



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

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

Account/Credit card number

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

I am the Account holder named above/I am authorised by the Account holder to make the above request. Further, I hereby acknowledge that the Online Banking Service is subject to the terms and conditions contained in the HSBC Online Banking Product Disclosure Statement.

Signature

Date

Name

Office Use Only

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