



Dear SBS Bank Member,

SBS Bank has partnered with Nielsen, the market research company, to conduct a survey about the different banks and financial organisations you know of and use.

This survey is an ideal opportunity for you to provide direct feedback on SBS Bank and other banks. This information will be used to ensure that SBS Bank are meeting your expectations and continue to improve your banking experience.

The survey will take approximately **8-10 minutes** to complete. To thank you for your time, on completion of the survey you have the opportunity to enter into a prize draw to win a **\$500 Farmers voucher**. Please click [here](#) to see the terms and conditions of the prize draw.

Please click on the button below or copy and paste the link into your browser window to participate in the study.

START THE SURVEY

The closing date for responses is **9am Friday 27th September, 2019**. If at any time you would like to pause the survey and return to it later, simply close the window and click on your original link to return. Please take the time to read the questions carefully as your views are important to us.

We'd like to assure you that your responses are strictly confidential. All information is used for statistical purposes and individual responses are not identified. Nielsen is SBS Bank's agent in respect of this research. Nielsen adheres strictly to defined market research practices to preserve anonymity and confidentiality of information. The following link gives more information about our privacy policy, please [click here](#).

If you have any questions for SBS Bank relating to this study, please e-mail: marketing@sbsbank.co.nz.

For any general or technical questions please email: IsabelMorse@nielsenwebsurveys.com.

Thank you in advance for your participation.

Yours sincerely,

Nielsen