

9 ePIN Reset

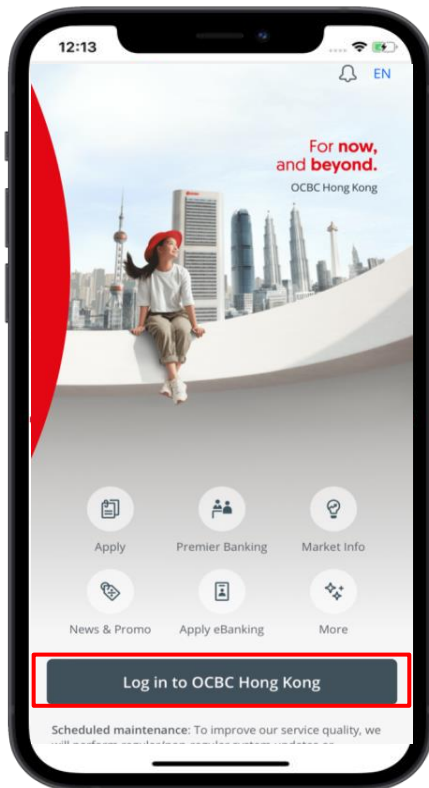
Reset your User ID/PIN remote and instantly in 3 methods

Method 1) ATM Card + ATM PIN Or;

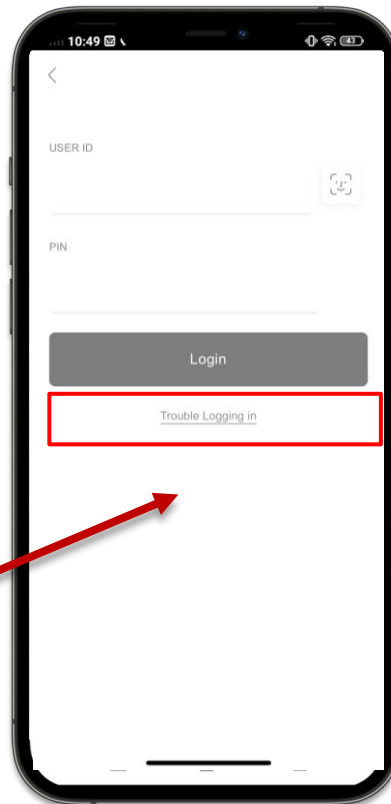
Method 2) Credit Card + Credit Card ATM PIN Or;

Method 3) Personal Information (For Wealth Management
Connect Southbound Customer Only)

1 Click "Login"



2 Click "Trouble Logging in"

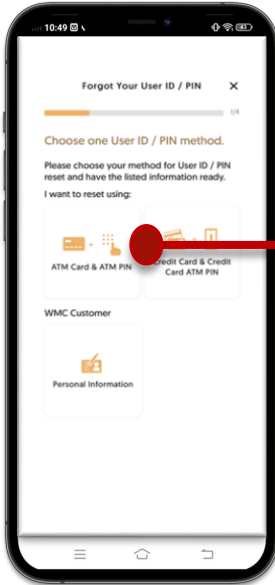


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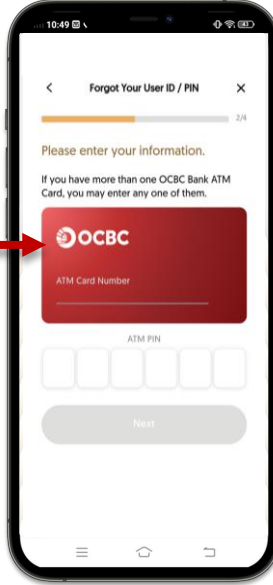


1) ATM Card + ATM PIN

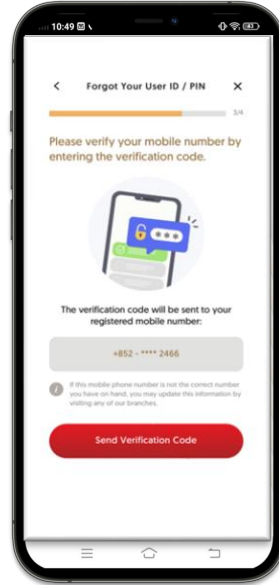
3 Select "ATM Card & ATM PIN"



