

WE'RE HERE TO SUPPORT YOU

New benefits, services and resources from NAB

We understand that it's a challenging time for many of our customers. That's why we're determined to support you and your business in any way we can. This guide is to help you understand how NAB and the government are supporting individuals and business owners who are experiencing financial difficulty as a result of COVID-19.

HOW WE'RE SUPPORTING BUSINESSES

If your business is struggling with loss of revenue and debt management as a result of COVID-19, these are some of the things available to you.

Support for our Business and Private Bank customers

We've put together a package to help with cashflow, working capital solutions, restructuring existing finances and payment deferrals.

 **Defer your business loan repayments**
You can apply to defer your principal and interest payments for up to six months on a range of business loans, including floating and variable rates and equipment finance loans (excluding Business Overdrafts and Commercial Bills) – NAB eligibility criteria applies¹. Interest will continue to accumulate on to your loan.

[How do you defer your loan repayments?](#)

To defer, speak to your Business Banker or use our [online support form](#).

 **Take out a new unsecured loan**
Apply for an unsecured NAB Business Support Loan up to \$250,000.²

- Loan term of up to 3 years at a reduced variable interest rate of 4.50% p.a.³ No application or loan service fees will apply.
- No repayments for the first 6 months, principal and interest repayments will apply after this period. Interest will continue to accumulate on to your loan.

This is available for businesses, including related entities with less than \$50 million⁴ combined annual turnover and, is for working capital purposes only. It is not available for refinancing.

[How do you apply for this loan?](#)

To apply, simply speak to your Business Banker or use our [online enquiry form](#). For more information on the NAB Business Support Loan visit nab.com.au

 **Get a 100-basis point reduction on your NAB Business Options Loan**
Automatically available on variable rates for NAB Business Options Loans from 30 March 2020. This is on top of a 25-basis point reduction earlier in March.

[How do I get the interest rate reduction?](#)

You don't need to do anything, it happens automatically.

 **Support options for Business Credit Card customers**
All NAB business credit card holders will have their minimum monthly payment reduced to either 0.5% of the closing balance or \$5 (whichever is greater), effective 27 April 2020, for at least the next three months. This change will be outlined on statements issued from 27 April 2020. Please note: Interest is calculated daily on the outstanding balance, so it's always best to pay as much as you can to reduce this balance and minimise interest.

- Plus we're waiving our credit card late payment fee of \$15 for at least the next three months, effective 3 April 2020. You should still pay your minimum monthly payment by the due date to ensure you can continue to use your card.
- You can apply to defer repayments on your business credit card. NAB eligibility criteria applies.¹ Interest will continue to accrue on your account.

[How do you access these changes?](#)

To apply to defer repayments on your business credit card, simply speak to your Business Banker or use our [online support form](#). Changes to your minimum monthly payment will be applied automatically, so you don't need to contact us for this.

i Larger businesses can contact us to discuss appropriate support on a case-by-case basis.

Bank from home

Now's the time to do your everyday banking online from the safety of your home, with our easy and secure [NAB Internet Banking](#), [NAB App](#) and [NAB Connect](#) for business. You can check your balances, view statements and transactions, block your card, transfer money, pay bills and more. Proof of balance statements for all your accounts are also available – simply login to Internet Banking on your computer to download a copy.

To find out more about how to register for NAB Internet Banking visit nab.com.au/bankonline.

Support for NAB and HICAPS merchants

For small and medium businesses with merchant terminals we've taken the step to automatically waive your merchant terminal rental fees or monthly package fees for three months from 1 April 2020 through to 30 June 2020. All other transaction fees and charges will remain the same.

For merchants on a monthly package plan (who continue to trade) we'll replace your monthly package fee with a per transaction fee which means you only pay for the transactions you process. Your per transaction fee will be the fee that currently applies to transactions over your monthly transaction limit.

WHAT IS THE GOVERNMENT DOING TO HELP?

JobKeeper: Helping employers keep their staff

Who's eligible?

- Businesses with turnover under \$1bn if turnover is 30% down on a comparable period.
- Businesses with turnover over \$1bn if turnover is down by 50%.

Incentives:

- \$1500 per fortnight for every eligible employee, including full-time, part-time, or long-term casuals (a casual employed on a regular basis for longer than 12 months as at 1 March 2020). Sole traders are also included.
- Payments are available for a maximum of six months.
- Funds are paid directly to the employer to pass on to employees.
- Normal PAYG requirements apply to the payments.
- Businesses can decide whether to apply superannuation to the portion of the salaries above ordinary salaries that are covered by JobKeeper.

How and when:

- Payments start in early May. The ATO will reimburse costs from 30 March to 30 April in the first payments.
- Payments are delivered through the Single Touch Payroll system. Employers need to register with the ATO and nominate the employees that are eligible for the program.

Boosting cashflow for employers

Who's eligible?

- Employers with aggregated annual turnover under \$50 million.

