SMAR&TS – Password Resetting Guide & Form SMBC Hong Kong Branch

Follow below steps according to your user type:

> Operator

SMBC

• To reset the login password, please ask your System Administrator.

System Administrator

To reset the login password, please complete the Password Reset Form and send us the original. You will receive
new login password partially by e-mail and partially by courier/phone depending on the method selected on the
form.

> Approver

• To reset the login password, please click "Reset Login Password" button on the error screen, and follow the instructions on screen to reset it with Token Password.

 Password is invalid. (Message ID: EPAT) 	003]	
	Reset Login Password × Close	
Password Reset Manual	×	

• To reset the 4-digit PIN, please click "Forgot your PIN code?" when you login (after entering login password), and follow the instructions on screen to reset it with Token Password.

Company II	0	111111				
User ID		222222				
4-digit PIN 5-digit Toke	+ en Password *	PIN TOREN IIII				
		Login	Cancel			
How to g	enerate 6-digit Token Pas	sword				
How to ge	enerate 6-digit Token Pas	sword Step3				
How to ge Step1 'ush "1"	enerate 6-digit Token Pas Step2 Check Token Password	sword Step3 Input 4-digit PIN and 6-digit Toke	en Password			
How to go Step1 Push "1"	enerate 6-digit Token Pas Step2 Check Token Password	sword Step3 Input 4-digit PIN and 6-digit Toke Company ID	n Password			
How to ge Step1 Push "1"	enerate 6-digit Token Pas Step2 Check Token Password	Sword Step3 Input 4-digit PIN and 6-digit Toke Company ID User ID	n Password			

However, if your **Token is locked** and unable to reset login/4-digit PIN with Token Password, please complete the
Password Reset Form and send us the original. You will receive new login password partially by e-mail and
partially by courier/phone depending on the method selected on the form, and you will be able to re-register a new
4-digit PIN on SMAR&TS.

Submission of Password Reset Form

Please affix rectangular company stamp with authorized signature(s) on the fully completed Password Reset Form and return the **original** to below address for processing:

Sumitomo Mitsui Banking Corporation
9/F, Two Taikoo Place
979 King's Road, Quarry Bay
Hong Kong
Attention: Global Transaction Banking Department

For further enquires, please contact our hotline (852) 2206-2666 or e-mail to hkhogtbd@hk.smbc.co.jp.

Please protect your Token and password/PIN. Please also refer to our Security Precautionary Advice for safety advice and stay alert when using our Internet banking services.



SMAR&TS – パスワードリセットガイド および申請書 香港支店

以下、ユーザータイプに応じたパスワードリセット方法です:

Operator(作成者)

・ ログインパスワードリセットは貴社System Administrator(システム管理者)へご依頼下さい。

System Administrator(システム管理者)

 ログインパスワードリセットは「パスワードリセット申請書」に必要事項入力の上、当行まで原本を郵送下さい。リセット完了後、初期 ログインのパスワードは前半3桁と後半7桁(*)に分けてご連絡いたします。

(*)前半パスワード: ユーザー登録時に登録頂いたEメールアドレスへ自動配信されます。後半パスワード: 申請書にご指定頂いた方法(電話 もしくは郵送)で通知いたします。

➢ Approver (承認者)

 ログインパスワードリセットはエラー画面上の「ログインパスワードをリセット」ボタンをクリック頂き、画面指示に従いトークンパスワード を利用してリセット下さい。

● 「ログインバスワード」が、入力されていないが値が間違っています。[Message ID: EPAT01003]					
			ログインバスワードをリセット	× 聴じる	
操作	REITHO				
操作	REATH O	-			

• 承認用パスワード/4桁のピンコードのリセットはログイン画面でログインパスワード入力後に「固定パスワード を忘れた場合」をクリック頂き、画面の指示に従いトークンパスワードを利用してリセット下さい。

	トークンの認証
カンパニー10	11111
⊐-#-ID	1111111
面定パスワード:4桁 + トークン生成パス ワード:6桁 *	218 1CAR2# 重要パスワードを完めた場合
	10月イン 😵 キャンセル

万が一、トークンがロックされ4桁のピンコードリセットができない場合、「パスワードリセット申請書」に必要事項を入力の上、当行まで原本を郵送下さい。リセット完了後、初期ログインのパスワードは<u>前半3桁と後半7桁(*)</u>に分けてご連絡いたします。初期パスワードでのログイン後、新しい4桁のピンコードを再登録ください。

(*)前半パスワード: ユーザー登録時に登録頂いたEメールアドレスへ自動配信されます。後半パスワード: 申請書にてご指定頂いた方法(電話もしくは郵送)で通知いたします。

申請書の提出方法

当行香港支店にお届け頂いている社判とサインを添えて、原本を以下住所まで郵送下さい。

Sumitomo Mitsui Banking Corporation 9/F, Two Taikoo Place 979 King's Road, Quarry Bay Hong Kong Attention: Global Transaction Banking Department

ご不明点等ございましたらホットライン (852) 2206-2666 もしくは <u>hkhogtbd@hk.smbc.co.jp</u>までご連絡下さい。 トークン、パスワードおよびピンコードの管理には十分ご留意頂ください。インターネットバンキングを安全にご利用頂くために、当行 のSecurity Precautionary Adviceもご参照ください。

[Sample サンプル] Password Reset Form - System Administrator パスワードリセット申請書-システム管理者



Sumitomo Mitsui Advanced Report & Transfer Service

(SMAR&TS) Request for Resetting of Password for Existing User

06/01/2023 Date:

To: Sumitomo Mitsui Banking Corporation

We refer to the Electronic Banking Services Agreement (the "Agreement") made between ourselves and Sumitomo Mitsui Banking Corporation (the "Bank"), and our SMAR&TS Service Options Form (the "Service Options Form"). Terms used in the Agreement shall have the same meaning herein.

