

## CHRISTCHURCH 22 FEBRUARY 2011 – 12:51 PM



Our thoughts remain with everyone affected by the earthquake in February. We are grateful that our SBS Bank staff in Christchurch were all personally unharmed but we know that most people have been affected in one way or another and many have lost loved ones.

Our Manchester Street branch staff are no longer able to access their CBD branch so have been integrated into our branch teams at Papanui, Ferrymead and Riccarton.

We know that the road to recovery is a long one and will certainly encompass a number of challenges as we move forward. Our SBS Bank

staff in Christchurch have been deeply moved by the generosity, care and compassion that has been shown to them and their communities from around New Zealand and this will help them to re-build their historic garden city.

Please rest assured that we are doing everything we can to help our SBS Bank members affected by the earthquake and to make this difficult time a little easier. You will find more information on our Canterbury Aid Package on page 1, so please don't hesitate to contact us if you need assistance from us.

### INSIDE THIS MONTH

- SBS Marathon back on track
- HBS Bank sponsors the Hawks
- \$10,000 windfall for Hospice
- New general manager on board
- SBS Star reaches \$380,000
- Your SBS Bank member discounts

# CHRISTCHURCH EARTHQUAKE

## CANTERBURY AID PACKAGE

Our thoughts remain with everyone who has been affected by the Canterbury earthquakes during this time. We appreciate the hardship and challenges being faced by the Canterbury community so we set up an emergency aid package for our members at the end of February to help ease some of the financial anxiety.

This package is still available to SBS Bank members affected by the earthquake. Please call us on **0800 502 442**, 8.30am to 5.30pm, Monday to Friday to discuss any of the following options or to talk to us about your individual needs.

### **Emergency funds with an overdraft facility for up to 90 days**

Up to \$10,000 for SBS Bank home loan customers at the special variable rate of 1.25% below SBS Bank's housing variable rate. Approved applications will receive urgent, same-day processing (subject to approval).

### **Ability to suspend home loan payments for up to three months**

Includes the choice of either adjusting the loan term or adjusting repayments.

### **No early repayment fees**

When repaying a fixed home loan with insurance proceeds or EQC funds where the home is destroyed or has suffered major damage as a result of the earthquake and the home will not be repaired or rebuilt.

### **No establishment or adjustment fees**

When needing to establish or restructure a home loan as a result of the earthquake.

Lending criteria applies. Interest rates are subject to change. SBS Bank terms and conditions apply.

### **No withdrawal or break fees**

On SBS Bank Term Deposit or Term Fund accounts, assuming hardship is proven. No penalty fee on withdrawals from Incentive Saver account.

### **Support for customers**

We will work with you on personal insurance for claims over and above the Earthquake Commission cover.

Please don't hesitate to contact our team on **0800 502 442** if you have any queries.

### **SBS insurance customers earthquake info**

All SBS Insurance customers impacted by the Christchurch earthquake and insured with Lumley should visit [www.sbs.net.nz](http://www.sbs.net.nz) or phone the Lumley claims team on: **0800 002 006** for more information.

We would like to reassure our members that Southsure Assurance is an agent for Lumleys and that neither Southsure or SBS Bank have any exposure to insurance claims in Christchurch.

## CHRISTCHURCH EARTHQUAKE FUND

Thank you for your generosity towards the Canterbury Earthquake Appeal. We have been able to forward thousands of dollars to the Red Cross who have been co-ordinating the collection for those affected by the events of 22 February and the donations continue to come in.

Anyone still wishing to contribute to the fund can make a donation to our SBS Bank account number **03 1355 0670219 00**.

You can also make a donation by calling **0800 502 442** or by making a deposit at any SBS Bank branch.

## YES, WE'RE OPEN IN CHRISTCHURCH

To ensure minimal disruption to our usual business hours and, due to the eagerness of our Christchurch team to help their members in any way possible, our Riccarton branch opened its doors for business just two days after the earthquake hit. Papanui and Ferrymead quickly followed with staff initially rostered on shifts.