Incentives:

- Employers will receive a tax-free payment equal to 100% of PAYG withheld on wages for both March and June quarters, up to a maximum payment of \$50,000 in total.
- Minimum payment for employers will be \$10,000 in total (for the March and June 2020 quarters).
- An additional payment equal to total received across March and June quarters will be made with June and September quarters (total minimum businesses will receive is \$20,000 and maximum is \$100,000 including additional payment).

How and when:

- Payments will be received via credit from ATO to your Integrated Client Account upon lodgement of the relevant BAS.

Delivering support for business investment

Who's eligible?

- Businesses with aggregated annual turnover under \$500 million.

Incentives:

- Instant asset write-off threshold increased from \$30,000 to \$150,000 per asset.
- Additional incentive for assets costing more than \$150,000 – businesses can claim 50% of cost of asset in first year in addition to usual depreciation rules applying to balance of cost.

How and when:

- Instant write-off – applies until 30 June 2020 with deductions to be included in 2020 tax return.
- Assets over \$150,000 – applies until 30 June 2021 and must be new asset.

Supporting apprentices and trainees

Who's eligible?

- Employers with fewer than 20 full-time staff that employ an apprentice or trainee as at 1 March 2020.

Incentives:

- Wage subsidy of 50% of apprentice's or trainee's wage paid between 1 January 2020 and 30 September 2020 up to a maximum of \$21,000 (\$7,000 per quarter) per apprentice/trainee.

How and when:

- Registration for subsidy from early April 2020 with final claims to be lodged by 31 December 2020.
- Further details on payment dates to emerge in due course.

Income support for individuals and sole traders

Who's eligible?

- People receiving income support payments (Austudy, ABSTUDY, Jobseeker/Newstart, Youth Allowance, Parenting Payment, Farm Household Allowance and Special Benefits recipients).

Incentives:

- Coronavirus Supplement of \$550 per fortnight in addition to usual support payment.
- Expanded access to income support payments:
 - Jobseeker and Youth Allowance now open to employees who are stood down or lose employment, sole traders, self-employed, casual workers and contract workers who have reduced income due to economic downturn related to coronavirus.
 - Asset testing waived.
 - Waiting period waived.

How and when: Coronavirus supplement applies to payments from 27 April 2020 and expanded access to income support payments starts from 25 March 2020.

Rent assistance through an SME Commercial Leasing Code of Conduct

Who's eligible?

Businesses suffering hardship due to COVID-19 that are eligible for the JobKeeper program with turnover up to \$50 million.

Incentives:

- Landlords can't terminate leases due to non-payment of rent during the COVID-19 pandemic period.

- Landlords to reduce leases in proportion to the reduction in the tenant's business through waivers and deferrals.
- Waivers will have to account for at least 50 per cent of the reduction in rent payable.
- Deferrals must be spread over the remaining time on a lease and for no less than 24 months.

How and when: From 3 April 2020 for the duration of the JobKeeper program. For more information visit australia.gov.au

Payroll tax relief

Who's eligible? Employers obligated to pay payroll tax.

Incentives: The incentives vary across states and territories, including waivers and deferrals.

How and when: Check your state or territory government website for details.

Important information

¹ Your business must be detrimentally impacted by COVID-19 and customers must be current in terms of existing facilities 90 days prior to applying.

² Subject to NAB eligibility and lending criteria.

³ Interest rate current as at 28 March 2020 and subject to change.

⁴ The offer is available to customers with a combined annual turnover of less than \$50m across all their related business entities.

Please note, the following restrictions/exclusions with this offer:

- A Customer Aggregation Group must not have loans or facilities supported by the Scheme with any other lender or financier.
- The loan must not be used to refinance any facilities or loans with NAB or any other lender or financier.
- The loan cannot be used for the purchase of property or equipment.
- Self-Managed Super Funds (SMSFs) are excluded from this offer.

Lending criteria and terms and conditions apply.

HOW WE'RE SUPPORTING INDIVIDUALS

Support for homeowners – three key things NAB can help you with



Reduce your home loan repayments and access your available funds

If you're currently ahead of your repayments or have access to savings in an offset account, then you might be able to reduce your current repayments or use your offset account or redraw to access additional money.

There's no need to call, you can do this all online.

How do you do it?

Change your repayments through the NAB app. Simply select your home loan account and tap on the **scheduled tab** to follow the steps to change your payments. Or submit an [online support form](#).

Access your redraw or offset funds on the NAB app. Select your home loan account and tap on the **'redraw'** or **'linked offset accounts'** button and follow the steps or submit an [online support form](#).



Pause your home loan repayments

Eligible customers can access a home loan repayment pause for up to six months on eligible loans – during this time we'll get back in touch with you to review your situation. This means you could potentially access up to an additional \$11,006 over six months (for a typical home loan of \$400,000 with principal and interest repayments, owner-occupier, and a 30-year loan).

How do you pause your repayments?

You can submit an [online support form](#) or speak to your NAB banker.

