



Multi Factor Authentication

To better protect your account and services from unauthorised high-risk transactions we are implementing multi-factor authentication so you can continue to enjoy the same peace of mind you can always expect from us when it comes to the safety of your personal information.

Sometimes you might need to get in touch with us about the topics below:

- Your personal information
- A potential change of ownership,
- Cancelling a service or your account, or
- New product or service purchases

When you contact us, or we contact you, about these topics, we'll be taking extra steps to confirm you're you.

First, we'll ask you for two of the details below linked to your account:

- First name and last name
- Date of birth
- Your Account number
- Address & postcode
- Contact phone number
- Contact email address

Then, we'll send you a one-time code to the mobile number or email address we have saved on your account. Once you've confirmed the code, we'll be ready to make the changes for you as required.

Should you suspect your account or service has been subject to fraud then please report to us immediately on 1300586468 or contact your financial services provider.