

BNZ Voice - Terms and Conditions

Introduction

BNZ Voice is an online customer feedback panel owned by Bank of New Zealand. If you qualify and become a member of BNZ Voice, you will be entitled to participate and may receive rewards 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 BNZ Voice you must:

1. Be over the age of 15 and not employed in the banking industry (unless a BNZ employee);
2. Be a BNZ customer (personal, business, agribusiness or private bank customer) and live in New Zealand with regular internet access; and
3. Complete the profiling survey and provide your full name, date of birth and email address.

When you complete the initial profiling survey you will be informed immediately if you have not qualified to become a member of the panel. If you do not qualify, any identifiable information such as your name and email address will not be kept. If you do qualify and become a member of BNZ Voice you will not need to provide this information in every survey. However, in order to keep your information up to date, you might be asked to update your profiling survey from time to time.

How do I become a member?

If you qualify to become a member of BNZ Voice after completing the profiling survey, 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 BNZ Voice. You can choose to stop being a member of BNZ Voice at any time by emailing 'Request Removal' to support@voice.bnz.co.nz.

What types of communication will I receive?

If you are a member of BNZ Voice you may receive emails to invite you to participate in surveys on a variety of topics related to banking, insurance and the products and services we provide. You decide whether you want to participate in the surveys you are invited to complete.

As a member of BNZ Voice, you might be invited to participate in focus or discussion groups and/or to correspond with us about comments you have made in relation to a banking service, a BNZ research panel survey and/or related services.

What rewards will I receive?

For each survey that you take, you will be given the chance to win a range of prizes such as MTA, grocery or travel vouchers. 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.

Competition terms and conditions

To participate in a competition you must be a current member of BNZ Voice for the duration of the competition and have completed and successfully submitted the survey to which the competition is linked. The prize may vary for each survey competition. Entry to the competition is confirmed upon the successful completion and receipt by BNZ's online database of each online survey. Entries to each competition must be received by the date specified in the survey invitation email. One entry per survey completed only. BNZ may modify, cancel, terminate or suspend the competition. BNZ's decisions on all matters regarding the competition are final and no correspondence will be entered into. BNZ reserves the right to extend, change or terminate a competition at any time. The prize winner will be the person whose details are registered against the registration used to submit the winning entry. Participants should ensure that their personal details registered for BNZ Voice are correct. The prizes are not transferable or exchangeable. The prize for each competition is as specified in the survey invitation email.

Privacy

We understand that the privacy of your personal information is important. [Click here to view BNZ Voice's Privacy Policy.](#)

Security

Please do not at any stage disclose any of your specific bank account, card, online banking or phone banking details in surveys or in emails to support@voice.bnz.co.nz. This includes things such as account number, customer number, credit card number, debit card number, pin or password. BNZ Voice will never request this information from you.

Use of the BNZ Voice website

This Website is presented by Bank of New Zealand. Information on this site has been prepared in accordance with New Zealand law.

If you are a member of BNZ Voice you may receive emails to invite you to participate in surveys, discussion or focus groups, and/or to correspond with you about comments you have made in relation to a banking service, a BNZ research panel survey and/or related services. Whilst all reasonable care has been taken to avoid the transmission of viruses, it is the responsibility of the recipient to ensure that the onward transmission, opening or use of this message and any attachment will not adversely affect their systems or data. No responsibility is accepted by BNZ in this regard and the recipient should carry out such virus and other checks as they consider appropriate.

Variation of these terms and conditions

BNZ 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 may be given by email to the email address you have provided to BNZ Voice and displayed on the BNZ Voice website. By continuing to participate in the BNZ research panel and/or survey competitions you will be deemed to have agreed to the terms and conditions then in effect. We recommend that you regularly visit the terms and conditions page.

If you have any further concerns please contact us at support@voice.bnz.co.nz