



華美銀行
EAST WEST BANK

HONG KONG BRANCH

Incorporated with limited liability under the laws of California, United States of America

*business*Bridge® Premier HK
Online Banking
User Guide

Forgot Password & Security Questions



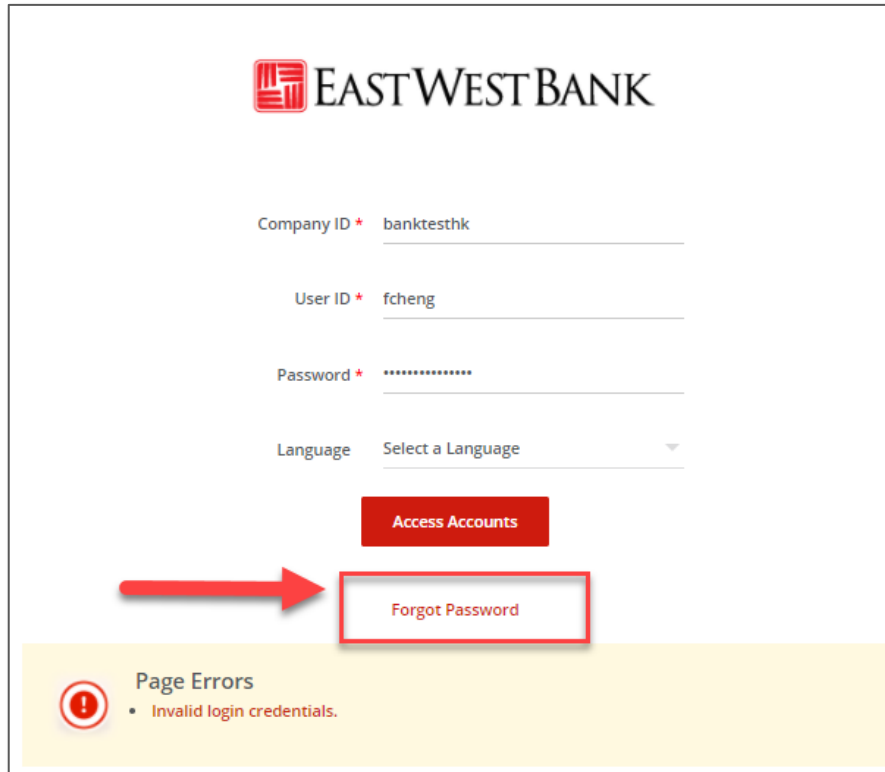
Contents

Forgot Password	3
Forgot Answer to Security Questions	4
Additional Security Check at Login	5

Forgot Password

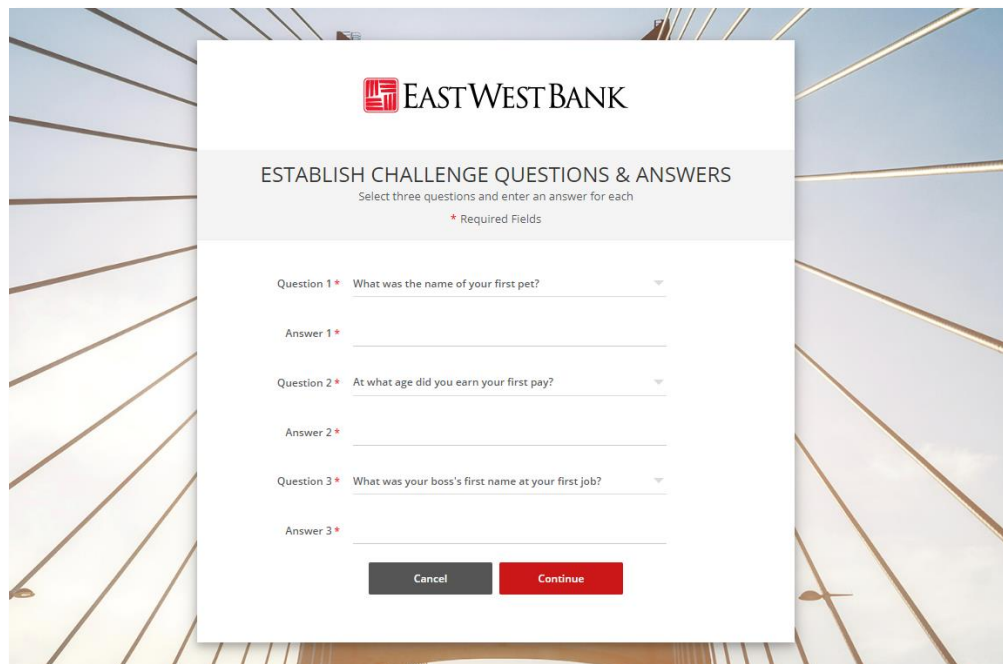
If you have typed your Company ID & User ID correctly but forgot your password, you can reset it using the “Forgot Password” button on the login screen.

Click on the button and the system will redirect you to answer the security questions that you authorized during initial setup.



The screenshot shows the EastWest Bank login interface. At the top is the bank's logo. Below it are four input fields: "Company ID * banktesthk", "User ID * fcheng", "Password * " (masked with dots), and "Language Select a Language". A red arrow points to the "Forgot Password" button, which is highlighted with a red box. Below the login fields is a red "Access Accounts" button. At the bottom, a yellow banner displays a "Page Errors" message: "Invalid login credentials."

After the questions have been correctly answered, you will receive an email with your new temporary password at your registered email address.

