

# Bankwest Everyday Banking App Survey Prize Draw (‘Promotion’)

## Terms and Conditions

1. This Promotion commences at 12:00am Australian Eastern Standard Time (‘AEST’) on Thursday 26 March and closes at 11:59pm AEST on Sunday 12 April 2026 (‘Promotional Period’). Taking part in the Promotion 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 Promotion (‘Promoter’).
3. Entry is open to Bankwest customers who:
  - a) Are Australian residents (excluding ACT residents) aged 18 years of age and older; and
  - b) receive an invitation from the Promoter to participate in the relevant Bankwest survey during the Entry Period (‘Eligible Entrants’).
4. To enter the Promotion, Eligible Entrants must, during the Entry Period:
  - a) follow the instructions in the survey invitation sent by the Promoter; and
  - b) fully complete and submit the relevant Bankwest survey.

Eligible Entrants who successfully complete and submit the survey in accordance with these Terms and Conditions will receive one entry into the Promotion.



5. Only one entry is permitted per Eligible Entrant. Each survey may only be completed once. Incomplete, indecipherable or late entries will be deemed invalid.
6. The Promotion relates solely to the survey specified in the survey invitation. Entries received in connection with any other survey, promotion or research activity conducted by the Promoter will not be eligible for entry into this Promotion. By entering, each entrant agrees to:
  - a) these Terms and Conditions; and
  - b) the Promoter's privacy policy available at <https://www.bankwest.com.au/legal-stuff/bankwest-privacy-statement> ('Privacy Statement').
7. The Winner(s) of the Promotion will be the first five (5) Valid Entries (who have not withdrawn consent for the Promoter to send commercial electronic messages) for each Entry Period selected by computerised random draws on the Draw Date and Times set out in clause 9 at Bankwest, 300 Murray Street, Perth WA, 600 ('Draw Location'). Each Winner will win an electronic gift card supplied by GiftPay in the amount of \$200 (including GST).
8. Where fewer than five (5) Valid Entries are received in an Entry Period, the Draw will be conducted and Prizes will be awarded to Winners for that Entry Period in the manner described in clause 7, according to the number of Valid Entries received.
9. Subject to clause 23, the Prize Draw details are as follows (all times given are Perth time unless otherwise specified):
  - a) Entry Period: 12:00am 26/04/26 to 11:59pm 12/04/26
  - b) Prize: 5 x \$200 GiftPay Electronic Cards
  - c) Draw Date & Time: 15/04/2026 at 11:30am
  - d) Notification Date: 16/04/26



10. The Winners will be notified in writing by email from [research@bankwest.com.au](mailto:research@bankwest.com.au) on the dates set out in clause 9.
11. Winner(s) must claim their Prize in the manner set out in the communication informing them that they have won.
12. There are five (5) prizes to be won, each consisting of a \$200 Electronic GiftPay gift card (including GST) ('Prize'). Conditions and exclusions apply to the electronic Giftpay.com.au voucher. For full terms and conditions, visit Giftpay.com.au or email: support@giftpay.com.au. Prizes are not transferable or redeemable for cash. The total prize pool value is \$1,000.
13. At the time of each Draw, the Promoter will randomly draw up to five (5) further Valid Entries (who have not withdrawn consent for the Promoter to send commercial electronic messages) to be reserve winners if any Prize is unclaimed or cannot be delivered to a Winner for that Entry Period ('Reserve Winners').
14. 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 next been drawn; and
  - b) the Promoter will notify the Reserve Winner by email within seven days of the Prize being award to them, in the manner described in clause 10.
15. 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.
16. Bankwest accepts no responsibility for loss or damage to Prizes in transit.
17. No correspondence will be entered into. The Promoter's decision is final.



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

## General

19. 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.
20. The Winner accepts 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.
21. The Promoter will use its best endeavours to provide the Prize stated. If the Prizes are unavailable for whatever reason, the Promoter reserves the right to substitute for that Prize or item a prize of an equivalent value subject to any written directions given under applicable trade promotion laws and regulations.
22. 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.
23. 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, take any action that may be available including cancelling, terminating, modifying or suspending the Promotion.

24. Failure by the Promoter to enforce any of its rights at any stage does not constitute a waiver of those rights.
25. 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, as well as any other implied warranties under the ASIC Act or similar consumer protection laws in the states and territories of Australia ('Non-Excludable Guarantees').
26. 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.
27. All entries and survey responses will be collected by the Promoter for the purpose of administering this Promotion and conducting research in relation to the relevant Bankwest survey. The Promoter collects personal information to process entries, administer this Promotion and contact Entrants in relation to the Promotion (including prize notification). Participation in this Promotion does not create membership of any ongoing research panel. The Promoter may send communications without an unsubscribe function where the communication relates solely to, or is reasonably necessary for, the administration of the Promotion (such as notifying a Winner).

## Privacy Notice

We have collected this information to enter you in the Bankwest Customer Survey Prize Draw Competition and administer this competition in accordance with these terms. 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 the Bankwest website.