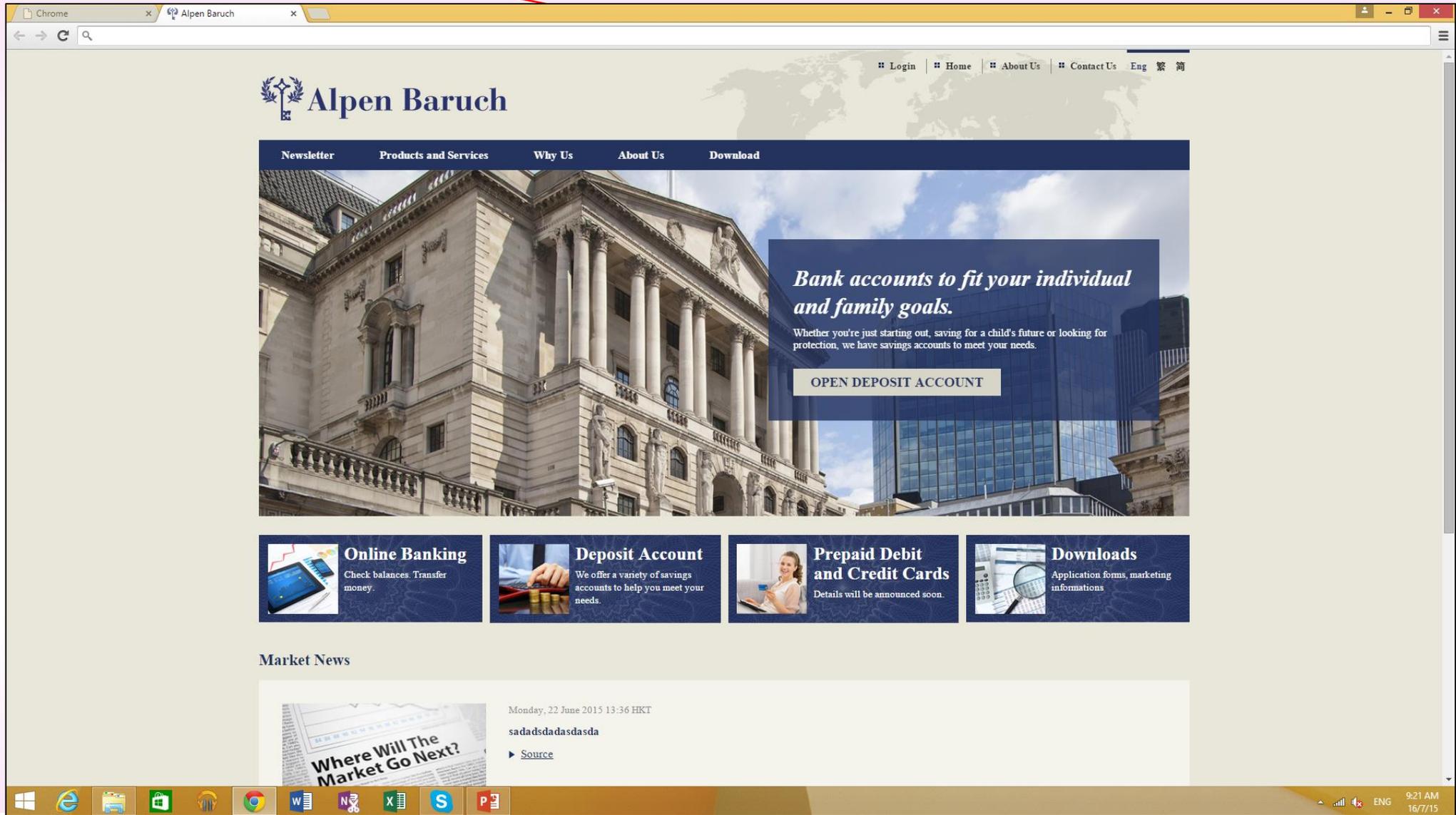


# ALPEN BARUCH BANK LIMITED PORT VILLA, VANUATU

## E- BANKING INTRODUCTION



# Introduction of E-banking system



Alpen Baruch Bank's website: [www.alpenbaruch.com](http://www.alpenbaruch.com)

## **Protection of Online Banking System (Login protection)**

- **Using SSL for secure data transfer**
- **No concurrent Logins using Same Username**
- **Lock profile for 5 incorrect password attempts**
- **Client can check last login record in system**
- **Client session timeout protection (logout automatically after system idle in 10 minutes)**

