

## **Westpac Customer Forum™ Terms and Conditions for Membership**

### **Introduction**

Customer Forum is an online customer feedback forum. Customers may choose to join the Customer Forum as members. Alternatively, Westpac New Zealand Limited ("Westpac") customers who are not members may on occasion be invited to take part in a Westpac Customer Forum survey.

Westpac customers are able to join the Customer Forum as members by email invitation or via the "[Join Customer Forum Today](#)" button on the Westpac website. Customer Forum members complete a registration survey and, if eligible, will have their membership confirmed by email.

From time to time, we also invite Westpac customers, including those who are not members of the Customer Forum, who use particular products and services to take part in Westpac Customer Forum surveys. Receiving an invite to a Customer Forum survey does not mean you are a Customer Forum member.

### **This document outlines Terms and Conditions for Westpac Customer Forum Membership.**

If you choose to become a member of Customer Forum and you qualify, you will be entitled to participate in accordance with the provisions set out below.

### **How do I qualify to be a member?**

In order to qualify to become a member of Customer Forum you must:

1. Be a customer of Westpac New Zealand Limited;
2. Be over the age of 15; and
3. Complete the profiling survey and provide your full name and email address.

When you complete the initial profiling survey you will be informed immediately within the first 2-4 questions of the profiling survey if you have not qualified to become a member of Customer Forum.

If you do qualify and become a member of Customer Forum you will not need to provide this information in every survey. However, in order to keep your information up to date you will be required to complete a profiling survey every 12 months.

### **If I qualify, how do I become a member?**

If you have qualified to become a member of Customer Forum, we will send you an email asking you to confirm the email address you provided in the profiling survey. By confirming the email address in accordance with this email, you will become a member of Customer Forum.

### **How often will I participate in surveys?**

If you are a member of the Customer Forum you may receive emails to invite you to participate in surveys, every month, on a variety of topics related to Westpac and the services and products we provide. You decide whether you want to participate in the surveys you are invited to join.

Some members of Customer Forum may receive more invitations to participate in surveys than others. For example members who are overseas will receive fewer invitations, as their interactions with Westpac are generally less frequent.

## **What benefits will I receive?**

As a member of Customer Forum you will have the opportunity to enter our monthly Prize Draw as a thank you for each survey that you complete during a month.

In addition to this, as a member of the Customer Forum you can choose to receive an email newsletter, which we will publish quarterly. The newsletter will have information and outcomes of research that has been carried out recently.

## **Monthly Prize Draw**

### *Eligibility*

To enter the monthly Prize Draw you must complete an eligible survey during a month in which the relevant draw is occurring.

### *Prizes*

Three monthly prizes of \$250 (on a pre-paid Prezzy Card or similar) will be awarded to three lucky participants.

The draw will be conducted in accordance with the Westpac Customer Forum Prize Draw Terms and Conditions ([click here](#) for the Prize Draw Terms and Conditions). Entry into the Prize Draw constitutes acceptance of the Westpac Customer Forum Prize Draw Terms and Conditions.

## **Privacy**

We understand that the privacy of your personal information is important. [Click here](#) to view Customer Forum Privacy Policy.

## **Ending Membership**

Whenever you receive an email from Customer Forum we will give you the option to stop receiving emails from Customer Forum by clicking on a link in the email, unsubscribing will end your membership. You can also stop being a member by emailing [support@research.westpac.co.nz](mailto:support@research.westpac.co.nz) and placing 'Request Removal' in the subject line. By doing either of these you will no longer receive emails from Customer Forum. Your Information will still be kept, unless you ask us to remove it or it is disposed of in accordance with the terms of the Privacy Act 1993.

## **Security**

Do not at any stage disclose any of your specific bank account, card, online banking or phone banking details in the Customer Forum surveys or in emails to [support@research.westpac.co.nz](mailto:support@research.westpac.co.nz). This includes things such as account number, customer number, credit card number, debit card number, pin or password. Customer Forum will never request this information from you.

## **Use of the Customer Forum Website**

This website (<https://research.westpac.co.nz>) is presented by Westpac New Zealand Limited.

Information on this site has been prepared in accordance with New Zealand law.

Please contact Westpac for prior permission if you wish to create a hypertext link to any page on this Customer Forum Website. If you create a link to the Customer Forum Website, you remain fully

responsible for any consequences of that link, whether direct or indirect and you will protect Westpac against all loss, damage, liability, costs or expense arising from or in connection with the link.

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Access to the member only areas of the Customer Forum website is restricted to authorised users only.

### **Variation of these terms and conditions**

Westpac reserves the right to vary these terms and conditions. Any changes to these terms and conditions will take effect at least 14 days after the date of notice. Notice will be given by email to the email address you have provided to Customer Forum and displayed on the Customer Forum portal. If you do not consent to such changes, you can cancel your membership of Customer Forum by contacting us at [support@research.westpac.co.nz](mailto:support@research.westpac.co.nz) .

If you have any further concerns please contact us at [support@research.westpac.co.nz](mailto:support@research.westpac.co.nz) . For general queries about your banking, please call 0800 400 600.