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## THE PANEL

### **What is an online research panel?**

*An online research panel is a community of pre-screened respondents who have expressed a willingness to undertake ongoing market research.*

### **What is BNZ Voice?**

*BNZ Voice is owned by BNZ for the purpose of collecting market insights and customer feedback through a number of online surveys.*

*Members of BNZ Voice will be invited periodically to participate in online surveys on a variety of topics including banking, insurance and marketing activities.*

### **Who can become a member of BNZ Voice?**

*To be a member of BNZ Voice, you need to be aged over 15 years and not employed in the banking industry (unless a BNZ employee). You need to be a BNZ customer (either a personal, business, agribusiness or private banking customer).*

*Find more of the [Terms & Conditions](#) of BNZ Voice.*

### **How do I become a member of BNZ Voice?**

*You will be required to complete a profile survey and provide an email address to confirm your membership. Once you have completed the profile survey and confirmed your details (email address, full name, and date of birth), you will be notified if you qualify to be a member of BNZ Voice.*

*When you complete the profiling survey you'll be told immediately if you qualify to be a member of BNZ Voice. If you don't qualify, any identifiable information such as your name, and email address will not be kept.*

*Please note that each panel member can only hold one membership account and that there can only be one membership account per email address.*

### **Can I change my details or terminate my membership?**

*As a member of BNZ Voice, you can log into the website and change your email address, username and password at your discretion. If you wish to update other personal details such as age or income, please email [support@voice.bnz.co.nz](mailto:support@voice.bnz.co.nz)*

*You can choose to end your membership if you no longer wish to undertake BNZ Voice surveys. To end your membership, just go to BNZ Voice webpage and click "Unsubscribe" or email [support@voice.bnz.co.nz](mailto:support@voice.bnz.co.nz) with "Request Remove" in the subject line.*

*Also each survey invite includes an opt out link which you can click to terminate your panel membership.*

### **What happens after I join?**

*Once your account is created, you will receive a confirmation e-mail with a link that you must click on to become an active member of BNZ Voice. When a survey becomes available, you will receive an invitation e-mail with a link to the survey. You can also access any active surveys to which you have been invited to participate through the panel portal site.*

## MEMBER REGISTRATION

### **Why do you need my personal information?**

*BNZ Voice collects and holds personal information provided with your registration to be grouped together with others for statistical research purposes including, for example, grouping together responses of people with similar profiles; to ensure that incentives/prizes can be distributed. All information collected by BNZ Voice from and about members will be used in accordance with the Panel's [Privacy Policy](#).*

### **I'm having trouble creating my password.**

*Your password must be 6-12 characters long and must include at least one number. Ensure that there are no spaces before, in the middle, or at the end of your password.*

### **Why did I not receive the confirmation e-mail?**

*This may be the result of one of two things:*

- 1. Depending upon your e-mail provider and your personal e-mail settings, some e-mails sent from an automated system may be diverted directly into your Junk Mail folder. To avoid this, you can add our address to your safe list or address book.*
- 2. You may have entered your email address incorrectly, which would have sent your confirmation to an invalid address. If this has happened, you will need to fill out the questionnaire again. Always type carefully when you respond to survey questions to avoid this happening.*

### **How long will I remain on the panel?**

*You participate in surveys at your discretion. However, if you haven't participated in a survey in over two years, we reserve the right to discontinue your membership with BNZ Voice. If your membership is discontinued, all of your details and information will be removed from the panel database.*

## RESEARCH PARTICIPATION

### **How do I participate in a survey?**

*When a survey becomes available, you will receive an email invitation to participate in the survey. You can simply click on the link in your email invitation to begin the survey.*

### **How long will it take to complete a survey?**

*Most surveys take 10 to 20 minutes to complete depending on the length of the survey and your answer. You will be notified in your email invitation about the approximate completion time.*

### **Are there any prizes for completing the survey?**

*For each survey that you take, you will be given the chance to win great prizes such as iPod touch, iPads, FlyBuys points or Airpoints. Any prizes or competitions offered for a particular survey, will be detailed in either your survey invitation (e-mail) or within the survey itself. Be sure to read the information provided so you are familiar with the terms and conditions for entering the prize draws.*

**Why have I been disqualified from the survey?**

*Each panel is made up of a number of categories with a specific quota to ensure the survey population is representative of the population. Based on your profile, the quota for a particular survey may have already been filled.*

**What will the surveys be used for?**

*All surveys conducted by BNZ Voice are designed by and analysed by BNZ for the purpose of collecting ongoing consumer insights on various topics such as customer satisfaction, branding, product / service concepts, etc.. Your answers will provide invaluable feedback to help BNZ to improve what it offers its customers.*

**TECHNICAL ISSUES****The link in my e-mail invitation is not working.**

*Depending on your service provider, or the size of your e-mail window, the link to the survey may be broken onto two or more lines. You may also have a link that is not completely underlined or active. You must select the entire link in order to access the survey correctly. Please also try to copy and paste the link into your browser.*

**Why can't I get past the first page?**

*Be sure that your browser's "cookies" are enabled. For assistance, please refer to the "Help" menu in your web browser. If you are still experiencing problems, it might be your security settings or a conflict with another software application on your system. Please check the Privacy tab of your Internet Options to ensure that the "Override Automatic Cookie Handling" is NOT selected. If this doesn't help, check to see if you have any security software installed such as Norton Internet security, personal firewall software, pop-up blockers, or spam blockers. Any of these might be blocking the page from loading.*

*If you continue to experience problems, please email [support@voice.bnz.co.nz](mailto:support@voice.bnz.co.nz) with as much detail on the problem as possible (i.e. what platform you are using – Windows or Macintosh and what type of browser – Internet Explorer, Netscape, Safari, etc.)*

**The e-mail I received is all in code.**

*Check to see if you can switch from Plain Text to HTML. At the top of your e-mail window there is a small field with the words "Plain Text" in it. Click on the down arrow to select HTML.*

*If you continue to experience problems, please email [support@voice.bnz.co.nz](mailto:support@voice.bnz.co.nz)*

**My password is not working when I return to the portal page.**

*If you have been re-directed to the panel portal page after completing the questionnaire, you do not need to login to submit your answers. Your responses have already been submitted. You are re-directed to the panel portal page by default should you wish to update or change any of your account information. If you have not yet received and clicked the link in your e-mail to confirm your registration, you will not be able to log into the panel. Check your e-mail for this confirmation and follow the steps to complete your entrance into the panel. When logging in, make sure you don't enter any unnecessary spaces before or after your e-mail address or password. The system reads blank spaces as extra characters.*

**I get an “e-mail does not exist” message when I try to login.**

*If you did not complete the first survey you were invited to and click the link in your confirmation e-mail, you are not fully registered in the panel. If you have completed these steps and still cannot login, try closing the portal page and returning in a few minutes. If you got to the portal page after completing a questionnaire, there is no need for you to login to submit your responses. Your responses have already been submitted.*

**I can't remember my password.**

*If you cannot remember your password, simply click on the “Forgot password” button on the panel login page to have it e-mailed to yourself. If you continue to experience problems you can e-mail [support@voice.bnz.co.nz](mailto:support@voice.bnz.co.nz).*

**The page timed out.**

*If you leave your computer or leave the survey on the same page for a long period of time, the page can time out. Although the page has timed out, your previous answers are not lost. To finish the survey, click on the link again and it will take you right to where you left off.*

**PORTAL ISSUES****How do I retrieve my password if I forget it?**

*Enter your email address where you would usually sign in on the BNZ Voice webpage ([www.voice.bnz.co.nz](http://www.voice.bnz.co.nz)) and click on “Forgot password?”. The password will be emailed to you.*

**My password is not working when I return to the portal page.**

*If you have been re-directed to the panel portal page after completing the questionnaire, you do not need to login to submit your answers. Your responses have already been submitted. You are re-directed to the panel portal page by default should you wish to update or change any of your account information.*

*If you have not yet received and clicked the link in your e-mail to confirm your registration, you will not be able to log into the panel. Check your e-mail for this confirmation and follow the steps to complete your entrance into the panel. When logging in, make sure you don't enter any unnecessary spaces before or after your e-mail address or password. The system reads blank spaces as extra characters.*

**I can't login with my e-mail address. The message says it is not in the database.**

*After completing the questionnaire, you should have received an e-mail asking you to confirm your e-mail address. The system will not recognise your address until it has been confirmed by clicking on the link in that e-mail. Check your Inbox and Junk Mail folder for the confirmation e-mail; depending on your email provider, it may have been directed to your Junk Mail folder.*

**I didn't receive my password after clicking on the “Forgot password” button.**

*Depending on the e-mail provider, the e-mail might have been directed to your Junk Mail folder. Some providers automatically divert e-mails sent from an automated*

system to the Junk Mail folder. To avoid this, add our address to your address book or safe list.

### **How do I add this panel to my safe list?**

*If you are using Microsoft Hotmail, Yahoo, or Gmail, you can follow the instructions below to ensure you receive your email invitations in your regular inbox:*

1. *Open your Mailbox.*
2. *Click on "Mail" tab.*
3. *Click on "Options" - It is located on the top right of the page, on the same level as the four tabs labelled Today, Mail, Calendar and Contacts*
4. *Click on "Junk E-mail Protection".*
5. *Click on "Safe List".*
6. *Type "support@voice.bnz.co.nz" and click "Add".*

*If you use Hotmail, Yahoo, Gmail, or another email program or web-based email provider, please consult the 'Help' menu regarding specific instructions on adding the email [support@voice.bnz.co.nz](mailto:support@voice.bnz.co.nz) to your safe list or address book.*

## **OTHER MISCELLANEOUS**

### **Am I still registered in the panel? I haven't received a survey invitation for a while.**

*Surveys are often sent depending on age group, gender, or other criteria. When a survey matching your profile is launched, you will receive an e-mail invitation. If you have not received an invitation, it is most likely because there have not been any surveys released that match your profile.*

### **Did you get my responses?**

*If you would like to ensure that your responses have been received, you can click on the survey link when you are done. A message stating that you have already completed the survey will appear.*