and 5pm (AEST/AEDT) Monday to Friday.

We may disclose your personal information to other NAB Group companies, and to external parties for purposes that include: account management, product development and research. For more information refer to nabtrade.com.au and our Privacy Notification at www.nab.com.au/privacynotification.

We and other NAB Group companies may use your personal information to contact you about our products and for marketing activities. You can let us know at any time if you no longer wish to receive these direct marketing offers by contacting us.

We may also share your information with organisations outside Australia – a list of those countries is at nab.com.au/privacy/overseas-countries-list.

Accessing your information

You can ask to access information that we hold about you. You can find out how to access or correct your information by reading our Privacy Policy, available at www.nab.com.au/privacy or by calling 13 22 65 and asking us for a copy.

Complaints

If you have a complaint about a privacy issue, please tell us about it. You can find out how to make a complaint and how we will deal with these complaints, by reading our Privacy Policy.

Further information

More information about how we collect, use, share and handle your personal information is in our Privacy Policy (www.nab.com.au/privacy)

Anti-Money Laundering and Counter Terrorism Financing

NAB aims to prevent the facilitation of money laundering and terrorism financing. NAB may require you to provide us with additional documentation or other information relating to your identity before entering into FX Transactions with you and while you remain a customer of NAB.

Our regulatory obligations

NAB is subject to a number of regulatory obligations which include the requirement to identify our customers and, in certain circumstances prescribed by applicable law, to report information to third parties. This may be to prevent the facilitation of money laundering and terrorism financing and/or to avoid tax evasion. For example, NAB is required to identify certain US persons in order to meet account information reporting requirements under local and international laws. If you or (where you are an entity) any controlling person are a US citizen or US tax resident or we suspect that you are, we may contact you for further information. Failure to respond may lead to certain reporting requirements.

Banking Code of Practice

NAB voluntarily subscribes to the Banking Code of Practice which lays down standards of good banking practice for dealing with small businesses and individuals. A copy of the Code can be obtained by calling 13 13 80. Before 1 July 2019, a reference to the Banking Code of Practice or the Code is a reference to the Code of Banking Practice (2013 version).

Cooling off period

No cooling off period applies to any FX Transaction you enter into. You cannot vary the terms of any FX Transaction entered into under this PDS once it is entered into.

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KEY INFORMATION

This section highlights some key information about FX Transactions. You should read this whole PDS and seek any advice you need before deciding to invest.

Main purpose

This PDS only applies to FX Transactions offered in relation to the nabtrade Global Market Trading service. You cannot enter into FX Transactions under this PDS without entering into a corresponding international securities transaction under the nabtrade Global Market Trading service; however, you can enter into Spot FX Transactions without entering into a corresponding international securities transaction. The FX Transactions offered under this PDS are issued by NAB.

Forward FX Transactions offered in relation to the nabtrade Global Market Trading service are necessary to convert Australian dollars held in your nabtrade Cash Account or your nominated account into the relevant foreign currency in order to settle your trading activities in foreign markets. When you place an order to buy or sell international securities, and that order subsequently trades in the relevant market, then unless you have already entered into Spot FX Transactions which have produced sufficient foreign currency to settle the international securities transaction, a corresponding Forward FX Transaction is automatically entered into to facilitate the settlement of your international securities transaction.

Which currencies are offered?

NAB will enter into FX Transactions in currencies approved by NAB. We reserve the right not to transact in a particular currency.

Fees

There are no stand alone fees for entering into an FX Transaction. However, the exchange rate NAB quotes to you in respect of an FX Transaction incorporates a margin to cover NAB's costs and derive a profit.

Significant benefits

Forward FX Transactions allow you to lock in the exchange rate at which you will exchange Australian dollars into the relevant foreign currency, or vice versa, on the day that your international securities transaction under the nabtrade Global Market Trading service settles.

Spot FX Transactions allow you to exchange relevant currencies separately from international securities transactions, and thus allow greater flexibility.

For more information, please refer to the section "Significant Benefits of FX Transactions" on page 7.

Significant risks

For Forward FX Transactions, movements in exchange rates can result in the agreed exchange rate you lock in being more expensive or of less value to you compared to the exchange rate at the date of settlement (Settlement Date).

For Spot FX Transactions, there is a risk that movements between the date of settlement of the Spot FX Transaction (Settlement Date) and the settlement of associated international securities transactions may cause you loss.

For more information, please refer to the section "Significant Risks of FX Transactions" on page 7.

Other significant features

Forward FX Transactions must be settled on the agreed Settlement Date (which will generally correspond to the settlement date of the associated international securities transaction, but may be slightly different due to, for example, public holidays in relevant jurisdictions) and cannot be cancelled or varied once entered into. Spot FX Transactions will generally settle on the second business day after the trade (subject to, for example, public holidays), which may diverge from the date any associated international securities transaction settles. On the agreed Settlement Date, the amount of AUD needed to fund the relevant FX Transaction will automatically be deducted from your nabtrade Cash Account or your nominated account.

