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MEMBERS ONLY.
NEWS AND VIEWS FROM THE SBS TEAM.



Dear Member // I want to provide you with some information on how SBS will support you over this period. My team and I are working hard to ensure you can still do your banking, even though we need to change some of the way we do things.

Supporting you.

We'll see many changes from tomorrow (Wednesday) as New Zealand prepares to move to COVID-19 Alert Level 4 from Thursday.

We want to reassure you that SBS will continue to support your banking needs but in different ways as we play our part to eliminate COVID-19.

The most up to date information we have is being added to sbsbank.co.nz/covid-19.

Branches to only open half day on Thursdays.

From close of business on Wednesday 25 March, all SBS branches will CLOSE until Alert Level 4 is reduced.

However, from next Thursday 2 April, branches will be open between 10am-2pm on Thursdays only. This is for over the counter transactions and hardship-related support.

Please do not visit a branch unless absolutely necessary.

Our fantastic branch team will be still working with you, but just not face to face for now so we can look after the health and wellbeing of our Members and staff.

How to keep banking.

- **Contact Centre will remain OPEN:** 7am-9pm weekdays and 10am-4pm weekends. Call us on 0800 727 2265 – we do have high call levels, so thank you for your patience if there are delays.
- **Other options:** Internet Banking, Banking app, Secure Messaging, and ATMs right round the country.

We're here to help.

If you're worried about today, next week, or next month, please call us on 0800 727 2265. We want to work with you as early as possible to discuss our new options for:

- Taking some money out of your term investments for day to day expenses
- Mortgage holidays
- Interest-only repayments
- Extension of term lending periods
- Helping with restructuring loans
- Consolidating loans to help make repayments more manageable
- Providing access to short-term funding
- Access to budgeting services

We've been around for 151 years and helped our Members face many challenges. Let us know what we can do to support your financial health so you can focus on caring for yourself and your family.

Thank you and keep well.

Shaun Drylie
SBS Bank Group CEO

0800 727 2265 [sbsbank.co.nz](https://www.sbsbank.co.nz)

SECURITY NOTICE: We will never ask for your internet banking login, password details, security details or any other security details via email. We will never ask you to log into your Personal Internet Banking services via a link in an email. If you are concerned that an email from SBS Bank is not genuine, please call us on 0800 727 2265 or forward it to phishing@sbsbank.co.nz.

3/30/2020

An update on our services.

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