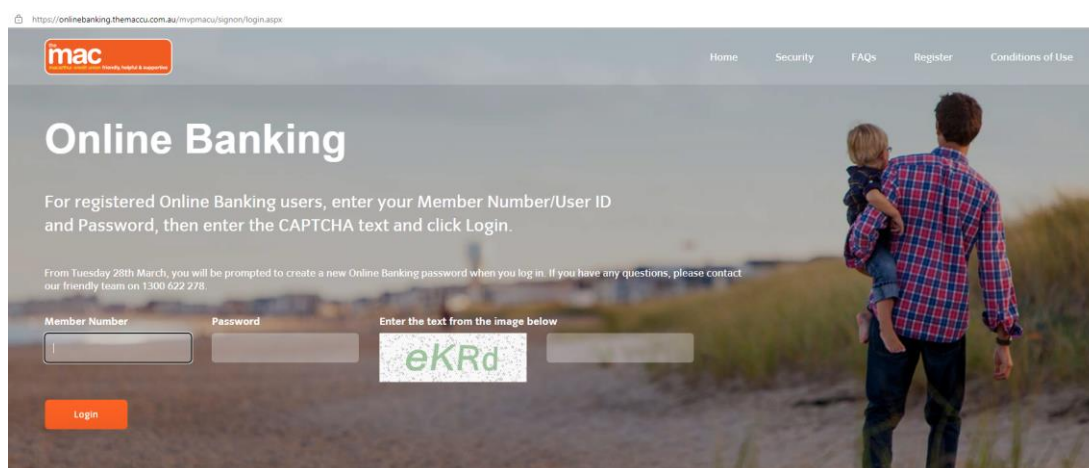


Updating your Online Banking Password

Step 1:

At the first screen, use your Member Number, current password and Captcha text to log in like you usually would.



Step 2:

The below screen will appear. Enter your current password into the first box and then enter your NEW password into the next two boxes ensuring they match and meet the following criteria:

At least 3 of the following: capital letter, lowercase letter, number and symbol (excluding ' ^ & < >)

Click Save. You will then be logged into Online Banking.

Your current Password has expired. You must change it before you can continue.

Password

New Password

Verify New Password

Save

Passwords are case sensitive and must be a minimum of 8 and a maximum of 40 characters.
 Passwords must contain a combination of at least 3 of the following characters: uppercase & lowercase, numeric and symbols (excluding ' ^ & < >) and must not contain more than 2 repeated characters.

The next time you log in, ensure that you use your new password.

We do not recommend that you save your Online Banking password within your browser – even if you are prompted to. If you have previously done this, please ensure that you DELETE the old password or you will be unable to log in to Online Banking.

For further assistance, please contact our friendly team on 1300 622 278.