Important note

FX Transactions are a sophisticated financial product. FX Transactions should only be entered into if their use is consistent with your risk management strategy and financial circumstances. Monitoring of any risks associated with FX Transactions is your responsibility.

This PDS is not the only document you will need to read, understand and agree to as part of the nabtrade Global Market Trading service. For information about these documents visit nabtrade.com.au or call 13 13 80.

WHAT IS A FORWARD FX TRANSACTION?

A Forward FX Transaction allows you to exchange one currency for another at a specified exchange rate, for a specified amount, for delivery on a specified date sometime in the future.

How is the exchange rate derived?

The exchange rate offered under a Forward FX Transaction is linked to the inter-bank market rate and is adjusted to cover NAB's costs and derive a profit. The exchange rate, therefore, is expressed as the inter-bank market rate plus a margin.

The inter-bank market is restricted to authorised foreign exchange dealers and banks, including NAB, which constantly quote to each other at wholesale rates and in minimum parcel sizes.

Please note that NAB, as part of its business, regularly trades for its own account and the accounts of other customers in this market. This may affect the inter-bank market rate that is offered to you under a Forward FX Transaction.

What is the Settlement Date?

The Settlement Date is the date on which the currencies will be delivered and exchanged at the agreed exchange rate. The Settlement Date for a Forward FX Transaction will generally correspond to the settlement date of the associated international securities transaction, but may be slightly different due to, for example, public holidays in relevant jurisdictions.

For example, if an international securities transaction is entered into with a settlement date that is a date on which AUD foreign exchange transactions are not settling (because, for example, the relevant date is a public holiday in Australia), the Settlement Date for the Forward FX Transaction may be shortly before or after the settlement date of the associated international securities transaction.

How is a Forward FX Transaction settled?

Forward FX Transactions will be electronically settled, that is, either by electronic payment on the Settlement Date of the relevant foreign currency (which will automatically be deducted from your nabtrade Cash Account or your nominated account) when you purchase international shares, or by electronic deposit of Australian dollars into your nabtrade Cash Account or your nominated account when you sell international securities.

Can the Forward FX Transaction be cancelled or amended after it has been entered into?

You cannot cancel a Forward FX transaction after it has been entered into. Also, you cannot vary the terms (such as varying the Settlement Date) of a Forward FX transaction after it has been entered into.

WHAT IS A SPOT FX TRANSACTION?

A Spot FX Transaction allows you to exchange one currency for another at a specified exchange rate, for a specified amount, for delivery on a specified Settlement Date (generally two business days after the trade).

How is the exchange rate derived?

The exchange rate offered under a Spot FX Transaction is linked to the inter-bank market rate and is adjusted to cover NAB's costs and derive a profit. The exchange rate, therefore, is expressed as the inter-bank market rate plus a margin.

The inter-bank market is restricted to authorised foreign exchange dealers and banks, including NAB, which constantly quote to each other at wholesale rates and in minimum parcel sizes.

Please note that NAB, as part of its business, regularly trades for its own account and the accounts of other customers in this market. This may affect the inter-bank market rate that is offered to you under a Spot FX Transaction.

What is the Settlement Date?

The Settlement Date is the date on which the currencies will be delivered and exchanged at the agreed exchange rate. The Settlement Date for a Spot FX Transaction generally occurs two business days after the trade.

A Spot FX Transaction is de-linked from any international securities transactions. If you are intending to enter into a corresponding international securities transaction following a Spot FX Transaction, it is your responsibility to ensure that the settlement dates corresponding to each transaction align accordingly.

How is a Spot FX Transaction settled?

Spot FX Transactions will be electronically settled, that is, either by electronic payment on the Settlement Date of the relevant foreign currency (which will automatically be deducted from your nabtrade Cash Account or your nominated account) when you enter into a Spot FX Transaction to Sell AUD, or by electronic deposit of Australian dollars into your nabtrade Cash Account or your nominated account when you enter into a Spot FX Transaction to Buy AUD.

Can the Spot FX Transaction be cancelled or amended after it has been entered into?

You cannot cancel a Spot FX Transaction after it has been entered into. Also, you cannot vary the terms (such as varying the Settlement Date) of a Spot FX Transaction after it has been entered into.

SIGNIFICANT BENEFITS AND RISKS OF FX TRANSACTIONS

Significant benefits of Forward FX Transactions

- **Exchange rate certainty** — The primary benefit of Forward FX Transactions is the removal of the uncertainty created by movements in exchange rates. An FX Transaction will allow you to lock in the financial impact of foreign currency inflows or outflows in order to enhance the predictability of future cash flows.

NAB will enter into an FX Transaction with you with a Settlement Date that will generally correspond to the settlement date of the associated international securities transaction, but may be slightly different due to, for example, public holidays in relevant jurisdictions. For example, when you purchase a US stock on day T ("T" for trade), it will usually settle in USD, 2 trading days after you have purchased it (T+2). Therefore, on the day you buy the US stock (T), NAB will purchase USD using AUD from your nabtrade Cash Account or your nominated account, to settle on T+2. In this way, you will receive the amount in USD necessary to settle your USD share purchase, on the date on which you are required to settle your USD share purchase (ie. generally T+2).

Conversely, when you sell a US stock, you will receive the proceeds of that sale in USD on settlement, usually on T+2. By entering into a T+2 Forward FX Transaction on day T, you can lock

in the amount of AUD you will receive on T+2. This means you will not be exposed to exchange rate movements between T and T+2. This also enables you to enter into subsequent AUD transactions on T, such as purchasing Australian shares which settle on T+2.

Significant benefits of Spot FX Transactions

- **Flexibility** — The primary benefit of Spot FX Transactions is the flexibility to enter into FX Transactions at a time and with a Settlement Date of your choosing. Since Spot FX Transactions are de-linked from associated international securities transactions, you are able to convert AUD to foreign currency at any time and subsequently participate in international securities transactions at any later date.

NAB will enter into a Spot FX Transaction with you with a Settlement Date that will generally be two business days after the trade. You will then be able to store this foreign currency in your International Trading Account to use on an international securities transaction at any later date. For example, when you purchase a US stock on day T ("T" for trade), it will usually settle in USD, 2 trading days after you have purchased it (T+2). Therefore, if you have already participated in a Spot FX Transaction to purchase USD, NAB will settle the transaction on T+2 using the USD already in your International Trading

Account. In contrast with a Forward FX Transaction, you will not be tied to the exchange rate between AUD and USD occurring on T. Instead, you will be able to purchase USD at any time there is an exchange rate you are prepared to deal at and you will then be able to use this USD on any subsequent international securities transaction.

Significant Risks of Forward FX Transactions

In deciding whether or not to enter into an FX Transaction you should be aware of the risks set out below. However, this section does not purport to disclose all of the risks associated with Forward FX Transactions. NAB recommends that you obtain independent financial, legal and taxation advice before you enter into Forward FX Transactions.

The significant risks of Forward FX Transactions include:

- **Opportunity cost** — Movements in exchange rates can result in the agreed exchange rate on day T being more expensive or of less value to you compared to the relevant exchange rate if you waited to lock in your exchange rate on the Settlement Date. This can result in an opportunity cost where you cannot participate in a favourable exchange rate movement occurring during the term of the agreed Forward FX Transaction.

- **Impact of underlying securities** — Changes to your underlying international securities transaction (for example, if the transaction does not settle) may cause losses in respect of your Forward FX Transactions. In this situation, the Forward FX Transaction may need to be cancelled at prevailing market rates which may incur a profit or a loss.
- **Counterparty risk** — NAB, as the counterparty of an FX Transaction, must fulfil its contractual obligations to you in the manner set out in the relevant contract. If NAB is unable to fulfil those obligations, you will be exposed to market fluctuations as if you had not entered into an FX Transaction. However, as an Australian Authorised Deposit-Taking Institution, NAB is subject to prudential regulation which is intended to reduce the likelihood of NAB not being able to fulfil its contractual obligations. Further information about NAB, including copies of its recent financial statements, is available at nab.com.au.
- **Settlement delay** — In some circumstances where you sell international securities and the date of settlement of the international securities transaction is a non-Banking Day you may not receive your AUD proceeds into your nabtrade Cash Account until the next Banking Day.
- **No cooling off** — No cooling off period applies to Forward FX Transactions.

Significant Risks of Spot FX Transactions

In deciding whether or not to enter into a Spot FX Transaction you should be aware of the risks set out below. However, this section does not purport to disclose all of the risks associated with Spot FX Transactions. NAB recommends that you obtain independent financial, legal and taxation advice before you enter into Spot FX Transactions.

The significant risks of Spot FX Transactions include:

- **Uncertainty** — If you are entering into a Spot FX Transaction with an intention to enter into an associated international securities transaction, there is a risk that movements in the exchange rate may cause losses. When you purchase foreign currency through a Spot FX Transaction, the Settlement Date will generally be two business days after the trade. If you are planning to use this foreign currency to fund an international securities transaction, there is a risk that the amount of foreign currency required will increase (due to fluctuating exchange rates in the interim).
- **Counterparty risk** — NAB, as the counterparty of a Spot FX Transaction, must fulfil its contractual obligations to you in the manner set out in the relevant contract. If NAB is unable to fulfil those obligations, you will be exposed to market fluctuations as if you had not entered into a Spot FX Transaction. However, as

an Australian Authorised Deposit-Taking Institution, NAB is subject to prudential regulation which is intended to reduce the likelihood of NAB not being able to fulfil its contractual obligations. Further information about NAB, including copies of its recent financial statements, is available at nab.com.au.

- **Settlement delay** — In some circumstances where you enter into a Spot FX Transaction deal and the date of settlement is a non-Banking Day you may not receive your settlement proceeds into your nabtrade Cash Account (or your nominated account) until the next Banking Day.
- **No cooling off** — No cooling off period applies to Spot FX Transactions.

FEES

nabtrade Global Market Trading service fees and charges

All fees and charges are quoted in Australian dollars and are inclusive of GST, unless otherwise stated.

There are no stand alone fees or charges for entering into an FX Transaction. The cost of entering into an FX Transaction is reflected in the exchange rate quoted to you which incorporates a margin. NAB covers its costs and derives its profit by adding a margin to the inter-bank market rate for the currencies that are being exchanged. In effect, you pay for the FX Transaction by accepting the exchange rate quoted by NAB.

A. Margin
In respect of any foreign exchange conversion NAB undertakes on your behalf, NAB may charge you a margin.

Currency	Margin
All	Up to 3% of the transaction consideration value

The margin covers NAB’s internal transaction costs, compensation for risk and profit margin. While the size of the margin varies from customer to customer and from transaction to transaction, it is influenced by:

- the type of the FX Transaction;
- the size of the FX Transaction;
- the frequency of the FX Transactions with NAB;
- market volatility;
- the currencies being exchanged; and
- the time zone traded in.

The below examples are used for illustrative purposes only and do not reflect current exchange rates or outcomes.

Example 1- Forward FX Transaction Share purchase

Assume you are an Australian based investor due to pay for 5 Google shares on T+2 costing USD\$990 each. At that time, you will need to convert your AUD to USD.

If you do nothing, what exchange rate risks do you face?

If you do nothing, the amount of AUD you will need to pay on T+2 to settle the purchase of 5 Google shares will depend on the exchange rate available that day.

Assume that in this example, the AUD/USD exchange rate on day T is 0.8000. Assuming this rate remains the same, then on T+2 (after taking into account the \$19.95 brokerage cost), you will pay an AUD amount according to the following calculations:

$$[(A \times B) \div C] + D$$

Where:

A = Cost of Google Shares in USD

B = Number of Google Shares

C = Forward Exchange Rate for AUD/USD

D = Brokerage Cost

Using the above figures, you will pay AUD\$6,207.45 which is calculated as follows:

$$[(USD\$990 \times 5) \div 0.8000] + AUD\$19.95$$

If the AUD/USD exchange rate decreases, the USD will become more valuable. As a result, the Google shares will become more expensive and you will need more AUD when it comes time to pay for the USD denominated Google shares on T+2 settlement.

Therefore, if the AUD/USD exchange rate moves to 0.7500 at T+2, then (after taking into account the AUD\$19.95 brokerage cost), you will pay AUD\$6,619.95 which is calculated as follows:

$$[(USD\$990 \times 5) \div 0.7500] + AUD\$19.95$$

How will a Forward FX Transaction alter this?

Entering into a Forward FX Transaction will fix the amount of AUD you will have to pay on T+2 regardless of movements in the exchange rate between day T and the Settlement Date. The table below shows the amount you will pay in AUD under the Forward FX Transaction assuming a fixed exchange rate of AUD/USD 0.7750.

B. Example of a buy trade in US market

You want to buy 5 Google shares

Google share price in USD	USD\$990.00
Multiplied by number of shares	5
Amount owing in USD from shares	USD\$4,950.00
Add market fees	USD\$0*
Total owing in USD	\$4,950.00
Our exchange rate AUD/USD	0.775
Amount owing in AUD	AUD\$6,387.10
Brokerage in AUD	AUD\$19.95
You pay in AUD	AUD\$6,407.05

Example 2 — Forward FX Transaction Share sale

Assume you are an Australian based investor due to receive the proceeds from selling 5 Google shares on T+2 at a price of USD\$990 each. At that time, you will need to convert your USD into AUD.

If you do nothing, what exchange rate risks do you face?

If you do nothing, the amount of AUD you will receive on T+2 will depend on the exchange rate available that day.

Assume that in this example, the AUD/USD exchange rate on day T is 0.8000. Assuming this rate remains the same, then on T+2 (after taking into account market fees of approximately \$0.11, and the \$19.95 brokerage cost), you will receive:

$$\text{USD\$4,949.89} \div 0.800 = \text{AUD\$6,187.36}$$

$$\text{AUD\$6,187.36} - \text{AUD\$19.95} =$$

$$\text{AUD\$6,167.41}$$

If the AUD/USD exchange rate moves up, the USD will become less valuable. As a result, you will receive less AUD for your proceeds of sale on T+2.

