

F@ST EBANK SERVICES

FOR BUSINESS

EFFICIENT MANAGEMENT - COST SAVING

Businesses can easily use Techcombank's F@ST EBANK to conduct financial transactions & to manage their accounts quickly, safely, & effectively anytime, anywhere with an Internet connection.



**SAFE
& SECURE**



**OPTIMAL
FINANCIAL
EFFICIENCY**



**REDUCED
PROCESSING
TIME &
DOCUMENTS**



**EASY
TO USE**



**MULTIPLE
SERVICES**

1. *PASSWORD RESET*

2. *USER UNLOCK*



**AN TOÀN
VÀ
BẢO MẬT**



**TỐI ƯU
HIỆU QUẢ
TÀI CHÍNH**



**TIẾT KIỆM
THỜI GIAN
GIẢM THIỂU
CHỨNG TỪ**



**DỄ DÀNG
TRONG
SỬ DỤNG**



**DỊCH VỤ
ĐA
TIỆN ÍCH**



BusinessOne

Giải pháp an toàn, thuận tiện và tối ưu chi phí cho doanh nghiệp



HÃY GỌI

1800.588.822

www.techcombank.com.vn



BusinessOne

VƯỢT TRỘI  MỖI NGÀY



TECHCOMBANK

ONLINE PASSWORD RESET



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1 ONLINE PASSWORD RESET

FEATURES

(i)

SIMPLE & COMPLETELY AUTOMATIC

Sending requests & online authentication are completely automated with simple steps

(ii)

SAFE & SECURE

Customer information authentication with multiple layers to ensure safety & confidentiality:

1. Security questions
2. Smart OTP/ Advanced Hard Token/ Email + SMS OTP

(iii)

PRO-ACTIVE & TIME-SAVING

Actively reset password online anywhere, anytime without having to go to a branch

ONLINE PASSWORD RESET (1)

CHOOSE “FORGOT PASSWORD”

TECHCOMBANK

Contact | FAQ | Sitemap | Webmail
English | Tiếng Việt

Home | Personal Banking | Corporate Banking | Investor | About us | News | Careers

RETAIL 1800.588.822 | CORPORATE 024.30448858

F@st e-bank Internet Banking for Corporate

Login

F@st Ebank Terms & Conditions

F@st Ebank User Guide

Privacy & Security

Q - A

Login

User ID:

Password:

Language: English

Login Cancel

1 Forgot Password Unlink User

VeriSign Trusted
VERIFY ABOUT SSL CERTIFICATES

From 15/04/2019, Techcombank will start applying the new authentication method – SMART OTP, which will replace the current Token key OTP.

Please update the user profile for all of your F@st Ebank users before migrating to SMART OTP. For further information, please click [here](#)



- 1 Select “**Forgot Password**” on the F@st EBank login page

Note: It is recommended to use the web browser Google Chrome or Mozilla Firefox for the best user experience and limited interruptions

ONLINE PASSWORD RESET (2)

RESET PASSWORD – VERIFY INFO – INPUT SECURITY INFORMATION

TECHCOMBANK 1800 588 822 EN

RESET PASSWORD

Verify info | New password | Success

Enterprise Registration No *
Enterprise Registration No including: Enterprise registration certificate No; Business Registration certificate No; Operation license No; Investment certificate No; Other certificate No

