

Members Panel Terms and Conditions

1. Introduction

These terms and conditions (“terms”) apply to all members who agree to join the Scottish Building Society Members Panel (“Members Panel”).

By agreeing to joining the Members Panel you agree to be bound by these terms. We may update these terms from time to time, and where we do the updated terms will apply to everyone on the Members Panel.

We will advise you of any changes to our terms via your preferred communication channel. You should also read our Privacy Notice before you decide to join our Members Panel, which you can find on our website at: www.scottishbs.co.uk/help-and-support/privacy-policy.

2. How the Members Panel works

The Members Panel aims to seek our members’ views on how the Society can improve and develop the products and services that we offer. We will seek panel members’ views on wants, needs and challenges via face-to-face meetings held in our Relationship Centres and in surveys sent out to you via email and/or post. We will write or email you with details of forthcoming sessions and an invitation to participate in good time ahead of each engagement. Please note we cannot guarantee your participation and you are not obliged to participate.

By agreeing to join the panel you agree that Scottish Building Society can use the results of research, including your ideas, to help develop and improve our products, services and communications. Any information you provide about yourself will be used for research purposes only and not for sales or marketing.

3. Eligibility

To qualify for the Members Panel, you must:

- be a current Scottish Building Society savings or mortgage member aged 18 or over.
- be able to attend one panel meeting in person at your local Relationship Centre. Dates will be confirmed nearer the time, and we’ll give you as much notice as possible. We aim to hold one meeting at each Relationship Centre per calendar year.
- commit to completing 3-4 surveys over a 12-month period, to be issued via email/post.

4. Terms of participation

By joining our Member Panel, you agree to provide accurate and complete information to the best of your knowledge when participating in panel activities. You will refrain from creating promoting or participating in any inappropriate behaviour or content. We reserve the right to terminate or suspend your access to the Member Panel at any time if we suspect or discover that your participation violates these terms.

5. Data Protection

By agreeing to join the Members Panel you give us permission to use your personal information to check your eligibility for panel activities, and to send you invitations and other panel correspondence. We will use any personal data you give to us in accordance with our Privacy Notice (see section 1).

Continued...

6. Leaving the Members Panel

After joining, you will remain a member of the Members Panel for a period of 12 months or upon notifying us that you wish to leave the panel. There is no restriction on reapplying for panel membership after 12 months.

If you cease to be a member of Scottish Building Society, you will also cease to be a member of the panel.

You can leave the panel membership at any time. To request to leave the panel, please email Together@scotbs.co.uk with the subject line "Members Panel - removal".

7. How to apply

To apply, please complete the form below to register your interest and send your completed form to us.

The information that you provide will be used to verify that you are a current Scottish Building Society member and the details you provide match against our records that we hold for you, so please ensure this is correct.

You can update your details by contacting one of our Relationship Centres or by completing a *Change of Name / Address* form which you can find on our website at: <https://www.scottishbs.co.uk/help-and-support>

Name	
Email address	
If no email, please provide a contact phone number	
Preferred Relationship Centre (for panel meeting invitations)	
As part of your membership on our Panel, please confirm that you have read and understood our Privacy Policy and have accepted our Terms & Conditions (above)	(signature)
Please note, if we do not have your agreements and consent for the above, we will be unable to progress your request to join the panel.	

You can hand in your completed form to your local Relationship Centre, or send it to the address below. You can also email a scanned PDF to together@scotbs.co.uk

You can send your completed form to us at:

Scottish Building Society
SBS House
193 Dalry Road
Edinburgh
EH11 2EF

You will be contacted by us by your preferred method of contact indicated on the application form. Please note that we can't guarantee a place on the panel and membership will depend on demand.