



Rabobank

October 2023

Request to replace your Digipass

Talk to the world's leading food and agribusiness bank

Rabobank Australia Limited
ABN 50 001 621 129 AFSL 234 700

For more information please call
1800 025 484
www.rabobank.com.au

Complete and submit the form through either of these channels:

- Email: Sydney.client.services@rabobank.com
- Mail: Reply Paid 4577, Rabobank Client Services, Sydney NSW 2001

For further assistance call the Rabobank Client Services on 1800 025 484 (6am - 8pm Monday to Friday, Sydney time)

Please complete this form if your Digipass is lost or broken. You must answer all questions on this form. If your Digipass is **blocked** (i.e. screen says "LOCK" or "LOCK-PIN"), or is displaying anything else on the screen, please contact us on 1800 445 445 between the hours of 8am and 7pm (Sydney time) Monday to Friday to unblock it.

IMPORTANT: The Digipass will be posted to the address we have on file. If your address has changed, please also complete the change of address field at the bottom of this form. Please note: We will require evidence of any new addresses in the form of a copy of a utilities bill, bank statement or equivalent.

Section A Personal Details (of the account owner or authorised signatory)

Title: Mr Mrs Miss Ms Dr

First Name Middle Name

Surname Date of Birth / /

Customer Number Account number 1 4 2 - 2 0 1 -

Section B What Happens Next?

1. We might contact you to verify the authenticity of this request.
2. Your replacement Digipass will be posted to you within two business days of us receiving this form.
3. Once you receive your Digipass please go online to www.Rabobank.com.au/activate and complete the three simple steps to activate it. You'll receive your secure PIN sent to you directly either via email or SMS. Keep your custome number handy as you will need this to receive your PIN to activate your replacement Digipass for the first time.

Section C Acceptance

This request can only be signed by the owner or authorised signatory of the Customer Number indicated above.

Name Date / / Signature

Section D New Address Details

We require evidence of any new addresses in the form of a copy of a utilities bill, bank statement or equivalent.

Residential address:

Address

Suburb/Town State Postcode

Postal address: Same as residential address

Address

Suburb/Town State Postcode