Our branches in Papanui, Riccarton and Ferrymead have since remained open. Normal business hours are 9:00am – 4:30pm, Monday to Friday, with a 9:30am start for staff training on Tuesdays. Our Manchester Street branch team are currently working from these other branches.

SBS Bank subsidiary staff from Funds Administration New Zealand and Southsure are largely located at our Ferrymead branch. Please contact your local branch for any information by calling **0800 502 442** or just popping in. We're only too happy to help.



*SBS Bank Ferrymead customer services officer Wendy Miller and manager Ian Pollock are among our many staff ready and willing to help our many members in Canterbury.*

## SBS MARATHON FUNDRAISES FOR EARTHQUAKE FUND

It's official – the SBS Marathon is under starters orders for Sunday 5 June and race organisers are hoping it will help Cantabrians get back on their feet – all while fundraising for the earthquake appeal. The Town Hall start/finish venue is red stickered and much of the course around the Avon River and Hagley Park is ruined but organisers have given the go-ahead on an alternative course located on the outskirts of the city, at Lincoln.

All SBS Marathon events will run again this year, including the full and half marathons, the 10km and the Kids Mara'Fun. Entries for the 2011 SBS Marathon are open again at [www.sbsmarathon.co.nz](http://www.sbsmarathon.co.nz) and entry forms can also be found at SBS Bank branches nationwide. So please register now and help to support a worthwhile cause for the Canterbury Earthquake Appeal.

## WHAT'S NEW

### SOUTHERN BOY BRINGS BANKING EXPERIENCE HOME



In January, former Southlander Mark McLean joined the SBS Bank head office executive team as General Manager Risk and Support. We caught up with him to find out what lured him back to the south from his international career path.

**Q: Where has your career taken you in recent years?**

**A:** I grew up in the south and after moving to Dunedin for tertiary study, I took up a position in Wellington before heading overseas. I have since gathered more than 15 years experience specialising in the finance and banking sectors through positions in London, Singapore, San Francisco and Amsterdam. I was then offered a new position in Scotland but we made the decision to settle in the south for the sake of family and lifestyle. I still have family here in the south as well.

**Q: What does your role as General Manager Risk and Support at SBS Bank involve?**

**A:** I oversee the long-standing, good risk practices that SBS Bank has always had in place, while further developing and enhancing systems to become even stronger, best in class industry risk

management practices to ensure the ongoing safe guarding of client funds. It's all about ensuring what's always been practiced at SBS Bank is continued at the highest possible standard.

**Q: What's the best part about coming home?**

**A:** I couldn't have timed it better with the start of the Bluff Oyster season – I'm a big fan. I'm also looking forward to making the most of the southern rivers and lakes because I do enjoy a spot of fly fishing. It's great to spend more time with my family too.

**Q: You must have an international flavour to your family?**

**A:** They are certainly well travelled and an internationally bred bunch. My wife Jacqui, also a mainlander, gave birth to our boys Sam, who's eight, and Harrison, who's seven, while we were in London. Our five-year-old daughter Madi was born in Singapore so I'm sure they'll all want to travel too when they're older.

**Q: It's understood you have never forgotten your Kiwi passion for the All Blacks during your travels?**

**A:** Being a bit of a rugby nut and having followed the All Blacks around the world, I'm certainly hoping things will be looking up for them during this year's Rugby World Cup. I think I've been their jinx for the last few World Cups because I've been there when they've lost, so they may just stand a chance with me back in the south – and staying here!

### HBS BANK GETS ON BOARD WITH THE HAWKS

The merger of HBS Bank with SBS Bank has continued to progress with pace over recent months and we started to roll out our full range of banking services for Hawke's Bay members in mid-February. These included our everyday transactional accounts, online savings accounts and the Star banking package for non-profits.

We were delighted to announce a new three-year, naming right sponsorship agreement between HBS Bank and the Hawks NBL team, which will now be known as the HBS Bank Hawks. Our HBS Bank team is extremely proud to be part of such a significant regional and community-focused sponsorship, reflective of the long-standing SBS Bank and HBS traditions of giving back and supporting our local communities.

