

SMAR&TS – Password Resetting Guide & Form

SMBC Hong Kong Branch

Follow below steps according to your user type:

➤ Operator

- 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.



- 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.



- 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的「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。



- **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。



- 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前半3桁と後半7桁(*)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 hkhogtbd@hk.smbc.co.jp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
BANKING CORPORATION

Sumitomo Mitsui Advanced Report & Transfer Service
(SMAR&TS) Request for Resetting of Password for Existing User

Date: 06/01/2023

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 reset¹ :

Please select according to User Type

	Approver	System Administrator	Operator
Login Password ²	<input type="checkbox"/>	<input checked="" type="checkbox"/>	See footnote ¹
Approving Password ³	<input type="checkbox"/>	*	

For our request relating to Login Password, we authorize you to provide the first 4 letters/digits of the password (the "partial password") to the User by:

Courier or mail.
 Phone, at contact number 21111111

We are aware of the inherent risks associated with the release of the partial passwords over the phone, including the possibility that it may be disclosed to a wrong person who purports to be the User.

We agree that the Bank shall not be responsible or liable for any consequences that may arise from acting on this instruction. We shall fully indemnify the Bank against any and all liabilities, losses, damages, costs, claims, demands and expenses (including legal fees on a full indemnity basis) incurred or suffered by the Bank as a result of acting on our instruction.

Notwithstanding anything stated to the contrary, we agree to:

- release the partial password through other secure means;
- release the partial password to any Authorized Representative of the User (including the User) if the User's identity cannot be reasonably verified.

By For and on behalf of XXX HK Co., Ltd

Authorized Signature(s)

Company's Stamp and Authorised Signature(s)

¹ For reset of Operator's Login Password, please approach your local branch.

² Login Password – The first 4 letters/digits of the password will be sent to the User by e-mail. For User without e-mail, delivery to the User will be made by mail or courier.

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

IMPORTANT REMINDER: Please choose ONLY ONE delivery option. If "Phone" is selected, phone 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 to 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。「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。電話番号が未入力の場合、弊社での手続きを進めることができませんので、ご注意ください。

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



SUMITOMO MITSUI
 BANKING CORPORATION

Sumitomo Mitsui Advanced Report & Transfer Service
(SMAR&TS) Request for Resetting of Password for Existing User

Date: 06/01/2023
 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 : CHANAP
 User name : CHAN TAI MAN
 Password(s) to be reset¹ :

	Please select according to User Type		
	Approver	System Administrator	Operator
Login Password ²	<input checked="" type="checkbox"/>	<input type="checkbox"/>	See footnote ¹
Approving Password ³	<input checked="" type="checkbox"/> *	<input type="checkbox"/>	<input type="checkbox"/>

Please leave Login Password Checkbox and Delivery Options blank if you only need to reset the Approving Password/4-digit PIN. 「承認パスワード/4桁ピンコード」リセットのみご希望の場合は、「Login Password」箇所のチェックを外した上でご提出下さい。

For our request relating to Login Password, we authorize you to provide the first 4 letters/digits of the password (the "partial password") to the User by:

- Courier or mail.
- Phone, at contact number 21111111

We are aware of the inherent risks associated with the release of the partial passwords over the phone, including the possibility that it may be disclosed to a wrong person who purports to be the User.

We agree that the Bank shall not be responsible or liable for any consequences that may arise from acting on this instruction. We shall fully indemnify the Bank against any and all legal fees on a full indemnity basis) incurred or suffered.

Notwithstanding anything stated to the contrary, we acknowledge that:

- i) release the partial password through other secure means;
- ii) release the partial password to any Authorized Representative of the User (if the User's identity cannot be reasonably ascertained).

By For and on behalf of XXX HK Co., Ltd

Signature
 Authorized Signature(s)

Company's Stamp and Authorised Signature(s)

¹ For reset of Operator's Login Password, please approach your contact person.
² Login Password – The first 4 letters/digits of the password will be provided to the User by the Bank. The remaining 7 letters/digits of the password will be sent to the User by the Bank. For User without e-mail, delivery method must be selected.
³ Approving Password – After the reset by the Bank, please log on to SMAR&TS Web to re-register your 4-digit token PIN.

IMPORTANT REMINDER (for Login Password): Please choose ONLY ONE delivery option. If "Phone" is selected, phone 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 to 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。「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。電話番号が未入力の場合、弊行での手続きを進めることができませんので、ご注意ください。