

Bankwest Customer Experience Surveys Prize Draw (“Promotion”)

Terms and Conditions

1. This competition commences at 12:00am Australian Western Standard Time (“AWST”) on 1 January 2026 and closes at 11:59pm AWST on 31 December 2026 (“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 Street, Perth WA 6000, ph. 13 17 19, is the promoter of this competition, authorised under NSW TP/03134 (NTP/14984); ACT Permit No TP 25/02700.
3. Entry is open to Australian residents excluding those who reside in South Australia (‘Eligible Entrants’) who are Bankwest customers aged 14 years of age and older, and have opted into receiving research and marketing communications from the Promoter. Entrants under 18 years of age must obtain the prior permission of their parent or legal guardian to be allowed to enter. Employees of the Promoter or persons directly involved in the Promotion are not eligible to enter.
4. To enter, Eligible Entrants must, during the Promotional Period, complete the following steps:
 - a) Receive an invitation from the Promoter to participate in the Customer Experience survey by way of email invitation;



- b) Click on the bespoke online survey link contained within the email and;
 - c) Complete the survey by answering the survey questions and submitting the completed survey.
5. For each Entry Survey completed and submitted in an Entry Period, Eligible Entrants will receive one entry into the Promotion for that Entry Period ("Eligible Entry") and may, at the Promoter's sole discretion, also be entered into any subsequent Entry Period in accordance with clause 6. Each Entry Survey may only be completed once.
6. Where there are no new Eligible Entries for the duration of an Entry Period (the "Relevant Entry Period"), including as a result of an Unforeseen Event as described in clause 25, at the Promoter's discretion, the non-winning Eligible Entries from one or more previous monthly draws may be entered into the monthly draw for the Relevant Entry Period.
7. By entering, each entrant agrees to:
- a) these Terms and Conditions; and
 - b) the Promoter's privacy statement available at www.bankwest.com.au/privacy ("Privacy Statement").
8. The winner(s) of the competition will be selected by computerised random draw ("Computer Generated Selection") at Qualtrics Sydney, Level 15/1 Denison Street, North Sydney, NSW 2060, at the times and dates set out in clause 11 from all entries received during the relevant Entry Period shown in clause 11 or otherwise in accordance with clause 6.
9. The first (1) valid Eligible Entry drawn in each Monthly Draw ("Winner") will win an electronic gift card supplied by GiftPay, in the amount of \$500 including GST (a "First Prize"). The next ten (10) valid Eligible Entries drawn in each Monthly Draw ("Winners") will win an electronic gift card supplied by GiftPay, each in the amount of \$50



including GST (each a "Second Prize") (together, the "Prizes"). Total Prize pool per month of up to \$1000 including GST.

10. Where fewer than eleven (11) Eligible Entries are received in an Entry Period, the Monthly Draw will be conducted, and Prizes will be awarded to Winners for that Entry Period in the manner described in clauses 8 and 9 according to the number of Eligible Entries received.
11. Subject to clause 25, the Monthly Prize Draw Schedule is as follows (all times are AWST unless otherwise specified):

Month	Entry Period (AWST)	Draw Date and time (AWST)	Notification Date
1	12:00am 01/01/26 to 11:59pm 31/01/26	02/02/26 at 11.30am	9/02/26
2	12:00am 01/02/26 to 11:59pm 28/02/26	03/03/26 at 11.30am	10/03/26
3	12:00am 01/03/26 to 11:59pm 31/03/26	01/04/26 at 11.30am	08/04/26
4	12:00am 01/04/26 to 11:59pm 30/04/26	04/05/26 at 11.30am	11/05/26
5	12:00am 01/05/26 to 11:59pm 31/05/26	02/06/26 at 11.30am	9/06/26
6	12:00am 01/06/26 to 11:59pm 30/06/26	01/07/26 at 11.30am	08/07/26
7	12:00am 01/07/26 to 11:59pm 31/07/26	03/08/26 at 11.30am	10/08/26
8	12:00am 01/08/26 to 11:59pm 31/08/26	01/09/26 at 11.30am	08/09/26



9	12:00am 01/09/26 to 11:59pm 30/09/26	01/10/26 at 11.30am	08/10/26
10	12:00am 01/10/26 to 11:59pm 31/10/26	02/11/26 at 11.30am	9/11/26
11	12:00am 01/11/26 to 11:59pm 30/11/26	01/12/26 at 11.30am	08/12/26
12	12:00am 01/12/26 to 11:59pm 31/12/26	04/01/27 at 11.30am	11/01/27

12. At the same time as each Monthly Draw, and in the same manner outlined in clause 8, the Promoter will randomly draw up to eleven (11) further Eligible Entries for the First Prize and Second Prizes to be reserve winners if any Prize is unclaimed or cannot be delivered to a Winner for that Monthly Draw ("Reserve Winners").
13. The Monthly Prize Winners will be notified by email from Bankwest within 7 days after the Draw Date.
14. The Winner's name (first initial and last name) and State/Territory will also be published on the Promoter's website at www.bankwest.com.au on the Notification Dates specified in the table at clause 11 above.
15. Winners are to claim their Prize in the manner set out in the notification email informing them that they have won, including by replying to the notification email confirming that they accept the Prize.
16. There are 132 Prizes(s) of Giftpay electronic gift cards to be won. There are 12 First Prizes valued at \$500 (including GST) each and 120 Second Prizes valued at \$50 (including GST) each. Prizes are not transferable or redeemable for cash. The total value of all Prizes in the Promotion is \$12,000 (including GST).
 - a) Prizes will be distributed to Winners (or Reserve Winners, if applicable) via an email notification from the Promoter with a link to select the GiftPay electronic gift card.



