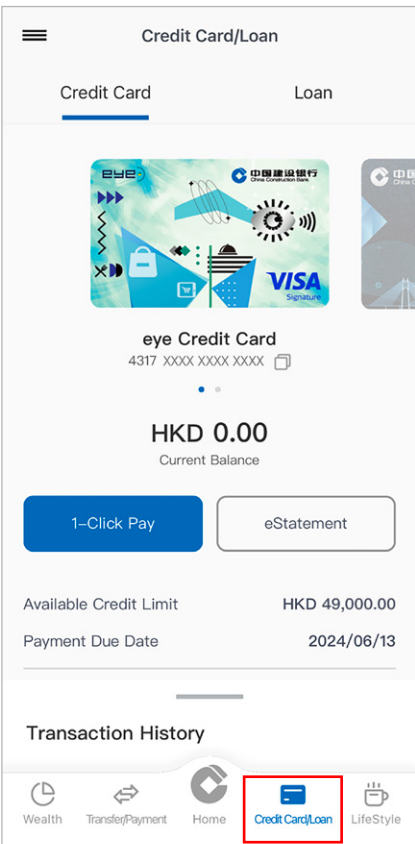
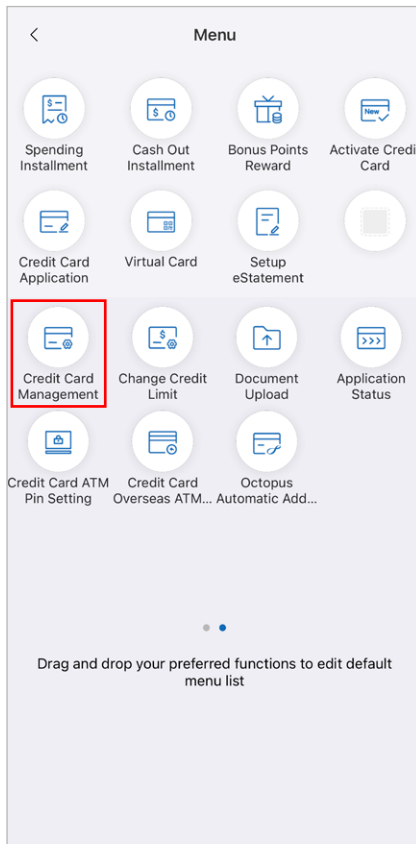


## Report of Unauthorized Transaction Guide

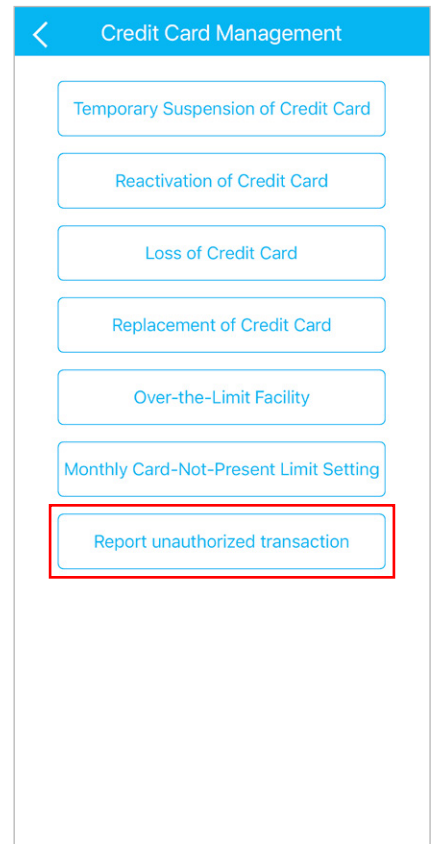
1 Select "Credit Card/Loan" section from Mobile Banking



