

We're upgrading your e-banking security

With Multi-Factor Authentication (MFA)

Here's what's changing

e-banking security for all our customers is being upgraded as we replace traditional security tokens with multi-factor authentication (MFA) technology. This new technology, combined with a range of new self-service registration and recovery processes, will make it even easier and safer to bank with us online.

We're making these changes to ensure that all our customers have the highest level of security when it comes to e-banking.

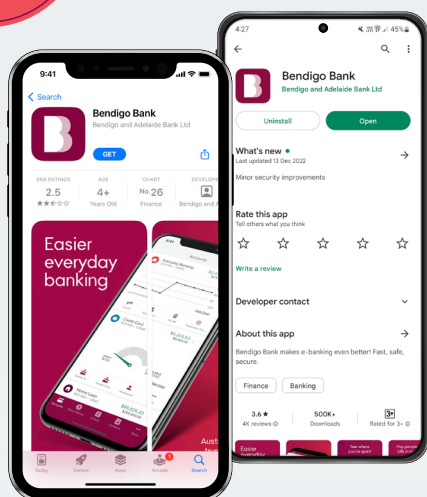
Before you upgrade

You will need:

- the latest version of the Bendigo Bank app
- your security token
- a couple of minutes to update.

Please visit your local branch or call us on **1300 236 344** if you require any support when upgrading.

Start here



Before you begin you'll need to update or install the latest version of the Bendigo Bank app from the Google Play Store or the AppStore.

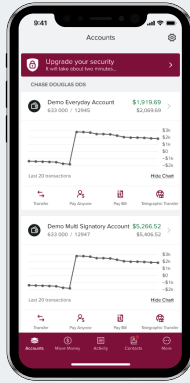
Our app is supported on Android version 5.0 software and above, and iOS version 11 software and above.

1



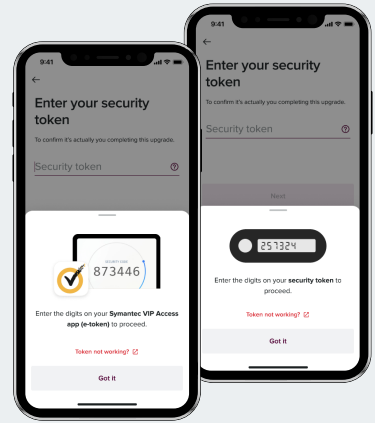
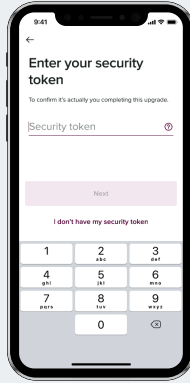
Log in to your Bendigo Bank e-banking account.

2



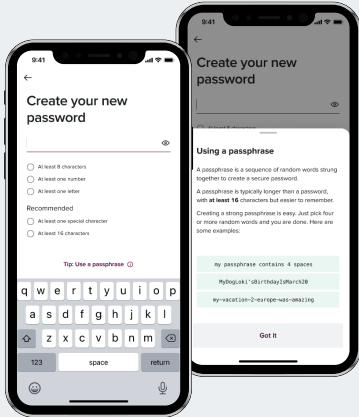
Click the 'Upgrade your security' prompt.

3



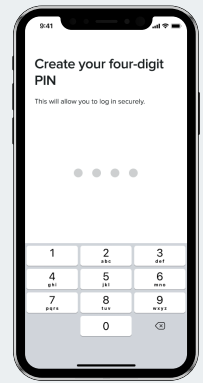
Enter your security token from either your Symantec VIP Access app or your physical security token. Auto token users will skip this step.

4



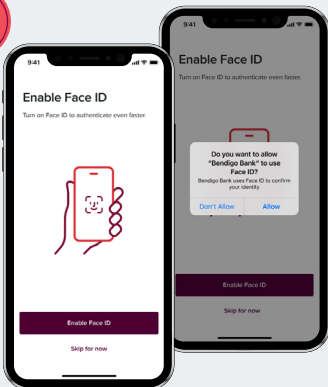
Create your new password - consider using a phrase, or variety of letters, numbers and symbols for strength and security. You'll need to meet the requirements as indicated by the green ticks. Confirm your new password to proceed.

5



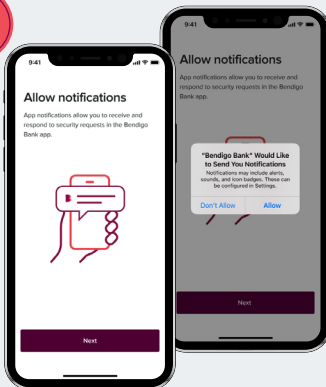
Create your four digit PIN. Confirm your new PIN to proceed.

6



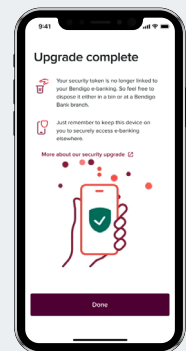
Enable biometrics if available on your device - for added security we highly recommend this step!

7



Allow notifications. This is super important as it allows us to notify you when your e-banking account is accessed when you use a web browser.

8



You're all set!