Our HBS Bank Hastings team have recently been relocated as their existing branch underwent a major refurbishment to include our trademark SBS Bank comfortable couches, fireplace and coffee machine for that hot welcoming cup of coffee. Meanwhile, the SBS Bank national branch network will expand to 18 with a new HBS Bank branch opening in Havelock North in June. This means that our SBS Bank members can now do their banking at even more branch locations in the North Island.



### CARMEN HEADS UP OUR DUNEDIN FAMILY



For 13 years Carmen Moran says life revolved around her family and her family business – now she's blown away by the extended family she is surrounded by in her new role as manager of SBS Bank Dunedin.

Born and bred in Central Otago with secondary schooling in Dunedin, Carmen's banking experience started about 25 years ago with a major trading bank in Central.

Carmen left her role as manager of the bank's Alexandra branch to start a business with her husband Jamie. After 12 years in business she rejoined the banking industry when she got on board with SBS Bank as a senior banking consultant just over a year ago. Her Christmas present was a promotion to branch manager.

Carmen says when she's not at work her family and their children's sporting interests come first, including surf lifesaving at St Clair, rugby and basketball. With three boys Paddy, aged 14, and Billy and Mitch, aged 12, it keeps her on her toes.

"At SBS Bank it's like joining another big family at work. People really do care and are treated like they should be. I love that SBS Bank puts the emphasis on the importance of people and community."

## SPONSORSHIPS

### \$10,000 PROCEEDS A CHRISTMAS WINDFALL FOR HOSPICE

It was like an early Christmas for Hospice Southland when they were the ecstatic SBS Star account holder to be voted the charity of choice for the \$10,000 proceeds from the 2011 SBS Bank Golf Invitational by members of SBS Bank.

Hospice chief executive Nicki Kitson says it's really heartening to experience such support from their local bank and the people in the community who continue to support Hospice Southland through initiatives like the SBS Bank Golf Invitational charity of choice concept.

"We are incredibly grateful to SBS Bank and their customers for voting for us and can't believe how much we have directly benefited from SBS Bank since getting on board with the wonderful Invercargill team in 2008."

SBS Bank Invercargill manager Neil Bramley says being able to donate the \$10,000 proceeds to a Southland-based, non-profit charitable organisation was perfectly aligned with SBS Bank's ongoing pledge to support its members and its communities.

"You can't beat the pleasure you get when you get to ring up Nicki and her team and let them know our SBS Bank members have voted for them to receive an additional \$10,000 to boost the donations they have to source to keep operational."

The team from SBS Bank took charge of keeping all the participants in this year's charity Am Am tournament well fed and raffle tickets were sold for a couple of prime golfing weekends to raise additional funds for the Canterbury Earthquake Appeal. A highlight of the launch evening was having former All Blacks coach Laurie Mains auctioned off to play with the successful Am Am team to add to the Canterbury coffers. The annual tournament hosted all of the country's 15 regional teams, with Auckland coming out top, Manawatu/Wanganui placing second and Southland third.



Players warm up for the annual SBS Bank Southland Golf Invitational Am Am tournament.



SBS Bank Nelson staff join family and friends following their involvement in the Nelson Trolley Derby.



A Beijing-based orchestra performs at the Dunedin Chinese Garden.

### NELSON TROLLEY DERBY

There were speed freaks galore when the crowds lined the streets to cheer on contestants in the 2011 Nelson Trolley Derby and the team at SBS Bank were not going to miss out! Our Nelson crew got involved with gusto and sponsored the SBS Zoomers race, handed out goodie bags, set up the marquee and even had several of our staff members' kids and grandkids racing and achieving places. One little SBS Bank teddy bear had the ride of his life strapped on as a trolley mascot. A highlight of this year's event was having a film crew present as they shot footage for the \$1.2m Kiwi feature film *Kiwi Flyer*.

