

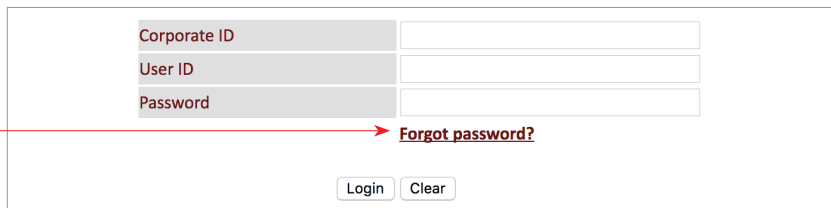
## Password Reset

Please make sure to have:

1. Access to your BizChannel@CIMB registered email
2. Activated your BizChannel@CIMB User ID
3. Your BizChannel@CIMB Corporate ID
4. Your BizChannel@CIMB User ID

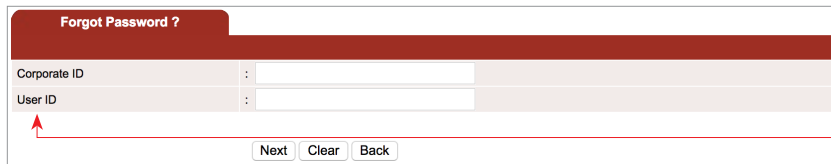
### Step 1

Go to BizChannel@CIMB Singapore website at <https://www.bizchannel.cimb.com.sg/corp>. Click on '**Forgot password?**' if you have forgotten your password.



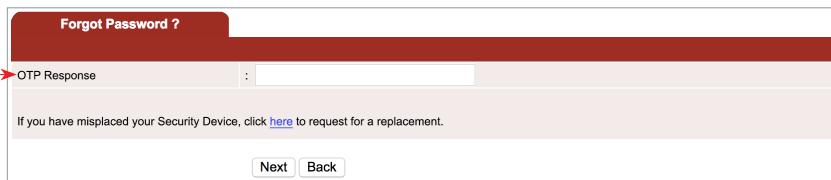
### Step 3

Using your BizChannel security device, Press **1** for 'OTP response' and click '**Next**' to proceed.



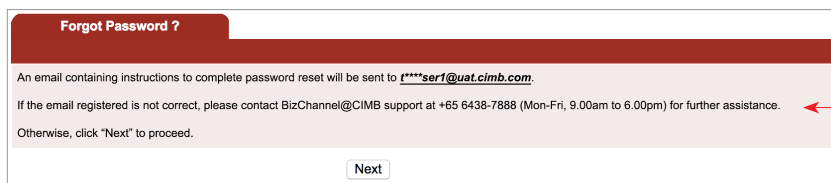
### Step 2

Enter your '**Corporate ID**' and '**User ID**' and click '**Next**'.



### Step 4

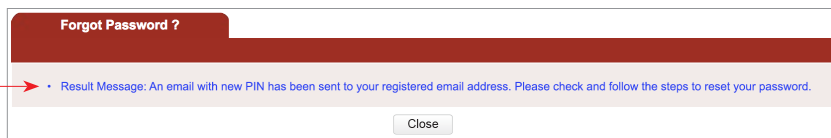
An email containing instructions to complete password reset will be mailed to your email address in the bank record as shown below. If it is correct, click '**Next**'.



To update your registered BizChannel email address, you may email [sgb.bizchannel-support@cimb.com](mailto:sgb.bizchannel-support@cimb.com) or contact BizChannel@CIMB Support at +65 6438 7888 (Monday - Friday, 9.00am - 6.00pm) for further assistance.

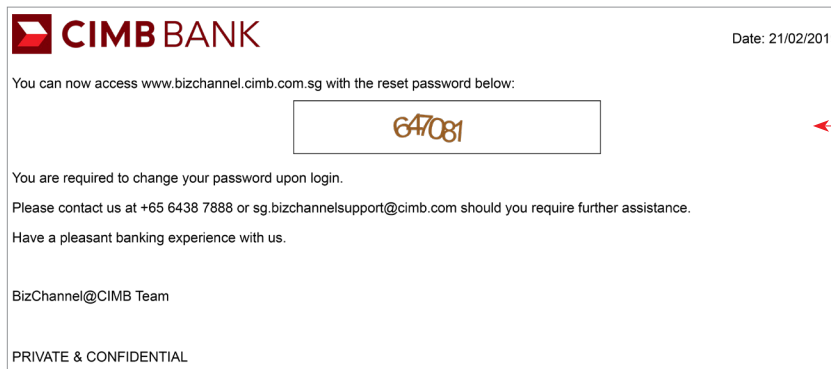
### Step 5

A message to confirm that the email was sent will be displayed.



### Step 7

Return to the login page and log-in with your **Temporary Password**. You will be prompted to change your password with a minimum of 8-alphanumeric character requirement.

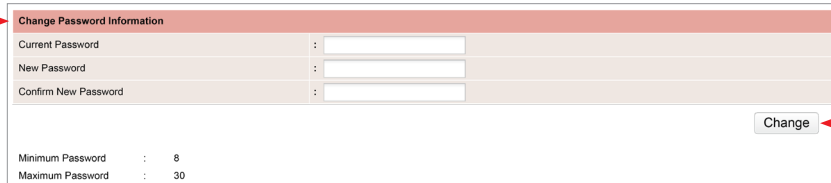


### Step 6

Open the Password Reset email, follow the instructions in the email to open the Secure PDF attachment that will display the **Temporary Password**. Refer to the sample as shown.

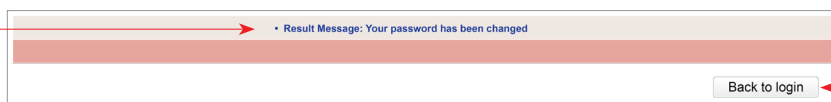
### Step 8

Click '**Change**' upon completion.



### Step 9

A confirmation status will appear upon successful change of your password.



### Step 10

Click '**Back to login**' and you will be redirected back to the login page. Login using your new password.