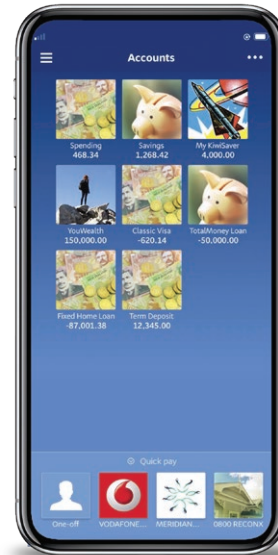


# How to set up the BNZ app on your iPhone

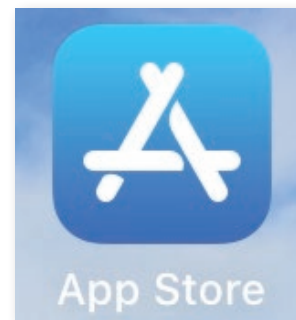
This guide will help you install and set up the BNZ app on your iPhone.

To get started, you need to be registered for Internet Banking. If you're not, don't worry, it's easy to get set up, and we have a supporting guide if you need it. Register at [www.bnz.co.nz](http://www.bnz.co.nz)

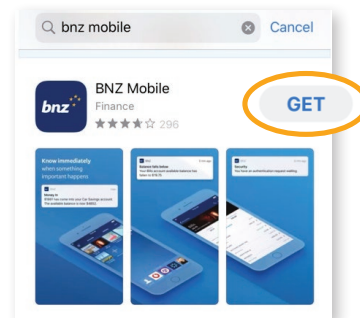
You'll also need your nine-digit customer access number (found on the back of your Eftpos, debit, or credit card) and your Internet Banking password.



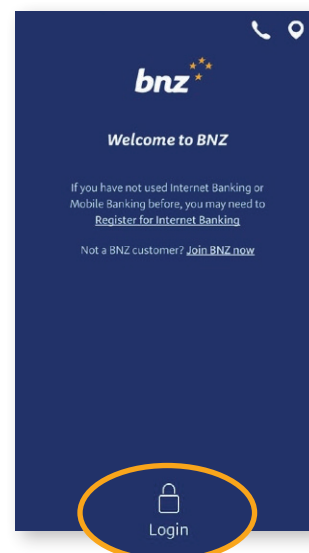
**Step 1.** Open the App Store on your iPhone and type 'BNZ Mobile' in the search bar at the top of your screen.



**Step 2.** Tap **Get** next to the BNZ Mobile icon to start installing the app. Depending on your settings, you may be asked to enter your Apple password.

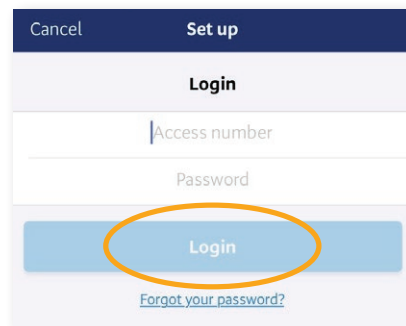


**Step 3.** Open the app and tap the **Login** padlock at the bottom.



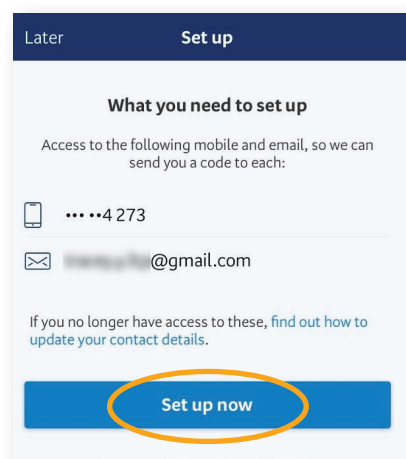
**Step 4.** Enter your nine-digit access number and Internet Banking password and tap **Login**.

