

**Customer's Particulars**

* Name :	* NRIC/Passport No. :	* Login ID :
* Email Address :	* Contact No. :	

\* Compulsory fields

**2-Factor Authentication (2FA) Maintenance – For Existing users (please tick all that applies)**

**1. Please issue me a new HardwareToken because my present Hardware token is:-**

- Damaged / Lost (a RM30 replacement fee is applicable)       Defective (replacement is free upon verification of returned token)

**2. I wish to update my existing 2FA Token as follows:-**

- BYk SMS Token mobile no" is + \_\_\_\_\_ (Malaysia or International eg: +60121234567 or +651234567)

- Change to Hardware Token / Change mailing address

Address:

\_\_\_\_\_

*Note: For change of mailing address and contact details, please contact our Customer Service Officers at 1300 88 5000  
The address provided above will be used for hardware token delivery only.*

3.  **Re-activate my existing Token** (eg. Token was deactivated due to many invalid entries of One-Time Password (OTP))

**Agreement**

I agree to abide and be bound by the Internet Banking Terms And Conditions \* which I have read and any amendments, alterations and additions thereto as may be from time to time be made I consent to disclosures as provided therein and agree that all payments be debited to my account(s) with you.

**Signature & Date**

(For Bank records using thumbprints, please visit any OCBC branch for verification)

**Returning this Form**

Please return the completed and signed copy of this form to the nearest branch or mail it to:

OCBC Internet Banking  
P.O. Box 755  
10790 Penang, MALAYSIA

- \* For a copy of OCBC Internet Banking Terms and Conditions, please visit our Internet Banking site at <https://www.ocbc.com.my/internet-banking/>
- \* If you have forgotten your login ID or password, please contact our Customer Service Officers at 1300-88 5000 or +603-8317 5000 if you are calling from outside Malaysia.

**For Bank Use**

Remarks:	Verified By:	Processed by (Date and Time):
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