



Hang Seng Business e-Banking Services – Password Reset / Request New Activation PIN and / or Security Device Request Form

To reset your password, please submit the password reset request through Hang Seng Business e-Banking first.

To : Hang Seng Bank Limited (the "Bank")

Please complete in BLOCK LETTERS and return the completed form to any of our business banking centers or branches, or send the completed form to the address as below. For further enquiries, please contact our Customer Service Representatives on **2198 8000**.

Hang Seng Bank Limited
BOS WCAS
17/F, Hang Seng 113,
113 Argyle Street, Mongkok, Kowloon, Hong Kong

Date(DD/MM/YY)

Part A – Basic Information	
Name of Applicant (in English)	
Principal Account Number	_____
Please designate an integrated account (883), a standalone HKD current, HKD savings, foreign currency current or Multi-currency savings account of the Applicant with the Bank.	
Name of Primary / Secondary User (in English)	
Identification Document Type	<input type="checkbox"/> HKID <input type="checkbox"/> Passport <input type="checkbox"/> Others (Please specify: _____)
Identification Document Number	_____
Primary / Secondary User's Short Name	_____
Contact Tel. Number	(_____)

Part B – Password Reset Request Information	
Login Username	
Password Reset Request Reference Number	
<ul style="list-style-type: none"> • Reference Number was distributed and displayed to you upon your completion of password reset on the Internet. • Part C is not applicable if you are requesting password reset or password reset questions only. 	

Part C – Request New Activation PIN and / or Security Device	
(If you need to request a New Activation PIN and / or Security Device, please contact our Business Partner Direct in advance before filling the form. Part C is not applicable if you are using Mobile Security Key as an Authentication Tool.)	
Request Type	<input type="checkbox"/> Authentication code and activation PIN <input type="checkbox"/> Security Device (Please select all that apply)
Collection of PIN and Security Device	Each User will require an authentication code, a set of PIN consisting of an alpha and numeric part characters and a Security Device for service registration. The authentication code will be sent via SMS to the mobile phone number specified above. Activation PIN and Security Device will be sent to the address registered under specified account by normal mail.

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Signature(s) of **Primary User(s)**

1) _____ 2) _____

Name : _____ Name : _____

Note:

1. The Primary User must sign the request form if reset his / her own password / request new activation PIN and / or security device.
2. One of the Primary User(s) must sign the request form if the user resetting password / requesting new activation PIN and / or security device is a Secondary User and the Applicant authorized any one Primary User to perform the Management Control function in its application for Hang Seng Business e-Banking Services.
3. **Two Primary Users must sign** the request form if the user resetting password / requesting new activation PIN and / or security device is a Secondary User and the Applicant authorized two Primary Users jointly and perform the Management Control function in its application for Hang Seng Business e-Banking Services.

For Bank Use

Receiving Br. Code	Authorised Signature	CAS
Signature / ID verified		
Checked by		