

BankNet and BankPhone password management

Registration

Call 13 30 30 to register for BankNet or BankPhone

Go to amp.com.au to log in to BankNet

Contact number is 13 30 30 to use BankPhone

If you have forgotten your TelePIN, BankNet password or Customer Number or have been locked out of BankNet or BankPhone please call 13 30 30 to reset your password.

Customer Number

- Your Customer Number is 12 digits.
- You need the Customer Number to log in to BankNet or BankPhone.
- Your Customer Number can be found in your welcome letter.
- Please have your Customer Number ready when calling AMP Bank.

TelePIN

- Your TelePIN is a minimum of 6 digits.
- The TelePIN is used to identify you when calling AMP Bank.
- It is also required when you update your details on BankNet.
- Keep your TelePIN secure. Do not give your TelePIN to anybody and do not store the TelePIN in a non-secure way. Ensure when verbally providing your TelePIN you cannot be overheard by others.
- You enter your TelePIN using the keypad on the phone.



BankNet

- Your BankNet password is a minimum of 6 characters containing at least 1 number and 2 letters.
- Your BankNet password is case sensitive.
- Your first login into BankNet must occur within 48 hours of registration. Your BankNet password will expire in 48 hours if you don't log in. Please call 13 30 30 if your BankNet password has expired.
- Your TelePIN will be your password the first time you log into BankNet where you'll then be prompted to change your password.
- If you reset your BankNet password and TelePIN, you will not be able to use your last 8 BankNet passwords.

The screenshot shows a web browser window titled "BankNet - passwordrequiredform.htm - Windows Internet Explorer". The address bar shows "https://secure.ampbanking.com.au/PasswordChangeRequired". The page has a blue header with the AMP logo and navigation links for "My Portfolio" and "BankNet". The main heading is "Password change required". Below this, it states "This is the first time you have used BankNet or your password has been reset." and "To change your password" with a "Help" link. The page is divided into three steps: Step 1: Review guidelines for password selection, which lists requirements like minimum length and character types, and advises against using personal information. Step 2: Enter your current and new passwords, with input fields for "Current Password", "New Password", and "Confirm New Password", and a reminder that passwords are case sensitive. Step 3: Click on the "Change Password" button, which is a blue button labeled "Change Password". At the bottom, there are links for "Security", "Terms and Conditions", "Frequently Asked Questions", and "Help".

Password tips for BankNet and TelePIN:

- Create a password and a TelePIN that are easy to remember without writing them down.
- Don't share your password or TelePIN with others.
- Choose a password and TelePIN that can't easily be worked out by someone else. For example, your password should not include your date of birth.

The information is correct as at 1 May 2013 and is subject to change without notice. The information is intended as an explanatory guide only to assist AMP Bank customers to access BankNet and BankPhone. For full details please refer to the terms and conditions available at amp.com.au/bank or upon request. Fees and charges may apply. Please contact AMP Bank on 13 30 30 should you have any queries or require further information.