

# Request to replace NetGuard token or apply for temporary bypass if my token is not available



## Important steps

1. Print this form and then complete all of the details below. Please ensure an Authorised Signatory signs the declaration.
2. Then either:
  - a. Email the form to [onlinerequests@bnz.co.nz](mailto:onlinerequests@bnz.co.nz); or
  - b. Fax the form to +64 4 474 7777 provided you have an existing fax indemnity in place with us.

Normally your request will be **actioned within 2-3 hours of being received** (Business days 9am-5pm).  
**Your replacement token will arrive within 3-5 business days** (international postage will take longer). If you are an Internet Banking for Business customer, a temporary bypass will be automatically applied to allow you to log in while you wait for your new token to arrive.



## 1. My NetGuard token is

- Lost
- Stolen
- Damaged or non-operational
- Low Battery; or
- Working but not available (i.e. left your token at home)

## 2. Do you require temporary access?

If it is essential to use Internet Banking for Business and/or Client Fund Service 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 and/or Client Fund Service 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. For security reasons, International Payments will not be available without NetGuard.

- Temporary access without NetGuard protection is required.

Date for temporary access

D	D	M	M	Y	Y
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**Please Note:** Temporary access expires at midnight on this date

## 3. Customer Information

Business/Company Name

Access number (9 digit number used to login)

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Tick the services for which the token will be used for:

- Internet Banking for Business       Client Fund Service

## 4. User Details

Full Name

User ID (User ID used to login)

Contact details

Phone **0**

Email\*

\*All information will be sent to this email.

## 5. Address to send your replacement token to

Only required for Lost/Stolen/Damaged/Low Battery

Street address <input type="text"/>	
Suburb <input type="text"/>	
Town/City <input type="text"/>	Postcode <input type="text"/>

## 6. Declaration by Authorised Signatory

I/We acknowledge that this request has been read and understood, and confirm the details recorded are true and complete in all respects;

Business/Company Name

Access number (9 digit number used to login)

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Contact details

Phone **0**

Name

Signature

D	D	M	M	Y	Y
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