## **Protection of Online Banking System (Password or security code)**

- **Password and security code (for transaction validation) of customers are generated by System**
- **System will remind clients that they are required to keep security code in a secure place**
- **If customers lose their password or security code, please call our toll free customer service hotline, we will block the online banking account and then reset the password or security code of that customer**



## Security Protection for customers 'usage

- **System forced users to change to their own new password after using system automatically generated password in first logon**
- **The user has to input encrypted Security Key which is used to execute transactions**
- **Security Key offers a validation, the transaction instruction would be sent out after validated**

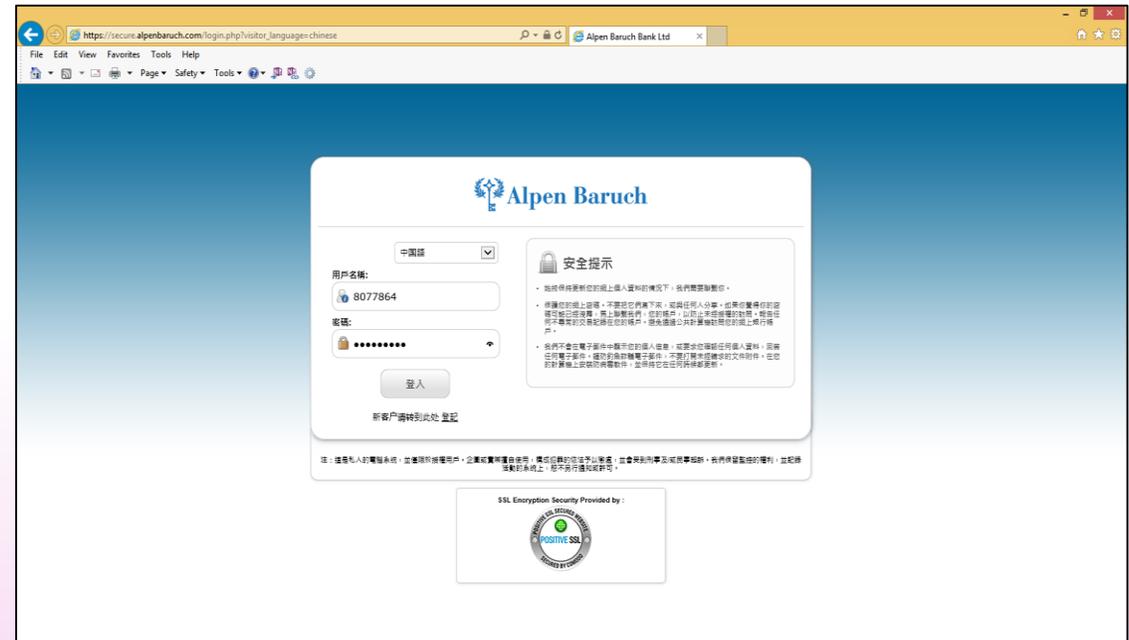
## Protection of Online Banking System (Banking account)

- **If customers suspect any unauthorized use of your banking account or any abnormal transactions in the account, please call our toll free customer service hotline, we will follow and handle the case**
- **If our bank reveals any abnormal transactions in the account, we will inform customers by different ways such as email or SMS**



# Functions and Features

- Able to send support request message to bank staff
- Check their account balance
- Create or manage Transaction requests (Inward Remittance, Outward Remittance, Transfer between accounts)
- Check transaction status
- Check and print out bank statement



# System operating interface

The operating interface in system supports 14 Languages. For example: English, Chinese, Japanese, German, Portuguese, etc.



The screenshot shows the login page for Alpen Baruch in Chinese. At the top left is the Alpen Baruch logo. Below it is a language selection dropdown menu set to '中国語'. The main form contains two input fields: '用戶名稱:' (Username) and '密碼:' (Password), each with a small icon to its left. Below the password field is a '登入' (Login) button. To the right of the form is a '安全提示' (Security Tips) section with a lock icon and three bullet points of advice. At the bottom, there is a disclaimer in Chinese.

