

Dear Member // Our SBS team is so pleased to see New Zealand move from Alert Level 3 to Alert Level 2 tomorrow (Thursday 14 May). It means we can again extend our branch openings to further support our Members.

Alert Level 2: Branch opening days extended.

From tomorrow, all our branches will be open every weekday from 9am to 2pm.

While we have extended our branch openings, we still really want to look after the health of our branch visitors and our team during COVID-19. So, if you can do your SBS banking any other way, please consider using that option rather than visiting a branch at this time. Thank you for considering the health and safety of others.

Need support?

If you're worried about your financial situation and not sure about your next step:

- visit our [COVID-19 web page](#) for financial hardship options that might be available to support you and your family.

If you need help with online banking options or want to talk through where you're at:

- our friendly Contact Centre team is available on 0800 727 2265, 7am-9pm weekdays and 10am-4pm weekends. (Call volumes are still high at times and we appreciate your patience if you experience a delay.)

Despite all the uncertainty ahead for New Zealand, as a mutual bank owned by our Members, your wellbeing and needs remain firmly at the centre of our decision-making. We're here for you.

Thank you and stay well.

Shaun Drylie
SBS Bank Group CEO