### DUNEDIN CHINESE GARDEN

The partnership between SBS Bank and the Dunedin Chinese Garden continues to reflect the benefits a major community sponsorship can deliver following a public concert by a Beijing-based orchestra at the venue recently. The team at SBS Bank Dunedin recently supported the concert by an 11-member orchestra from the China Conservatory of Music, for an evening of contemporary music on traditional Chinese instruments. The garden is proving popular as a venue for concerts and special events and SBS Bank is delighted to be involved with such a key community asset in a relationship that now stems 13 years.



## SANTA PARADE

The sights and sounds of Christmas were alive and well when the team from SBS Bank dusted off their popular Charlie and the Chocolate Factory float for Invercargill's annual Santa Parade. More than a dozen young SBS Bank representatives transformed into the Willy Wonka characters to join around 80 other floats touring the central city streets, which were lined with thousands of cheering, waving spectators.

## SOUTHLAND STALLION EXPO



It was a horse lovers dream to see the stunning displays from the exquisite equine on show when SBS Bank proudly sponsored the inaugural Southland Stallion Expo held in Gore. Horse-mad Invercargill investment consultant Lyndal McDonald was in her element when she presented president Verity Kennard's four-year-old Shire horse Super Nova with the ribbon for the SBS Bank first annual show. Super Nova also won the largest participant in the Expo.

## ASTAR COOKS UP A STORM AT SBS BANK SOUTHLAND ON SHOW



The conditions at this year's SBS Bank Southland on Show may have been cool but the passion to give back to those suffering after the Christchurch Earthquakes was burning as crowds, stallholders and competitors showed community spirit and unity in March.

The team from Ascot Timbersports Arena dug in with the biggest effort during the event and took on a 24-hour chop-a-thon, which they held in conjunction with their usual show competitions. The effort was first class as they raised around \$12,000 for the appeal, while many other stallholders chipped in donations from sales they made. SBS Bank were delighted to host special guest Astar at our marquee along with her fun, bare-footed cooking demonstrations, some of which were auctioned to raise funds for the appeal.

## DUNEDIN GETS RACING WITH CORPORATE TRIATHLON



A capacity field of more than 90 teams set some blistering times when they competed at the third annual Have a Go Corporate Triathlon run by SBS Bank and the Dunedin Triathlon and Multisport Club in February.

Growing in popularity, the event offers workplaces a fun, team-building challenge while providing an opportunity to give triathlon a try.

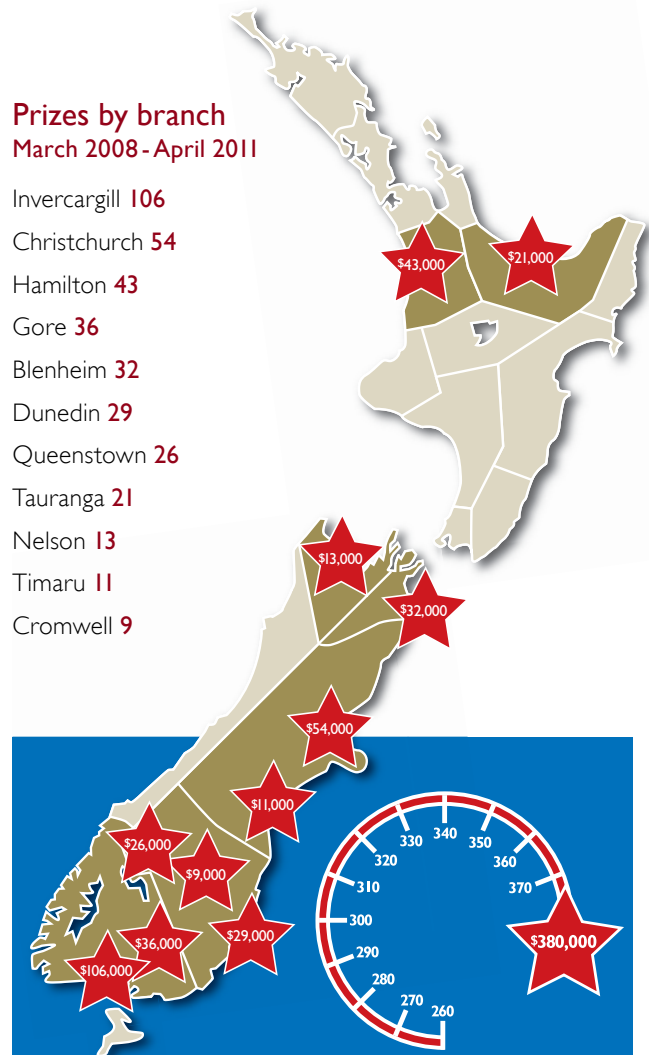
The Police 2 team took the honours in the men's event, Sport Otago took out the women's title and Stevenson Design Ltd took out the mixed team win. The SBS Bank men even put in a strong effort to finish eleventh overall in their field, while being cheered on by the Dunedin colleagues.

