

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 with your banking?

We're sorry to say that our branches (excluding Windsor) are only open 10am-2pm on Thursdays for Members who can't bank with SBS any other way.

We know this is hard for some of our Members who like to visit our branches, so please let us know how we can help.

Ways you can bank with SBS.

If you would like to know more about any of these options, please call our Contact Centre on 0800 727 2265:

- Internet Banking
- Mobile Banking app
- ATMs around the country

Like our branch team, our Contact Centre team is in New Zealand too, so we know what you're going through. We do have high call levels at times, so we appreciate your patience if there are delays answering your call.

Let us know if we can help.

We know there is a lot to deal with and think about, so keep asking questions for anything we can help you with.

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 call us at SBS on 0800 727 2265 immediately.