

Secure Login Device Return Form

First Name: _____

Last Name: _____

Account Number: _____

Brief reason for return:

Account closed

Account closure requested

Account linkage

Defective device

Cracked screen

Type of device (please check one)

Alpine Device¹

Platinum/Gold Device²

Do you need a replacement device? (please check one)

Yes

No

¹ Alpine - Blue small oval shaped device which you can attach to your keychain.

² Platinum - Black rectangular device with numeric keypad & LCD. Resembles small calculator.

Note • For Platinum/Gold users if you want a replacement device please follow the instructions on the website Knowledge Base article number KB975 as we cannot issue a new device based on this return form due to the special security requirements of the Platinum/Gold device.