# SBS STAR NON-PROFITS \$380,000 RICHER

At SBS Bank we believe that non-profit organisations are the stars of our community. So in 2008 we launched our SBS Star banking package to reward the ongoing dedication of these non-profit groups. Along with free transactional banking, an exciting feature of the package is the prize draw gifting ten \$1000 prizes to our SBS Star account holders every single month. In April this year we reached a total of \$380,000 being transferred to more than 230 different non-profit SBS Star account holders around the country!

## Prizes by branch March 2008 - April 2011

- Invercargill 106
- Christchurch 54
- Hamilton 43
- Gore 36
- Blenheim 32
- Dunedin 29
- Queenstown 26
- Tauranga 21
- Nelson 13
- Timaru 11
- Cromwell 9



## Is your club on board with SBS Star yet?

Between now and Christmas SBS Bank has \$80,000 to give to non-profit organisations that bank with us.

Our SBS Star account holders enjoy free transactional banking, internet banking access and a prize draw of ten \$1000 prizes every month!

To find out more about how your club can be part of the action and benefit from SBS Star, call us on 0800 502 442, pop into any branch or visit [www.sbs.net.nz](http://www.sbs.net.nz) and we'll get you up and running!

## COMMUNITY

### WHAT WE'VE BEEN UP TO

At SBS Bank we love rolling up our sleeves and getting involved with our communities. These are just some of the great community ventures we've been involved with recently.

#### FEBRUARY

14

Everyday transactional banking launched at HBS Bank, *Hawke's Bay*

14-15

SBS Bank Ladies Golf Classic, *Queenstown*

18-26

Shakespeare in the Park: Hamlet, *Invercargill*

23

SBS Bank and Dunedin Triathlon and Multisports Club Corporate Triathlon, *Dunedin*



27

Hokonui Moonshiners' Festival, *Gore*



#### MARCH

3-6

National JP's Conference, *Invercargill*

4-6

SBS Bank Golf Invitational, *Invercargill*



5-6

SBS Bank Southland on Show, *Invercargill*

9

First Home Buyer Seminar, *Nelson*

20

SBS Bank Tauranga celebrates 5th birthday, *Tauranga*

20-21

Southland Dog Trial Association End of Season Championship, *Mount Linton Station, Southland*

#### APRIL

8

RSA Alexandra Bowling Club Tournament, *Alexandra*

15

Central Otago Sports Awards, *Wanaka*

### WHAT'S COMING UP

#### MAY

15

SBS Bank Half Marathon, *Gore*

#### JUNE

5

SBS Marathon, *Christchurch*



#### TO JULY

Southland Sharks NBL Season, *Invercargill and various venues*



HBS Bank Hawks NBL Season, *Hawke's Bay and various venues*

#### AUGUST



23

Yellow-eyed Penguin Trust Street Appeal, *Dunedin*

28

The Great Naseby Water Race – Unique Ultra-marathon, *Naseby*

### SMOOTH SAILING WITH CROMWELL COLLEGE

Students involved with Cromwell College's amazing aquatic centre are now flying the flag for SBS Bank following the launch of their newly-branded yacht sails. A recent Cromwell College community function saw the newly-branded SBS Bank yacht sails on display while the guest speaker was none other than the voice of New Zealand yachting for more than three decades, Peter Montgomery.

