

## TALKBANK FREQUENTLY ASKED QUESTIONS

### WHAT IS TALKBANK?

**TalkBank** is BankVic's very own **online member research community** where members can share their ideas and opinions on how to improve BankVic's products and services. There will be regular online surveys, discussions and polls covering a variety of topics – anything from ideas for new products to feedback on our advertising campaigns.

### HOW DO I JOIN TALKBANK?

To become a member of TalkBank community, you will have to complete a registration survey. The link to this survey will be emailed to you by BankVic.

You can also request to join via the TalkBank homepage <https://www.talkbank.bankvic.com.au/> . Please note that at this point in time, **only BankVic members who are over 18 years of age** can participate in the TalkBank community.

### WHAT INFORMATION IS REQUIRED TO BECOME A TALKBANK MEMBER?

A valid email address is required to become a member of TalkBank. During registration we will also require some further basic household information to assist in making your TalkBank experience more tailored.

### WHAT WILL YOU DO WITH THE INFORMATION I AM GOING TO SEND TO YOU, INCLUDING MY PERSONAL INFORMATION AND SURVEY RESPONSES?

Your personal data will not be sold to or used by other companies. It is purely used by BankVic to make your TalkBank experience more personalised.

Survey responses are analysed and the results are used for decision making at BankVic to improve our products and services for members. Please note that your information and responses you've given are fully protected by the Data Protection Act.

For more information on how we use your information, please see the BankVic privacy policy on the **TalkBank homepage** <https://www.talkbank.bankvic.com.au/> .

### HOW MANY SURVEYS DO I NEED TO COMPLETE?

Your feedback is very valuable to us so we encourage you to take part in as many surveys as possible. However, you are not required to complete any number of surveys to remain a member of TalkBank.

### HOW DO I COMPLETE A SURVEY?

We will email you a link to your registered email address inviting you to complete a survey. Click on the link or copy and paste the link URL address into your web browser if required.

## HOW LONG WILL THE SURVEYS TAKE TO COMPLETE?

Surveys will generally take up to 5 minutes to complete depending on the content. We will let you know the approximate time required for each survey when we send out the invitation to you.

Once invitations are sent out, you will have between 3 days and 2 weeks to complete the survey.

## ARE THERE ANY PRIZES OR REWARDS FOR COMPLETING SURVEYS?

Aside from having your voice heard and having the opportunity to influence our future products and services, you will also be automatically entered into the relevant monthly prize draw upon completing a TalkBank survey.

There are a total of sixty (60) prizes of \$50 to be given away. We will give away 5 cash deposit prizes of \$50 each month for a twelve month period. The total prize pool values AUD\$3,000.

The names of monthly winners will be published in the “Winners” section of the TalkBank portal.

Review the full terms and conditions on the [TalkBank homepage](https://www.talkbank.bankvic.com.au/) <https://www.talkbank.bankvic.com.au/> .

## HOW LONG WILL I NEED TO REMAIN A PART OF TALKBANK?

There is no time limit for how long you need to remain a member of TalkBank. You can unsubscribe anytime.

## WHERE CAN I FIND OUT ABOUT THE RESULTS OF TALKBANK SURVEYS?

Our key findings and other interesting results will be made known to the TalkBank community via emails or on our portal under “Share Back” section. No individual information will be published in the results.

## I NO LONGER WISH TO BE A MEMBER OF TALKBANK, HOW CAN I UNSUBSCRIBE?

You can find the “unsubscribe” link at the bottom of any email from TalkBank. Please click on this link or email [support@talkbank.bankvic.com.au](mailto:support@talkbank.bankvic.com.au) to unsubscribe.

Once unsubscribed, you will no longer receive any emails from TalkBank.

## TROUBLE SHOOTING

To **contact support** please email [Support@talkbank.bankvic.com.au](mailto:Support@talkbank.bankvic.com.au) and include a description or screenshot of the problem you are experiencing.

### I'VE REGISTERED BUT STILL CANNOT LOGIN.

Once you've completed your registration survey, please check your email for a confirmation email then click on the link in this confirmation email in order to gain access to the community.

If you have successfully logged in before, please ensure you do not have any extra blank spaces in your email address or password and you are using the correct case.

If you are still experiencing issues, please email [support@talkbank.bankvic.com.au](mailto:support@talkbank.bankvic.com.au)

### I'VE FORGOTTEN MY PASSWORD OR MY PASSWORD DOESN'T WORK.

If you have just forgotten your password then just enter your email address in the login page and select "Get new password" button.

You will then receive a temporary password and once logged in, you must change it via "My Account" at the top right of the TalkBank screen.

Please note that your temporary passwords can take up to 20 minutes to arrive, depending on your email provider. Make sure that you also enter the same email address that you used to register with TalkBank.

### I WOULD LIKE TO UPDATE MY EMAIL ADDRESS AND OR PASSWORD

Once you've logged into TalkBank, you can change your details by clicking on "My Account" link at the top right of the TalkBank screen?

### I HAVE NOT RECEIVED ANY SURVEYS FROM TALKBANK

Once you've completed the recruitment survey – it can typically take up to a week or two for us to process your application and send through your first survey.

If you've been a member of the community for a while but still have not received any surveys please ensure that TalkBank emails have not been going to your junk or spam inbox.

### THE EMAIL I RECEIVED IS ALL IN CODE.

If you are using Microsoft Outlook, ensure your emails are in "HTML".

At the top of your email window, there should be a small field with the word "Plain Text" in it. Click on the down arrow and select "HTML"

## MY PAGE IS BLANK, NOT LOADING OR I CANNOT MOVE TO THE NEXT PAGE.

Please try to “Refresh” the page by pressing “F5” on your keyboard.

If possible, please try accessing the survey in a different browser – preferably Chrome.

Contact us on [support@talkbank.bankvic.com.au](mailto:support@talkbank.bankvic.com.au) if you are still having trouble.

## MY SESSION TIMED OUT WHILE I WAS HALFWAY THROUGH COMPLETING A SURVEY.

If you have started a survey but then leave your computer idle for an extended period of time, your survey session might time out.

Your data will not be lost, simply refresh the page. If your browser or windows have closed then simply re-open the link via your email invitation and it should pick up from where your session has timed out.

## THE LINK IN MY EMAIL INVITATION IS NOT WORKING

Please copy and paste the entire link into a web browser address bar and hit enter instead of just clicking on it. If this solution doesn’t work, you may also be able to find the survey on the TalkBank portal once you have logged in.

Alternatively, please reply to the invitation at [support@talkbank.bankvic.com.au](mailto:support@talkbank.bankvic.com.au) and we will resend you another link.