An important note: During your repayment pause, your interest will continue to be charged. After the repayment pause, your loan will be recalculated based on the new, higher, loan amount and you will be notified of your new minimum repayment amount.



Consider fixing your home loan interest rate

Get certainty with your repayments and apply to fix your variable home loan rate at 2.29% p.a. for two years (comparison rate 4.04% p.a.) and 2.29% p.a. for three years (comparison rate 3.91% p.a.) (owner-occupier NAB Choice Package – principal and interest loans).⁵

How do you fix your rate?

You can submit an [online support form](#) to fix your rate.

⁵ Comparison rates are based on a secured loan of \$150,000 over a term of 25 years. WARNING: This comparison rate applies only to the example or examples given. Different amounts and terms will result in different comparison rates. Costs such as redraw fees or early repayment fees, and cost savings such as fee waivers, are not included in the comparison rate but may influence the cost of the loan.

Special rate for term deposit customers

Save with a 10-month term deposit

To make the most of your savings, you can apply for a 10-month term deposit rate of 1.75% p.a.

How do you access new rates?

You can apply directly [online here](#) or through the [NAB app](#).

Support for credit card holders

We're making it easier for you

- All NAB credit card holders will have their minimum monthly payment reduced to either 0.5% of the closing balance or \$5 (whichever is greater), effective 27 April 2020 until at least 24 July 2020².
- We're reducing the variable interest rate on the Personal NAB Low Rate Classic Card to 12.99% p.a. For new cards, this takes place from 27 April 2020. For existing cardholders, this rate reduction will take place from the start of your next statement period beginning after 27 April 2020. The change applies indefinitely.
- We're waiving our credit card late payment fee of \$15 for at least the next three months, effective 3 April 2020.

How do you access these changes?

All these credit card benefits will be applied automatically, so you don't need to do anything.

Support for customers with personal loans

Reduce your monthly repayment

All personal loan customers will have the ability to reduce their minimum monthly repayment to \$100, effective from 17 April 2020, for up to six months (if minimum repayment is weekly or fortnightly, the reduction will be adjusted accordingly).

Access redraw on your personal loan

If you have a variable rate personal loan and you're currently ahead of your repayments, you can also access your redraw.

Ahead of your monthly repayments?

If you're ahead on your personal loan repayments, then you might be able to reduce your current repayments to access additional money. To find out how visit nab.com.au/coronavirus.

For the full details, eligibility criteria and to find out more about how we can support you visit nab.com.au/coronavirus

Want more information?

Coronavirus Health Information Line
Phone: 1800 020 080

Business Help Hotline
Phone: 13 28 46

WHAT IS THE GOVERNMENT DOING TO HELP?

The Government has extended unemployment benefits to people who have been stood down from their job or suffered a reduction in income because of COVID-19. The one-week wait period for receiving unemployment benefits has been waived and so has asset testing.

Use unemployment benefits to get you through

If you've signed up for unemployment benefits, you'll receive a temporary Coronavirus Supplement:

- **A \$550 per fortnight supplement** for both existing and new recipients of the JobSeeker Payment, Youth Allowance, Parenting Payment, Farm Household Allowance, Austudy and Special Benefit. These new payments won't start until 27 April 2020, or
- **Economic Support Payment:** two \$750 payments to social security, veteran and other income support recipients and eligible concession card holders. The first payment will automatically be paid from 31 March 2020 and the second will be paid after 13 July 2020. This payment is also available to sole traders and casual workers, as long as they meet income tests.

Access your super and investments

You can access your super tax-free: individuals in financial stress can access up to \$10,000 tax-free from their superannuation in 2019/20 and a further \$10,000 in 2020/21.

If you're already drawing down an income from your super: there is a temporary reduction in the superannuation minimum drawdown requirements by 50% for 2019/20 and 2020/21, providing retirees with more flexibility as to how they manage their superannuation assets.

If you receive income from shares: your deeming rates are reduced by a further 0.25 percentage points to reflect the latest rate reductions by the Reserve Bank, making the lower deeming rate 0.25% and the upper deeming rate 2.25%.

Contact your super fund or financial adviser for information.

Rent assistance

Rent assistance is available from the Australian Government if you receive certain payments and pay rent.

Evictions will be put on hold for six months by the states and territories – with more details to come. Landlords and renters are encouraged to talk about short-term agreements.

Search 'rent assistance' on australia.gov.au for details.

Information and rates are correct as at 9 April 2020 and are subject to change. Any advice is general in nature only and does not take into account your objectives, financial situation or needs. You should consider if it is right for you. Applications for credit are subject to NAB's credit approval criteria. Terms and Conditions apply to all NAB products and are available either at nab.com.au or by calling us. Fees and charges are payable. Products are issued by National Australia Bank Limited ABN 12 004 044 937 AFSL and Australian Credit Licence 230686 (NAB).

²Interest is calculated daily on the outstanding balance, so it's always best to pay as much as you can to reduce this balance. NAB reserves the right to vary or end these measures after 24 July 2020.