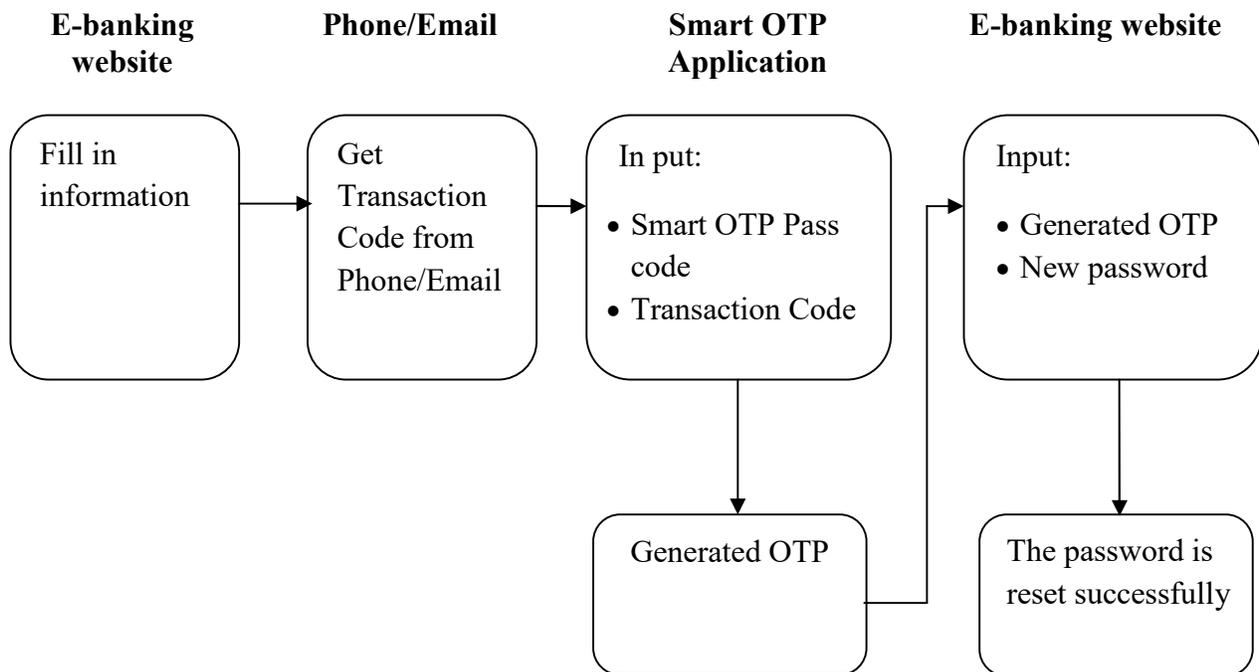


USER GUIDE OF RESETTING PASSWORD VIA E-BANKING WEBSITE

For **individual customer** who registered **Smart OTP** verification method, to reset password via E-banking website, please follow 4 steps as below:



The details are as follow:

Step 1:

Customer fill up the following information

The screenshot shows the Public Bank Vietnam e-banking website interface. The main heading is "To reset E-banking password Please fill up the following information". The form includes the following fields:

- Username *
- Date of birth *
- ID card/Passport *
- Phone number OR Email (which is used for E-banking registration and to receive Transaction Code on the next step):
 - Phone number: 9999999999
 - Or Email: @@@.@@@.@@@.@@@
- Enter character: 47D79f
- Submit button

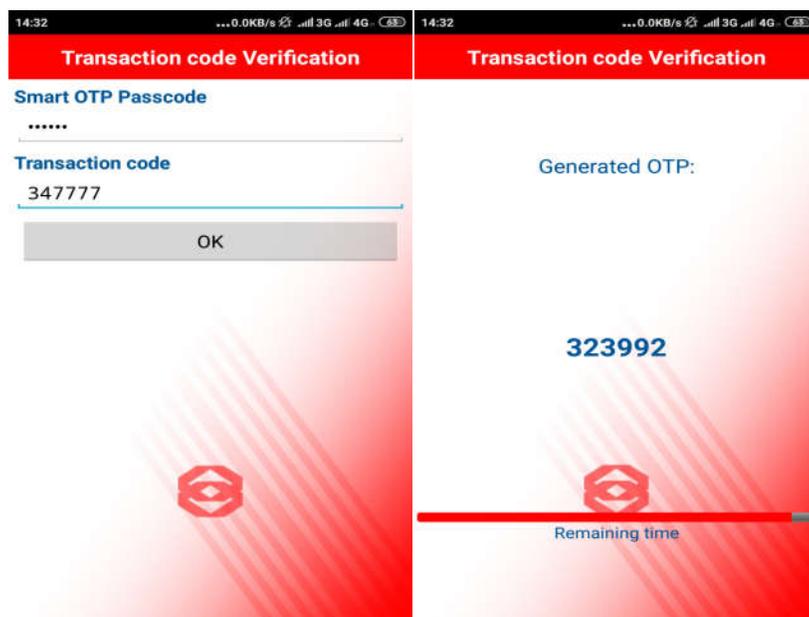
The website header includes the Public Bank Vietnam logo, the text "Tiếng Việt", and links for "Hotline:", "FAQ", "Register", "Support", and "How to use". The footer contains "Policy | Support | Feedback", "Using Mozilla Firefox, IE 6+ browser is recommended. Turn on your javascript-enable function.", and "© 2009 - 2016 Public Bank Vietnam ALL RIGHTS RESERVED."

Step 2:

After customer click “Submit”, the system will check all information was logged. If all information is correct, the system will send **Transaction code** to the registered phone number or email which is filled in Step 1.

Step 3:

As soon as receiving **Transaction code** via phone number or email, customer login Smart OTP application, enter **Smart OTP Passcode** and **Transaction code** just received. The system automatically generates **Smart OTP** code as shown below:



Step 4:

Customer return to the E-banking screen, enter the newly received **OTP** and set a **new password**. Click Submit to complete the process.

