



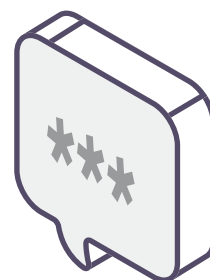
CIB Online Banking Password Reset

Q1. How can I reset my Online Banking password?



- A1:**
1. From the login page, click on "Forget/Reset Password?"
 2. Input your username (case sensitive)
 3. Enter your debit/credit card number (Supplementary cards are not allowed)
 4. Enter your card ATM PIN
 5. Create a new password and confirm it, following the password guidelines.
 6. Then, click on "Next"

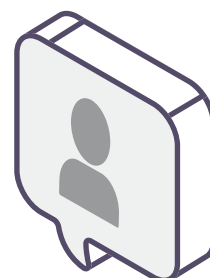
* If you wish to retrieve/unlock your Online Banking username, please check the following questions.



Q2. How can I retrieve my Online Banking username?



- A2:**
1. Call 19666
 2. Login to the Phone Banking service
 3. Press "3" for "Online Banking username reactivation & technical support"
 4. Press "2" to receive your Online Banking username in an SMS
 5. You will then be requested to add an active debit/credit card number and its pin code
 6. Then, an SMS will be sent to your registered number with your username



Q3. How can I unlock my Online Banking username?



- A3:**
1. Call 19666
 2. Login to the Phone Banking service
 3. The IVR will detect if your Online Banking username is locked or not
 4. If yes, it will inform you that your Online Banking username is locked and will offer the option to unlock it or to proceed to the main menu
 5. Choose to unlock it, then the IVR will proceed without any data input from your side
 6. An SMS will then be sent to your registered number confirming the successful unlocking and containing your Online Banking username as well

