

Mobile Token Registration Steps

A. Register via Mobile Banking

Step 1.

Press "Use Touch ID/PIN" button at Chong Hing Mobile Banking logon homepage.



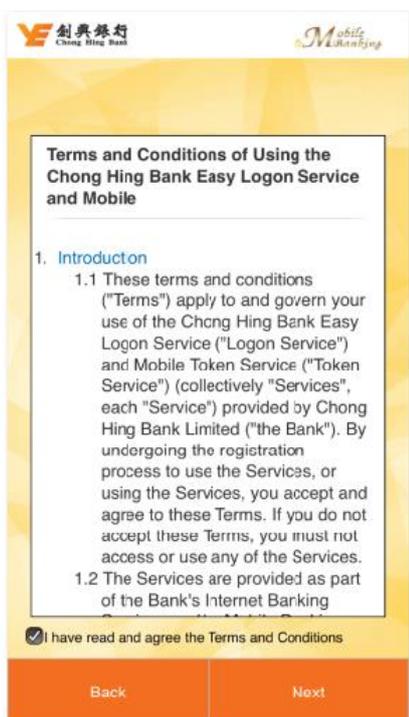
Step 2.

Enter Mobile Banking Logon ID and Password, and press "Logon".



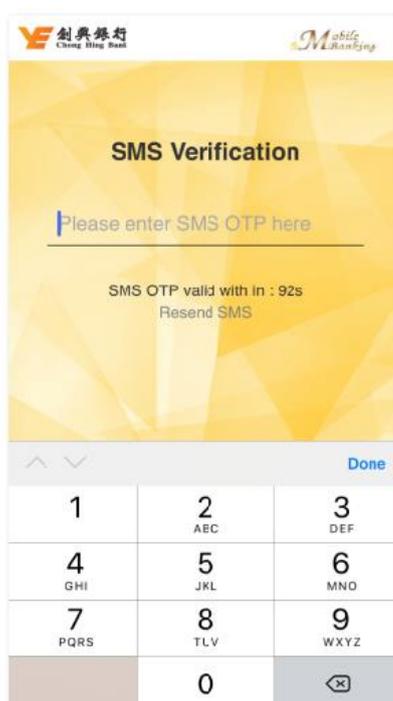
Step 3.

Read and agree the Terms and Conditions.



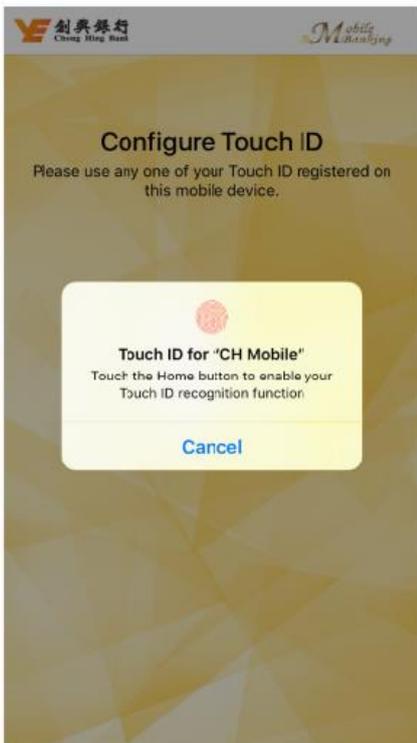
Step 4.

Enter the SMS OTP.



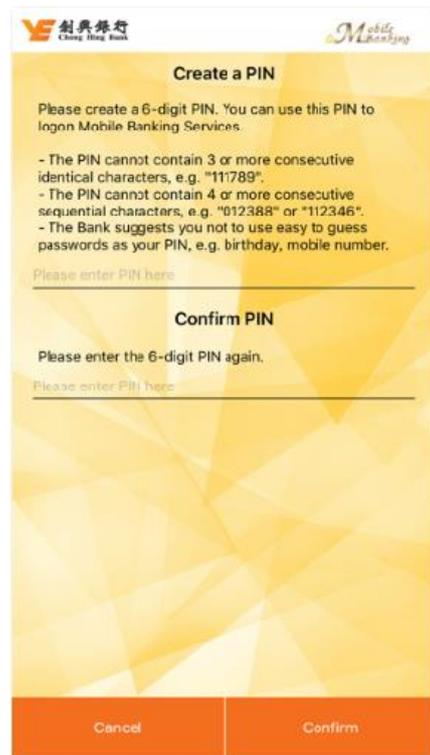
Step 5.

