

Dear Member // We know this is a tough time, and we want to make sure you're OK and you've got everything you need from SBS at the moment.

Do you need help banking?

While some of our Members like to visit our SBS branches to do their banking, our branches are only currently open 10am-2pm on Thursdays. Please do not visit a branch if you are unwell or if you are able to bank with SBS in other ways.

Because you don't have a card for your SBS account, you might be finding it hard to do your shopping at the moment.

Would additional SBS services be helpful?

We have other ways for you to access your accounts such as an Eftpos card or a Debit MasterCard. Neither of these have any annual card fees and might help you to do your shopping or get money out from any bank ATM at any time.

We know there is a lot to think about and it's important your SBS accounts and services are right for you.

If you'd like to ask questions and talk it through, please contact us at any time by visiting the contact page on [our website](#) or calling us on 0800 727 2265. There is no hurry to decide.

We're here for you.

Your SBS Bank Team

Look out for frauds and scams.

Please be extra careful to look out for suspicious emails, texts or phonecalls. Banks will never ask you for your passwords or PIN numbers, and will never email a link for you to log into your account.

If you get any of these requests by email or phone, please contact us immediately.