Therefore, if the AUD/USD exchange rate moves to 0.8500 at T+2, then (after taking into account market fees and brokerage), you will receive:

$$\text{USD\$4,949.89} \div 0.8500 = \text{AUD\$5,823.40}$$

$$\text{AUD\$5,823.40} - \text{AUD\$19.95} =$$

$$\text{AUD\$5,803.45}$$

How will a Forward FX Transaction alter this?

Entering into a Forward FX Transaction will fix the amount of AUD you will receive on T+2 regardless of movements in the exchange rate between day T and the Settlement Date. The table below shows the amount you will receive in AUD under the Forward FX Transaction assuming a fixed exchange rate of AUD/USD 0.8250

C. Example of a sell trade in US market

You want to sell 5 Google shares

Google share price in USD	USD\$990.00
Multiplied by number of shares	5
Amount receivable in USD from shares	USD\$4,950.00
Less market fees (SEC at 0.00130% on Sells)	USD\$0.06
Total receivable in USD	USD\$4949.94
Our exchange rate AUD/USD	0.8250
Amount receivable in AUD	AUD\$5999.92
Brokerage in AUD	AUD\$19.95
You receive in AUD	AUD\$5979.97

* SEC market fees are only payable for sell trades

Example 3- Spot FX Transactions

Assume you are an Australian based investor who wishes to convert AUD\$2,500.00 to USD.

Entering into a Spot FX Transaction will allow you to convert your AUD into USD at a specified exchange rate, for a specified amount, for delivery two business days after the trade.

Assume that in this example, the Spot FX AUD/USD exchange rate on day T is 0.8000. Assuming this rate remains the same, then on T+2 you will pay an AUD amount according to the following calculations:

$$A \times B = C$$

Where:

A = AUD paid

B = Spot FX Exchange Rate

C = USD received

Using the above figures, you will pay AUD\$2,500.00 and you will receive US\$2,000.00 which is calculated as follows:

$$\text{AUD } \$2,500.00 \times 0.8000 = \text{USD } \$2,000.00$$

If the AUD/USD exchange rate decreases, the USD will become more valuable and therefore, you will receive a lower value. Conversely, if the AUD/USD exchange rate increases, the USD will become less valuable and therefore, you will receive a higher value.

For example, if the exchange rate moves to 0.7500 at T+2, then you will receive USD \$1,875.00 which is calculated as follows:

$$\text{AUD } \$2,500.00 \times 0.7500 = \text{USD } \$1,875.00$$

OTHER IMPORTANT INFORMATION

NAB benefits and staff remuneration

NAB receives a financial return from FX Transactions by including a profit margin in the margin provided in respect of FX Transactions. Staff members who sell FX Transactions are salaried employees of NAB and may be entitled to receive additional monetary or non-monetary benefits and/or rewards resulting from participation in programmes conducted by NAB.

Monetary benefits or rewards may include an annual bonus, the level of which may depend on the overall performance of the NAB group of companies. Non-monetary benefits or rewards for staff members and their partners may include gift vouchers, film tickets, restaurant meals, attendance at an annual conference or other functions.

Whether staff members receive any such benefits and rewards depends on a number of performance-related factors including the level of remuneration generated for NAB from sales of FX Transactions as a consequence of the staff member's assistance.

It is not possible to determine at any given time whether a staff member will receive such benefits or rewards, nor is it possible to quantify them. They are generally not directly attributable to any particular product on which the staff member has given assistance.

Complaints

For information about resolving problems or disputes, please contact nabtrade on 13 13 80.

If you subsequently feel that your complaint has not been resolved to your satisfaction, you may refer it to the Australian Financial Complaints Authority (AFCA), of which NAB is a member. AFCA is an external dispute resolution scheme that provides free advice and assistance to consumers to help resolve complaints relating to financial service providers. The address of AFCA is GPO Box 3, Melbourne VIC 3001 and its telephone number is 1800 931 678. Information may also be obtained at afca.org.au

Dispute resolution

If we can't resolve a problem or dispute to your satisfaction, depending on its nature, you can refer your complaint to the Australian Financial Complaints Authority (AFCA) on 1800 931 678 or the Australian Securities and Investments Commission (ASIC) on 1300 300 630. If the dispute can't be settled through those organisations, the parties may appoint a mediator and attend mediation to resolve the dispute.

Labour standards, environmental, social and ethical considerations

NAB does not take into account labour standards or environmental, social or ethical considerations in providing FX Transactions.

