

Supporting our team members.

We're working hard to keep working for you.

We're also looking after our team members so they can continue to look after you. This is how we've adapted our business:

- We're asking people to self-isolate for 14 days if they come back from an overseas trip, as per government guidance. Self-isolation requirements also apply to anyone who has had contact with someone diagnosed with COVID-19.
- We have limited domestic business-related flights and will use technology to stay in touch with each other
- Our team members are preparing to work remotely should they need to.
- Non-essential events have been cancelled/postponed.

How you can help.

We're committed to working with you.

We're anticipating this event may impact some of our banking services, as many staff in Member-facing roles may find their ability to work restricted. If you have a non-urgent query, please be aware our Contact Centre is currently experiencing higher than normal call volumes. You may wish to call us at another time or find the answer to your question on our website: sbsbank.co.nz. You can send us a secure message in Internet Banking.

If you're unable to do your banking face-to-face, remember you can do your banking online through Internet Banking or our mobile banking app, or on the phone. If you don't have these services, we can set them up over the phone, so give us a call on 0800 727 2265.

We also have information about our response to the COVID-19 situation at sbsbank.co.nz/covid-19.

Of course, all the above is precautionary as we try to plan for the worst-case scenario. We hope with the right planning and vigilance, in the end we'll be left with great plans that didn't need implementing.

I know recent events and reactions have caused anxiety levels to increase and this is a natural reaction. We all cope with these situations differently and I want you to know the SBS team and I will do as much as we can to support you through this time.

Kind regards

Shaun Drylie
SBS Bank Group CEO