

# How to set up the BNZ app on your Android phone



This guide will help you install and set up the BNZ app on your Android smartphone.

To get started, you need to be registered for Internet Banking. If you're not, don't worry, it's easy to get set up, and we have a supporting guide if you need it. Register at [www.bnz.co.nz](http://www.bnz.co.nz)

You'll also need your nine-digit customer access number (found on the back of your Eftpos, debit, or credit card) and your Internet Banking password.

Make sure your phone is connected to the internet or has data.



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## Step 1.

Open the Google Play Store app on your phone and type 'BNZ Mobile' in the search bar at the top of your screen.



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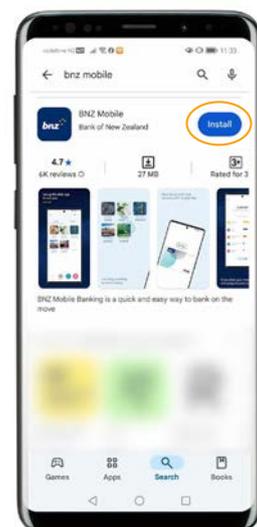
## Step 2.

Tap **Install**.

Depending on your settings, you may be asked to enter your Google Play password.

If you can't download the BNZ Mobile app, your smartphone might not have the software needed to run the BNZ app.

Please call us on 0800 275 269 or use our Help and Support page for assistance.



## Step 3.

Open the app and tap **Get Started**.

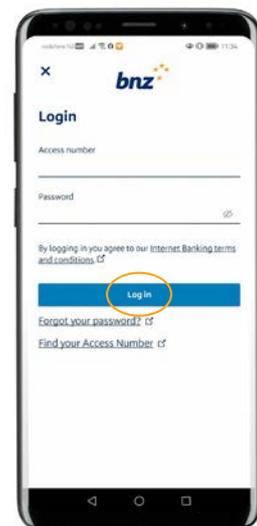


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## Step 4.

Enter your nine-digit customer access number and Internet Banking password and tap **Log in**.

**Tip:** Your access number is the nine digit number that is printed on the back of your Eftpos, debit, or credit card.



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## Step 5.

If we have your details, you'll have the option to complete your setup using your email address and mobile phone number.

Simply check the details are correct and tap **Set up now**.

If we don't have your details, you can update this in Internet Banking, over the phone or by visiting your nearest branch.



## Step 6

You'll be sent a text with an activation code.  
Enter that code in the 'SMS Activation code' field

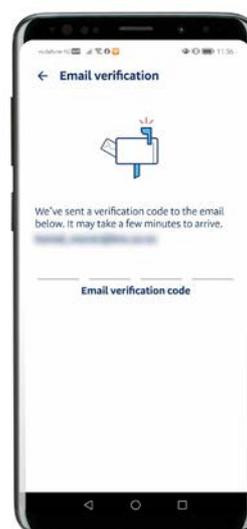


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## Step 7.

You'll also be emailed a verification code (this may take a few minutes to show up).

Type the code you were emailed into your app.



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## Step 8.

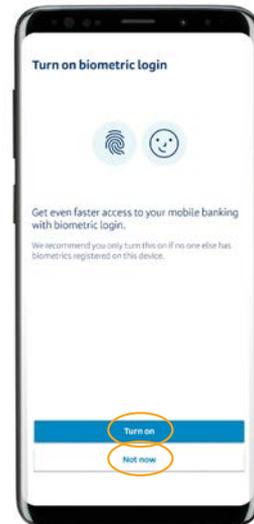
Set a five-digit PIN to access your app (instead of your password).

**Tip:** Just like your Internet Banking password, it's important to never give someone your five-digit PIN or write it down.



## Step 9.

If your phone is capable, you can also log in using your face or fingerprint. Tap **Turn on** to set it up. You can tap **Not now** if you'd prefer not to set this up right now.



## Ka pai.

You now have access to your banking anytime and anywhere.

If you're with OneNZ, Spark, Skinny or 2degrees, you'll get free mobile data when you're accessing BNZ apps, Internet Banking and our website from your mobile device in New Zealand.



### Security tip



It's really important to sign out of Internet Banking and the BNZ app once you're done, and use a secure internet connection. Finally, please make sure that you always type [www.bnz.co.nz](http://www.bnz.co.nz) in the search bar when you visit our website or do your online banking. We'll never email you links to the BNZ Internet Banking login page or ask you to tell us or anyone your password or PIN.

If you have any questions, call us on **0800 275 269** – we're here to help.

This guide is solely for information purposes and is not financial or other professional advice. Screens are used for illustrative purposes only, and any account or customer information is not from real customers. No party, including BNZ, is liable for direct or indirect loss or damage resulting from the content of this guide.

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