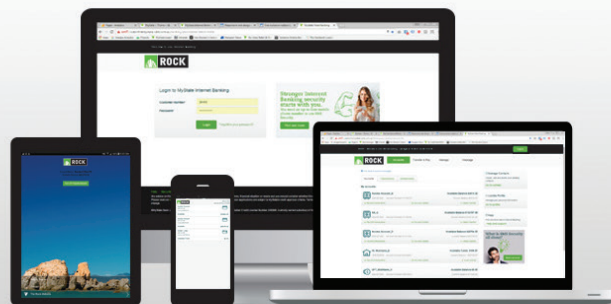


Internet Banking Guide

Passwords



Forgotten password - reset a password or enable access

If your Internet Banking account is locked after three incorrect login attempts, you can reset or enable your password.

Use the **Forgotten Password** link on the login screen if your account is locked.

As a security precaution, to be able to reset your own password, you will need to have a Rock Visa Debit Card or rediCARD and will need to enter your card number, the Card PIN and your Customer number.



Reset Password - Identity Verification Process

Customer Number*

Card Number*

Card Pin*

Cancel

Continue

A two-factor authentication code will be sent to your mobile number. You will need to enter this into the confirmation box and click Confirm. You will now be able to create a new password.

Changing your password

If you know your current password, however would like to change it log in to Internet Banking on web or mobile version, select **Manage > Security** and then select **Change my password**. Type your new password and retype to confirm, then click **Continue**.