

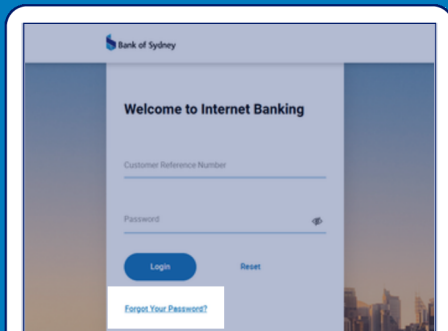
Internet Banking

How to reset your password

If you have forgotten your Online Banking password, you can reset your password via the Internet Banking Login screen. If you need further assistance, call us on 13 95 00.

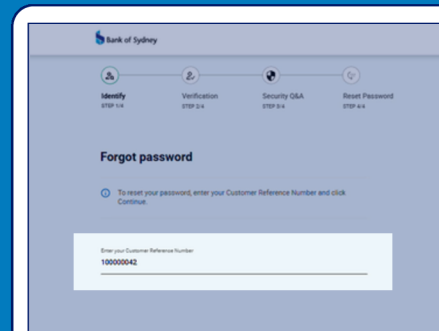
1

Click the 'Forgot Your Password?' link on the Login screen.



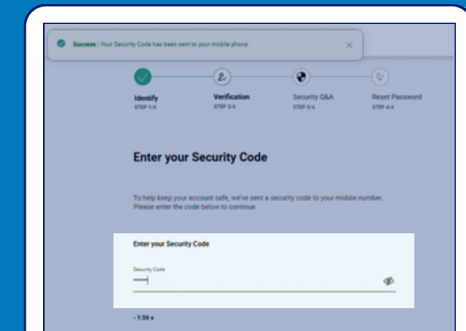
2

Enter your full 10-digit Customer Reference Number (including any leading zeros) and click 'Continue'



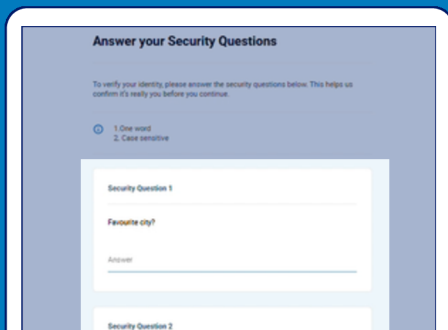
3

A Security Code will be sent to your mobile phone. Enter the 6-digit code and click 'Continue'



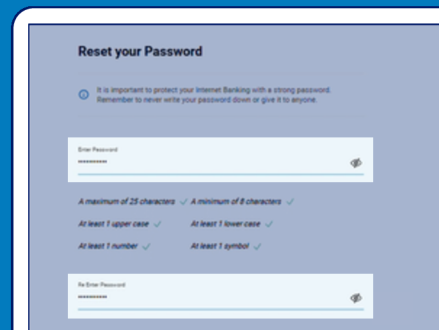
4

Answer your 2 Security Questions and click 'Continue'



5

Enter your new password twice on the screen where prompted and click 'Continue'



6

Your password has now been reset.