Privacy Notification

This notification covers National Australia Bank Ltd ABN 12 004 044 937 and its related companies (the 'Group'). It includes all the banking, financing, funds management, financial planning,

superannuation, insurance, broking and e-commerce organisations in the Group. We are grateful for the trust and confidence you have in us to safeguard your privacy. The notification tells you how we collect your information, what we use it for and who we share it with. It also points out some key features of our Privacy Policy available at www.nab.com.au/privacy. By providing personal information to us, you consent to the collection, use and disclosure of your information in accordance with this Notification and any other arrangements that apply between us.

How we collect information from you

We'll collect your personal information from you directly whenever we can, for example when you fill out a form with us, when you've given us a call, used our websites (including via cookies) or mobile applications or dropped into one of our branches. (See our Cookies Policy, www.nab.com.au/cookies, for more information). Sometimes we collect your personal information from third parties. You may not be aware that we have done so. If we collect information that can be used to identify you, we will take reasonable steps to notify you of that collection.

How we collect your information from other sources

Sometimes we collect information about you from other sources. We may collect information about you that is publicly available (for example from public registers or social media), or made available by third parties. We do this where:

- we distribute or arrange products on behalf of others, including our business partners;
- we can't contact you and need to update your contact details;
- we need information from third parties about an application you make through us;
- we need information for fraud prevention purposes;
- we are checking the security you are offering;
- we can learn insight about your financial needs, such as through property information;
- you have consented to third parties sharing it with us, such as organisations we have loyalty programs with or we sponsor;
- at your request, we exchange information with your legal or financial advisers or other representatives.

We may use or disclose information about you in order to combine the information that we hold with information collected from or held by external sources.

When the law authorises or requires us to collect information

We may collect information about you because we are required or authorised by law to collect it. There are laws that affect financial institutions, including company and tax law, which require us to collect personal information. For example, we require personal information to verify your identity under Commonwealth Anti-Money Laundering Law.

NAB believes that by applying for this account, you're not a US citizen or tax resident. If you are a US citizen or tax resident, you'll need to advise NAB by calling 1300 550 316 between 9am and 5pm (AEST/AEDT) Monday to Friday.

How we use your information

We use your information to provide you with the product or service you asked for, and for other purposes including:

- giving you information about a product or service including financial help, guidance and advice;
- considering whether you are eligible for a product or service, including identifying or verifying you or your authority to act on behalf of a customer;
- processing your application and providing you with a product or service;
- administering the product or service we provide you, which includes answering your requests and complaints, varying products and services, conducting market research, and managing our relevant product portfolios;
- telling you about other products or services that may be of interest to you, or running competitions and other promotions (this can be via email, telephone, SMS, iM, mail, or any other electronic means including via social networking forums), unless you tell us not to;
- identifying opportunities to improve our service to you and improving our service to you;
- determining whether a beneficiary will be paid a benefit;

- assisting in arrangements with other organisations (such as loyalty program partners) in relation to a product or service we make available to you;
- allowing us to run our business and perform administrative and operational tasks (such as training staff, risk management; developing and marketing products and services, undertaking planning, research and statistical analysis; and systems development and testing)
- preventing or investigating any fraud or crime, or any suspected fraud or crime;
- as required by law, regulation or codes binding us; and
- for any purpose for which you have given your consent.

You can let us know at any time if you no longer wish to receive direct marketing offers from the Group. We will process your request as soon as practicable. Where you have subscribed to something specific (like to hear from one of our sponsored organisations) then these subscriptions will be managed separately. If you no longer wish to receive these emails click the unsubscribe link included in the footer of our emails.

How we use your credit information

In addition to the ways of using personal information mentioned above, we may also use your credit information to:

- enable a mortgage insurer or title insurer to assess the risk of providing insurance to us or to address our contractual arrangements with the insurer;

- assess whether to accept a guarantor or the risk of a guarantor being unable to meet their obligations;
- consider hardship requests; and
- assess whether to securitise loans and to arrange the securitising of loans.

What happens if you don't provide your information to us?

If you don't provide your information to us, we may not be able to:

- provide you with the product or service you want;
- manage or administer your product or service;
- personalise your experience with us;
- verify your identity or protect against fraud; or
- let you know about other products or services from our Group that might better meet your financial, e-commerce and lifestyle needs.

Sharing your information

We may share your information with other organisations for any purposes for which we use your information.

Sharing with the Group

We may share your personal information with other Group members. This could depend on the product or service you have applied for and the Group member you are dealing with. Where appropriate we integrate the information we hold across the Group to provide us with a complete understanding of you and your needs,

including giving you access to the Group or related products you hold via Internet Banking.

IOOF is an alliance partner of NAB

- Under the alliance, NAB has agreed to refer NAB customers to IOOF for Financial Advice Services and Corporate Superannuation Services on an exclusive basis within a specified perimeter. NAB may receive a referral fee for such referrals.
- Where a NAB customer that has been referred to IOOF requires banking services, IOOF will exclusively refer that customer back to NAB
- NAB is a preferred provider of specified services to IOOF which include:
 - Corporate Banking Services
 - Deposit Taking Services; and
 - Custody Services
- IOOF is a preferred provider of specified services to NAB which include:
 - Corporate Superannuation Services
- Parties may provide other services to each other on a non-preferred provider basis
- The agreement also provides for representation of NAB's Banking Products on IOOF's APLs
- The parties also agree to work together on certain projects.

Sharing with MLC Limited

NAB acts for MLC Limited ABN 90 000 000 402 (described as MLC Life Insurance) in distributing their life insurance products. MLC Limited is no longer part of the NAB Group of companies. We may exchange personal information with MLC Limited or their service providers in order to administer and manage your life insurance products that are issued by them. We may also need to share information so as to ensure:

- your insurance premium is calculated correctly (balance information may be required to be shared so your insurance can be calculated) and where authorised, make payments on your behalf to MLC Limited;
- insurance claims and benefits are paid;
- insurance products are viewable to service customer contact (this includes showing your insurance products in NAB Internet Banking if you have a NAB Internet Banking ID);
- NAB and MLC Limited can both tell you about our respective marketing and products offers (including ensuring customers who hold MLC Limited products are excluded from NAB Group campaigns marketing MLC Limited products);
- a smooth customer experience when you contact us, including:
 - we can transfer you to the right service centre;

- where appropriate, NAB and MLC Limited can cooperate in order to handle your complaint;
- being able to provide assistance should you wish to speak about your MLC Limited products held (for example, where possible, we may assist by updating contact details on request).

Some of the information exchanged will be stored and visible within NAB Group customer databases; with some of these databases being accessible to MLC Limited for a transition period. All information stored in these databases is subject to this privacy policy as well as NAB Group's security procedures and controls.

Sharing at your request

We may need to share your personal information with your representative or any person acting on your behalf (for example, financial advisers, lawyers, settlement agents, accountants, executors, administrators, trustees, guardians, brokers or auditors) and your referee such as your employer (to confirm details about you).

Sharing with Credit Reporting bodies

When we're checking your credit worthiness and at other times, we might share information about you with credit reporting bodies. When we give your information to a credit reporting body, it may be included in reports that the credit reporting body gives other organisations (such as other lenders) to help them assess your creditworthiness.

Some of the information that we give to credit reporting bodies may reflect adversely on your credit worthiness, for example, if you fail to make payments or if you commit a serious credit infringement (like obtaining credit by fraud). That sort of information may affect your ability to get credit from other lenders.

With your consent, personal information may also be shared with credit reporting bodies or other approved third parties who are authorised to assess the validity of identification information. These checks help us verify whether your identity is real, and are not conducted for the purpose of a credit check.

Sharing with third parties

We may disclose your personal information to third parties outside of the Group, including:

- those involved in providing, managing or administering your product or service;
- authorised representatives of the NAB Group who sell products or services on our behalf;
- credit reporting bodies or other approved third parties who are authorised to assess the validity of identification information;
- insurance, investment, superannuation and managed funds organisations, and their advisers and service provider;
- medical professionals, medical facilities or health authorities who verify any health information you may provide;
- real estate agents, valuers and insurers (including lenders' mortgage insurers and title insurers), re-insurers, claim assessors and investigators;
- brokers or referrers who refer your application or business to us;
- other financial institutions, such as banks, as well as guarantors and prospective guarantors of your facility;
- organisations involved in debt collecting, including purchasers of debt;
- fraud reporting agencies (including organisations that assist with fraud investigations and organisations established to identify, investigate and/or prevent any fraud, suspected fraud, crime, suspected crime, or misconduct of a serious nature);
- organisations involved in surveying or registering a security property or which otherwise have an interest in such property;
- organisations we sponsor and loyalty program partners, including organisations the NAB Group has an arrangement with to jointly offer products or has an alliance with to share information for marketing purposes;
- companies we arrange or distribute products for, such as insurance products;
- rating agencies to the extent necessary to allow the rating agency to rate particular investments;
- any party involved in securitising your facility, including the Reserve Bank of Australia (sometimes this information is de-identified), re-insurers and underwriters, loan servicers, trust managers, trustees and security trustees;
- service providers that maintain, review and develop our business systems, procedures and technology infrastructure, including testing or upgrading our computer systems;

- payments systems organisations including merchants, payment organisations and organisations that produce cards, cheque books or statements for us;
- our joint venture partners that conduct business with us;
- organisations involved in a corporate re-organisation or transfer of NAB Group assets or business;
- organisations that assist with our product planning, analytics, research and development;
- mailing houses and telemarketing agencies and media organisations who assist us to communicate with you, including media or social networking sites;
- other organisations involved in our normal business practices, including our agents and contractors, as well as our accountants, auditors or lawyers and other external advisers (e.g. consultants and any independent customer advocates);
- government or regulatory bodies (including the Australian Securities and Investment Commission and the Australian Tax Office) as required or authorised by law (in some instances these bodies may share it with relevant foreign authorities); and
- where you've given your consent or at your request, including to your representatives, or advisors.