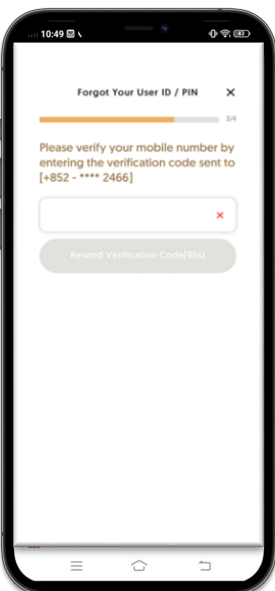
4 Input ATM card No. & ATM PIN



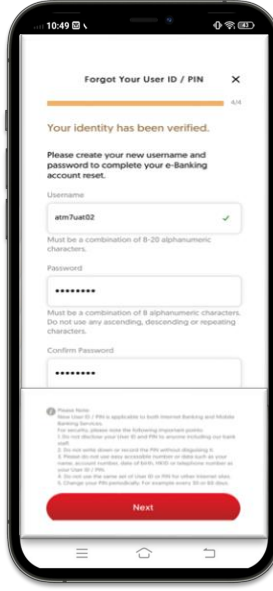
5 SMS OTP will be sent to the mobile number displayed.



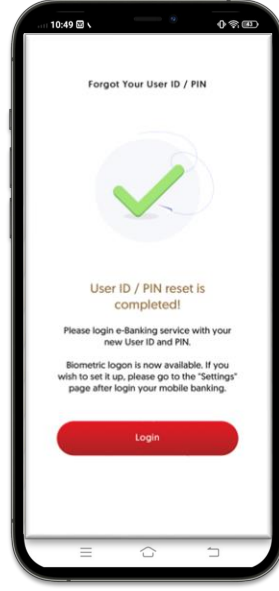
6 Input SMS OTP



7 Input New Username and Password



8 Reset Complete. You may login personal e-Banking right away.

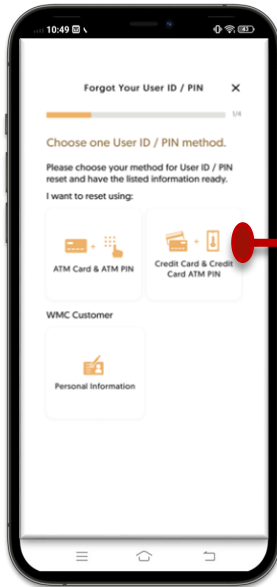


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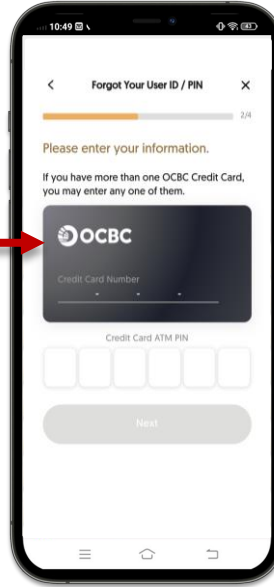


2) Credit Card + Credit Card ATM PIN

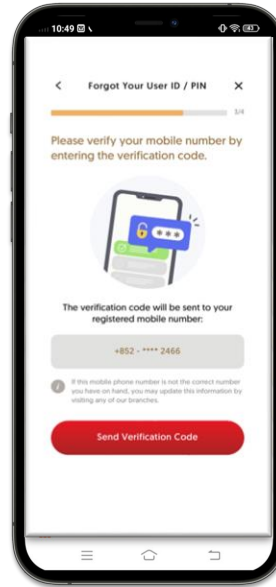
3 Select "Credit Card & Credit Card ATM PIN"



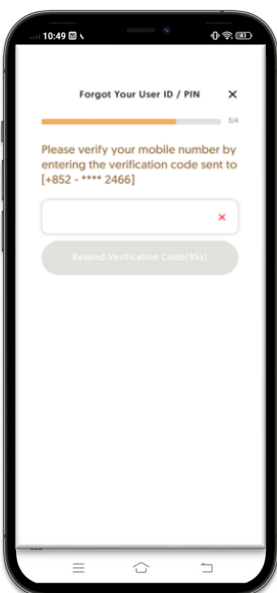
4 Input Credit card No. & Credit Card ATM PIN



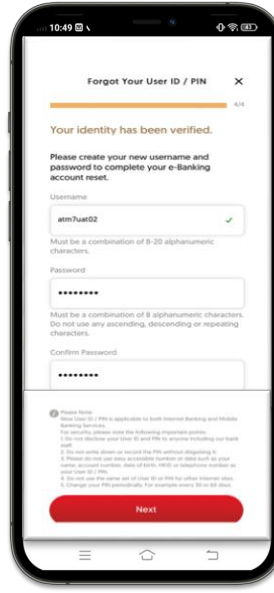
5 SMS OTP will be sent to the mobile number displayed.



