

## The Bank of Sydney Security Hardware Token



At the Bank of Sydney, protecting the financial information of our customers is our top priority.

The Security Hardware Token is a method of two factor authentication used to enhance security and prevent theft so that you ensure your transactions are authenticated safely.

You will need to use this security token to authenticate transactions if you have not opted in for SMS authentication or authentication via the Bank of Sydney mobile application.

This token generates a new authentication code every 30 seconds. This code is used to authenticate some transactions when using BOS Online Banking.

### **How to use the Token when an authentication code is required:**

1. Press the button on your Hardware Token to generate and view the six digit code; and
2. Enter the code in the relevant field on your screen and submit your transaction.

*Note this code will be checked on BOS systems for validity.*

### **Tips for keeping your Security Hardware Token secure:**

- Keep Token in a secure location. E.g. On keyring, neckchain or in a safe
- Never allow anyone else to use or see the numbers generated on your token
- Treat token with care – don't expose to extreme temperatures
- **If the Token is lost, misplaced, stolen or damaged, contact the helpline immediately on 1300 888 700 or +61 2 8262 9101 if calling from overseas.**