SBS Bank Cromwell manager Lynn Manson and general manager agribusiness Malcolm Little say the partnership with Cromwell College is an exciting one, with the Central Otago team able to see and experience first-hand the fantastic outdoor pursuit skills the students were able to develop through the school's vibrant centre of water safety education.

Cromwell College maximising resource committee chairman Peter Morrison says the school was looking for a way to be able to add value to the local businesses who support them and saw this new initiative of affixing gold sponsors logos to the new sails recently provided as another way of saying "thanks."

"The relationship with the team at SBS Bank has also paid dividends in addition to the gold sponsorship. Last year our Cromwell College SBS Star account for non-profit organisations was lucky enough to receive \$1000 in the monthly prize draws. Blissful sailing with Lynn, Malcolm and the team in Cromwell ..."



A SBS Bank branded sail proudly flies for our Cromwell College sponsorship.

#### DID YOU KNOW?

- The RWT rate for companies fell from 30% to 28% effective from 1 April 2011.
- SBS Bank issued new terms and conditions, effective 14 February 2011. To get your copy visit: [www.sbs.net.nz](http://www.sbs.net.nz), pop into your local branch or call us today on **0800 502 442**.
- United Nations Sanctions (Iran) Amendment Regulations 2010 took effect from 1 March 2011. If you have a commercial relationship with business partners located in Iran or with Iran-controlled entities and you require further information on how this may impact on you or your business, please contact our SBS Bank risk and compliance team on **0800 502 442**.

## IT PAYS TO BELONG



### HOMES OF HOPE

Homes of Hope funding and marketing manager Dot Forbes was more than delighted when their SBS Bank Tauranga team selected their SBS Star non-profit organisation to be the recipient of their SBS Bank charity golf day at Omokoroa.

Dot says: "We do appreciate so much your support of our work for neglected and abused children in the Bay of Plenty. I would also like to thank SBS Bank for the raffle donations provided when SBS Bank members played golf at Omokoroa on an earlier occasion. I thoroughly enjoyed being part of both these wonderful golf days. We are very fortunate to have such a caring bank in our community."



### CROMWELL HOCKEY CLUB

SBS Bank Rural senior agribusiness manager Anne Ashby-Nielsen was elated to be able to share the great news that one of her SBS Star account holders had won \$1000 in a recent prize draw – so she headed down to the local turf with Cromwell Hockey Club

president Sue Reid to celebrate. Sue says her club was thrilled to receive a monthly prize draw and the unexpected windfall supplemented the generous and much-appreciated, ongoing support they received from SBS Bank.



### HOLE IN ONE WINNER

It was a double celebration for the team at SBS Bank and their Invercargill Golf Club partners in March when they had their first Hole in One member benefit winner. As a member of both SBS Bank and the SBS Bank Invercargill Golf Club,

Geoff Osborne was eligible to win the Hole in One competition. He aced hole number 17 during a recognised club day for the Men's Wednesday Stableford competition making him the first ever winner. Geoff received \$1000 worth of golf vouchers courtesy of SBS Bank showing that it certainly does pay to belong!

### MEMBERS ONLY STAND

We make it no secret that we love hearing your feedback about your experiences and the service you have received from any of our team here at SBS Bank. That's why we would like to hear about your greatest experience either in one of our branches or out in the community. Tell us what made the experience so special or meaningful to you and you'll go in the draw to win one of five SBS Bank goodie bags for you or your non-profit club or society.

Simply send details of your memorable experience to [melissa.chilton@sbs.net.nz](mailto:melissa.chilton@sbs.net.nz) or post to **Melissa Chilton, SBS Bank, PO Box 835, Invercargill 9840**. Don't forget to include your name and contact details. We will draw the winners on Friday 27 May.

