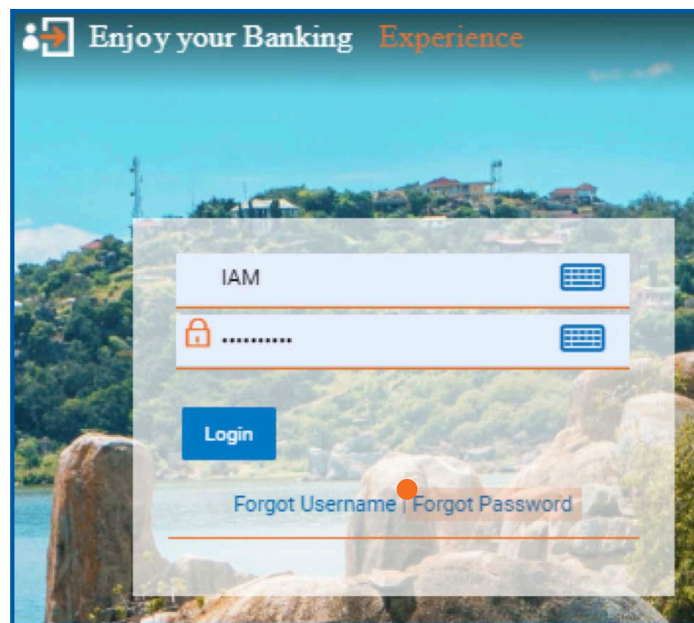




Password Reset

1. How to perform self services for password reset

If you forget your password we have enhanced the security to give you inconvenience to manage your own profile, these questions will be used to validate your profile before self-service password reset




Fill below screen, please read the note on your right side carefully then click Continue

Forgot Password

Okay, no problem. Just enter the details below.

Username

Email Id



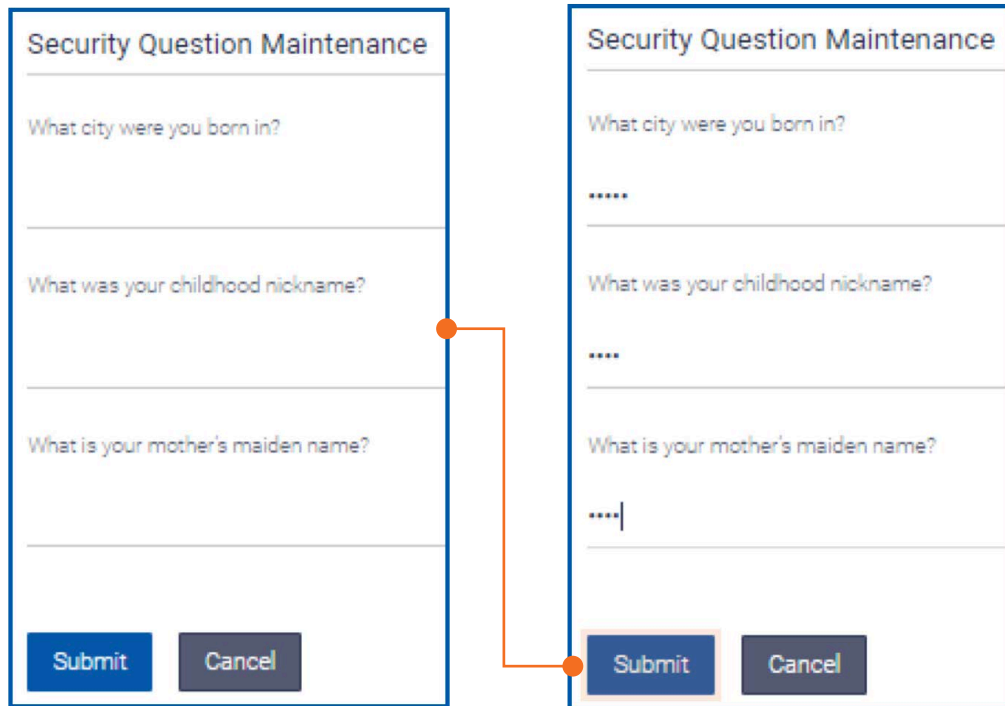
Forgot your internet banking password?