- b) Conditions and exclusions apply to the GiftPay electronic gift card. For full terms and conditions, visit www.giftpay.com/egift/info.aspx or email support@giftpay.com.
 - c) Winners can choose from a select range of electronic gift cards offered by GiftPay, subject to demand and availability.
17. If any prize remains unclaimed or cannot be delivered to a Winner after 3 months of the draw:
- a) the relevant Winner will be taken to have forfeited the Prize, and the Promoter will award the Prize instead to the Reserve Winner to have been next drawn. If the First Prize has been forfeited, it will be awarded to the first Reserve Winner drawn. Otherwise, Reserve Winners will be awarded Second Prizes that have been forfeited; and
 - b) the Promoter will notify the Reserve Winner by email within seven days of the Prize being awarded to them and will publish their name (first initial and last name) and State/Territory in the manner described in clause 14.
18. If a Reserve Winner does not claim the Prize, or it cannot be delivered to a Reserve Winner, after 3 months of being notified that they have won the Prize, then the Reserve Winner will be taken to have forfeited the Prize. There will be no further award of any Prize forfeited by a Reserve Winner.
19. As a condition of entering the Promotion and claiming their Prize each Winner (or Reserve Winner, if applicable) consents, or the Winner's parent(s) or guardian(s) consent if the Winner is under 18 years of age, to the Promoter publishing their name (first initial and last name) and State/Territory in accordance with these Terms and Conditions.
20. Bankwest accepts no responsibility for loss or damage to Prizes in transit.



21. The Promoter's decision is final and binding, and no further correspondence will be entered into.

General

22. To the extent permitted by law, the Promoter and its related entities and their respective directors, officers, employees and agents will not be liable for any personal injury, loss or damage, whatsoever which is suffered or sustained (including, but not limited to, indirect or consequential, financial or other loss) to or by an Entrant or Winner.
23. Winners of the Prize accept the Prize 'as is' and acknowledge that the Promoter accepts no responsibility for any tax implications that may arise from their Prize. Beneficiaries of the Prize should seek advice from the Australian Tax Office or their own taxation adviser or independent financial adviser.
24. The Promoter reserves the right, at any time, in its sole discretion, to verify the validity of entries and Entrants including an Entrant's identity, age, place of residence and reserves the right, in its sole discretion, to disqualify any Entrant whom the Promoter has reason to believe has breached any of these terms, tampered with the entry process or engaged in any unlawful or other improper misconduct calculated to jeopardise fair and proper conduct of the Promotion. The Promoter's legal rights to recover damages or other compensation from such an offender are reserved.
25. If for any reason this Promotion is not capable of running as planned (including, but not limited to, if any required permits, licences, approvals or exemptions have not been provided for the Promotion or any part of the Promotion, or due to legal reasons or unforeseen circumstances which prevent the Promoter from running the Promotion or any part of the Promotion, or due 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 Promotion) ("Unforeseen Event"), the Promoter may, subject to the approval of all relevant regulatory authorities, if required, take any



action that may be available including cancelling, terminating, modifying or suspending the Promotion.

26. Failure by the Promoter to enforce any of its rights at any stage does not constitute a waiver of those rights.
27. Nothing in these terms limits, excludes or modifies or purports to limit, exclude or modify the statutory consumer guarantees as provided under the Competition and Consumer Act (Cth), as well as any other implied warranties under the ASIC Act (Cth) or similar consumer protection laws in the states and territories of Australia (Non-Excludable Guarantees).
28. Except for any liability that cannot by law be excluded, including the Non-Excludable Guarantees, the Promoter and its related entities (including its respective directors, officers, employees and agents) are not responsible for and exclude all liability (including negligence), for any personal injury; or any loss or damage (including loss of opportunity); whether direct, indirect, special or consequential, arising in any way out of:
 - a) any technical difficulties or equipment malfunction (whether or not under the Promoter's control);
 - b) any theft, unauthorised access or third party interference;
 - c) any entry or Prize claim that is late, lost, altered, damaged or misdirected (whether or not after their receipt by the Promoter) due to any reason beyond the reasonable control of the Promoter;
 - d) any variation in Prize value to that stated in these terms;
 - e) any tax liability incurred by a beneficiary of a Prize (including an Entrant and the Prize Recipient);
 - f) use/taking of the Prize;



- g) the Promotion.
29. All entries become the sole property of the Promoter. The Promoter collects your personal information so that it may process your entry, administer this Promotion and contact you regarding information on products or services that may be of interest to you.

Privacy Notice

30. We have collected this information to enter you in the 'Bankwest Customer Experience Survey' monthly prize draw Promotion entered online via completion of an online survey invitation emailed to the eligible entrant. 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. Our Privacy Statement explains how we may collect, use and share your information, how to access your personal information and correct it when it's wrong, how to make a privacy related complaint and how we deal with it. Sometimes we update our [Privacy Statement](#), and you can always find the most up to date version on our Bankwest website.