1 0301118666

Username *

2 NHUDQ

3

4

5

Your information is secured when it is sent to Techcombank

6 63903 63903

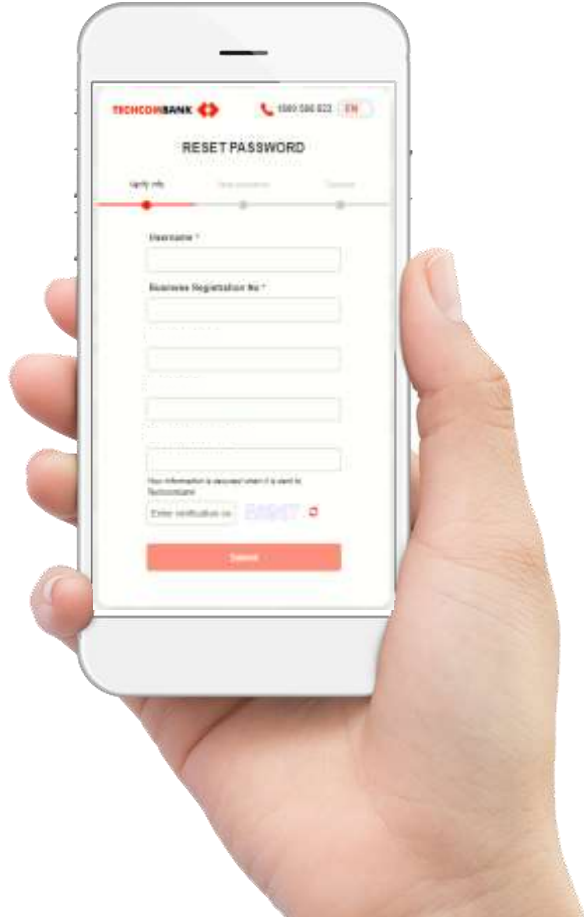
7 **Submit**



- 1 Enter the **Enterprise Registration Number**
(Enterprise Registration No including: Enterprise registration certificate No; Business Registration certificate No; Operation license No; Investment certificate No; Other certificate No)
- 2 Enter **Username** information that needs password reset
- 3
- 4
- 5 Enter **the required information** as per the bank's instructions
- 6 Enter the displayed **Captcha Code**
- 7 Click **Submit**

ONLINE PASSWORD RESET (3)

RESET PASSWORD – VERIFY INFO – AUTHENTICATION OPTIONS



3.1 SMART OTP/ADVANCED TOKEN

Apply for customers who registered Trans/ Standard/ Plus Package – already activated Smart OTP/Advanced Hard Token

3.2 E-MAIL + OTP VIA SMS

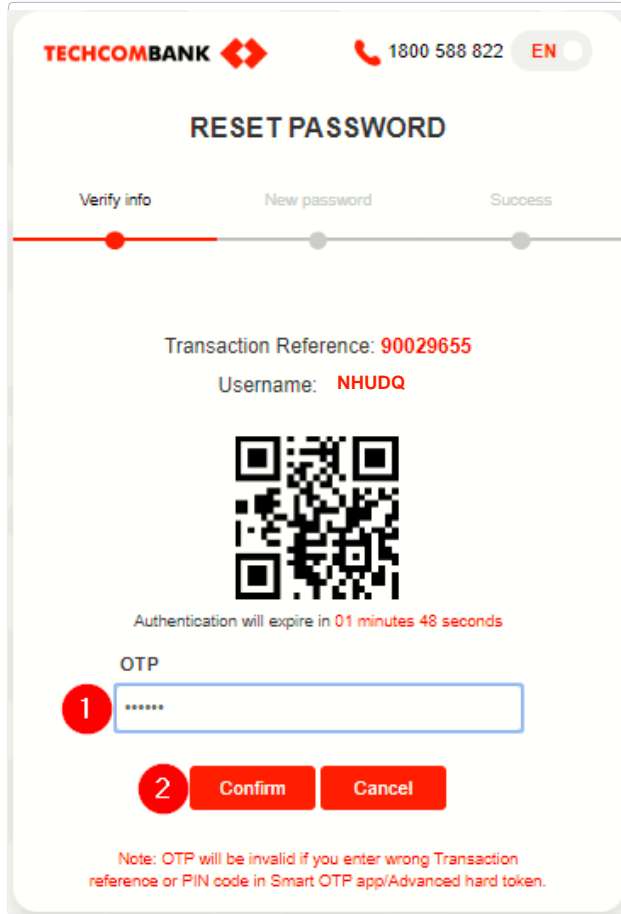
Apply for customers who:


3.3

- Registered Transaction/ Standard/ Plus Package – Smart OTP/Advanced Hard Token has not been activated
- Registered Views/ Enquiries Package

ONLINE PASSWORD RESET (3.1)

RESET PASSWORD – VERIFY INFO – OTP AUTHENTICATION




TECHCOMBANK  1800 588 822 EN

RESET PASSWORD

Verify info New password Success

Transaction Reference: **90029655**
Username: **NHUDQ**



Authentication will expire in **01 minutes 48 seconds**

OTP

1

2

Note: OTP will be invalid if you enter wrong Transaction reference or PIN code in Smart OTP app/Advanced hard token.



Log in the Smart OTP application/Advanced Hard Token device, scan QR code/enter Transaction Reference number & enter PIN code to receive OTP

- 1** Enter the **OTP authentication code** displayed on the Smart OTP application or on the Advanced Hard Token device
- 2** Click **Confirm**

ONLINE PASSWORD RESET (3.2)

RESET PASSWORD – VERIFY INFO – E-MAIL AUTHENTICATION

PASSWORD RESET CONFIRMATION

Activation link will be sent to your registered email **nha***n98@gmail.com**. In case you want to update your registered email, please contact Techcombank branch.

Reset **Cancel**

PASSWORD RESET CONFIRMATION

Activation link is sent to your registered email, please check your email and follow the instruction.

If you do not receive email, please request **resend**.

Close

Techcombank: v120412000000@techcombank.com.vn
TECHCOMBANK VIỆT NAM: BẮC HÀ HƯỚNG (TRUNG ƯƠNG) TRỤSỞ TƯ VẤN RESET PASSWORD ONLINE - ACTIVATION REQUIRED

The link is available for only 1.0 hour(s) from the time this email was sent.

If you don't forget your password, please call us immediately via our Hotline 1800 188 822 or 084 24 2944 6999.

#With Fijjar EBank, we hope to bring the best online banking experience to you!

If you need further support, please contact our Customer Services Hotline (1800 188 822 or 084 24 2944 6999) or visit nearest Techcombank branch.

Yours sincerely,
Techcombank

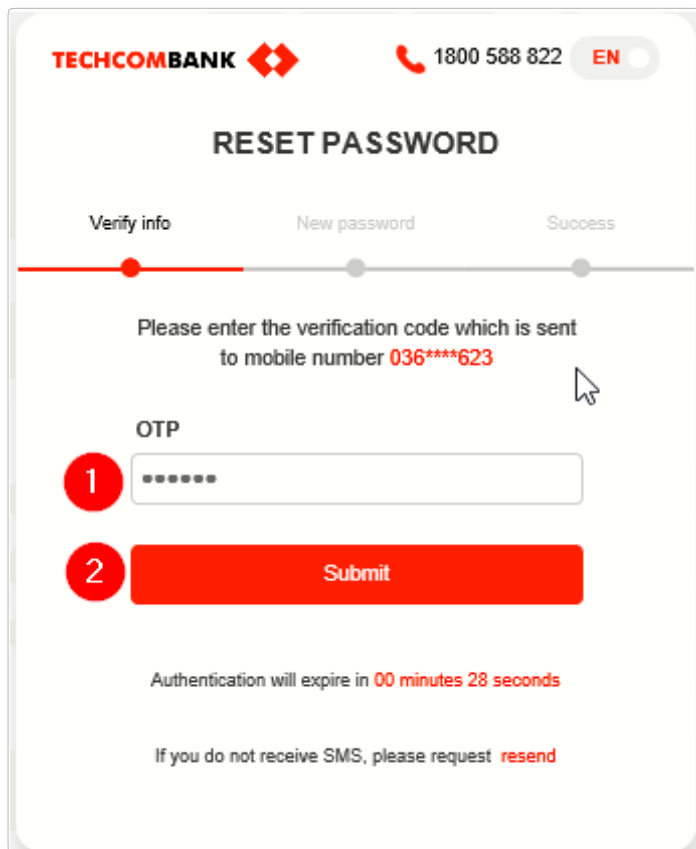
Please do not reply to this email address. This is an automatically generated message from our system.



- 1 Check the inbox of the **registered e-mail address**
- 2 Click **Reset** if the e-mail address displayed is correct
*(In case the e-mail address displayed does not match with the registered one, please click **Cancel** & contact your branch to update the registered e-mail information)*
- 3 Notification that the system has sent an e-mail to confirm password reset request
- 4 Login to the registered e-mail, check inbox & click on the password reset confirmation link

ONLINE PASSWORD RESET (3.3)

RESET PASSWORD – VERIFY INFO – SMS OTP AUTHENTICATION



The screenshot shows the Techcombank mobile app interface for password reset. At the top, the Techcombank logo and contact information (1800 588 822) are visible. The main heading is "RESET PASSWORD". Below this, a progress bar indicates three steps: "Verify info" (current step), "New password", and "Success". The "Verify info" step is highlighted with a red line and a red dot. The text below the progress bar reads: "Please enter the verification code which is sent to mobile number 036****623". Below this is an input field labeled "OTP" with a red circle containing the number "1" next to it. The input field contains six dots. Below the input field is a red button labeled "Submit" with a red circle containing the number "2" next to it. At the bottom, there is a countdown timer: "Authentication will expire in 00 minutes 28 seconds" and a link: "If you do not receive SMS, please request resend".



Check the message delivered to the registered phone number to receive OTP code (Syntax: **TCB: Ma OTP :XXXXXX, Vui long bao mat va khong chia se cho nguoi khac, bao gom nhan vien TCB. Hotline: 1800588822/0842439446699]**

- 1 Enter the received OTP code in the filed **OTP**
- 2 Click **Submit**

ONLINE PASSWORD RESET (4)

RESET PASSWORD – CREATE A NEW PASSWORD

TECHCOMBANK 1800 588 822 EN

RESET PASSWORD

Verify info **New password** Success

Username: **NHUQ**

*Password must has 8 to 15 characters long, include uppercase letters, lowercase letters, numbers and special characters (! @ \$ % ^ *).*

Password cannot have spaces, Vietnamese diacritics, or be the same with most recent 5 passwords.

New password

1

Confirm new password

2

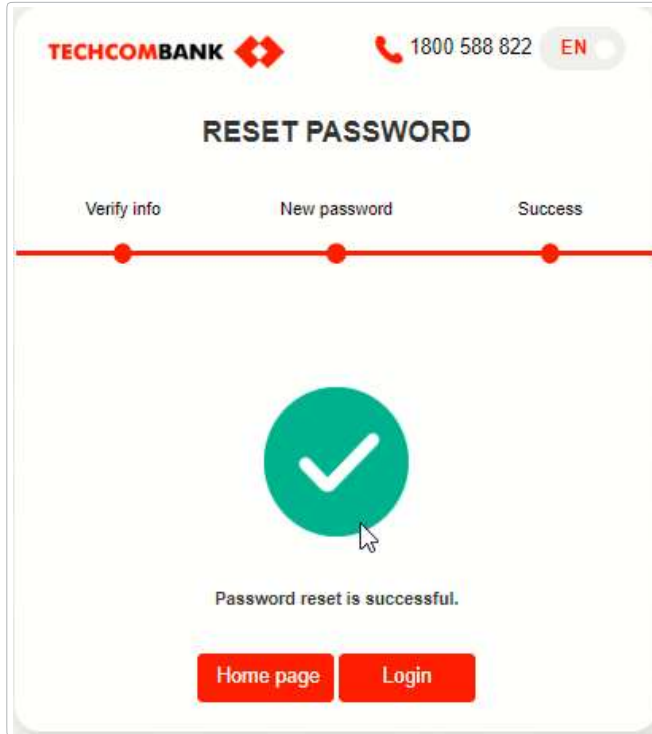
3



- 1 Enter the **New Password**
(Note: Password must has 8 to 15 characters long, include uppercase letters, lowercase letters, numbers & special characters. Password cannot have spaces, Vietnamese diacritics, or be the same with most recent 5 passwords)
- 2 Retype the new password into the field **Confirm new password**
- 3 Click **Submit**

