

## 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 Replacement

OFR Confirmation Number \_\_\_\_\_  
System generated confirmation number when request was submitted

NEW DEVICE:   
 Acknowledgment Receipt \_\_\_\_\_

REPLACEMENT DEVICE:   
 Acknowledgment Receipt \_\_\_\_\_

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            |

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

\_\_\_\_\_  
 Signature & Date

### Office Use Only

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