

Request to unlock or reactivate my NetGuard token



Important steps

Your NetGuard token will block access after too many incorrect PIN entries and will display a 'LOCKED' message.

1. Print this form and then complete all of the details below. Please ensure an Authorised Signatory signs the declaration.

2. Then either:

- Scan the completed form and email to: onlinerequests@bnz.co.nz; or
- Fax the form to +64 4 474 7777 provided you have an existing fax indemnity in place with us.

Normally your request will be **actioned within 2-3 hours of being received** (business days 9am-5pm), and we will email you step by step unlock instructions.

1. Customer Information

Business/Company Name

***Access number** (9 digit number used to login)

Tick the services for which the token will be used:

Internet Banking for Business

Client Fund Service

2. User Details

Full Name

***User ID** (User ID used to login)

***Email Address**

*Print clearly: All information will be sent to this email.

Contact Phone Number

3. Token Details

***Serial Number** (see the back of the token)

4. Declaration by Authorised Signatory

I/We acknowledge that this request has been read and understood, and confirm the details recorded are true and complete in all respects;

Name

Signature

D	D	M	M	Y	Y
---	---	---	---	---	---