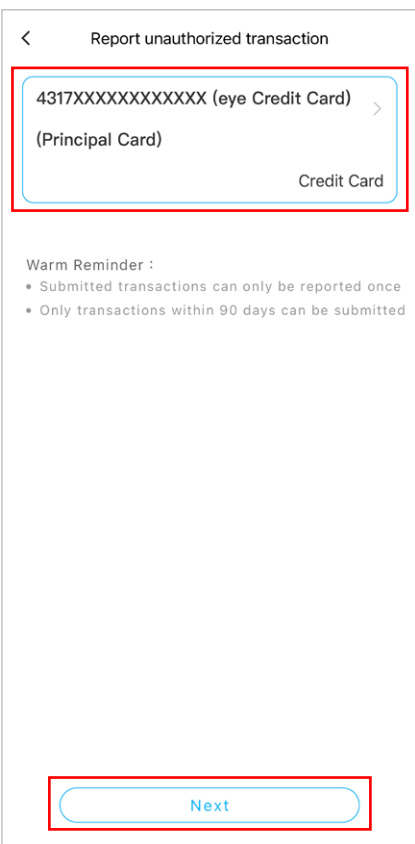
2 Tap "Credit Card Management" under Menu



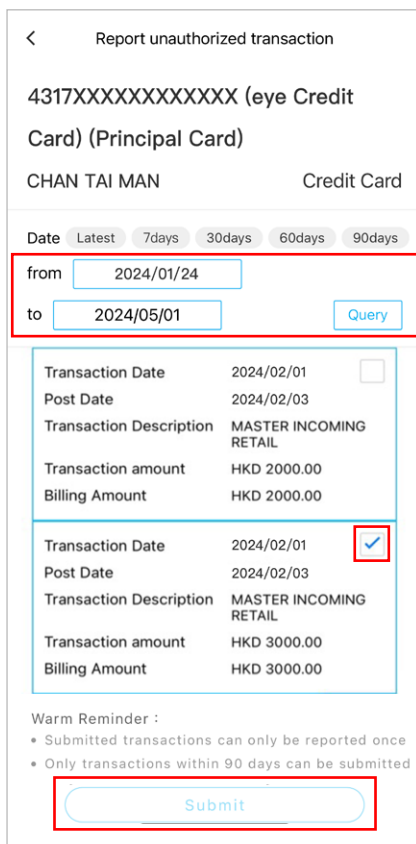
3 Tap "Report unauthorized transaction" under Credit Card Management



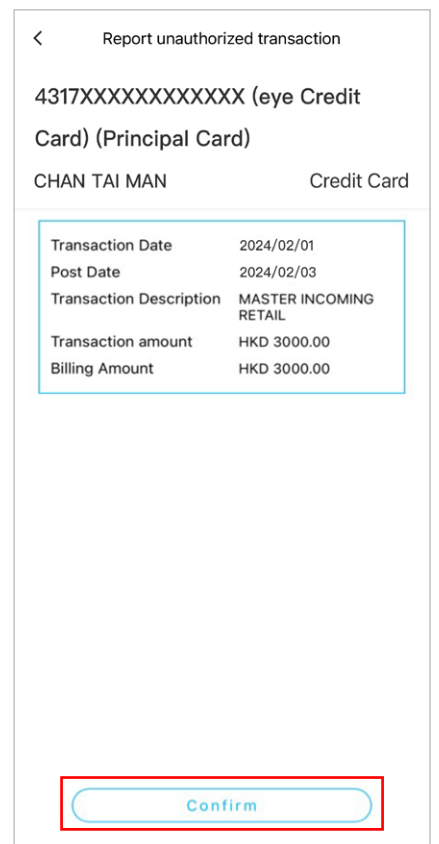
4 Tap preferred credit card to report unauthorized transaction, then tap "Next"



5 Search unauthorized transaction date and tap "Query", then choose the unauthorized transaction and tap "Submit"



6 Review the Report of Unauthorized Transaction, then tap "Confirm" to submit



7 You have successfully reported the unauthorized transaction

