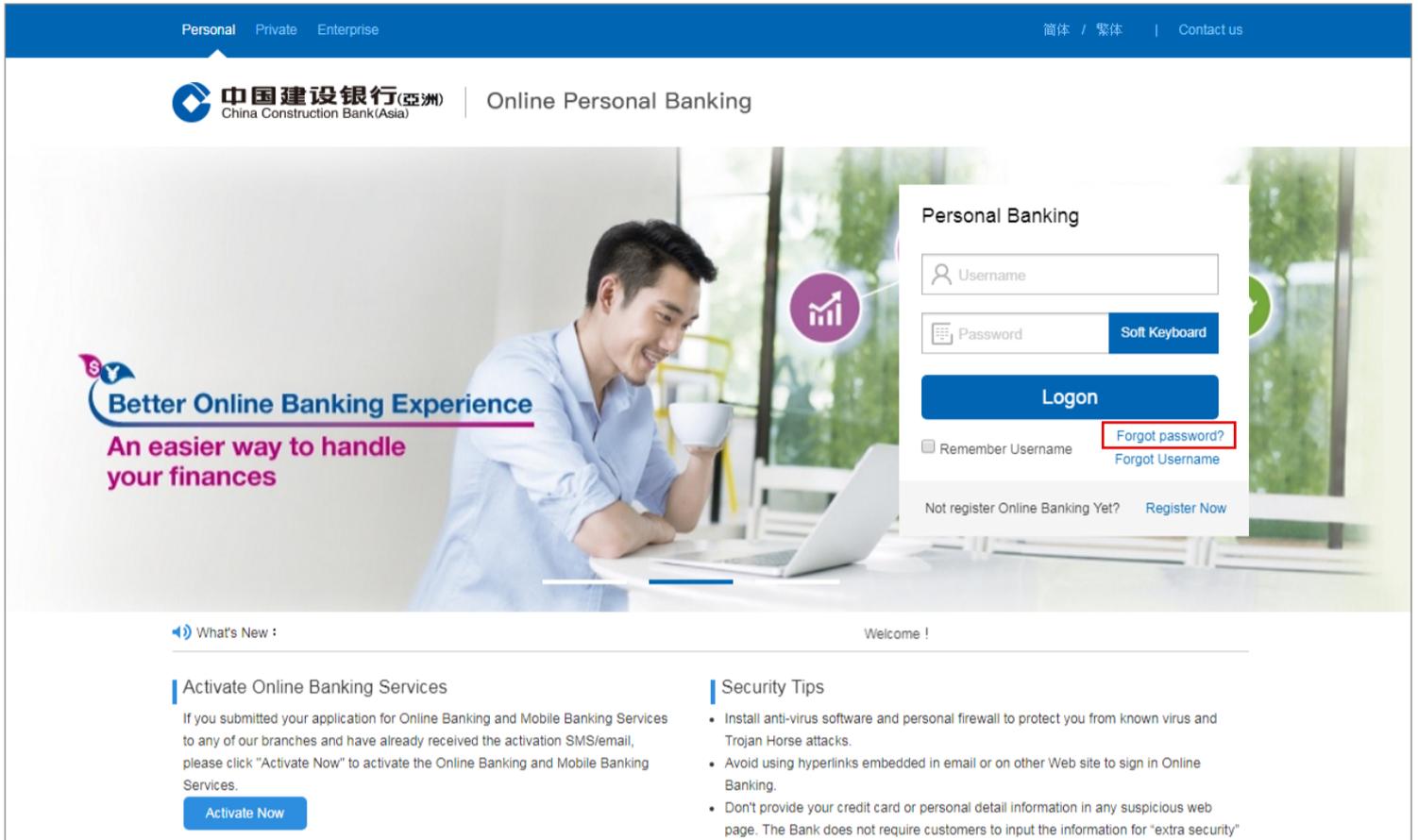


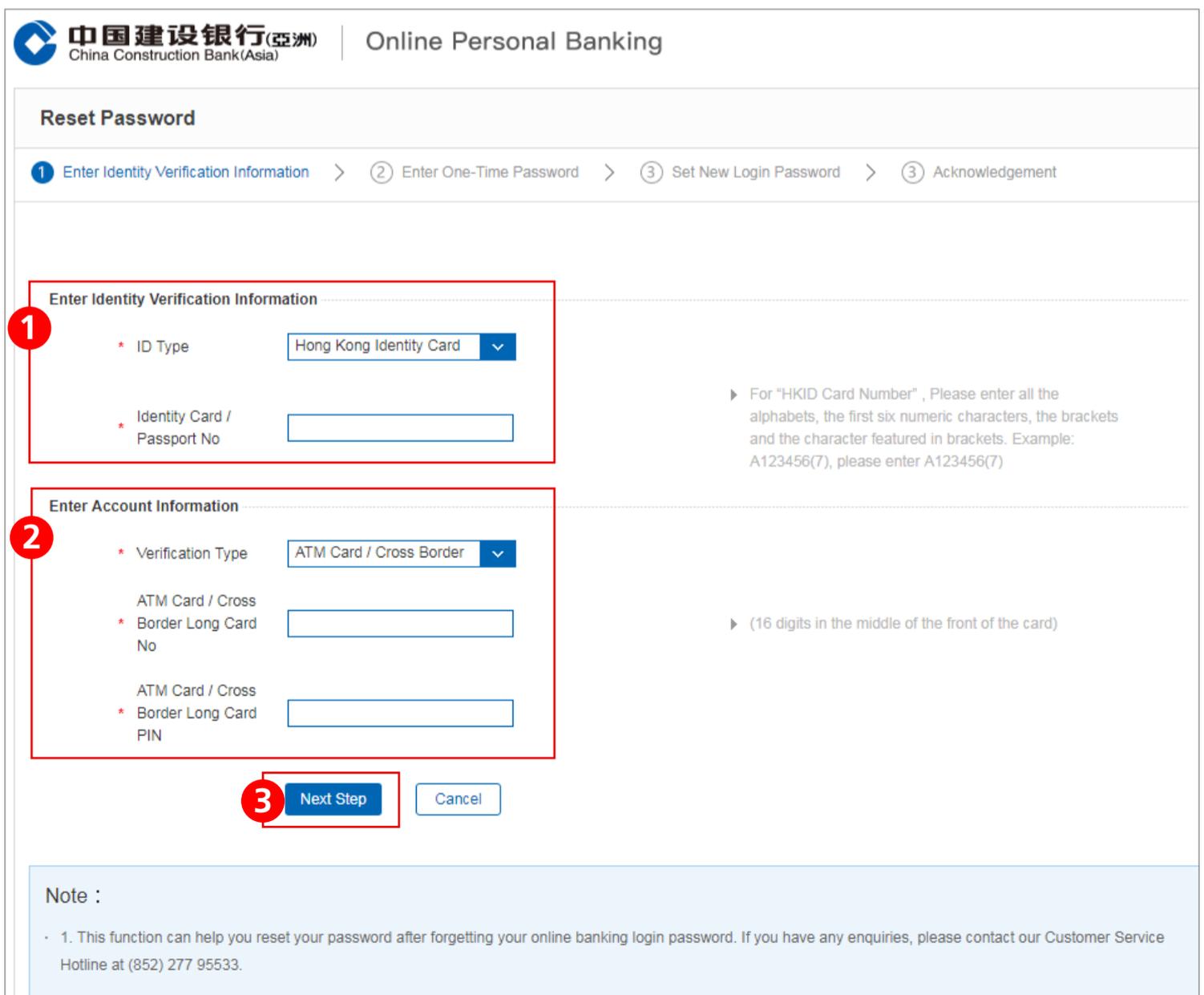
Forget Password Guide

Step 1 If you are a holder of ATM Card / Cross Border Long Card / Credit Card / Bank by Phone Service / Security Token, you can click "Forget Password" in Online Banking homepage to reset Online Banking Password.



