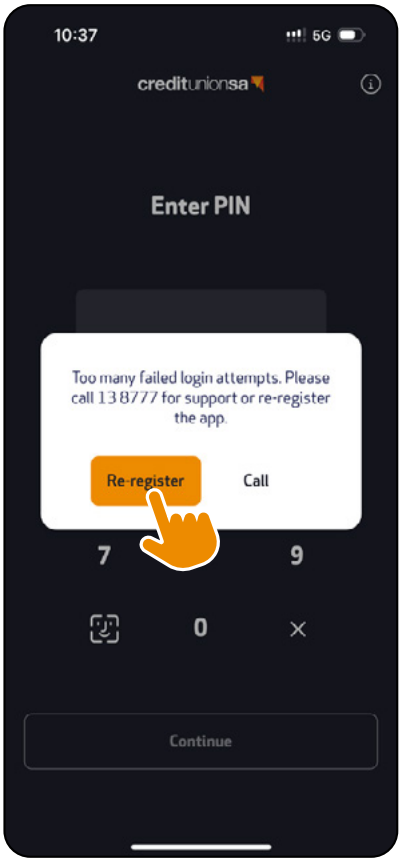
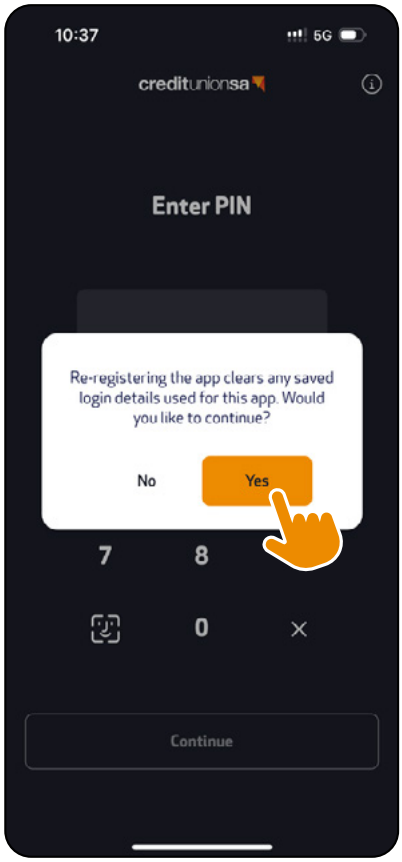
Quick help guide

Reset PIN in our Mobile Banking App

After 4 failed attempts to log in using your PIN you can re-register the app (allowing you to reset your pin).

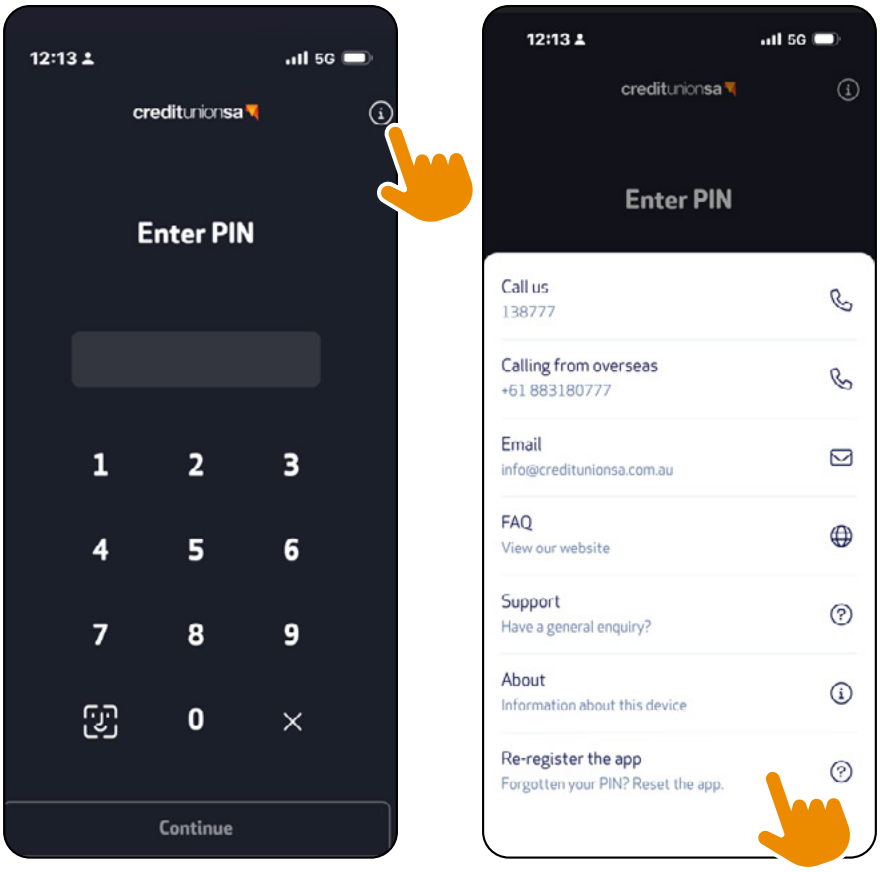
1. Tap **Re-register**
2. Tap **Yes** (please note this will clear any saved login details used for this app).
3. Tap **Login**



