

Terms and Conditions: Customer Experience Survey Competition

TO ENTER:

To be in the running to win one (1) of two (2) \$500 Digital Gift Cards, you must complete the Customer Experience Survey through the nominated email and at the end of the survey tell us in 25 words or less “What is the number one thing a bank could do to deliver an amazing customer experience?”.

Terms and Conditions

1. This competition commences at 5:00pm WST on 12 September 2018 and closes at 12:00pm WST on 5 October 2018 (‘Promotional Period’). Taking part in this competition constitutes acceptance of these terms and conditions.
2. Bankwest, a division of Commonwealth Bank of Australia ABN 48 123 123 124 AFSL/Australian credit licence 234945, Bankwest Place, 300 Murray St, Perth WA 6000, ph. 13 17 19, is the promoter of this competition (‘Promoter’ or ‘Bankwest’).
3. To be eligible for entry (‘Entrant’) in the Competition you must (‘Eligibility Criteria’):
 - a) Be aged over 18, or have parent(s) or guardian(s) permission to enter.
4. To enter, Entrants must complete the Customer Experience Survey through the nominated email and tell us in 25 words or less at the end of the survey “What is the number one thing a bank could do to deliver an amazing customer experience? during the Promotional Period (‘Entry Requirements’).
5. Valid Entries are entries that satisfy the Eligibility Criteria and Entry Requirements. There is a limit of one (1) entry per person.
6. The winners of the competition will be determined by a panel of representatives from the Customer Experience Team (‘Panel’) at Bankwest, Bankwest Place, Level 12, 300 Murray St Perth WA 6000 on 9th October 2018 (‘Judging Date’). Entries will be judged based on creativity.
7. The winners will be notified by phone/and or email and in writing within two days of 9th October 2018. The winners details will also be announced online at bankwest.com.au.
8. The winners must claim their prize in the manner set out in the email informing them that they have won. Winners prizes will be delivered to the nominated address provided by the winner.
9. There are two (2) prizes of a Digital Gift Card to be won, valued at \$500 each. The total prize pool value is \$1,000.
10. If any prize remains unclaimed after 3 months of the draw, the Promoter will conduct an unclaimed prize draw in the same manner and place as the original draw, subject to any directions from the Office of Liquor, Gaming and Racing (NSW) or given under Regulation 37 of the *Lottery and Gaming Regulations 1993* (SA).
11. Bankwest accepts no responsibility for loss or damage to any prizes whilst in transit.
12. Prizes are not transferable or exchangeable. The Winners accepts the Prize ‘as is’ and acknowledges that the Promoter accepts no responsibility for any tax implications that may arise from

the prize. Winners should seek advice from the Australian Tax Office or their own taxation adviser or independent financial adviser.

13. The Promoter reserves the right in its sole discretion to disqualify any individual who does not meet the Eligibility Criteria or does not provide suitable verifying identification.

14. The Promoter will use its best endeavours to provide the Prizes listed. Although Prizes are subject to change at the Promoter's discretion. If the Prizes are unavailable for whatever reason, the Promoter reserves the right to substitute for that Prize or item for a prize or item of an equivalent value subject to any written directions given under applicable trade promotion laws and regulations.

15. If for any reason this Competition is not capable of running as planned (including, but not limited to) infection by computer virus, bugs, unauthorised intervention, fraud, technical failures or any other causes beyond the control of the Promoter which corrupt or affect the administration, security, fairness, integrity or proper conduct of this Competition, the Promoter may take any action that may be available including cancelling, terminating, modifying or suspending the Competition.

16. The Promoter's decision is final and no correspondence will be entered into.

17. Directors and employees of the Commonwealth Bank Group including their immediate families, its agencies and companies associated with this competition are ineligible to enter.

18. These terms and conditions shall be governed by the laws of Western Australia and each Entrant agrees to submit to the non-exclusive jurisdiction of Western Australia.

Privacy statement

We've collected this information to enter you in the Bankwest Customer Experience Survey Competition entered via the nominated survey link. Bankwest will not disclose this information for any other purpose. The information you give us is held confidentially and not passed on to any third parties except for our related bodies corporate, agents and contractors for the fulfilment of this competition. You can access the personal information about you held by Bankwest by calling 13 17 19.