



Request to unlock my NetGuard token

Important: Please ensure your token displays the message 'LOCK PIN' and a 7 digit code before completing this form. Your token will lock after 5 incorrect attempts at the PIN code.

Then action the following steps:

1. Print this form and 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 within 1 - 2 hours of being received** (Business days 9am-5pm). Once your request has been completed, we will email you the unlock code.

Customer Information:

Business/Company Name:

Access Number:

(9 digit number used to login)

User Details:

Full Name:

User ID:

(User ID used to login)

Email Address:

Contact Phone Number:

Token Details:

Serial Number:

(See the back of your token)

Lock Code:

(7 digit number displayed on your token)

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.

(Name)

(Signature)

(Date)