

HOUSE OF REPRESENTATIVES STANDING COMMITTEE ON ECONOMICS

REVIEW OF THE FOUR MAJOR BANKS

NAB

NAB33QW:

1. In January 2020, February 2020, March 2020, and April 2020 (to date):

(a) For each month, how many mortgage customers have requested to defer home loan repayments?

(b) For each month, what percentage of all home loan customers do those requesting deferrals account for?

(c) For each month, what is the average debt for home loan customers requesting repayment deferrals?

(d) For each month, what is the average debt for all home loan customers?

Answer:

1. In January 2020, February 2020, March 2020, and April 2020 (to date):

(a) For each month, how many mortgage customers have requested to defer home loan repayments?

NAB commenced offering repayment deferral from 20 March 2020.

As at 28 April 2020, NAB has deferred over 82,000 home loan accounts, which is equal to \$31b of the portfolio.

All figures in this response exclude NAB branded interest only home loans, as this information is not currently available. The information will become available early next week. The key reason for the lag is because interest only deferred payment loan accounts are repointed to an office suspense account for the interest to be charged instead of the customer's usual transaction account. This process means that it takes a little more time to obtain the relevant information.

(b) For each month, what percentage of all home loan customers do those requesting deferrals account for?

The 82,000 home loan accounts which have been deferred as at 28 April 2020 translate to 10.1% of home loan accounts. The \$31bn translates to 13% of this portfolio.

(c) For each month, what is the average debt for home loan customers requesting repayment deferrals?

The average loan for customers requesting repayment deferrals is c. \$376,000.

(d) For each month, what is the average debt for all home loan customers?

The average loan size across the portfolio is \$292,000.