



Communicating with us anonymously

We respect a whistleblower's choice to report concerns anonymously. Whistleblowers often prefer raising concerns this way to minimise their personal involvement in any investigation.

Our service allows whistleblowers to easily stay in touch while maintaining their anonymity. The option for anonymous two-way communication means we can gather further information, as well as update whistleblowers on progress and outcomes.

This guide sets out what whistleblowers can expect if they choose to use our contact link.

1. Website form

When you complete our website form, you will be asked to select who can receive your personal information:

- I agree the Whistleblowing Service and the bank can receive my personal information.
- I agree only the Whistleblowing Service can receive my personal information. My details may be used by the Service to communicate with me but will not be passed on to the bank.
- I do not agree to the Whistleblowing Service or the bank receiving my personal information. I am making an anonymous report.

If you select the anonymous reporting option, you will be asked if you wish to enter an email address. Our staff do not receive or have access to the email address entered. Email addresses provided this way are stored in a secure, encrypted database solely to allow an anonymous contact link to be sent to you.

While we have taken all precautions to ensure unauthorised users cannot access your information, we cannot protect against individuals who have access to your emails. We recommend securing your email account with **multi-factor authentication** (MFA) to protect against unauthorised access. We do not recommend submitting a shared email address to us, such as one used by family members.

2. What the Service sees

We receive a report when a website form is submitted. If you've chosen to use the anonymous contact link, this is what we'll see. Note the email address is masked and cannot be unmasked.

Communication
An anonymous contact link
Personal Information Option
I do not agree to the Whistleblowing Service or the bank receiving my personal information. I am making an anonymous report.
First name
('none')
Last name
('none')
Email

Phone
('none')

3. Logging in

After submitting the website form, you will receive an automatically generated email containing your anonymous contact link. The email explains that each time you access this link, the system will email you a temporary PIN to log in with.

All automatically generated emails used for the contact link come from system@bankwb.org.nz. These can be distinguished from emails sent by staff which come from sing.out@bankwb.org.nz.

When you click the link, you will see the screen below and must enter the PIN code sent to you. Each temporary PIN expires five minutes after it is generated.



[Home](#) > [Service Link](#)

Authenticate to access your submission

An email has been sent to you with a PIN code.

Enter PIN

Authenticate

4. Sending messages

Once you have logged in with your PIN, you will be able to view your form submission and send us messages, for instance if you would like to receive an update or add further information.

We can also send you messages or files through the contact link. You will receive an email advising you to log in to view our message.

Your submission

Submitted on: **22/02/21** Status: ● **Open**

[View your submission](#)

 **You**

Hi there,

I have some extra information I forgot to attach when I completed the form.

 **Additional-info-v2.docx**

22/02/21 11:34:12

 **Whistleblowing Service**

Thanks for sending this through. Are you comfortable with me including this information in my report to the bank?

22/02/21 11:36:38

Please enter your message

Start typing here...

 **Choose files to upload**

Submit