Please reset the password of the following User.

Company ID	HA00A	
Company name	XXX HK CO., LTD	
User ID	CHANSA	
User name	CHAN TAI MAN	
Password(s) to be reset	1	
	Please select accordi	ing to User Type
	Approver Administr	n Operator
Login Password ²		See footnote 1
Approving Password 3	*	
For our request relating password (the "partial pasterna") Courier or mail.	to Login Password, we auth assword") to the User by: number 21111111 herent risks associated with the rel	orize you to provide the first 4 letters/digits of the
We shalfully indemnify legal fees on a full inder Notwithstanding unthin i) release the partial request forms if th used). By For and on behalf of	k shall not be responsible or liable the Bank against any and all liabili mnity basis) incurred or suffered ag stated to the contrary, we acl password through other secure presword to any Authorized Re e Users identity cannot be reas XXXX HK Co., Ltd	for any consequences that may arise from acting on this instruction; ties, losses, damages, costs, claims, demands and expenses (including MPORTANT REMINDER: Please choose ONLY ONE delivery option. If "Phone" is selected, whone number MUST be provided. For overseas number, please add country code and area code (if any) in front of the phone number. Otherwise, the Bank will not be able o process your application. 後半7桁の通知方法は、記載のある2つのオプション のうち 1 つだけをご選択ください。
Authorized Signatu	re(s)	電話(Phone)」を選択される場合、「at contact number」後に電話番号の入力が必須です。電話番
Company's Stamp and A		寻が未入力の場合、弊行での手続きを進めることが

¹ For reset of Operator's Login Password, please approach your col ² Login Password – The first 4 letters/digits of the password will be j 7 letters/digits of the password will be sent to the request forms. For User without e-mail, delivery to me user with be made by mail or courser.

³Approving Password – After the reset by the Bank, please log on to SMAR&TS Web to re-register your 4-digit token PIN.

HKGCMS 4-31

Sumitomo Mitsui Banking Corporation (Incorporated in Japan with limited liability)

[Sample サンプル] Password Reset Form – Approver パスワードリセット申請書 – 承認者

	MITOMO MITSUI			
MBC BA	NKING CORPORATION	C.		
	Sumitomo Mitsui Adva	nced Report & Trans	fer Service	
(SMA	R&TS) Request for Res	setting of Password	for Existing User	
Date: 06/01/2023				
To: Sumitomo M	litsui Banking Corporation			
We refer to the Elect and Sumitomo Mitsu (the "Service Option:	ronic Banking Services Agree i Banking Corporation (the "Ba s Form"). Terms used in the A	ment (the "Agreement") ma ank"), and our SMAR&TS s greement shall have the sa	ade between ourselves Service Options Form ame meaning herein.	
Please reset the pas	sword of the following User.		~~.	1
Company ID	HA00A		Please leave Login P	assword
Company name	XXX HK CO., LTD		Checkbox and Delive	ery
User ID	: CHANAP		Options blank if you	only
User name	: CHAN TAI MAN		need to reset the App	proving
Password(s) to be re	set ¹ :		Password/4-digit PIN	.
	Please select acco	rding to User Type	承認バスワード/4桁ビン	ノコード」りて
5 40 15 1	Approver Adminis	trator Operator	ットのみこ希望の場合は	Login
Login Password ²		See footnote ¹	Password」 固 所 の ナ エ	ックを外し
Approving Passwor	rd 3 🖌 *		た上でご提出下さい。	
Courier or mail Phone, at contain We are aware of the time of th	act number 21111111 ne inherent risks associated with the osed to a wrong person who purport	release of the partial passwords	over the phone, including the possibility	
We gree that the We shall fully inder legal fees on a full Notwithstanding an	Bank shall not be responsible or lia mnify the Bank against any and all lia indemnity basis) incurred or suffered hything stated to the contrary, we ack	IMPORTANT R	EMINDER (for Login	
i) release the p	a ial password through other secure of artic password to any Authorized Re	Password): Ple	ase choose ONLY ON	E delivery
request forms used).	s if the diser's identity cannot be rease	option. If "Pho	one" is selected, phone	e number
22		NUSI be provi	ueu. For overseas hu	inder,
		please add Col	the phone number C	thorwise
		the Bank will n	ot be able to process	
Dy For and on beha	IT OT XXX HK Co., Ltd	application	or he able to process	your
Si	10 stutes	application. 後半7年の涌却	ち注け 記載のなるっつの	オプション
y	Man Chart	のうち 1 つだけな	に、品表のののとうの。	~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~
Authorized Sign	ature(s)	「電話(Phone)」	と思いいことい。 を選択される場合、「at co	ontact
Company's Stamp ar	nd Authorised Signature(s)	number」後に電	話番号の入力が必須で	す。電話番
Superior of the second	Deserved share originature(3)	号が未入力の場	合、弊行での手続きを進	めることが
For reset of Operator's Login Login Password – The first 4 7 letters/dig request for	Password, please approach your con letters/digits of the password will be p jits of the password will be sent to the ms. For User without e-mail, delivery	できませんので、	ご注意ください。	
Approving Password – After	the reset by the Bank, please log on t	o SMAR&TS Web to re-register ;	your 4-digit token PIN.	
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