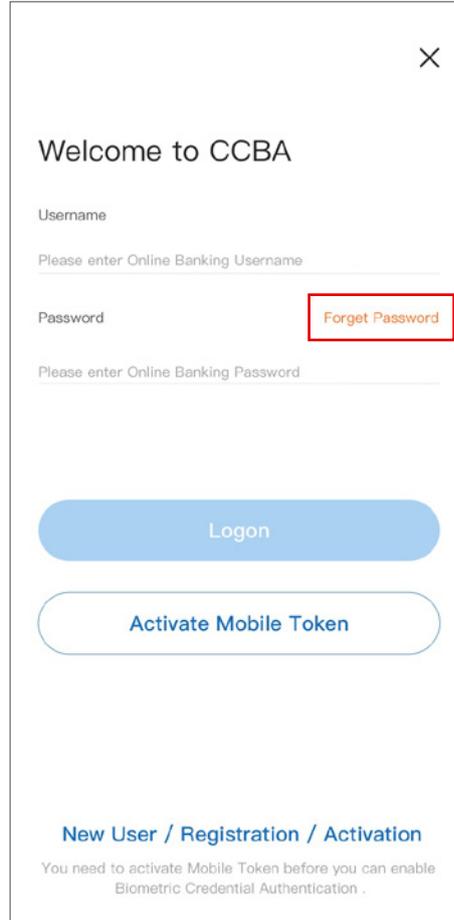


Forget Password Guide

1 Tap "Logon" at mobile banking main page



2 Tap "Forget Password" at Logon page



Forget Password Guide

- 3 i. Select an Account Type
- ii. Select a Document Type
- iii. Fill in Document No.
- iv. Fill in corresponding verification information
- v. Tap "Next" to proceed

- 4 A SMS with 6 digit OTP code will send to your registered mobile phone number, input the code to proceed

<
Forget Password

i

Account type >

ATM Card / Cross Border Long Card

ii

Document Type >

Hong Kong Resident ID

iii

*Document No. >

H123456(7)

iv

Card Number >

Please enter

v

ATM PIN >

Please enter

Next

If you do not have ATM Card / Cross Border Long card / Credit Card / IVR service / Token, please call our customer service 27795533 to reset the online banking password

* For "HKID Card Number", Please enter all the alphabets, the first six numeric characters, the brackets and the character featured in brackets. Example: A123456(7), please enter A123456(7)
For "Macau Identity Card Number", Please enter all numeric characters, the slashes, the brackets and the character featured in brackets. Example: 1234567(8), please enter 1234567(8)
For queries, please call our Customer Service Hotline (852)277 95533.

×
Please enter One-Time Password

A 6-digit OTP has been sent to your mobile phone no. in our record 91***07 via SMS. Refresh(96)

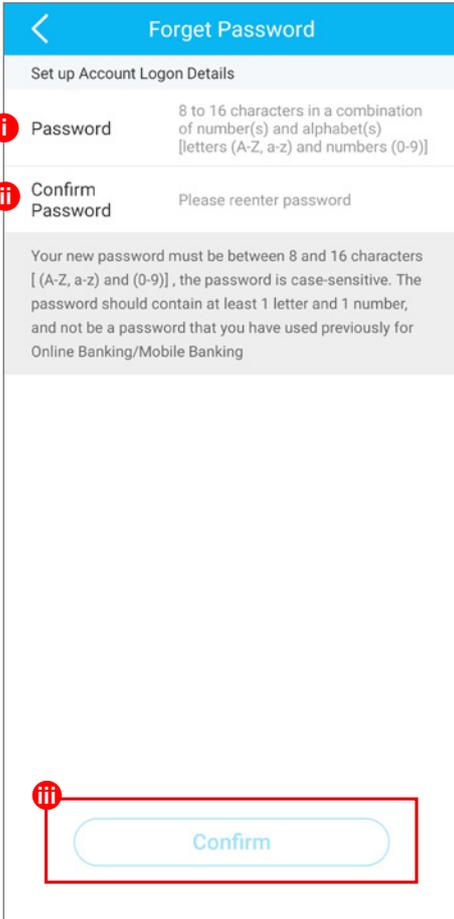
符
Abc
中国建设银行安全键盘
完成

1	2	3
4	5	6
7	8	9
.	0	< ×

2

Forget Password Guide

- 5 i. Input new Password
- ii. Input again the new Password to confirm
- iii. Tap "Confirm" to proceed



Forget Password

Set up Account Logon Details

i Password 8 to 16 characters in a combination of number(s) and alphabet(s) [letters (A-Z, a-z) and numbers (0-9)]

ii Confirm Password Please reenter password

Your new password must be between 8 and 16 characters [(A-Z, a-z) and (0-9)], the password is case-sensitive. The password should contain at least 1 letter and 1 number, and not be a password that you have used previously for Online Banking/Mobile Banking

iii Confirm

- 6 Reset password is completed

