

How to reset your Internet Banking password

This guide will help you to reset your Internet Banking password using your nine-digit customer access number (found on the back of your Eftpos, debit, or credit card) and your email address or using your BNZ app.

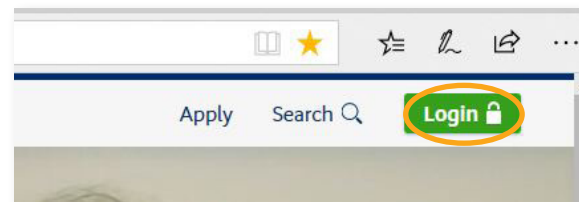
To get started, you'll need access to the email address connected to your account, because we'll send you a verification code as part of the password reset process.



How to reset your password using your email address

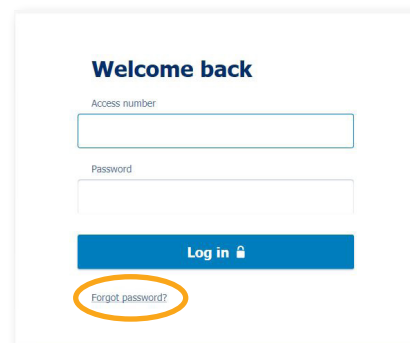
Step 1. First, visit the BNZ homepage at www.bnz.co.nz

Click **Login** in the top-right corner.

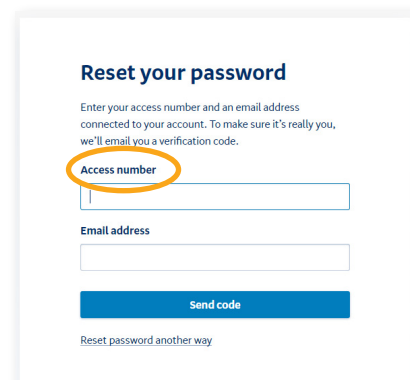


Step 2. Click **Forgot password?**

To reset your password using an email address, it must already be linked to your account.



Step 3. Enter your nine-digit customer access number, printed on the back of your Eftpos, debit, or credit card in the **Access number** field.



Step 4. Enter the email address that's linked to your account in the **Email address** field, then click **Send code**.

If this email address isn't linked to your account, you'll see an error message.

If this happens, or if you can't access your emails, click **Reset password another way**. We'll show you other ways to reset your password at the end of this guide.

Step 5. Check your inbox for an email with the subject line 'BNZ verification code', from **bnz_mobile_banking@bnz.co.nz**

Tip: You may need to check your spam and junk folders. If you still can't see the email, click **Resend code**.

Step 6. Enter the six-digit verification code from this email into the fields displaying on the 'Forgot password' screen.

Step 7. Choose a new secure password and enter it into the **New password** field.

Re-enter the same password to confirm it in the **Re-enter password** field, and click **Set password**.

Tip: Your password needs to be at least six characters long and contain one letter and one number.

Nice work. You've successfully updated your password.

You may also receive an email or text alert to confirm your password has been reset.

Other ways to reset your password

In the BNZ app

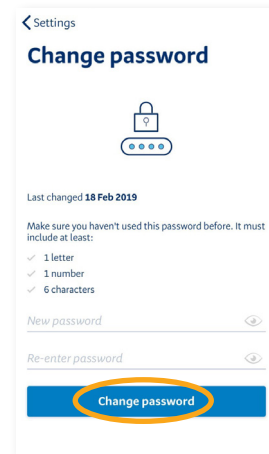
Step 1: Log in to your BNZ app, tap the **Menu** icon then **Settings**.

Step 2: Tap **Change password**.

Step 3: Choose a new secure password, enter it into the fields, then select **Change password**.

Tip: You'll only be able to log into the BNZ app if you have previously set a PIN, or biometric log in like Face ID or fingerprint. If you haven't, you'll need to reset your password using your email address.

Alternatively, you can reset your password at any BNZ branch or by calling 0800 275 269 (or +64 4 931 8209 from overseas, charges may apply).



Nice work. You now know how to reset your Internet Banking password.

A compatible device, browser & internet access are required for online services. [Internet Banking T&Cs](#) apply. Maintenance sometimes required.