

Internet Banking Service Request Form

Customer Details

Name Date

Account No

Internet Banking User ID

Service Requirement Details

I would like to make the **following** requests to my Internet Banking Service. (I understand and agree that the following requests can only be effected by the Bank within a reasonable time.)

- Activate the Offline Security Information Reset (OFR)
- Reset Failed Password Count and Unlock Record
- Temporarily Suspend Internet Banking Service
- Un-suspend/Normalise Internet Banking Service
- Permanently Cancel Internet Banking Service
- Deactivate Security Device (Security Token)
- Apply for Security Device (Security Token) – NEW Request
- Apply for Security Device (Security Token) – REPLACEMENT Request

OFR Confirmation Number _____
System generated confirmation number when request was submitted

NEW DEVICE: S.V.
 Acknowledgment Receipt _____

REPLACEMENT DEVICE: S.V.
 Acknowledgment Receipt _____

Replacement Reason:

- | | |
|--------------------------------------|--|
| <input type="checkbox"/> Lost | <input type="checkbox"/> Blank Display |
| <input type="checkbox"/> Damaged | <input type="checkbox"/> Row of Zeroes Display |
| <input type="checkbox"/> Battery Low | <input type="checkbox"/> OTP Code Mismatch/Out of Sync |
| <input type="checkbox"/> Stolen | <input type="checkbox"/> On/Off Button Stuck |
| | <input type="checkbox"/> Damaged on Arrival |

Office Use Only

Data Captured by:

Checked by:

Authorised by:

Date:

I hereby authorise the bank to debit my account below for any charges regarding the security device.

_____ S.V.
 Signature & Date