ONLINE PASSWORD RESET (5)

RESET PASSWORD – SUCCESS



The system displays the message “Password reset is successful”

Log in F@st EBank with your new password & use the services

ONLINE USER UNLOCK



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2 ONLINE USER UNLOCK FEATURES

(i)

SIMPLE & COMPLETELY AUTOMATIC

Sending requests & online authentication are completely automated with simple steps

(ii)

SAFE & SECURE

Customer information authentication with multiple factors to ensure safety & confidentiality:

1. Security question
2. Send e-mail containing activation link

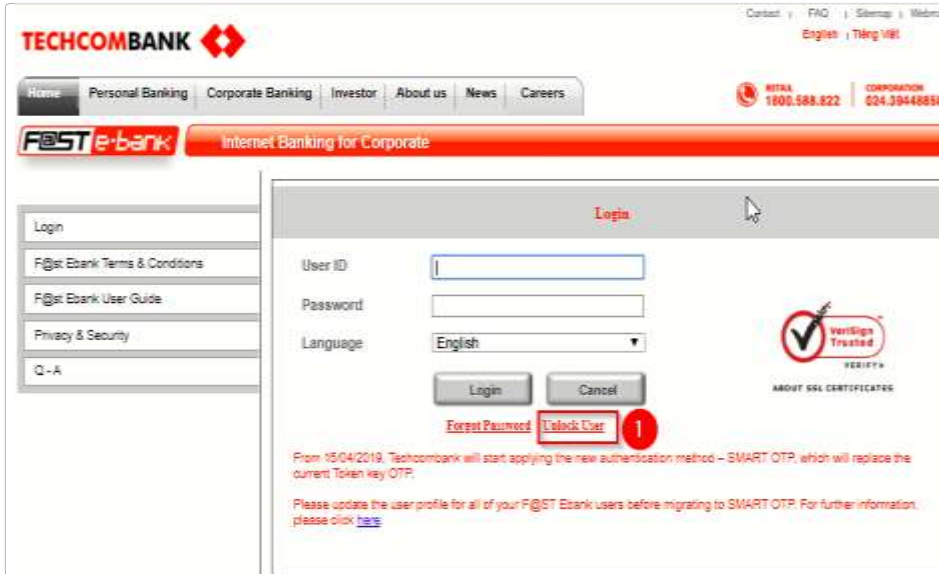
(iii)

PRO-ACTIVE & TIME-SAVING

Actively unlock user online anywhere, anytime without having to go to a branch

ONLINE USER UNLOCK (1)

CHOOSE “UNLOCK USER”



The screenshot shows the F@ST e-bank login interface. At the top, there is the TECHCOMBANK logo and navigation links for Contact, FAQ, Sites, and Webmail. Below this is a menu with Home, Personal Banking, Corporate Banking, Investor, About us, News, and Careers. A red banner for F@ST e-bank is visible. The main login area contains fields for User ID, Password, and Language (set to English). There are Login and Cancel buttons. A red box highlights the 'Unlock User' link, which is accompanied by a red circle with the number '1'. A 'Forgot Password' link is also present. A VeriSign Trusted logo is on the right. A notice at the bottom states: 'From 15/04/2019, Techcombank will start applying the new authentication method - SMART OTP, which will replace the current Token key OTP. Please update the user profile for all of your F@ST Ebank users before migrating to SMART OTP. For further information, please click [here](#).'