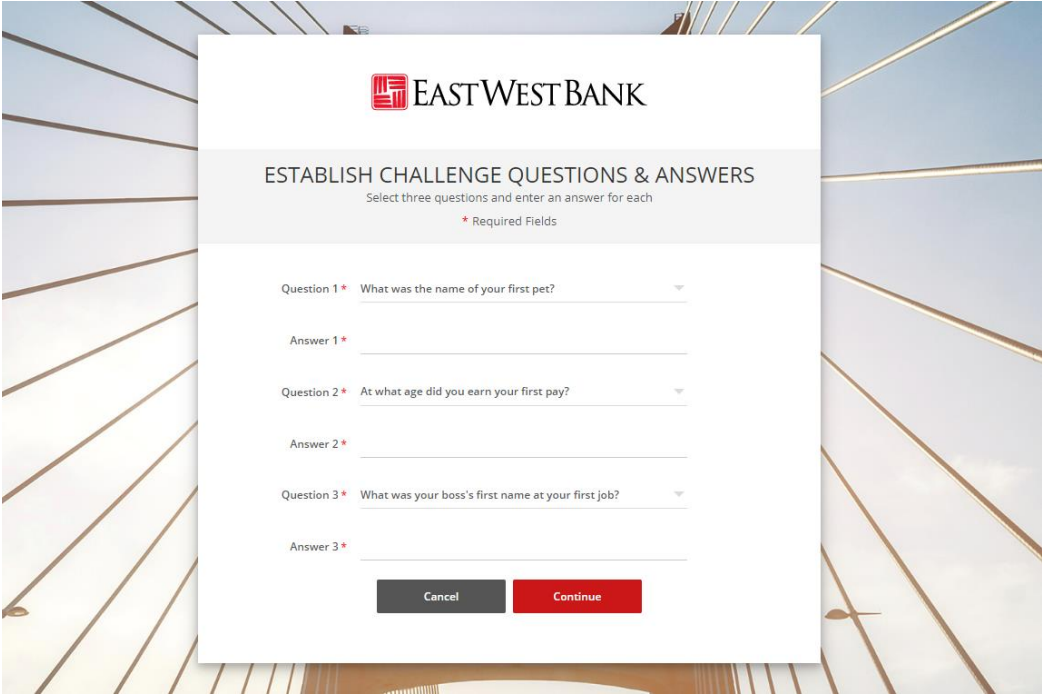


The screenshot shows the "ESTABLISH CHALLENGE QUESTIONS & ANSWERS" screen. It features the EastWest Bank logo at the top. Below the logo, the text reads "ESTABLISH CHALLENGE QUESTIONS & ANSWERS" and "Select three questions and enter an answer for each". A red asterisk indicates "Required Fields". There are three question-answer pairs, each with a dropdown menu for the question and a text input field for the answer. The questions are: "What was the name of your first pet?", "At what age did you earn your first pay?", and "What was your boss's first name at your first job?". At the bottom, there are two buttons: "Cancel" and "Continue".

Forgot Answer to Security Questions

If you cannot remember the answer(s) to your security questions, you may contact us in writing to have to reset the answer for your questions. Please submit your signed written request along with the appropriate Power of Attorney and send it to our bank. The bank representative will help you to re-initiate the security questions setting.

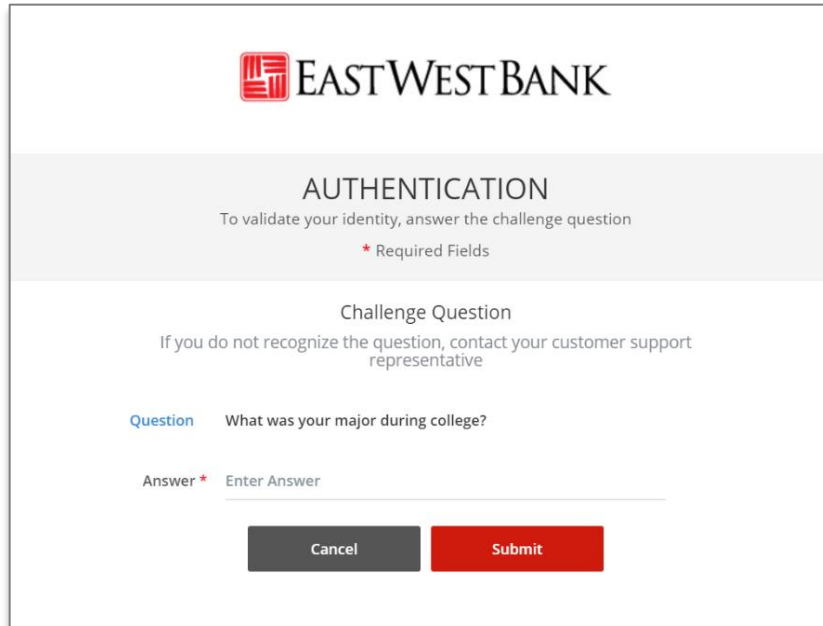
The next time you login, you will be able to setup your security questions and answer again.



Additional Security Check at Login

For an additional layer of security, you may be prompted with one of these questions to confirm your identity in some occasions that we find your login activity has been detected as “abnormal” or “suspicious”.

After your login and token authentication process, you will be prompted with one of the security questions that you answer and setup for this authentication process.



The screenshot displays the EastWest Bank authentication interface. At the top is the bank's logo and name. Below that, the word "AUTHENTICATION" is centered in a grey bar, followed by the instruction "To validate your identity, answer the challenge question" and a note about required fields. The main section is titled "Challenge Question" and includes a note for unrecognized questions. A specific question is presented: "What was your major during college?". Below the question is an input field labeled "Answer" with a red asterisk indicating it is required. At the bottom, there are two buttons: "Cancel" and "Submit".

EASTWEST BANK

AUTHENTICATION
To validate your identity, answer the challenge question
* Required Fields

Challenge Question
If you do not recognize the question, contact your customer support representative

Question What was your major during college?

Answer * Enter Answer

Cancel Submit