

Online PIN Change

Instructions

For Internet Banking Users:

- Login to your account and select 'MY PREFERENCES' from the top tab.
- Select 'PIN CHANGE'
- Select your card from the drop down box
- Select your new 4-digit PIN, then repeat your PIN in the boxes provided.
- Click on 'GET SMS'. We will then send you an SMS code to your registered mobile, enter the code in the box provided.
- Wait for a few seconds and you will then see a message displaying 'SUCCESSFUL PIN CHANGE' and you're good to go.

TIP: Your new card must be activated before setting your new PIN

For your Geelong Bank App:

- Login to your account and from the SUMMARY screen, tap on the icon next to the HOME button and you will see four options, select the second option, 'CARDS'
- Your card details will then display, for those with more than one Card, swipe to the left and this will display any other Cards linked to your account. There are three options displayed under your Card details, select 'CHANGE PIN'
- Choose your new 4-digit PIN, then repeat this PIN to confirm.
- Select 'GET SMS', we will then send an SMS code to your registered mobile, enter the code into the box provided, wait for the message, 'SUCCESSFUL, YOUR PIN HAS NOW BEEN UPDATED' and you're good to go.

JUST REMEMBER THESE IMPORTANT RULES WHEN CHANGING YOUR PIN

- Never tell anyone your PIN and always try to cover and protect your PIN.
- Never write your PIN on your card
- Do not choose a PIN that can be easily guessed such as your date of birth, if you do then you may be liable for any unauthorised transactions.