



Physical Security Key Request

Complete the form using blue or black pen and print in clear CAPITAL LETTERS

A Physical Security Key is required to access full Online Banking Service. Please allow 3-5 working days for the Physical Secure Key to be mailed to you.

Complete this form if you have registered for the Online Banking Service more than 15 days ago and have not yet received an Physical Security Key **OR** if you are requesting a replacement Physical Security Key.

✉ Mail the completed form to: **GPO Box 5302, SYDNEY NSW 2001** **OR**  Fax to: **1300 765 150**

CUSTOMER DETAILS

BSB Account number **OR** Customer number (9 digits)/
Personal Banking Number (PBN – 10 digits)

Online Banking Service Username (if applicable)

Title First name(s) Surname

REQUEST DETAILS

First-time Physical Security Key Request
Select this option if you have registered for the Online Banking Service more than 15 days ago and have not yet received an Physical Security Key

Replacement Physical Security Key Request
Was your Physical Security Key stolen?
No Yes

Activation Code Physical Security Key

Select your preferred option to receive you Physical Security Key activation code

Email SMS

AUTHORISATION

Please action the above request(s).

Signature

Date

Name

Office Use Only

SV <input type="checkbox"/>	Checking officer name	Signature	Date	/	/
OSD Reference	User 1	User 2			