

## **ANZ YOUR SAY – Frequently Asked Questions**

Here's some information to help you use ANZ's Your Say research programme.

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## The panel

### What is ANZ Your Say?

ANZ Your Say ('Your Say') is an online research panel. A research panel consists of individuals from a cross-section of the New Zealand population who have agreed to participate in voluntary, ongoing market research surveys and discussions.

ANZ Your Say is owned by ANZ Bank New Zealand Limited ('ANZ' or 'us') and has been set up to help us understand how we can improve the products and services we deliver to customers.

### Who can become a Your Say member?

In order to qualify as a member of Your Say you must:

- (a) be a current customer of ANZ or work for a business that is a customer of ANZ;
- (b) be at least 15 years old;
- (c) complete an introductory survey (providing your full name and email address), which we will use to determine your suitability for the Your Say research panel; and
- (d) be accepted by ANZ as a Your Say research panel member. ANZ has discretion to determine membership of Your Say.

By registering as a member of Your Say you agree to be bound by the ANZ Your Say Terms and Conditions and the ANZ Your Say Privacy Policy.

### What happens after I join?

Once you've been accepted as a Your Say member, you will be sent a confirmation email. In that email will be a link that you click to activate your Your Say membership and account.

As a Your Say member, you will be invited to take part in online surveys and discussions from time to time, to provide your opinions about and experiences with ANZ, and other banking topics. Participation in our surveys is voluntary.

### How do I update my personal details?

If you'd like to update personal details, please email us at [support@yoursay.anz.co.nz](mailto:support@yoursay.anz.co.nz)

### How do I stop my Your Say membership?

To end your Your Say membership, go to Your Say's webpage and click 'Unsubscribe' or email [support@yoursay.anz.co.nz](mailto:support@yoursay.anz.co.nz) with 'Request Remove' in the subject line.

## Member registration

### Why do you need my personal information?

We collect, hold and use your personal information you provide through your Your Say membership for ANZ market research purposes, to manage and administer Your Say, including identifying appropriate Your Say surveys and discussions for you to complete, and for analysis, the results of which will only be in an aggregate form and will only be used to help us identify trends in customer groups. For example, we may be interested in how those with credit cards feel about rewards programmes. We also use your personal information to notify you and verify your identity if you win a prize in any prize draw or competition associated with Your Say.

All personal information collected by Your Say will be collected, used and stored in accordance with the ANZ Your Say Privacy Policy.

### **Why didn't I receive the confirmation email?**

This may be due to the following:

1. Your email provider or your personal email settings. Some emails sent from an automated system may be diverted directly into your Junk Mail folder. To avoid this, add our address to your safe email list or address book.
2. You may have entered your email address incorrectly, so your confirmation may have been sent to an invalid address. If this has happened, you will need to fill out the questionnaire again.

### **How long will I be a Your Say member?**

Your participation in surveys is entirely your choice. However, if you haven't participated in a survey in over a year, or if you're no longer an ANZ customer, then we may discontinue your Your Say membership without notifying you.

If your Your Say membership is discontinued, any personal information that is no longer necessary for maintaining your unsubscribed status will be deleted and not be further used by ANZ. Any aggregated information arising out of your participation in Your Say surveys or discussions may still be kept, but you will not be identifiable.

Terminating your Your Say membership won't affect your relationship with ANZ in any way. If you are an ANZ customer, ANZ may use any personal information you've given to ANZ outside of Your Say in accordance with the ANZ Privacy Statement, including to send you communications from ANZ (unless you have indicated otherwise).

### **Participating in research**

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

When a survey becomes available, you will receive an email inviting you to participate. Simply click on the link in the email to begin the survey.

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

Most surveys will take between 5 and 15 minutes to complete, depending on the length of the survey and your answers.

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

We aim to invite you to participate in surveys every two to three months. You decide whether to participate in the surveys.

#### **What kind of surveys will I be asked to participate in?**

The surveys will ask about your opinions of and experiences with ANZ, and other banking topics. Your feedback will be used to help us improve the experience and solutions we deliver to our customers, including you.

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

The surveys conducted by Your Say are designed and analysed by ANZ. The responses to surveys are combined and analysed as a group. Individual responses are not identified in the published results. Any responses you provide will be aggregated with the responses of other participants. We will not disclose your individual responses in a manner that identifies you without your prior consent.

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

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, including the terms and conditions for that prize draw or competition.

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

On average, you will have the opportunity to participate in surveys about every two to three months. Surveys are often sent depending on demographic characteristics or products used. When a survey matching your profile is launched, you will receive an email 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'd like to know when your responses have been received, click on the survey link when you've finished. A message saying that you've already completed the survey will appear.

### **Technical problems**

#### **The link in my email invitation isn't working**

Depending on your service provider, or the size of your email window, the Your Say survey link might be split across two or more lines. You may also have a link that is not completely underlined or active. To access the survey correctly, select the entire link and paste it into your internet browser.

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

Be sure that your browser's 'cookies' are enabled. For assistance, refer to the 'Help' menu in your web browser.

If you continue to experience problems, it might be your security settings or a conflict with another software application on your system. 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 your security software installed, 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, email [support@yoursay.anz.co.nz](mailto:support@yoursay.anz.co.nz) with as much detail about the problem as possible (i.e. what platform you're using – Windows or Macintosh and what type of browser – Internet Explorer, Chrome, Safari, etc.).

#### **The page timed-out**

If you leave your survey page open for a long period of time, the page can time-out. However, the answers you've already provided will not be lost. To finish the survey, click on the survey link in your email invitation again and it will take you back to where you left off.

#### **Why is the system so slow?**

A number of things may affect the speed when you're on Your Say. These could be related to your modem, your ISP, or the browser you are using. If you continue to experience problems, please email [support@yoursay.anz.co.nz](mailto:support@yoursay.anz.co.nz) with as much detail on the problem as possible (i.e. what platform you're using – Windows or Macintosh and what type of browser – Internet Explorer, Chrome, Safari, etc.).