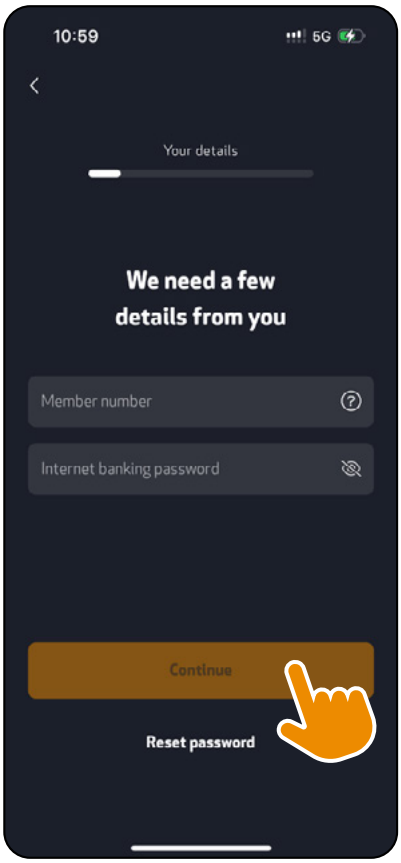




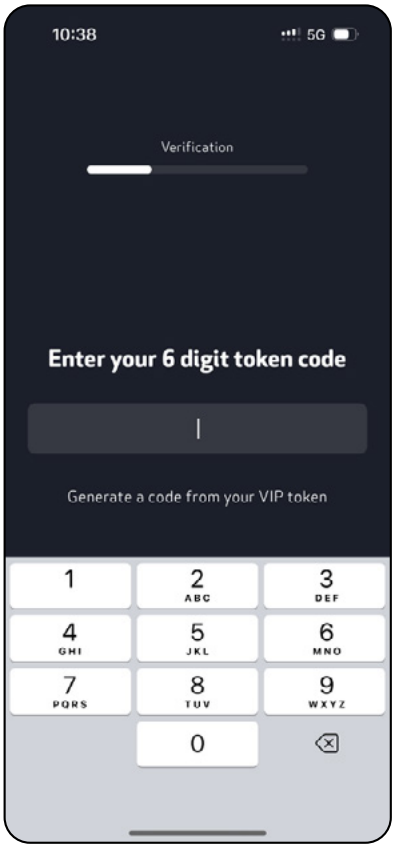
Alternatively, you can tap the information icon (ⓘ) at the top right corner of the PIN screen, and then select **Re-register the app**



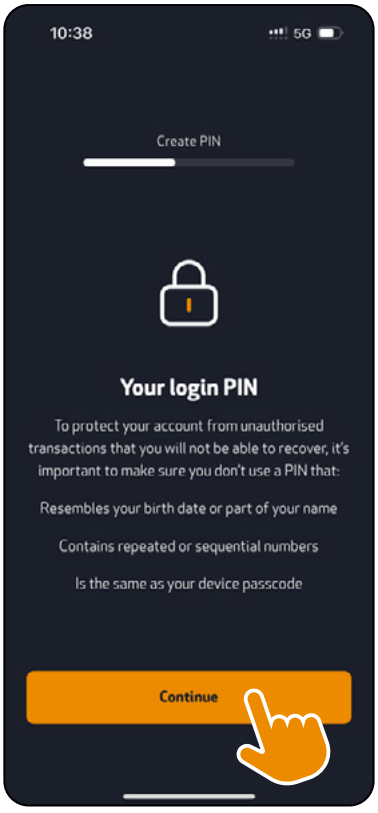
4. Enter your member number and Internet Banking Password then tap **Continue**. If you have forgotten your Internet Banking password tap **Reset password** and follow the instructions.

