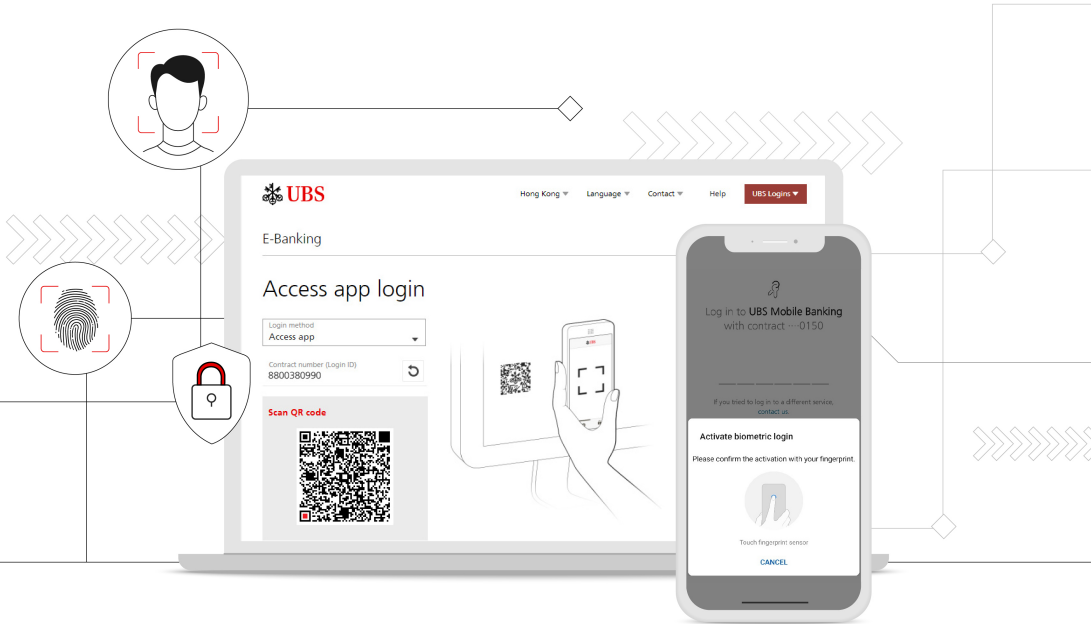




Access App biometric login

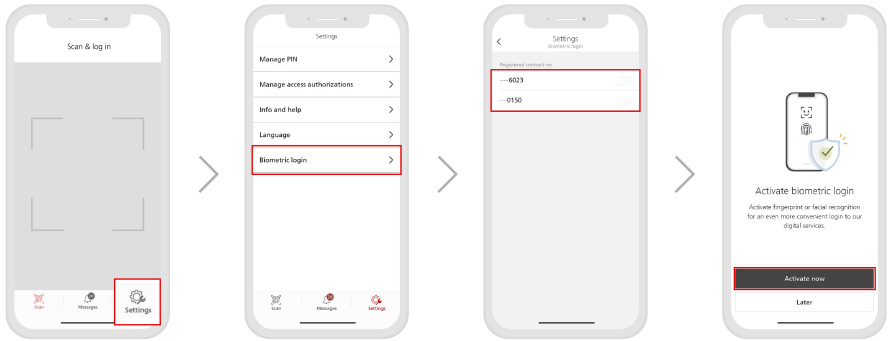
Log in to Digital Banking using facial or fingerprint recognition on the **Access App** – a secure and convenient alternative to using your PIN.



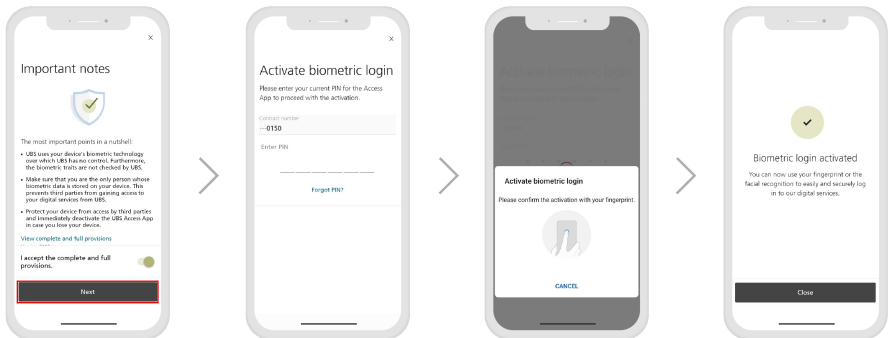
Activate biometric login on the Access App

Follow these steps to activate biometric login:

1. Launch the Access App. Select “Settings”, followed by “Biometric login”.
2. Select a contract number, followed by “Activate now”.



3. Review the notes. Acknowledge the complete provisions by toggling the button. Then, select “Next”.
4. Enter the PIN you use to log in to your Access App.
5. Next, authenticate with biometrics to confirm the activation.
6. The activation process is now complete.



