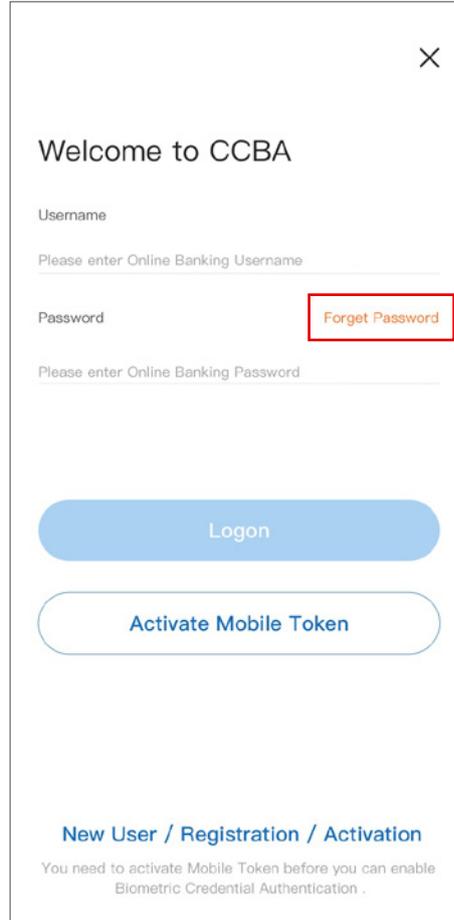中国建设银行(亞洲)
China Construction Bank(Asia)

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)

Card Number — Please enter

iv ATM PIN — Please enter

v 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

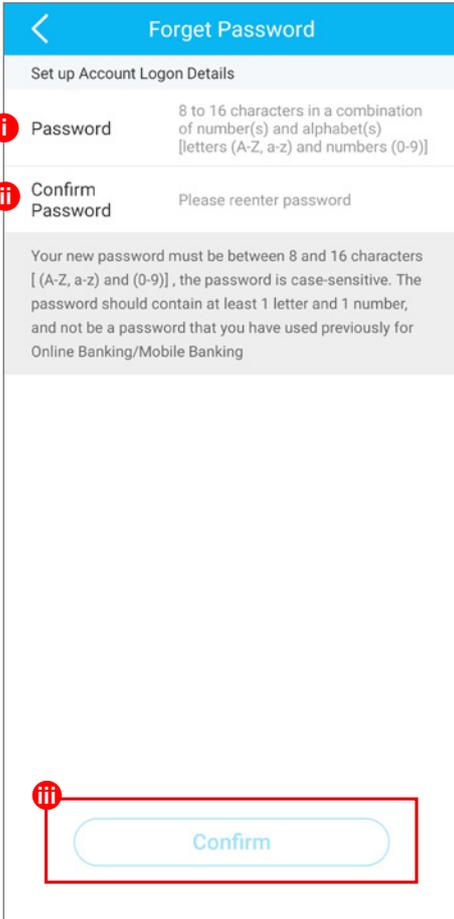A 6-digit OTP has been sent to your mobile phone no. in our record 91****07 via SMS.   Refresh(96)

符   Abc   中国建设银行安全键盘   完成

1   2   3
4   5   6
7   8   9
.   0   ⌫

Forget Password Guide

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

6 Reset password is completed