

A Physical Security Key is required to access full Online Banking Service. Please allow 3-5 working days for the Physical Secure Key to be mailed to you.

Complete this form if you have registered for the Online Banking Service more than 15 days ago and have not yet received an Physical Security Key **OR** if you are requesting a replacement Physical Security Key.

 Mail the completed form to: **GPO Box 5302, SYDNEY NSW 2001** **OR**  Fax to: **1300 765 150**

## CUSTOMER DETAILS

BSB  Account number  **OR** Customer number (9 digits)/  
Personal Banking Number (PBN – 10 digits)

Online Banking Service Username (if applicable)

Title First name(s) Surname

## REQUEST DETAILS

☐ **First-time** Physical Security Key Request

Select this option if you have registered for the Online Banking Service more than 15 days ago and have not yet received an Physical Security Key

☐ **Replacement** Physical Security Key Request

Was your Physical Security Key stolen?

No ☐ Yes ☐

## Activation Code Physical Security Key

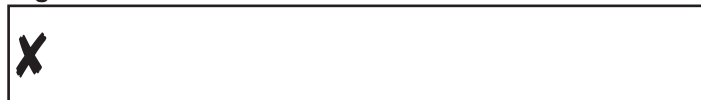
Select your preferred option to receive you Physical Security Key activation code

Email ☐ SMS ☐

## AUTHORISATION

Please action the above request(s).

Signature



Date

DD / MM / YY

Name

## Office Use Only

SV <input type="checkbox"/>	Checking officer name		Signature		Date	/	/
OSD Reference	User 1		User 2				