

# Manage security code



Use this form to create or change your security code. This is an added layer of security we use to verify your identity. You'll be asked to provide your code when contacting us with questions about your account. Enter your information clearly using blue or black ink.

## 1. Your information

\_\_\_\_\_  
First name

\_\_\_\_\_  
M.I.

\_\_\_\_\_  
Last name

\_\_\_\_\_  
Home phone

\_\_\_\_\_  
Mobile phone

\_\_\_\_\_  
Work phone

\_\_\_\_\_  
Email

\_\_\_\_\_  
Last 4 digits of Social Security number

## 2. Create your security code

Your security code is a PIN, phrase or combination of letters and numbers that provides an added layer of security we use to help verify your identity. You'll be asked to provide your code when contacting us with questions about your account. All authorized signers on the account, except minors, are required to have their own security code and security code reminder.

\_\_\_\_\_  
Create your security code **(Must be 6-20 letters and/or numbers, no special characters. Do not use your Social Security number, date of birth or mother's maiden name)**

\_\_\_\_\_  
Security code hint **(Enter a keyword or phrase to help you recall your code)**

## 3. Signature



\_\_\_\_\_  
Account holder or Authorized signer

\_\_\_\_\_  
Date

## 4. Submit

The type of account you have with us will determine how you return the form so be sure to choose the appropriate option.

### Personal account

Upload this form and any additional documentation so that we can move forward in the quickest and most secure way. Simply log in to your account at [everbank.com](http://everbank.com) and:

- Navigate to the Document Center
- Select the Document Upload tab
- Select the files you would like to upload
- Review and accept the Terms and Conditions before uploading documents

### Business account

The form-approving authorized signer can submit the completed form to us through BOB using their specific login credential by selecting the **Administration** tab, then **Communications**, then **Contact Us** and add the attachment(s). Alternatively, we require an authorized signer with a security code to call us at 1.855.563.3177 so we can set up secure delivery of your form via encrypted email. We're available weekdays from 8 a.m.–5 p.m. (ET).

**For bank use only:**

\_\_\_\_\_  
Verify client

\_\_\_\_\_  
Date verified

\_\_\_\_\_  
FC number

\_\_\_\_\_  
Associate name **(Print first & last name)**