The screenshot shows the Online Personal Banking homepage. At the top, there are navigation links for 'Personal', 'Private', and 'Enterprise', along with language options '简体 / 繁体' and 'Contact us'. The main header features the bank's logo and 'Online Personal Banking'. Below this is a banner with the text 'Better Online Banking Experience' and 'An easier way to handle your finances'. On the right side, there is a 'Personal Banking' login form with fields for 'Username' and 'Password', a 'Soft Keyboard' button, and a 'Logon' button. A red box highlights the 'Forgot password?' link next to the 'Remember Username' checkbox. Below the login form, there are links for 'Forgot Username' and 'Register Now'. At the bottom, there are sections for 'What's New' and 'Security Tips'.

Step 2 Enter Identity Verification Information (ID Type and Number), Account Information (ATM Card / Cross Border Long Card / Credit Card / Bank by Phone Service / Security Token). Click "Next Step" to continue.



The screenshot shows the 'Reset Password' page. At the top, there is a progress indicator with four steps: 1. Enter Identity Verification Information, 2. Enter One-Time Password, 3. Set New Login Password, and 4. Acknowledgement. The first step is highlighted with a red box and a red circle containing the number '1'. Below this, there are two main sections: 'Enter Identity Verification Information' and 'Enter Account Information'. The first section has a dropdown menu for 'ID Type' set to 'Hong Kong Identity Card' and a text input field for 'Identity Card / Passport No'. The second section has a dropdown menu for 'Verification Type' set to 'ATM Card / Cross Border', and two text input fields for 'ATM Card / Cross Border Long Card No' and 'ATM Card / Cross Border Long Card PIN'. A red box and a red circle containing the number '2' highlight the second section. To the right of the first section, there is a note: '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)'. To the right of the second section, there is a note: '(16 digits in the middle of the front of the card)'. At the bottom, there are two buttons: 'Next Step' (highlighted with a red box and a red circle containing the number '3') and 'Cancel'. Below the form, there is a 'Note' section with the following text: '1. This function can help you reset your password after forgetting your online banking login password. If you have any enquiries, please contact our Customer Service Hotline at (852) 277 95533.'

Forget Password Guide

Step3 Enter One-Time Password. Click "Next" to continue.



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

Online Personal Banking

Reset Password

① Enter Identity Verification Information > ② Enter One-Time Password > ③ Set New Login Password > ④ Acknowledgement

One-Time Password Verification

* Mobile Phone Number: 91****81 

1

* One-Time Password:

OTP is available within 100 second, it is able to Regenerate Password after 29 second

▶ The Bank had sent the SMS OTP to your mobile phone **91****81** on **10:12**, please input accordingly, if you cannot receive the OTP, please click "Re-Send"; if you wish to update your mobile phone number in our record, please visit any of our branches for assistance. If you have any enquiries, please contact our Customer Service Hotline at (852) 277 95533.

2

Next

Back

Note:

- 1. Please note that SMS One-Time Password will not be forwarded to other mobile phone number even if you activated SMS forwarding service providing by telecommunication service provider. If you want to update your registered mobile phone number, please visit any of our branches.95533.
- 2. If you wish to receive the One-Time Password with another mobile phone number, please cancel this application and visit any of our branches for assistance. If you have any enquiries, please contact our Customer Service Hotline at (852) 277 95533.

Step4 Set New Password. Click "Next" to continue.



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

Online Personal Banking

Reset Password

① Enter Identity Verification Information > ② Enter One-Time Password > ③ Set New Login Password > ④ Acknowledgement

Set New Password

1

* Password

Password Strength 中

2

* Re-enter Password

3

Next

Back

Note:

- 1. For your online banking account safety, we recommend you change your password and access security information regularly. If you have any enquiries, please contact our Customer Service Hotline at (852) 277 95533.

Forget Password Guide

Step 5 Password Reset is completed.



Online Personal Banking

Reset Password

① Enter Identity Verification Information > ② Enter One-Time Password > ③ Set New Login Password > ④ Acknowledgement



The password has been reset successfully. Please use your new password to logon to Online Banking/Mobile Banking.
For your online banking account safety, we recommend you change your password and access security information regularly.

Login Online Banking