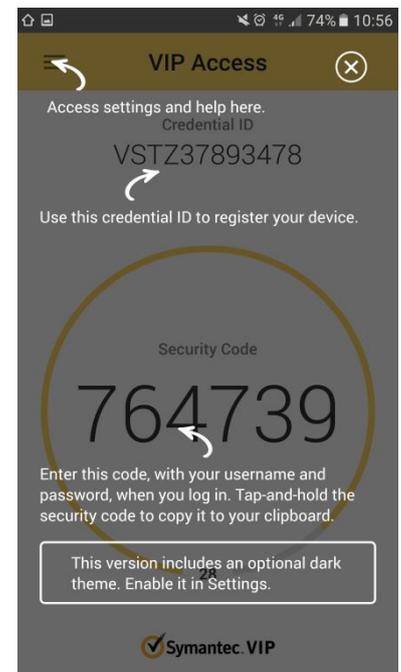


## **Symantec™ Validation & ID Protection (VIP)**

### **How to Set Up VIP Access:**

1. On your mobile phone or tablet, you will need to install VIP Access
  - You can do this by going to the Apple App Store or the Google Play store and download the VIP Access App for free, or alternatively by going to **m.vip.symantec.com** in your mobile web browser. You will need Internet access on your mobile phone
2. Login to Defence Bank Online Banking using your usual password
3. Click on the Settings Icon on the top menu. This will expand the menu
4. From the expanded menu select the 'Register VIP Access' icon
5. Enter your current TA (Transaction Authentication) password
6. A screen will appear asking you to Register your VIP Access
  - Open the VIP Access App on your phone, the screen will look like this
  - Enter the credential ID of your device. This number appears when you open the VIP Access App
7. Following the onscreen instructions enter the Security Code from your device
  - Wait 30 seconds then enter the Second Security code.
8. You are now registered with Symantec™ Validation & ID Protection (VIP) and your VIP Access App is registered to your account.



### **Can I transfer VIP Access to another device?**

If you buy a new device, or lose your phone, you cannot transfer VIP Access to your new device. You will receive a new credential ID and need to re-register VIP Access, to do this contact Defence Bank on **1800 033 139**

### **Need Help?**

If you need assistance with setting up or syncing your VIP Access App, please call our Contact Centre Monday to Friday, 8am to 8pm on **1800 033 139**. For all enquiries outside of these hours, please email **info@defencebank.com.au**