Register a fingerprint stored in your mobile device.



Step 6.

Create a PIN.



Step 7.

Call the Bank's Customer Services Hotline to complete the registration.



B. Register via Internet Banking

Step 1. Logon Internet Banking and then press “Mobile Security Setting” from the left menu.



The screenshot shows the Chong Hing i-Banking homepage. On the left, there is a vertical menu with various services. The 'Mobile Security Setting' option is highlighted with a red box. The main content area features a banner for the WeChat Official Account, a 'Today's Security Tips' section with two bullet points, and a 'New Service' section.

Chong Hing i-Banking

- Account Enquiry
- Fund Transfer / Currency Exchange
- Bill Payment
- e-Bill
- Fixed Deposit
- Credit Card
- Investment
- Online Application
- Rate Information
- Internet Banking Transaction Enquiry
- Mobile Security Setting**

Welcome to Chong Hing i-Banking

Last Successful Logon: 2018/04/25 14:59 (HKT)

Follow Chong Hing Bank WeChat Official Account
Connect to the Bank's latest Cross-Border Banking information

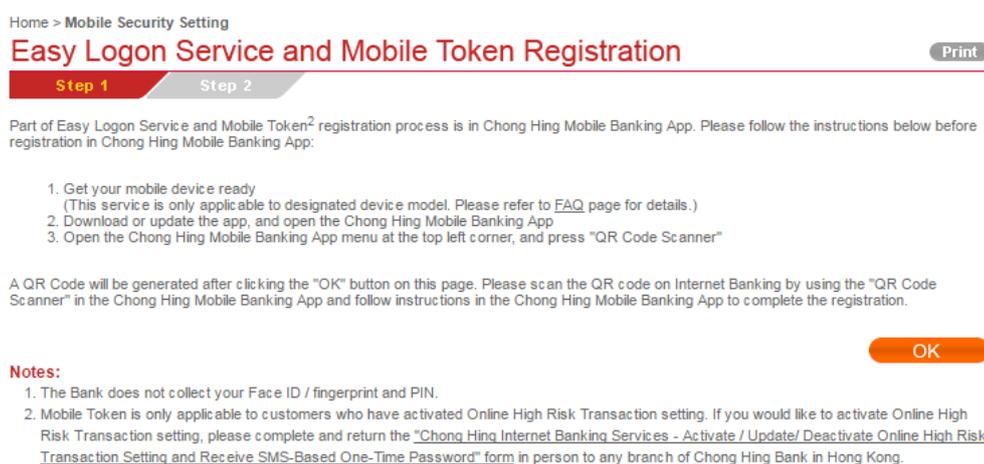
Today's Security Tips

- Set a password that is safe and difficult to guess. The login password should be changed regularly.
- Download Chong Hing Bank Mobile App from official application store only. Please visit Apple App Store / Google Play and search for "Chong Hing Bank" to download it for free.

New Service

The following services have been upgraded on Internet Banking:

Step 2. Read the instructions and press “OK” to continue.



The screenshot shows the 'Easy Logon Service and Mobile Token Registration' page. It includes a breadcrumb trail, a 'Print' button, and a 'Step 1' indicator. The main text provides instructions for registration in the Chong Hing Mobile Banking App. A list of three steps is provided, followed by a QR code and an 'OK' button.

Home > Mobile Security Setting

Easy Logon Service and Mobile Token Registration Print

Step 1

Part of Easy Logon Service and Mobile Token² registration process is in Chong Hing Mobile Banking App. Please follow the instructions below before registration in Chong Hing Mobile Banking App:

1. Get your mobile device ready
(This service is only applicable to designated device model. Please refer to [FAQ](#) page for details.)
2. Download or update the app, and open the Chong Hing Mobile Banking App
3. Open the Chong Hing Mobile Banking App menu at the top left corner, and press "QR Code Scanner"