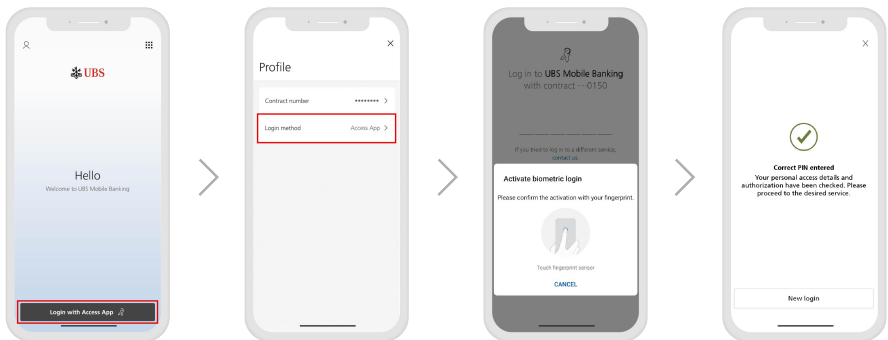
If the activation process is unsuccessful, select “Activate biometric login again” and try again.

Logging in with biometrics

After biometric login has been set up, follow these steps to log in to Mobile Banking or E-Banking on your Access App.

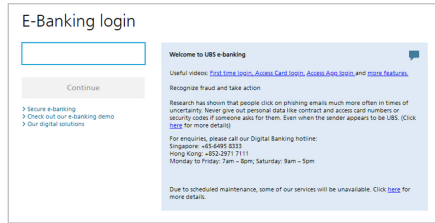
Mobile Banking

1. Launch the Mobile Banking app.
2. Select "Login with Access App".
 - * Change your login method to Access App by clicking on the Profile icon, followed by "Login Method".
3. Scan your biometrics to authenticate.
4. You will receive a confirmation message upon successful login.

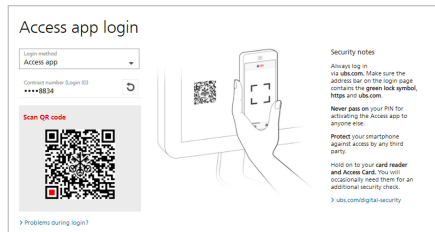


E-Banking

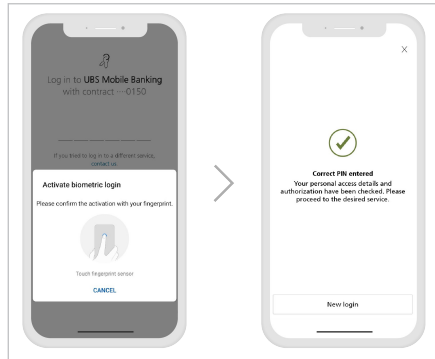
1. Open the E-Banking homepage on a web browser.
2. Enter your Digital Banking contract number and click "Continue".



3. Launch the Access App on your mobile phone and scan the QR code.



4. Scan your biometrics to authenticate.
5. You will receive a confirmation message upon successful login.

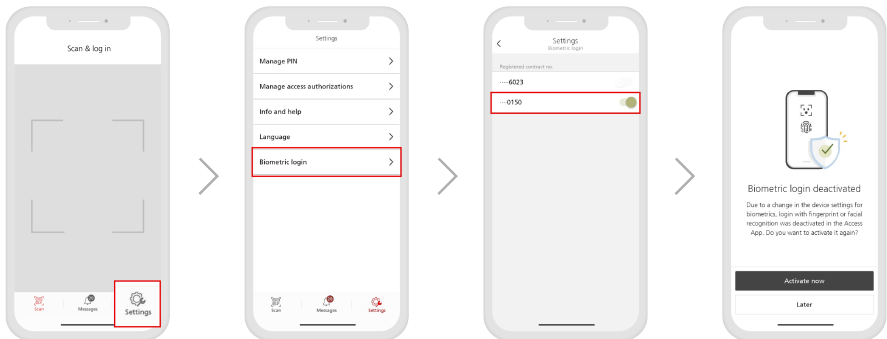


If the login process is unsuccessful, it may be due to a change in the device settings for biometric login. Simply re-activate biometric authentication.

Deactivate biometric login on the Access App

Follow these steps if you wish to deactivate biometric login:

1. Launch the Access App. Select “Settings”, followed by “Biometric login”.
2. Toggle the button next to the selected contract number to deactivate biometric login.
3. You will be shown a message confirming your successful deactivation.



Frequently Asked Questions (FAQs)

1. **How can I check whether my device supports biometric login?**
 - Biometric login is supported if your device has built-in biometric security features such as facial or fingerprint recognition.
2. **Can I continue using the Access App with my PIN?**
 - Yes. Facial and fingerprint recognition are supplementary login methods. You may continue using your PIN to log in to the Access App.
3. **What should I do if I have changed to a new device?**
 - You will need to download and re-activate the Access App on your new device. Please contact the Digital Banking Hotline for activation of the Access App.

Singapore: +65-6495 8333

Hong Kong: +852-2971 7111

Monday to Friday: 7am - 8pm; Saturday: 9am - 5pm



> Activate biometric login on the Access App
– a secure and convenient alternative to
using your PIN.

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