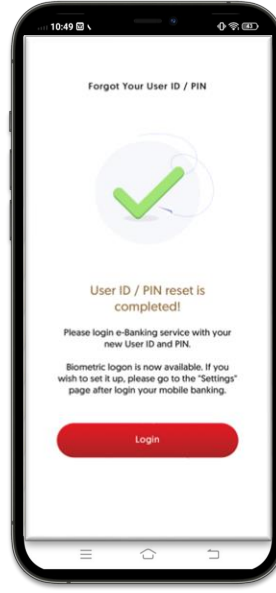
6 Input SMS OTP



7 Input New Username and Password



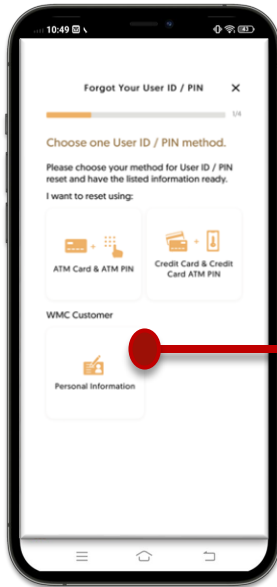
8 Reset Complete. You may login personal e-Banking right away.



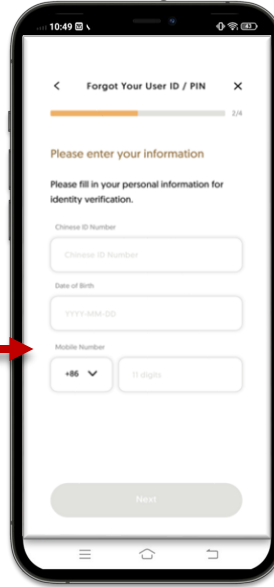
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3) Personal Information (For Wealth Management Connect Southbound Customer Only)

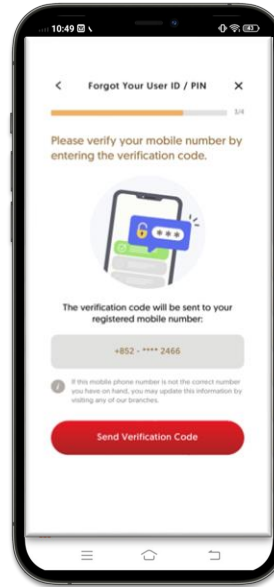
3 Select "Personal Information"



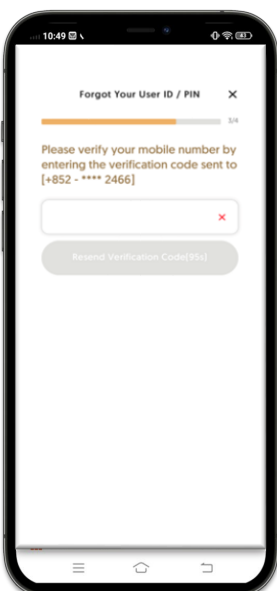
4 Input China ID No., Date of Birth and Mobile Number registered



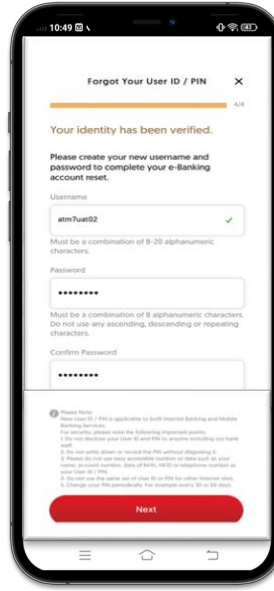
5 SMS OTP will be sent to the mobile number displayed.



6 Input SMS OTP



7 Input New Username and Password



8 Reset Complete. You may login personal e-Banking right away.

