

How to reset your Internet Banking password

This guide will help you to reset your Internet Banking password using your nine-digit customer access number (found on the back of your Eftpos, debit, or credit card) and your email address or using your BNZ app.

To get started, you'll need access to the email address connected to your account, because we'll send you a verification code as part of the password reset process.



How to reset your password using your email address

Step 1. First, visit the BNZ homepage at www.bnz.co.nz Click Login in the top-right corner.	□ ★ ↓
Step 2. Click Forgot password?	
To reset your password using an email address, it must already be linked to your account.	Access number Password Log in
Step 3. Enter your nine-digit customer	
access number, printed on the back of your Eftpos, debit, or credit card in the Access number field.	Reset your password Email address Send code

Step 4. Enter the email address that's linked to your account in the **Email address** field, then click **Send code**.

If this email address isn't linked to your account, you'll see an error message.

If this happens, or if you can't access your emails, click **Reset password another way**. We'll show you other ways to reset your password at the end of this guide.

Step 5. Check your inbox for an email with the subject line 'BNZ verification code', from **bnz_mobile_banking@bnz.co.nz**

Tip: You may need to check your spam and junk folders. If you still can't see the email, click **Resend code**.

Step 6. Enter the six-digit verification code from this email into the fields displaying on the 'Forgot password' screen.

Step 7. Choose a new secure password and enter it into the **New password** field.

Re-enter the same password to confirm it in the **Re-enter password** field, and click **Set password**.

Tip: Your password needs to be at least six characters long and contain one letter and one number.

Nice work. You've successfully updated your password.

You may also receive an email or text alert to confirm your password has been reset.

 Your access nun match the ones 	nber and email address need to connected to your account
Access number	
123456789	
mail address	
email@bnz.co.nz	
	Send code

bnz

bnz

Your code to reset your BNZ password

The verification code to reset your password is: **012373** Enter this into the verification code field on your password reset

Please, don't forward this number, or enter it anywhere other than the password reset screen you used to generate it.

If you weren't expecting this email and aren't resetting your password call us immediately on **0800 275 269** (or +64 4 931 8209 from overseas, charges apply).





Password changed

You successfully reset your password and can now use it to log in.	
Log in from the BNZ website	



Other ways to reset your password

In the BNZ app

Step 1: Log in to your BNZ app, tap the **Menu** icon then **Settings**.

Step 2: Tap Change password.

Step 3: Choose a new secure password, enter it into the fields, then select **Change password**.

Tip: You'll only be able to log into the BNZ app if you have previously set a PIN, or biometric log in like Face ID or fingerprint. If you haven't, you'll need to reset your password using your email address.

Alternatively, you can reset your password at any BNZ branch or by calling 0800 275 269 (or +64 4 931 8209 from overseas, charges may apply).

Change password	< Settings
Last changed 18 Feb 2019 Make ure you haven't used this password before. It must include at least: latter 1 number 6 characters New password Re-enter password	Change password
Last changed 18 Feb 2019 Make sure you haven't used this password before. It must include at least: 2 1 latter 2 1 number 3 6 characters New password 2 Re-enter password 3	© ••••
Make sure you haven't used this password before. It must include at least: letter fumber 6 characters New password Re-enter password 	Last changed 18 Feb 2019
 > 1 letter > 1 number > 6 characters New password Re-enter password 	Make sure you haven't used this password before. It mus include at least:
 Inumber 6 characters New password Re-enter password 	✓ 1 letter
Coharacters New password Re-enter password	 1 number
New password Re-enter password	6 characters
Re-enter password	New password
	Re-enter password
Change password	Change password

Nice work. You now know how to reset your Internet Banking password.

A compatible device, browser & internet access are required for online services. Internet Banking T&Cs apply. Maintenance sometimes required.