



# Changing your Personal Details

## Audio transcript

This video will show you how to update both your contact details, and home or personal address. Once you've logged on, from the menu bar at the top of the page, select 'Account services' and then 'Personal and address details' from the drop-down menu.

This will take you to 'Your profile' page, where you can choose which details to update. First, we're going to update the contact details.

Select 'Edit' from the contact details section.

Enter your new details and then select 'Continue'.

You'll now need to generate a Re-authentication code using your Secure Key. Follow the steps on screen which will depend on the type of Secure Key you have, enter the code and select 'Confirm'.

Your contact details are now updated.

To update your home or correspondence address, select 'Edit' from the address details section back on your profile page.

You can search for your address using your post code and select it from the drop-down list or enter it manually.

Once that's complete, select 'Continue'.

You'll now need to generate a Re-authentication code using your Secure Key. Follow the steps on screen which will depend on the type of Secure Key you have, enter the code and select 'Confirm'.

Your address details are now updated.