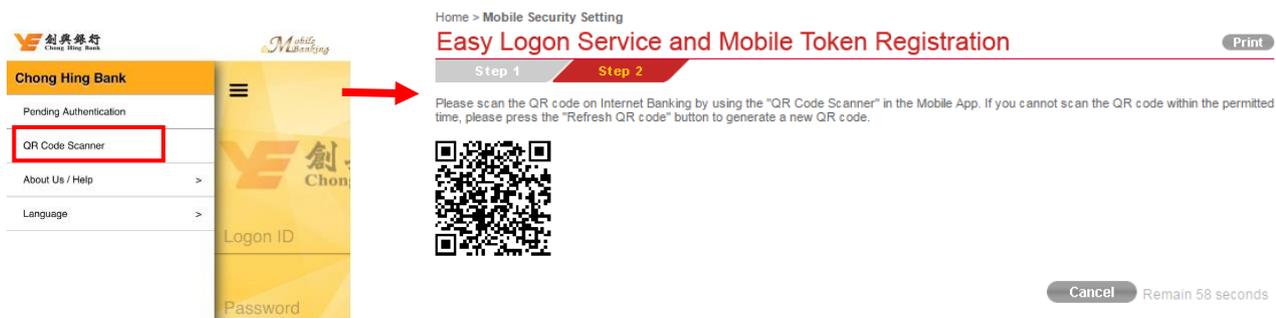
A QR Code will be generated after clicking the "OK" button on this page. Please scan the QR code on Internet Banking by using the "QR Code Scanner" in the Chong Hing Mobile Banking App and follow instructions in the Chong Hing Mobile Banking App to complete the registration.

Notes:

1. The Bank does not collect your Face ID / fingerprint and PIN.
2. Mobile Token is only applicable to customers who have activated Online High Risk Transaction setting. If you would like to activate Online High Risk Transaction setting, please complete and return the ["Chong Hing Internet Banking Services - Activate / Update/ Deactivate Online High Risk Transaction Setting and Receive SMS-Based One-Time Password" form](#) in person to any branch of Chong Hing Bank in Hong Kong.

OK

Step 3. Open Chong Hing Mobile Banking App, press “QR Code Scanner” from the left top menu and scan the QR code shown on the Internet Banking, then follow the instructions of the Chong Hing Mobile Banking App to continue the registration.



The screenshot shows the Chong Hing Mobile Banking App interface. The 'QR Code Scanner' option is highlighted in the left menu. A red arrow points from this option to the QR code on the right. The QR code is used for registration. A 'Cancel' button and a 'Remain 58 seconds' timer are also visible.

Chong Hing Bank

- Pending Authentication
- QR Code Scanner**
- About Us / Help >
- Language >

Chong Hing Mobile Banking

Logon ID

Password

Home > Mobile Security Setting

Easy Logon Service and Mobile Token Registration Print

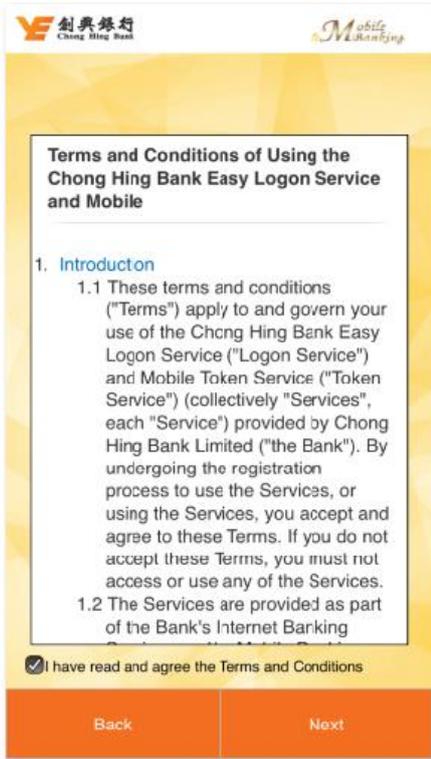
Step 1

Please scan the QR code on Internet Banking by using the "QR Code Scanner" in the Mobile App. If you cannot scan the QR code within the permitted time, please press the "Refresh QR code" button to generate a new QR code.

