

10 July 2023

Announcement – Net Banking Registration and Password Reset Service are Available Online Now

Dear Valued Customers,

Public Bank (Hong Kong) Limited (the “Bank” or “we”) is pleased to announce that the Net Banking Registration Service and Password Reset Service can be accessed via our Corporate Website with effect from today, to provide sole personal customers with a more convenient banking service in addition to the support available at our Branches.

Key Features of this launch

- Net Banking Registration with PB Card (ATM Card) credentials
- Reset Net Banking/ PBHK Digi Login Password with PB Card (ATM Card) credentials

Eligibility of Accountholders

A) Net Banking Registration Service

- Sole personal customer;
- Holds a PB Card (ATM Card); and
- Has registered a valid Hong Kong mobile number with the Bank

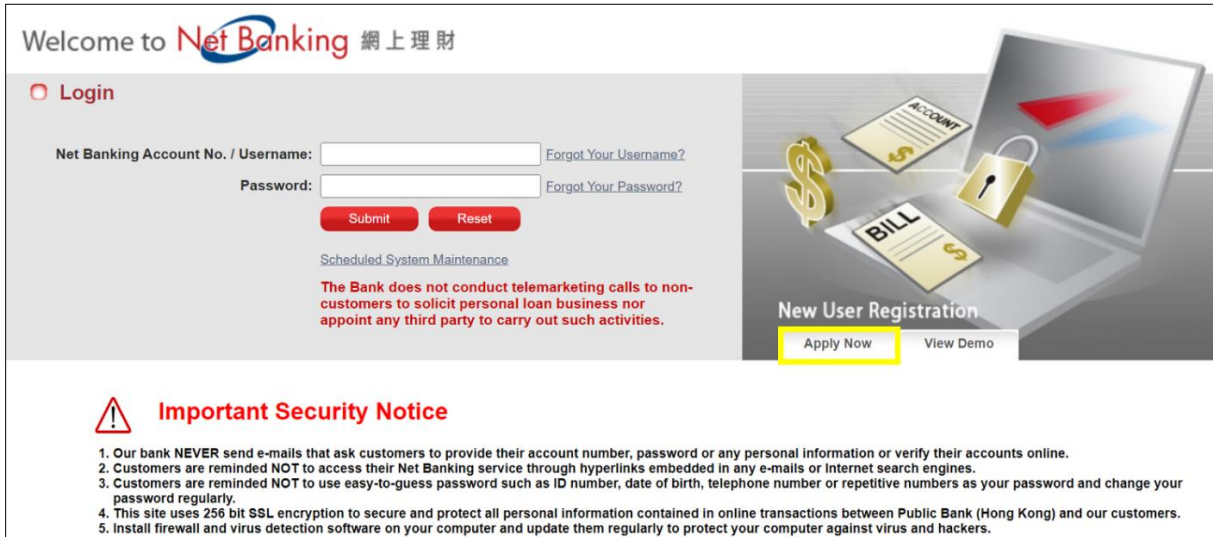
B) Net Banking/ Mobile Banking Password Reset Service

- Sole personal customer;
- Has registered Net Banking service;
- Holds a PB Card (ATM Card); and
- Has registered a valid Hong Kong mobile number with the Bank

Steps

A. Net Banking Registration

1. In our Corporate Website, click “LOG IN” and “Net Banking” button to enter into Net Banking login page
2. Click “Apply Now” under “New User Registration” to start the registration process



Welcome to **Net Banking** 網上理財

Login

Net Banking Account No. / Username: [Forgot Your Username?](#)

Password: [Forgot Your Password?](#)

[Scheduled System Maintenance](#)

The Bank does not conduct telemarketing calls to non-customers to solicit personal loan business nor appoint any third party to carry out such activities.

New User Registration

Important Security Notice

1. Our bank NEVER send e-mails that ask customers to provide their account number, password or any personal information or verify their accounts online.
2. Customers are reminded NOT to access their Net Banking service through hyperlinks embedded in any e-mails or Internet search engines.
3. Customers are reminded NOT to use easy-to-guess password such as ID number, date of birth, telephone number or repetitive numbers as your password and change your password regularly.
4. This site uses 256 bit SSL encryption to secure and protect all personal information contained in online transactions between Public Bank (Hong Kong) and our customers.
5. Install firewall and virus detection software on your computer and update them regularly to protect your computer against virus and hackers.

B. Password Reset

1. In our Corporate Website, click “LOG IN” and “Net Banking” button to enter into Net Banking login page
2. Click “Forgot Your Password?” to start reset password process



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Friendly Reminder

- For customers who do not have PB Card (ATM Card), please visit any of Bank's branches in Hong Kong during banking hours for PB Card (ATM Card) application.
- This service upgrade is not applicable to Joint account, Sole Proprietorship, Partnership and Limited Company account. For these customers, please visit any of the Bank's branches in Hong Kong during banking hours for Net Banking Registration Service or Password Reset Service.

Should you have any enquiries, please visit our corporate website at www.publicbank.com.hk, call our Customer Hotline at (852) 8107 0818 or visit any branches of the Bank in Hong Kong.

Public Bank (Hong Kong) Limited

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