



Request to replace my NetGuard token

**Important steps:**

1. Print this form and then complete all of the details below. Please ensure an Authorised Signatory signs the declaration.
2. Then fax the form to +64 4 474 7777 provided you have an existing fax indemnity in place with us. Alternatively you may post this form to:

Internet Banking for Business  
Bank of New Zealand  
Customer Account Services  
Private Bag 39806  
Wellington Mail Centre  
Lower Hutt 5045

Normally your request will be **actioned on the day it is received** (Business days 9am-5pm).  
Your replacement token will arrive within 3 business days (international postage will take longer). If a replacement token is required the PIN letter will be sent separately.

**1) My NetGuard token is:**

- Lost     Stolen     Damaged Or non-operational     Low Battery     Working but not available

**2) Customer Information:**

Business/Company Name:

Access Number:  (9 digit number used to login)

**3) 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:

**4) Address to send your replacement token to:**

Only required for Lost / Stolen

Address:

City/town:

Post Code:

*Please continue over page*



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**5) Do you require temporary access?**

If it is essential to use Internet Banking for Business while the NetGuard token is unavailable, temporary access may be provided.

**Warning:** If you apply for temporary access, the normal level of security will remain in place (i.e. User ID and password) but NetGuard **will not** provide additional protection on the date requested.

If the token is used for two or more Internet Banking for Business account access numbers, the Bank will only approve an application for temporary access when all the relevant account business administrator(s) provide consent for their particular account(s). For security purposes this will require a separate form to be completed and returned for each account access number used with the token.

Temporary access without NetGuard protection is required.

Date for temporary access. Please note that temporary access expires at midnight on this date

**6) Declaration by Authorised Signatory:**

I acknowledge that I have read and understood this request, and I confirm the details recorded are true and complete in all respects.

**Authorised Signatory Details:**

Business/Company Name:

Access Number:

(9 digit number used to login)

Contact Phone Number:

(Name) \_\_\_\_\_

(Signature) \_\_\_\_\_

(Date) \_\_\_\_\_