

**The bsecure Service  
User Instructions  
Destruction of  
Hardware & Software**

**Version 1**

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## IMPORTANT NOTE ABOUT THIS DOCUMENT

**These User Instructions form part of the legal agreement between you and The Co-operative Bank plc and should be actioned as soon as possible upon receipt. Failure to fully and correctly undertake these User Instructions could introduce security risks regarding your usage of the bsecure Service and ultimately could result in violation of your Agreement with The Co-operative Bank plc.**

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# 1. DESTRUCTION OF HARDWARE & SOFTWARE

These User Instructions provide details of the procedures that you are to follow where, under the terms and conditions of the Agreement, you are required to destroy faulty, compromised or upgraded Hardware and Software.

## 1.1 HARDWARE

Hardware Security Module (HSM)	The Customer should contact the Helpdesk, as detailed in the Terms & Conditions, who will make arrangements for its collection and return to Computer Banking Services as detailed in the Terms & Conditions. On no account should the Customer attempt to destroy the HSM nor should they allow the HSM outside of their direct control.
Personalised Smart Card	<p>NOTE: It will no longer be possible to decrypt files and e-mails that have been encrypted using the Authorised Users keys once the Personalised Smart Card is destroyed, so please ensure that all files and e-mails are restored to unencrypted form before destroying the card.</p> <p>Follow one of the following options:</p> <ul style="list-style-type: none"> <li>• Using a pair of scissors or a guillotine <b>cut the chip in half</b>. The Personalised Smart Card chip can be identified by its gold electrical contacts and is located on the left side of the Personalised Smart Card. Note that it is not sufficient to cut the Personalised Smart Card in half, as is the general practice for credit cards.</li> <li>• Using a paper hole punch, <b>punch a hole through the chip</b>. The Personalised Smart Card chip can be identified by its gold electrical contacts and is located on the left side of the Personalised Smart Card.</li> </ul>
Smart Card Reader	The unit should be destroyed as per the Customer's standard practices for the disposal of office electrical equipment.

**Take care not to injure yourself or others when performing the above processes. Alternatively, you can return the item via secure courier to Computer Banking Services as detailed in the Terms & Conditions for the bsecure Service.**

## 1.2 SOFTWARE

Where Software has been provided and/or is now held on:

CD ROM	The CD ROM may be discarded as standard office waste.
Floppy Disk	The floppy disk may be discarded as standard office waste.
Local hard disk	Use the Windows NT/98 file management software to erase the appropriate directories and/or files. Ensure that the Wastebasket and all data/file backup copies are also deleted.

**If you have any questions concerning the above, please contact the Helpdesk as detailed in the Terms & Conditions for the bsecure Service.**