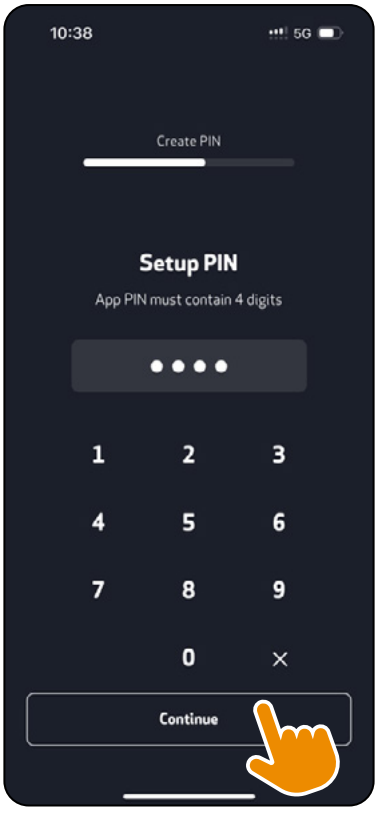


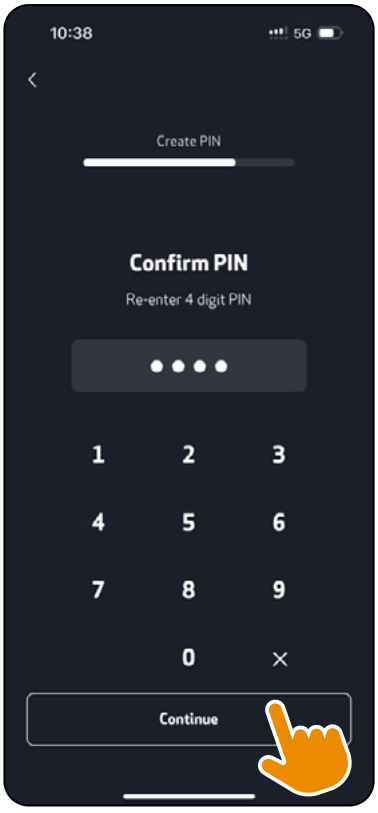
5. You will then need to complete verification using either a VIP token or Secure SMS.
   If you have VIP token (2 Factor Authentication) set up, this screen will display.
   Open your VIP Token app and note the one-time security code.
   Otherwise, enter the code given to you in your Secure SMS.



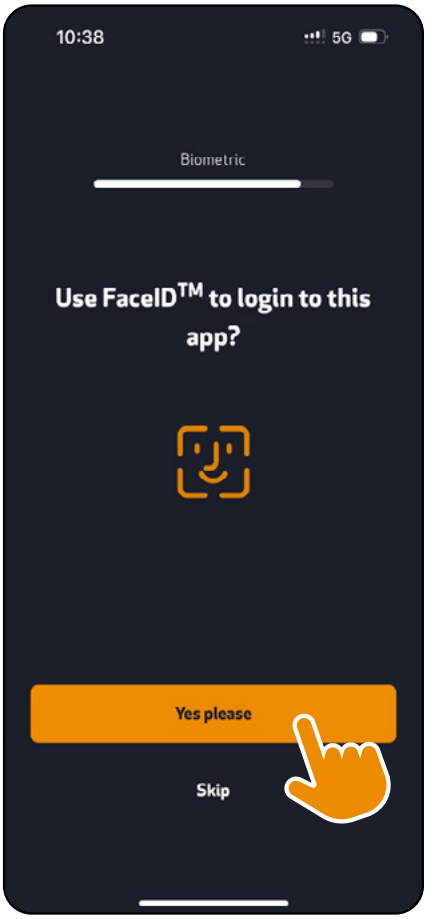
6. Read the instructions then tap **Continue**
7. Enter a new PIN (must contain 4 digits) > tap **Continue**
8. Re-enter the same new PIN > tap **Continue**

