



**ASIC**  
Australian Securities &  
Investments Commission

## CEU final compliance report by ASIC

ASIC's final report dated **20 February 2025** on compliance with the s93AA ASIC Act court enforceable undertaking given by the **National Australia Bank Limited** ACN 004 044 937 (**NAB**) dated 20 November 2017.

Terms used in this report have the same meaning as in the 20 November 2017 court enforceable undertaking (**CEU**).

<b>Undertakings</b>	<b>Report on compliance</b>
<b>Engagement of Independent Expert</b>  CEU paragraphs 3.2 and 3.3	1. NAB agreed to the appointment by ASIC of Promontory Australasia ( <b>Promontory</b> ) as the Independent Expert ( <b>IE</b> ) on the terms of engagement specified in the CEU. ASIC appointed Promontory as the IE on 4 June 2018.
<b>BBSW Program</b>  CEU paragraphs 3.5 and 3.6	2. On 4 September 2018, NAB submitted its BBSW Program to ASIC and the IE in accordance with the requirements and timeframe specified in the CEU.
<b>Assessment of the BBSW Program</b>  CEU paragraphs 3.7 and 3.7(a)	3. The IE conducted its assessment of the effectiveness of the BBSW Program to prevent, detect and respond to matters set out in the CEU, in accordance with the requirements and timeframe specified in the CEU.
<b>Expert Report</b>  CEU paragraph 3.7(b)	4. On 4 December 2018, the IE submitted its Expert Report to ASIC and NAB in accordance with the requirements and timeframe specified in the CEU.  5. The Expert Report set out the IE's findings from the Assessment of the BBSW Program under paragraph 3.7(a). In summary, the Expert Report: <ul style="list-style-type: none"><li>a. identified deficiencies in the BBSW Program; and</li><li>b. made recommendations for actions, that in the opinion of the IE, would be necessary for NAB to implement to rectify the deficiencies identified in the Expert Report.</li></ul>

<b>Undertakings</b>	<b>Report on compliance</b>
<b>Final BBSW Program</b>  CEU paragraph 3.8	6. On 4 March 2019, NAB submitted its Final BBSW Program to ASIC and the IE in accordance with the requirements and timeframe specified in the CEU.
<b>Further Expert Report</b>  CEU paragraph 3.9	7. On 1 April 2019, the IE submitted its Further Expert Report to ASIC and NAB in accordance with the requirements and extended timeframe specified in the CEU.  8. The Further Expert Report set out the IE’s findings from the assessment of the Final BBSW Program including the IE’s opinion on whether the Final BBSW Program addresses the bases for the recommendations in the Expert Report.
<b>Terms of Final BBSW Program</b>  CEU paragraph 3.10	9. On 29 March 2021, ASIC and NAB agreed the terms of the Final BBSW Program.
<b>Implementation of Final BBSW Program</b>  CEU paragraph 3.11(b)	10. On 31 March 2021, NAB implemented the Final BBSW Program in full and within the timeframes specified in the Final BBSW Program.
<b>Notification of Implementation of Final BBSW Program</b>  CEU paragraph 3.12	11. On 19 April 2021, NAB notified ASIC and the IE that the Final BBSW Program had been fully implemented in accordance with the requirements and timeframe specified in the CEU.
<b>Implementation Expert Report</b>  CEU paragraph 3.13	12. On 25 October 2021, the IE submitted the Implementation Expert Report to NAB and ASIC in accordance with the requirements and timeframe of the CEU.

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	<p>13. The Implementation Expert Report set out the IE’s findings on the outcome of the IE’s assessment of the effectiveness of NAB’s implementation of the Final BBSW Program.</p>
<p><b>Internal Review Report</b> CEU paragraph 3.14</p>	<p>14. On 19 April 2022, 19 April 2023 and 19 April 2024, NAB provided a copy of the Internal Review Report to ASIC and the IE, as agreed with ASIC in accordance with the requirements and timeframe of the CEU.</p> <p>15. The Internal Review Report documented the results of NAB’s internal review of the current operation of the Final BBSW Program (including any material changes).</p>
<p><b>Annual Expert Report</b> CEU paragraph 3.15</p>	<p>16. On 29 July 2022, 28 July 2023 and 26 July 2024, the IE provided Annual Expert Reports to NAB and ASIC, as agreed with ASIC in accordance with the requirements and timeframe of the CEU.</p> <p>17. The Annual Expert Reports documented on the outcome of the IE’s assessment of the effectiveness of the Final BBSW Program as then in operation (and including any material changes) to prevent, detect and respond to the matters set out in paragraphs 3.5(a) of the CEU.</p>
<p><b>Costs</b> CEU paragraph 3.16</p>	<p>18. NAB paid the costs of the IE appointed by ASIC.</p>
<p><b>Attestation</b> CEU paragraph 3.17</p>	<p>19. On 25 August 2022, 28 August 2023 and 26 August 2024, as agreed with ASIC in accordance with the requirements of the CEU, the Group Chief Risk Officer, provided attestations to ASIC stating that:</p> <p style="padding-left: 40px;">(a) they had taken reasonable steps to satisfy themselves that NAB’s systems and controls in place to ensure the</p>

Undertakings	Report on compliance
	<p>effectiveness of the Final BBSW Program (including any material changes) are appropriate and adequate to effectively prevent, detect and respond to the matters set out in paragraph 3.5(a); and</p> <p>(b) nothing has come to their attention during the previous 12 months that would indicate that the Final BBSW Program (including any material changes) is not appropriate to the extent reasonably possible to address the matters set out at paragraph 3.5(a).</p>
<p><b>Compulsory compliance training for current and former relevant STIRR employees</b></p> <p>CEU paragraph 3.18</p>	<p>20. NAB confirmed in writing that the Relevant STIRR Employees identified in the CEU were suspended from Trading Activities as set out in the CEU, and did not return to Trading Activities. The requirements under paragraph 3.18(a)-(d) for Relevant STIRR Employees were therefore not applicable.</p>
<p><b>Community Benefit Payment</b></p> <p>CEU paragraph 3.19</p>	<p>21. On 25 May 2018, NAB paid the total amount of A\$20 million to Ecstra Foundation Limited (ACN 625 525 162) to support initiatives that advance financial literacy and capabilities among Australian consumers of financial products and services. The payment was made in accordance with the requirements specified in the CEU and within the timeframe agreed upon by ASIC.</p>
<p><b>Costs</b></p> <p>CEU paragraph 3.20</p>	<p>22. NAB paid the costs of its compliance with the enforceable undertaking.</p>
<p><b>All documents and information</b></p> <p>CEU paragraph 3.21</p>	<p>23. NAB provided all documents and information requested by ASIC from time to time for the purpose of assessing NAB's compliance with the terms of the enforceable undertaking.</p>