

# Digipass Replacement



Please print, sign and return this document to us via post or email:

Post: Freepost Rabobank Online Savings, PO Box 38567, Wellington 5045

Email: ClientServicesNZ@rabobank.com

## Digipass replacement type

Lost  Stolen  Faulty  Low Battery

Rabobank will send you a new Digipass allowing you to access your online accounts.

If your Digipass is displaying 'locked' or 'fail', head to the Rabobank Online Savings log in page and follow the steps to unlock your Digipass. If you have any further issues, please call us for assistance.

## Your Details

Full name

Contact numbers

Email address

Postal address

Do you provide consent to update this information if it is different to what we have on record?

Yes  No

If you are providing an address that is different to what we hold on record, please send us address verification evidence - a bank statement, utility bill or government issued letter showing your name and new address details. If you do not have this or are unsure what we hold on record, please call us on 0800 22 44 33, Monday-Friday 8am-6pm.

Please be aware, if the Digipass is being sent to an address **outside of New Zealand** then a \$25 courier fee will apply. Please confirm that you agree to this fee and that the funds are available in your Rabobank on-call savings account.

I Agree  Fee Not Applicable

## Signature

Rabobank customer number

Signature \*

\* This request can only be signed by the owner of the customer number indicated.

Date