Cancel Remain 58 seconds

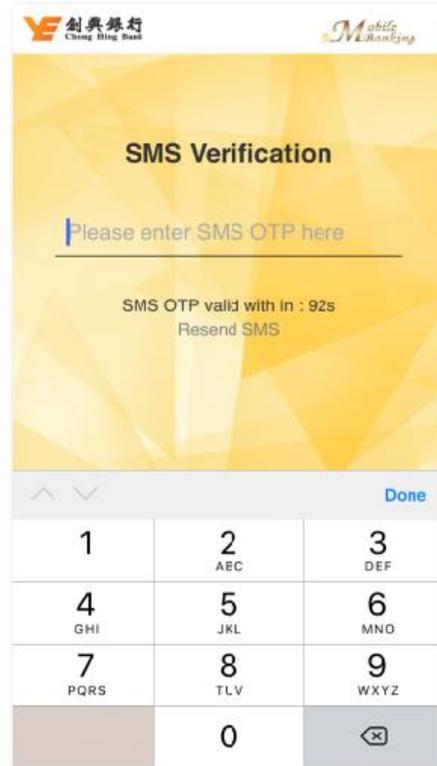
Step 4.

Read and agree the Terms and Conditions.



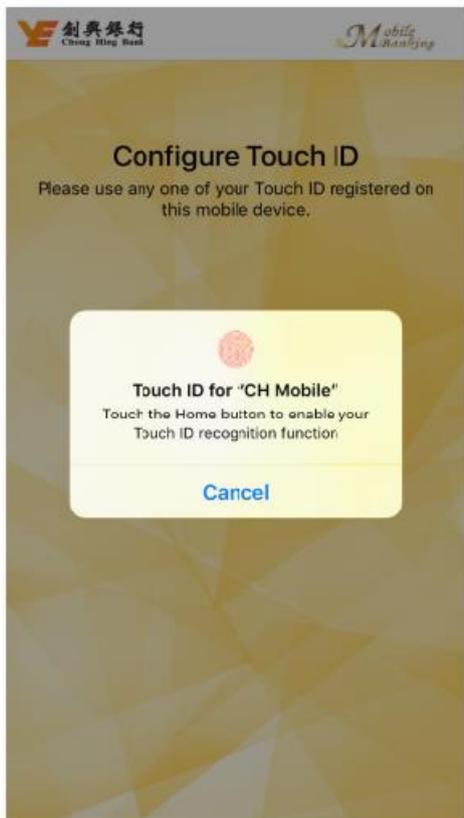
Step 5.

Enter the SMS OTP.



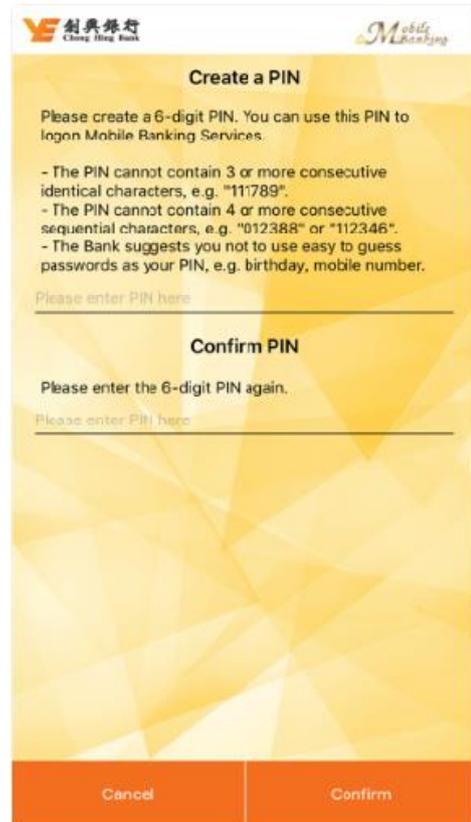
Step 6.

Register a fingerprint stored in your mobile device.



Step 7.

Create a PIN.



Step 8.

Call the Bank's Customer Services Hotline to complete the registration.



Please note that your activation/re-registration/transfer of mobile security authentication service has not yet been completed.

 For customer protection, you must call the Bank's Customer Services Hotline (852) 3768 6888 during business hours to verify your identity and complete the activation before you can use the Bank's mobile security authentication service.

 You have successfully activated fingerprint / facial recognition logon service.

Logon