Internet Banking Service Request Form

Customer Details

Name
Account No
Internet Banking User ID

Date

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

Replacement Reason:
- [ ] Lost
- [ ] Damaged
- [ ] Battery Low
- [ ] Stolen
- [ ] Blank Display
- [ ] Row of Zeroes Display
- [ ] OTP Code Mismatch/Out of Sync
- [ ] On/Off Button Stuck
- [ ] Damaged on Arrival

OFR Confirmation Number

System generated confirmation number when request was submitted

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

Signature & Date

Account No

Internet Banking User ID

NEW DEVICE:
Acknowledgment Receipt

REPLACEMENT DEVICE:
Acknowledgment Receipt

Office Use Only

Data Captured by:
Checked by:
Authorised by:
Date: