



EXIMBANK SMART OTP

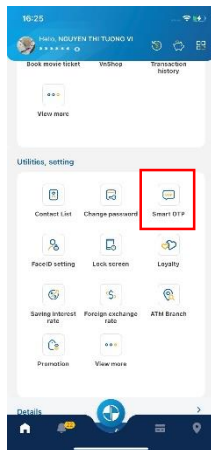
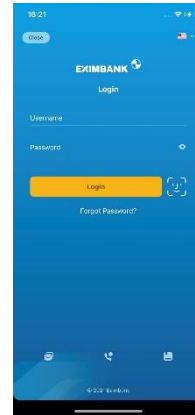
USER GUIDE FOR INDIVIDUAL CUSTOMER

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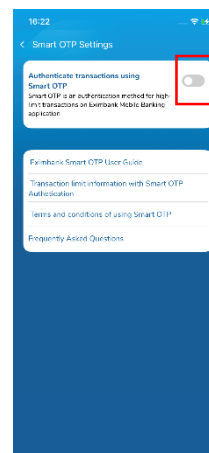
HOW TO ACTIVATE SMART OTP

1. Login to **Eximbank Mobile Banking** on your device



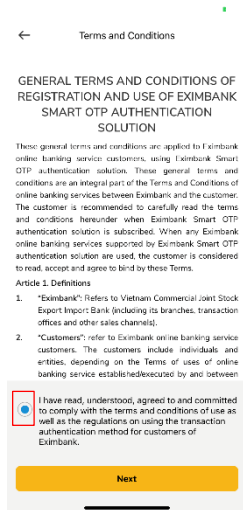
2. From the Homepage, go to **“Utilities, Settings / Smart OTP”**

3. Turn on the switch **“Authenticate transactions using Smart OTP”**

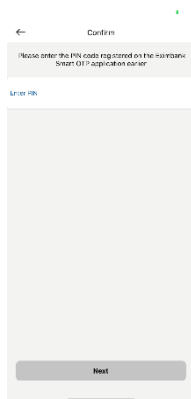
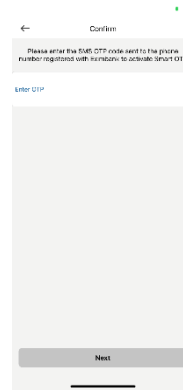


4. Read and tick the box to confirm that you agree to comply with the terms

and conditions of using Smart OTP, then tap on “Next”

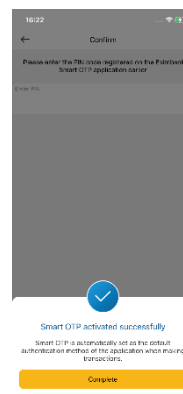


5. Enter the SMS OTP that has been sent to your registered phone number, then tap on “Next”



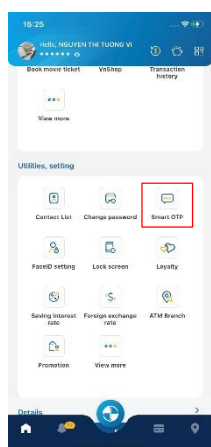
6. Set up the 4-digit PIN for Smart OTP authentication method, then tap on “Next”

7. Receive the popup “Smart OTP activated successfully”



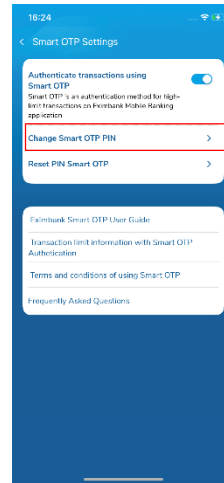
HOW TO CHANGE THE 4-DIGITAL PIN

1. Login to Eximbank Mobile Banking



2. From the Homepage, go to “Utilities, Settings / Smart OTP”

3. Select Change Smart OTP PIN



4. Enter your current PIN and set a new PIN, then tap on “Next”

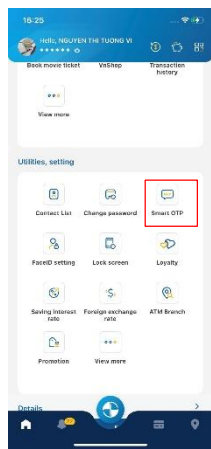
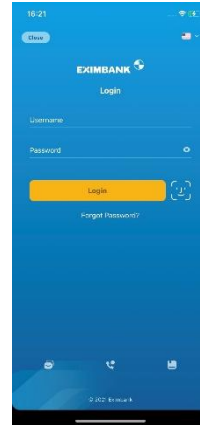


5. Receive the popup “PIN changed successfully”

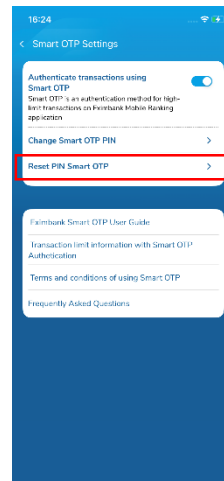


HOW TO RESET PIN WHEN YOU FORGOT IT

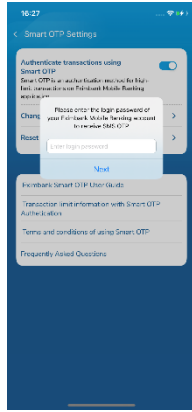
1. Login to Eximbank Mobile Banking



2. From the Homepage, go to “Utilities, Settings / Smart OTP”

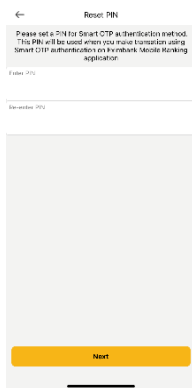
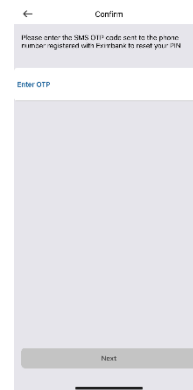


3. Select Reset Smart OTP PIN



4. Enter the login password of your Eximbank Mobile Banking account, then tap **Next**

5. Enter the **SMS OTP** that has been sent to the registered phone number and tap on **“Next”**



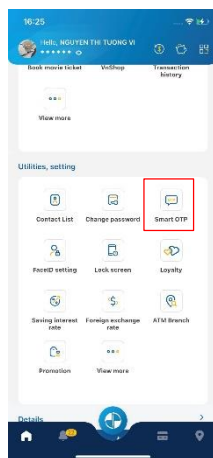
6. Reset the **4-digit PIN** for Smart OTP transaction authentication method, then tap on **“Next”**

7. Receive the popup **“PIN changed successfully”**



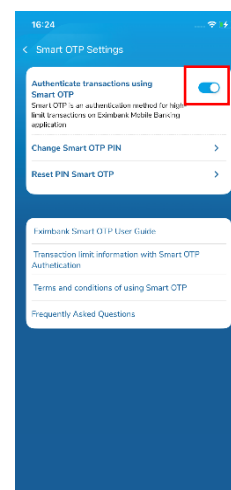
HOW TO DEACTIVATE YOUR EXISTING SMART OTP

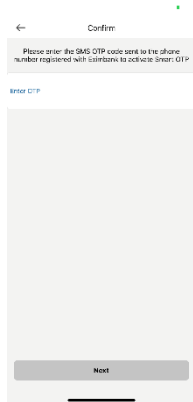
1. Login to **Eximbank Mobile Banking**



2. From the Homepage, go to **“Utilities, Settings / Smart OTP”**

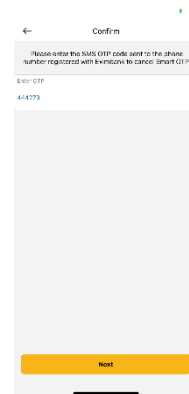
3. Turn off the switch **“Authenticate transactions using Smart OTP”** to **Deactivate Smart OTP**



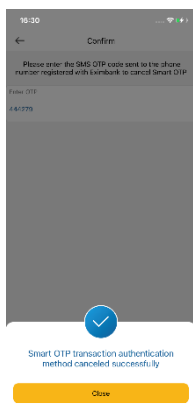


4. Enter your **Smart OTP PIN**, then click the **Next** button

5. Enter the **SMS OTP** that has been sent to the registered phone number and tap on **“Next”**

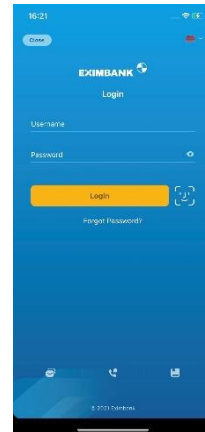


6. Receive the popup of successfully deactivated Smart OTP

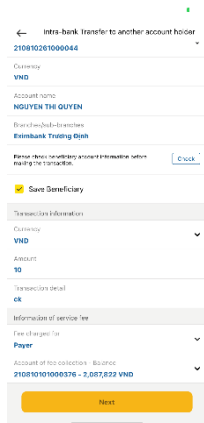


HOW TO AUTHENTICATE TRANSACTIONS USING SMART OTP

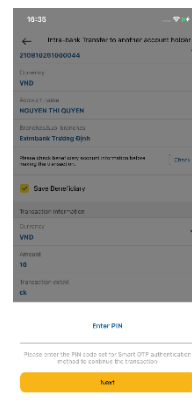
1. Login to Eximbank Mobile Banking



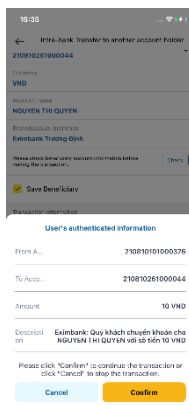
2. Create money transfer transaction or bill payment. Under Authentication Method, select “Smart OTP”, then click “Next” button



3. Enter the PIN that has been set for Smart OTP authentication transaction



4. The transaction information will then display on the screen, please select “Confirm” to authorize the transaction



5. Receive the successful transaction popup