**Tip:** Your access number is the nine digit number that is printed on the back of your Eftpos, debit, or credit card.

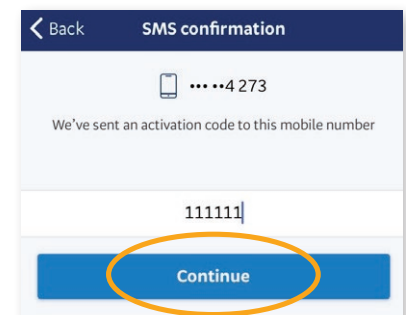


**Step 5.** If we have your details, you'll have the option to complete your setup using your email address and mobile phone number. Simply check the details are correct and tap **Set up now**.

If you have a NetGuard card, you can choose that option instead.

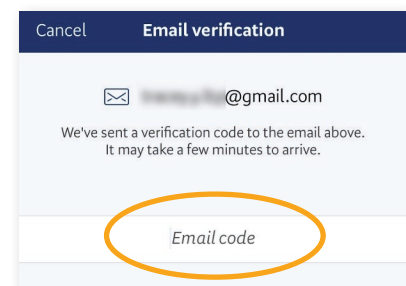


**Step 6.** You'll be sent a text with an activation code. Type that into your app and tap **Continue**.



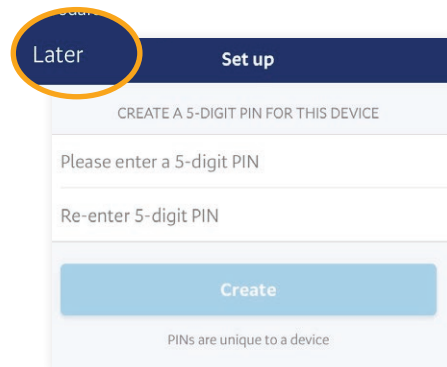
**Step 7.** You'll be emailed a verification code (this may take a few minutes to show up).

Type the code you were emailed into your app.

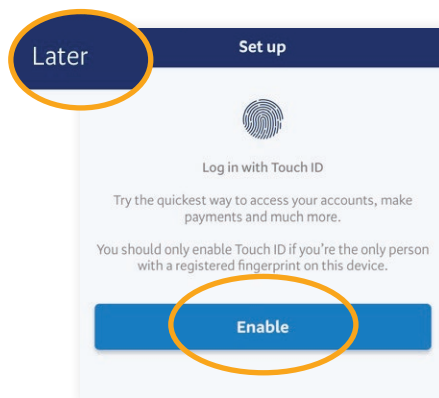


**Step 8.** You can choose to set a five-digit PIN to access your app (instead of your password). You can skip this step by tapping **Later** if you'd prefer not to.

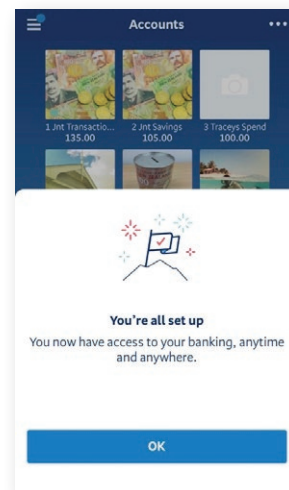
Just like your Internet Banking password, it's important to never give someone your five-digit PIN or write it down.



**Step 9.** If your phone is capable, you can also log in using your fingerprint or face ID. Tap **Enable** to set it up. You can tap **Later** if you'd prefer not to set this up right now.



**Nice work.** You now have access to your banking anytime and anywhere.



## Security tip

It's really important to sign out of Internet Banking once you're done, and use a secure internet connection. Finally, please make sure that you always type [www.bnz.co.nz](http://www.bnz.co.nz) when you visit our website or do your online banking. We'll never email you links to the BNZ Internet Banking login page or ask you to tell us or anyone your password.

If you have any questions, call us on **0800 275 269** – we're here to help.

Internet Banking terms and conditions apply. Mobile coverage and data required to access the BNZ app. Maintenance sometimes required. Apple, the Apple logo and iPhone are trademarks of Apple Inc., registered in the U.S. and other countries and regions. App Store is a service mark of Apple Inc..