Sharing outside of Australia

We run our business in Australia and overseas. We may need to share some of your information (including credit information) with organisations outside Australia. Sometimes, we may need to ask you before this happens. You can view a list of the countries in which those overseas organisations are located at www.nab.com.au/privacy/overseas-countries-list/

We may store your information in cloud or other types of networked or electronic storage. As electronic or networked storage can be accessed from various countries via an internet connection, it's not always practicable to know in which country your information may be held. If your information is stored in this way, disclosures may occur in countries other than those listed.

Overseas organisations may be required to disclose information we share with them under a foreign law. In those instances, we will not be responsible for that disclosure.

We will not share any of your credit information with a credit reporting body, unless it has a business operation in Australia. We are not likely to share credit eligibility information (that is, credit information we obtain about you from a credit reporting body or that we derive from that information) with organisations unless they have business operations in Australia. However in the event NAB seeks assistance from a related company to manage defaulting loans, we may need, as a consequence, to disclose credit eligibility information to the Bank of New Zealand, located in New Zealand. We are likely to share other credit information about you

with organisations outside Australia. A list of countries in which those overseas organisations are located is set out above.

Accessing your information

You can ask us to access information that we hold about you. You have special rights to access credit information we obtain about you from a credit reporting body or that we derive from that information. You can find out how to access your information (including your credit eligibility information) by reading our Privacy Policy, available at www.nab.com.au/privacy or by calling 13 22 65 and asking us for a copy.

Correcting your information

You can ask us to correct information we hold about you. You have special rights to correct your credit information. You can find out how to correct your information (including your credit information) by reading our Privacy Policy, available at www.nab.com.au/privacy or by calling 13 22 65 and asking us for a copy.

Complaints

If you have a complaint about a privacy issue, please tell us about it. You can find out how to make a complaint (including special rights for credit information complaints) and how we will deal with these complaints, by reading our Privacy Policy, available at www.nab.com.au/privacy or by calling 13 22 65 and asking us for a copy.

Contact us

We care about your privacy. Please contact us if you have any questions or comments about our privacy policies and procedures. We welcome your feedback.

You can contact us by:

- submitting an online Compliments, Suggestions or Complaints form via www.nab.com.au
- calling our contact centre on 13 22 65 (Hearing impaired customers can call TTY 13 36 77)
- speaking to us in person at a branch

Contact details for credit reporting bodies

When we're checking your credit worthiness and at other times, we might share information about you with credit reporting bodies. The contact details of those credit reporting bodies are set out below. Each credit reporting body has a credit reporting policy about how they handle your information. You can obtain copies of these policies at their websites.

Illion

www.illion.com.au

- illion's credit reporting policy is set out at www.illion.com.au/illion-credit-reporting-policy-australia/

Phone: 1300 734 806

Email: pac.austral@illion.com.au

Experian Australia

www.experian.com.au

- Experian's credit reporting policy is set out at www.experian.com.au/privacy-policy

Phone: 1300 783 684

Mail: Consumer Support
Experian Australia
PO Box 1969
North Sydney NSW 2060

Equifax Australia Information Services and Solutions Pty Limited

www.mycreditfile.com.au

- Equifax's credit reporting policy is set out at www.equifax.com.au/credit-reporting-privacy

Mail: Equifax Public Access
PO Box 964
North Sydney NSW 2059

Contact credit reporting bodies if you think you have been the victim of a fraud.

If you believe that you have been or are likely to be the victim of fraud (including identity fraud), you can request a credit reporting body not to use or disclose the information they hold about you. If you do this, the credit reporting body mustn't use or disclose the information during an initial 21 day period without your consent (unless the use or disclosure is required by law). This is known as a **ban period**.

If, after the initial 21 day ban period, the credit reporting body believes on reasonable grounds that you continue to be or are likely to be the victim of fraud, the credit reporting body must extend the ban period as they think reasonable in the circumstances. The credit reporting body must give you a written notice of the extension.

Contact credit reporting bodies if you don't want your information used by them for direct marketing/pre-screening purposes

Credit reporting bodies can use the personal information about you that they collect for a pre-screening assessment at the request of a credit provider unless you ask them not to. A pre-screening assessment is an assessment of individuals to see if they satisfy particular eligibility requirements of a credit provider to receive direct marketing. You have the right to contact a credit reporting body to say that you don't want your information used in pre-screening assessments. If you do this, the credit reporting body must not use your information for that purpose.

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