- 1 Click on “Unlock User” on the F@ST EBank login page

Note: It is recommended to use the web browser Google Chrome or Mozilla Firefox for the best user experience and limited interruptions

ONLINE USER UNLOCK (2)

UNLOCK USER – VERIFY INFO – INPUT SECURITY INFORMATION

TECHCOMBANK 1800 588 822 EN

UNLOCK USER

Verify info Success

Enterprise Registration No *
Enterprise Registration No includes: Enterprise registration certificate No; Business Registration certificate No; Operation license No; Investment certificate No; Other certificate No

1 0100230802

Username *

2 NGANTEST3M

3

4

5

Your information is secured when it is sent to Techcombank

6 35960 35960

7 Submit

1 Enter the **Enterprise Registration Number**

(Enterprise Registration No includes: Enterprise registration certificate No; Business Registration certificate No; Operation license No; Investment certificate No; Other certificate No)

2 Enter **Username** information

3 4 5

Enter **the required information** as per the bank's instructions

6 Enter the displayed **Captcha Code**

7 Select **Submit**

ONLINE USER UNLOCK (3)

UNLOCK USER – VERIFY INFO – E-MAIL AUTHENTICATION

USER UNLOCK CONFIRMATION 1

Activation link will be sent to your registered email **nha***n98@gmail.com** (Incase you want to update your registered email, please contact Techcombank branch).

2

Unlock **Cancel**

USER UNLOCK CONFIRMATION 3

Activation link is sent to your registered email, please check your email and follow the instruction.

If you do not receive email, please request **resend**.

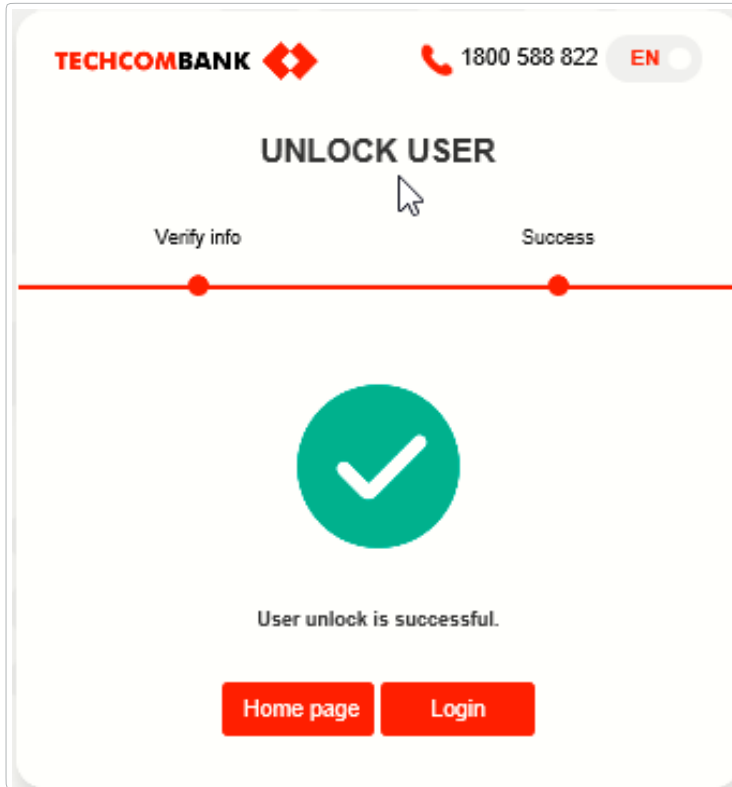
Close



- 1 Check the inbox of **the registered e-mail address**
- 2 Click **Unlock** if the e-mail address displayed is correct
*(In case the e-mail address displayed does not match with the registered one, please click **Cancel** & contact your branch to update the registered e-mail information)*
- 3 Notification that the system has sent an e-mail to confirm user unlock request
- 4 Login to the registered e-mail, check inbox & click on the user unlock confirmation link

ONLINE USER UNLOCK (4)

UNLOCK USER – SUCCESS



The system displays the message “User unlock is successful”

Log in F@st EBank with your current password to use the services

F@ST EBANK

CONTACT US FOR INFORMATION OR ASSSITANCE

For detailed information, user guideline, or any problems regarding FEB functionalities, customers can contact us at

► Hotline: **1800 588 822** (domestic)/**+84 24 3944 6699** (international)



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SECURE**



**OPTIMAL
FINANCIAL
EFFIENCY**



**REDUCED
PROCESSING TIME
& DOCUMENTS**



**EASY
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**MULTIPLE
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