Alpen Baruch

中国語

用戶名稱:

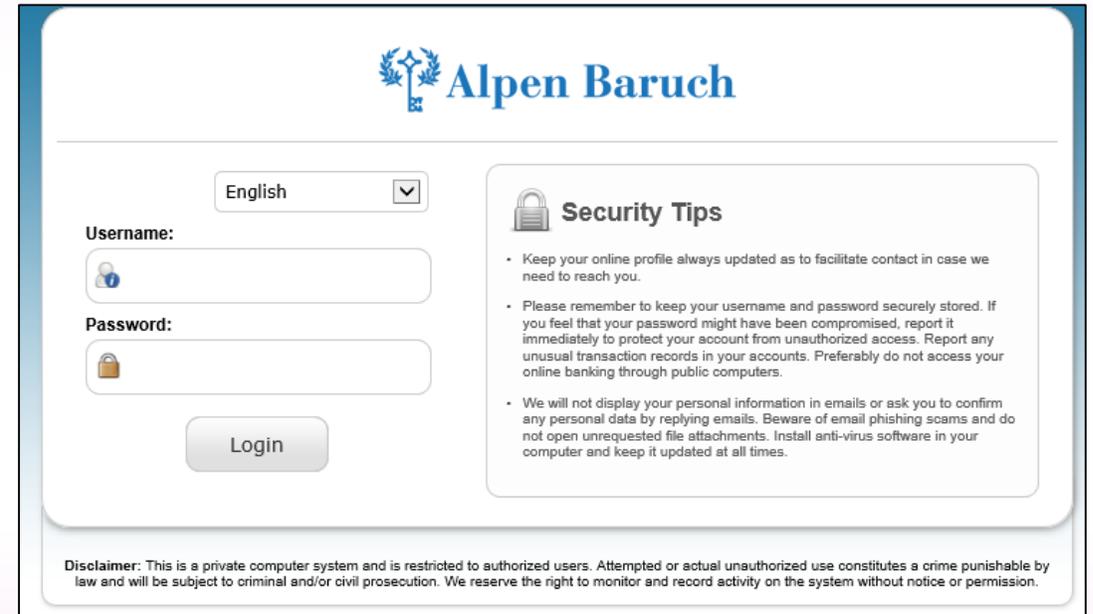
密碼:

登入

**安全提示**

- 始終保持更新您的網上個人資料的情況下，我們需要聯繫您。
- 保護您的網上密碼，不要把它們寫下來，或與任何人分享，如果你覺得你的密碼可能已經洩露，馬上聯繫我們，您的帳戶，以防止未經授權的訪問，報告任何不尋常的交易記錄在您的帳戶。避免通過公共計算機訪問您的網上銀行帳戶。
- 我們不會在電子郵件中顯示您的個人信息，或要求您確認任何個人資料，回答任何電子郵件，謹防釣魚詐騙電子郵件，不要打開未經請求的文件附件，在您的計算機上安裝防病毒軟件，並保持它在任何時候都更新。

注：這是私人的電腦系統，並僅限於授權用戶。企圖或實際擅自使用，構成犯罪的依法予以嚴處，並會受到刑事及/或民事起訴，我們保留監控的權利，並記錄活動的系統上，恕不另行通知或許可。



The screenshot shows the login page for Alpen Baruch in English. At the top left is the Alpen Baruch logo. Below it is a language selection dropdown menu set to 'English'. The main form contains two input fields: 'Username:' and 'Password:', each with a small icon to its left. Below the password field is a 'Login' button. To the right of the form is a 'Security Tips' section with a lock icon and three bullet points of advice. At the bottom, there is a disclaimer in English.

Alpen Baruch

English

Username:

Password:

Login

**Security Tips**

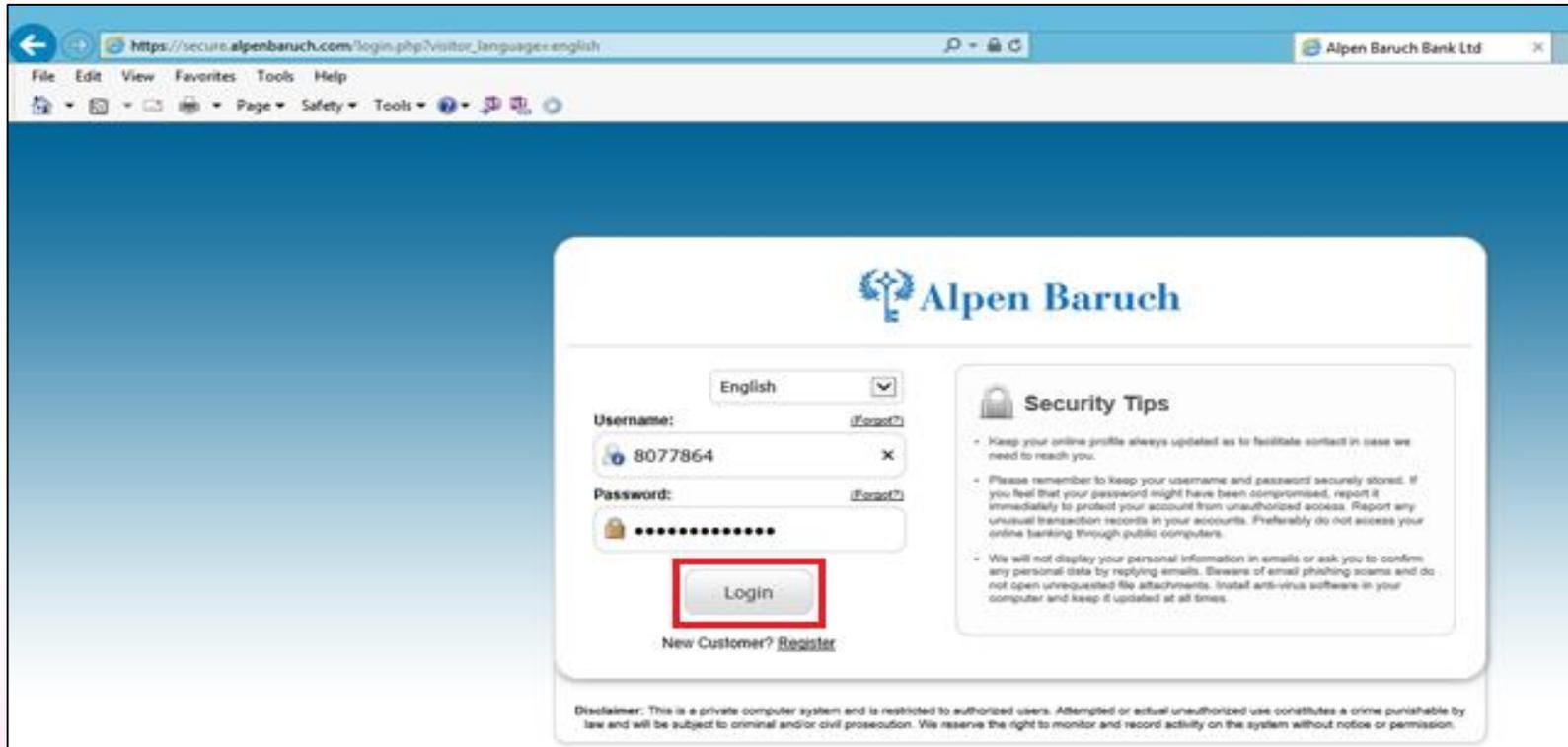
- Keep your online profile always updated as to facilitate contact in case we need to reach you.
- Please remember to keep your username and password securely stored. If you feel that your password might have been compromised, report it immediately to protect your account from unauthorized access. Report any unusual transaction records in your accounts. Preferably do not access your online banking through public computers.
- We will not display your personal information in emails or ask you to confirm any personal data by replying emails. Beware of email phishing scams and do not open unrequested file attachments. Install anti-virus software in your computer and keep it updated at all times.

Disclaimer: This is a private computer system and is restricted to authorized users. Attempted or actual unauthorized use constitutes a crime punishable by law and will be subject to criminal and/or civil prosecution. We reserve the right to monitor and record activity on the system without notice or permission.



# Online Banking System Usages

Input username and password, then click the button “Login”:



https://secure.alpenbaruch.com/login.php?visitor\_language=english

Alpen Baruch Bank Ltd

File Edit View Favorites Tools Help

Page Safety Tools

Alpen Baruch

English

Username: 8077864

Password: [masked]

Login

New Customer? [Register](#)

**Security Tips**

- Keep your online profile always updated as to facilitate contact in case we need to reach you.
- Please remember to keep your username and password securely stored. If you feel that your password might have been compromised, report it immediately to protect your account from unauthorized access. Report any unusual transaction records in your accounts. Preferably do not access your online banking through public computers.
- We will not display your personal information in emails or ask you to confirm any personal data by replying emails. Beware of email phishing scams and do not open unrequested file attachments. Install anti-virus software in your computer and keep it updated at all times.

Disclaimer: This is a private computer system and is restricted to authorized users. Attempted or actual unauthorized use constitutes a crime punishable by law and will be subject to criminal and/or civil prosecution. We reserve the right to monitor and record activity on the system without notice or permission.



# Online Banking System Usages

- A) Changing to your own new password**
- B) Receive the transaction password (security key)**
- C) Check the balance and transaction of bank account**
- D) Check and print monthly statement**
- E) Outgoing Wire Transfer (TT remittance)**
- F) Send support request message to bank**

# A) Changing to your own new password

1. Please click “My Profile”

The screenshot shows the Alpen Baruch user interface. The top navigation bar includes the logo, a welcome message, and a notification for 4 new messages. A left sidebar contains menu items: Accounts, Messages, Transfers, Trade Schedule, News, Reports, My Profile (highlighted with a red box), and Logout. The main content area displays the 'Accounts' section with a table of account creation dates and numbers, and a 'Loans' section with a table of creation dates and loan numbers.

