



# Internet Banking Service Password Reset Request

Complete the form using a BLACK PEN and print in clear CAPITAL LETTERS

Complete this form if you have already requested an Internet Banking Service password reset online through the Internet Banking Service and you did not print the form on the confirmation page. The confirmation number that was displayed on the confirmation page **MUST** be completed below in order for your password to be reset.

Please allow 3 working days for your password to be reset. An email notification will be sent to your nominated email address.

**! IMPORTANT NOTE:**

If you have not requested a password reset online **DO NOT** complete this form. Please logon to the Internet Banking Service and follow the prompts.

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

## CUSTOMER DETAILS

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

Internet Banking Service Username

Title

First name(s)

Surname

Email address

Confirmation number (as displayed on the online confirmation page)

**MANDATORY**

## AUTHORISATION

I am the customer named above/I am authorised by the Accountholder to make the above request (for business customers only). Further, I hereby acknowledge that the Internet Banking Service is subject to the terms and conditions contained in either the HSBC Internet Banking Product Disclosure Statement or the Business Internet Banking product Disclosure Statement whichever is applicable – the relevant documents of which I have received.

Signature

Date

Name

Office Use Only

SV <input type="checkbox"/>	Checking officer name	Signature	Date	/	/
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