

**Dear Member //** New Zealand will move from Alert Level 4 to Alert Level 3 on Monday (April 27) at 11.59pm. I'm so pleased to see the efforts of New Zealanders paying off so more businesses can re-open and more Kiwis can safely return to work.

Under Alert Level 3 most of our SBS team will keep working from home, but we are extending our branch opening days to further support our Members who can't bank with us any other way.

## Alert Level 3: Branch opening days extended.

To help keep our Members and our team safe, our branches are only open for those Members who can't bank with us any other way, and only for over the counter transactions.

- **Ongoing:** Every Thursday between 10am-2pm
- **New from 28 April:** Every Tuesday between 10am-2pm

Please do not visit a branch unless absolutely necessary or if you are feeling unwell. Thank you for considering the health and safety of others.

## Worried about your future?

If you're worried about your financial situation and haven't yet contacted us, please visit our [COVID-19 web page](#) for financial hardship options that might be available to support you and your family.

## Contact Centre open hours – Anzac Day.

If you need help or want to discuss your next steps please call our Contact Centre on 0800 727 2265:

- **Open Normal Hours** 7am-9pm weekdays and 10am-4pm weekends.
- **Closed Anzac Day public holiday** Monday 27 April.

Call volumes are still high at times and we appreciate your patience if you experience a delay.

We are thinking of all our Members at this tough time and will continue to work hard to support your needs. Please visit our new online resource site – [Mutually Helpful](#) – which has wide ranging information from many sources to help navigate the financial challenges of COVID-19.

Stay safe and keep well.

Shaun Drylie  
SBS Bank Group CEO