

**House of Representatives Standing Committee on Economics  
Review of the Four Major Banks (Third Report)  
National Australia Bank (NAB)**

**NAB21QW:** The FSU said in a letter to NAB CEO Andrew Thorburn that incorrect witnessing had not been picked up in the bank's internal quality checks, reinforcing the idea that it was acceptable. Why didn't the banks internal quality checks pick up the practice of false witnessing?

**Answer**

The initial instance of invalid witnessing was identified through a regular file review. File reviews assess quality of advice and adherence to compliance standards. They are conducted by Regional Wealth Executives and occur at least every six months.