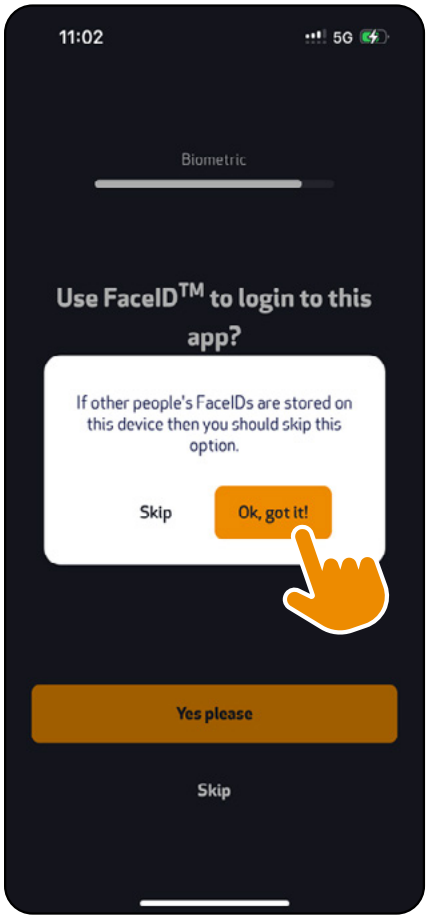




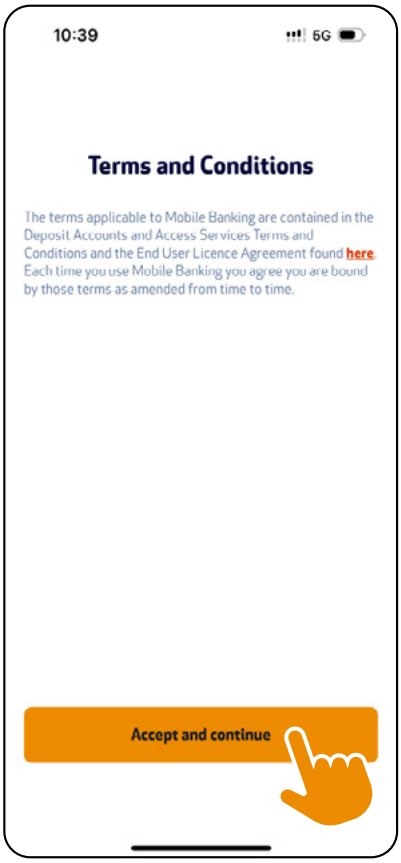


9. Choose if you want to add Face ID as a login option. If you do, tap **Yes please.** If you do not, tap **Skip**
10. If you tap **Yes please,** a warning will display. If this is okay, tap **Ok, got it!** and the Face ID/s you have set up in your phone's settings will sync. If not, tap **Skip**

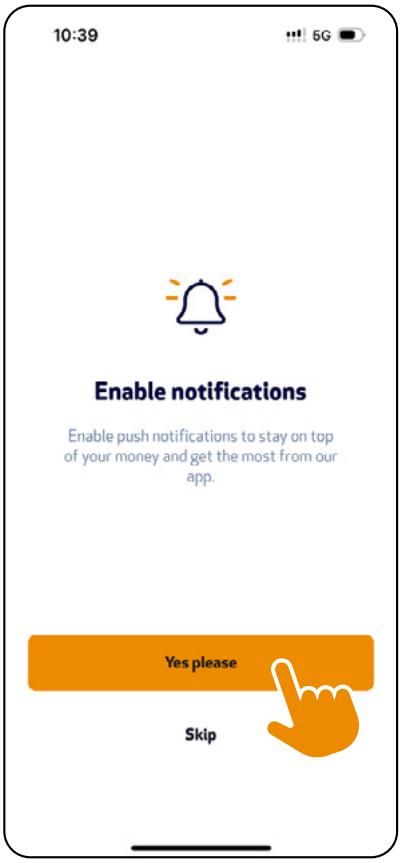




11. Read the Terms and Conditions and tap **Accept and continue**



12. Choose if you'd like notifications from our Mobile Banking App. If you want notifications, tap **Yes please.** If you don't want to receive notifications, tap **Skip**



13. Swipe through the screens for a quick tour or tap **Skip** to be taken directly to your dashboard, completing your PIN reset.
14. If you swiped to view the tour, once complete click **Done** to be taken directly to your dashboard, completing your PIN reset.