## MEMBER DISCOUNTS

### ONSEN HOT POOLS (QUEENSTOWN)

**20% OFF** Luxury soaking with spectacular scenery

Visit: [www.onsen.co.nz](http://www.onsen.co.nz) for more information.



### WEDDING AND GIFT SHOP

**10% OFF** Exclusive products and gifts available online

Visit: [www.weddingandgiftshop.co.nz](http://www.weddingandgiftshop.co.nz) and follow the unique code for SBS Bank customers.



### EXULT DISCOUNT FOR SBS BANK TAURANGA MEMBERS

**FREE** Top 20 Checklist e-book (RRP \$55) if you subscribe to Tonic Magazine (annual subscription \$70)

Visit: [www.exult.co.nz](http://www.exult.co.nz) or email [tracy@exult.co.nz](mailto:tracy@exult.co.nz) with your SBS Bank account number to subscribe now!



### BRIGHT IN BOXES

**10% OFF** NZ gift baskets and gift ideas

Visit: [www.giftbaskets.co.nz](http://www.giftbaskets.co.nz) and tick the SBS Bank member box.



### CAVELL LEITCH LAW (CHRISTCHURCH)

**10% OFF** Legal fees for any new client up to a fee value of \$5000

Visit: [www.cavell.co.nz](http://www.cavell.co.nz) or phone: 03 379 9940



\*Terms and conditions may apply to some product offers and discounts offered through the SBS Bank member benefits. To find out more visit the Member Benefits section on the home page of the SBS Bank website [www.sbs.net.nz](http://www.sbs.net.nz) or phone us on 0800 502 442.



## FROM THE CHIEF EXECUTIVE: A YEAR OF HIGHS AND LOWS



The past year certainly has been a year of fluctuating fortunes. Just when we thought we were emerging from the effects of the September 4 and December 26 Christchurch earthquakes and the economy was showing signs of recovery, Mother Nature flexed her muscles and sent Canterbury its most devastating blow yet.

February 22 turned Christchurch into a warzone as our friends dealt with the deaths and injuries, as well as the devastation to property. As our nation rushed into recovery mode, the destruction turned international as Japan was hit by a much larger and more devastating earthquake followed quickly by a tsunami. It is difficult to comprehend the ongoing effects these global tragedies will have, but it is certain to further slow the economic recovery in 2011.

The destruction and loss of life our Canterbury region has suffered is immense and we are only just coming to terms with the significant psychological impact on those affected. Our thoughts and sympathies are with everyone who has been affected in some way by these devastating events. We understand the many challenges now being faced by our customers and our communities during this time and have endeavoured to provide some support to help ease the pressure during this period. We remind you that we are still offering a number of relief packages, which are available to those of you who have been directly impacted.

It is inspiring to see how the Canterbury community spirit has risen to meet this latest challenge and the incredible support received both nationally and internationally. Certainly our team in Christchurch rose to the challenge to provide support for their families, fellow workers and customers alike. They certainly can be proud of their efforts under such pressure.

All of these events conspired to make the past 12 months a very challenging year. However, I am pleased to say SBS Bank has come through it all in fine health. The economic conditions have meant loan provisioning remains above satisfactory levels however, we still expect to announce a financial result close to last year's levels.

The past year has proved a very significant one for SBS Bank following the merger with Hastings Building Society and the creation of HBS Bank. The successful merger and our continued solid performance are exceptional achievements considering they have followed three of the most testing years in our 142-year history.

The merger with HBS was effective from 1 October 2010 and, following months of work by a great team of staff, we were able to merge our systems and launch everyday banking services to our members in Hawke's Bay on time in the middle of February 2011. We know these services will be appreciated by our Hawke's Bay members, as will other new products and services that will be made available over the coming months. In addition we have been able to welcome the great team from HBS Bank into the SBS Bank Group.

Ross Smith  
Chief Executive

