

## HOUSE OF REPRESENTATIVES STANDING COMMITTEE ON ECONOMICS

### REVIEW OF THE FOUR MAJOR BANKS AND OTHER FINANCIAL INSTITUTIONS

#### NAB80QW

- (a) How many customers have requested that their data be shared with accredited data recipients through the Consumer Data Right regime?
- (b) How long, on average, does it take for the bank to transfer data to accredited data recipients after it has been requested by customers?
- (c) What strategies or processes has the bank implemented to overcome the following challenges with Consumer Data Right:
  - (i) The critical challenge of low consumer trust in the Consumer Data Right system;
  - (ii) Managing consent; in particular, balancing the need for consumers to understand what they are consenting to without being deterred by excessively complex procedures; and
  - (iii) The risk of data breaches.

#### Answer

- a) From 1 July 2020 to 30 April, on average around 130 NAB customers per month have consented to share their data with accredited data recipients under the Consumer Data Right (CDR). There has been an increase in customers providing consent in calendar 2021 following additional products being available for sharing from November 2020. Some customers have also consented to share their data more than once.
- b) Whilst there can be some variables in relation to the system performance of the entity receiving the data, generally data is transferred in less than two seconds.
- c) Throughout the implementation of the CDR, NAB's focus has been on ensuring that collectively we get this right for customers and that speed is not prioritised over safety. NAB's implementation has focused on developing a technical solution which is both compliant with our requirements and safe and secure for our customers. NAB has also worked to ensure that customers using the CDR to share their data are informed on how and what their data can be shared for. This includes detailed information on NAB's website on how to share data using open banking, available here <https://www.nab.com.au/personal/customer-support/open-banking>

In relation to data security, NAB has robust security controls to mitigate security vulnerabilities. NAB has also been an active participant in consultations with the Australian Competition and Consumer Commission (ACCC), the Department of Treasury and Data61 to ensure that robust processes and controls have been established across the entire CDR ecosystem.