

New Token Request

Please check the following before completing this form:

If you can still generate a code on the token, please **download a token** to your mobile device, to avoid you needing to order a plastic one.

If your current token is displaying 'locked', then please call us to unlock it.

If your token is working, but you can't access online banking, please check customer ID and user ID is entered the correct way round.

This form is only for existing online banking users who require a replacement token, and who can't download a token to their mobile device.

<p>Business name:</p> <input type="text"/>	<p>Online Banking User ID:</p> <input type="text"/>
<p>Business post code:</p> <input type="text"/>	<p>Reason for replacement token request:</p>
<p>Name of user which needs a replacement token:</p> <input type="text"/>	<p>LOST</p>
<p>Online Banking Customer ID:</p> <input type="text"/>	<p>STOLEN</p>
	<p>BATTERY EXPIRED</p>
	<p>DAMAGED</p>

If your current token is no longer working, we'd love it if you could recycle it! You can do this by dropping it off at any local branch, or by posting to:

The Co-operative Bank
PO Box 101
1 Balloon Street
Manchester
M60 4EP

Once completed, please email this form to SMEtokenrequests@co-operativebank.co.uk

Please always refer to your tariff for any applicable charges.

If you are an FD Online user, you can send us a message to request a token, via Online Banking. Your request will be dealt with within 2 working days.

Please call +44 (0) 3457 213 213⁺ if you would like to receive this information in an alternative format such as large print, audio or Braille.

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+Lines open 8am to 6pm, Monday to Friday, and 9am to 12pm on Saturdays. If you're calling from the UK, calls to 03 numbers cost the same as calls to numbers starting with 01 and 02. Charges for calls made outside of the UK will be determined by your local provider. Calls may be monitored or recorded for security and training purposes.

Information correct as at 04/2022.