



CONTACT DETAILS

for brokers

Need	Contact
All updated policies, processes, forms and interest rates	nabbroker.com.au
<ul style="list-style-type: none"> • File status updates • Policy and rates updates 	nabbroker.com.au brokerresponsecentre@nab.com.au Broker Response Centre (BRC): 1300 622 276 (8am-7.30pm, Mon-Fri AEST)
<ul style="list-style-type: none"> • Loan scenarios (credit feedback) • Escalations • Status updates on loan 	Broker Response Centre (BRC): 1300 622 276 (8am-7.30pm, Mon-Fri AEST) Fax: 1300 369 975 or email nabdocs@applyonline.com.au Or contact your Business Development Manager
Supporting documents (all applications)	nabdocs@applyonline.com.au Fax: 1300 369 975 Note: All emailed supporting documents must be in PDF format
Post-settlement customer enquiries	Ph: 13 22 18 (brokers can call on behalf of customer when present with them at time of call)
Postal address for new loan offer documents and FHOG applications	PO Box 14736, Melbourne VIC 8001
Signed contracts	Must be returned to NAB Broker using the reply paid envelope - PO Box 14736, Melbourne VIC 8001
Postal address for variation offer documents	PO BOX R1604 Royal Exchange NSW 1225
Valex Valuation status enquiries	Ph: 1300 660 051 nabbrokersmortgageservices@valex.com.au vx.valex.com.au/client/status/
For customers experiencing financial difficulty	NAB Assist: 1800 701 599 (8am-8pm, Mon-Fri. 9am-1pm, Sat AEST)
Broker Response Centre	Phone: 1300 622 276 (8am-7.30pm, Mon-Fri AEST) Email: Brokerservices@nab.com.au Website: www.nabbroker.com.au
Your Support Team	
Business Development Manager	Name: Email: Mobile:
Relationship Associate	Name: Email: Mobile:

