Request to reset my NetGuard access
Internet Banking for Business

bnz

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. Scan the completed form and email to: **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).
Once your request has been completed, **we will email you with instructions on how to login.**

1. Customer Information

Business/Company Name

Access number (9 digit number used to login)

2. 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

3. Token Details

Serial Number (see the back of the token)

4. 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;

Name

Signature

D D M M Y Y