No worries, generate a new password in 3 simple steps.

1. Enter your Username and Email
2. Authenticate your details by entering OTP received on your mobile.
3. Reset you password by entering a new password of your choice.

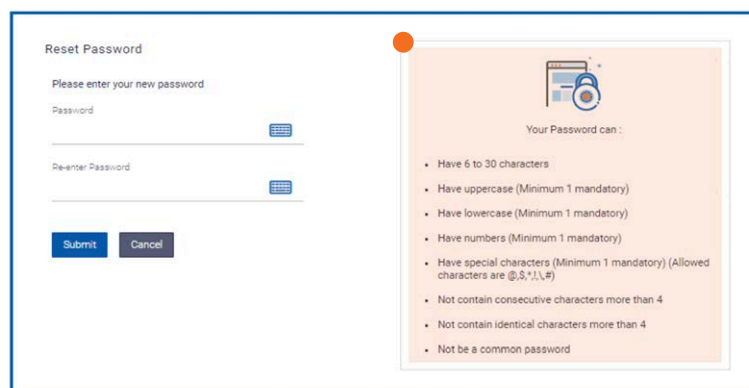
2. Below the above screen you will have security questions to fill

Customer will be provided with only three (3) questions from the list of the questions set, answer the questions then click submit

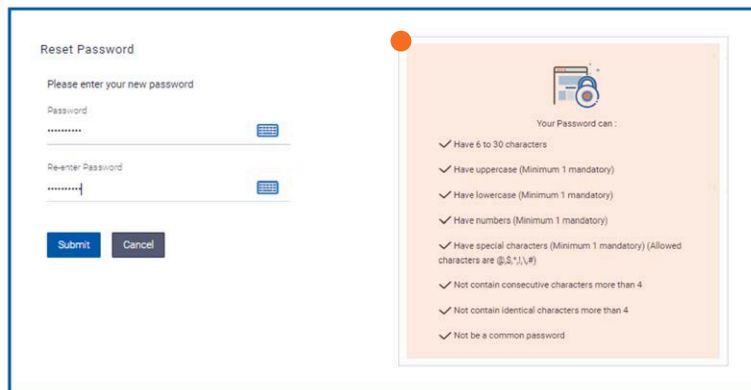


6. Customer will be required to change password after successfully answered the security questions

Create new password by following the password condition creterials to the note on your right side of the screen



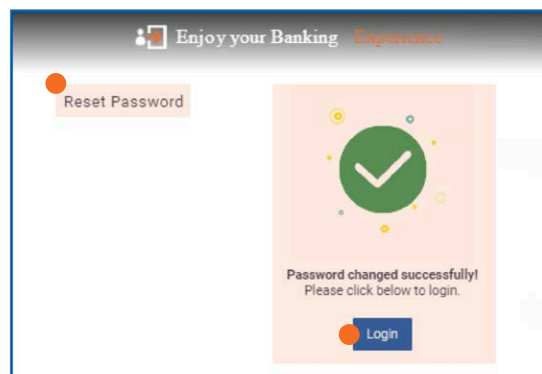
If the password criteria are well met the note will indicate tick (v) to the list, if one of the criteria is not met it will indicate (x)



The screenshot shows a 'Reset Password' form with two input fields: 'Password' and 'Re-enter Password'. Below the fields are 'Submit' and 'Cancel' buttons. To the right, a list of password requirements is displayed, each with a checkmark (v) indicating it is met:

- ✓ Have 6 to 30 characters
- ✓ Have uppercase (Minimum 1 mandatory)
- ✓ Have lowercase (Minimum 1 mandatory)
- ✓ Have numbers (Minimum 1 mandatory)
- ✓ Have special characters (Minimum 1 mandatory) (Allowed characters are @, \$, *, !, , #)
- ✓ Not contain consecutive characters more than 4
- ✓ Not contain identical characters more than 4
- ✓ Not be a common password

Click submit to now enjoy the service back after self-service password reset by clicking Login



The screenshot shows a confirmation screen with a green checkmark icon and the text: 'Password changed successfully! Please click below to login.' Below this text is a 'Login' button. The header of the page reads 'Enjoy your Banking Experience'.