

**HOUSE OF REPRESENTATIVES STANDING COMMITTEE ON ECONOMICS**  
**REVIEW OF THE FOUR MAJOR BANKS (FOURTH REPORT)**  
**National Australia Bank (NAB)**

**NAB06QON:** Hansard, p16

**Mr KEOGH:** I'm after the total number. Of all the matters that have come before the royal commission in respect of NAB—

**Mr Thorburn:** It will be hundreds of thousands. I know the planned service fee involves hundreds of thousands. They're small amounts, but there are hundreds of thousands of customers. If you take the introducer fraud questions earlier, I think we had about 11,000 customers, so it depends. I would have to take the question on notice to get it precise, but it would be hundreds of thousands in total.

**Answer:**

The matters of misconduct which have been considered by the Royal Commission through NAB case studies have resulted in the identification of approximately 625,000 customer impacts. Some customers may have been impacted more than once.

As remediation programs continue, and NAB continues to assess customer impacts, these numbers may be subject to change.