<u>Account Creation Date</u>	<u>Account Number</u>
12/03/2015 03:18 PM	<u>1139820119</u>
31/03/2015 09:13 PM	<u>1346662411</u>
12/03/2015 03:05 PM	<u>1998810891</u>
12/03/2015 08:15 PM	<u>1956955551</u>

<u>Creation Date</u>	<u>Loan Number</u>
25/03/2015	<u>1040515734</u>

2. Please click the button “Modify”

The screenshot shows the 'My Profile' settings page. The left sidebar is the same as in the previous screenshot. The main content area includes notification settings, regional settings, and a list of documents. A 'Modify' button is highlighted with a red box at the bottom right of the page.

**Internal Message Notification:** When a Transfer from Another User is Received  
**E-mail Notification:** When an Internal Message is Received  
**E-mail Notification:** When Login Attempt Fails  
**E-mail Notification:** When Funds are Added to my Account

**Regional Settings**

Language:	English
Numbers Format:	100,000.00
Date Format:	DD/MM/YYYY
Hour Format:	12H

**Access Log Last login**

Date / Time:	
IP Address:	223.255.172.171

[View All](#)

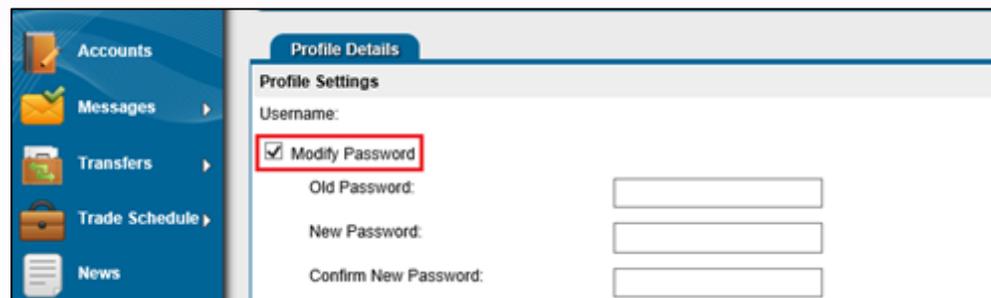
**Documents**

File Name	Date Uploaded	Expiration Date	File Size
<a href="#">AML FORM.pdf</a>	2015-05-07		116.53 KB
<a href="#">FATCA W-8.pdf</a>	2015-05-18	2015-07-01	315.39 KB
<a href="#">FATCA W-9.pdf</a>	2015-05-18	2015-07-01	116.53 KB
<a href="#">KYC FORM.pdf</a>	2015-05-07		315.39 KB

**Modify**

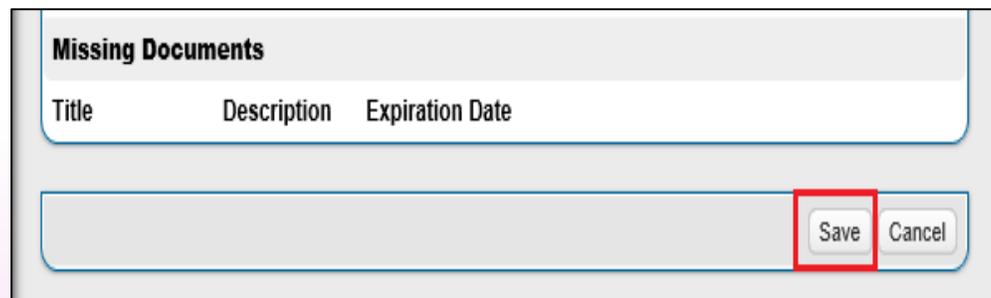
## A) Changing to your own new password

3. Please tick the checkbox “Modify Password”, input the “Old Password”, “New Password” and “Confirm New Password” (minimum 8 digits with characters)



The screenshot shows a web application interface with a blue sidebar on the left containing menu items: Accounts, Messages, Transfers, Trade Schedule, and News. The main content area is titled "Profile Details" and contains a "Profile Settings" section. Under "Profile Settings", there is a "Username:" label followed by a text input field. Below that is a checkbox labeled "Modify Password" which is checked and highlighted with a red box. Underneath the checkbox are three text input fields labeled "Old Password:", "New Password:", and "Confirm New Password:".

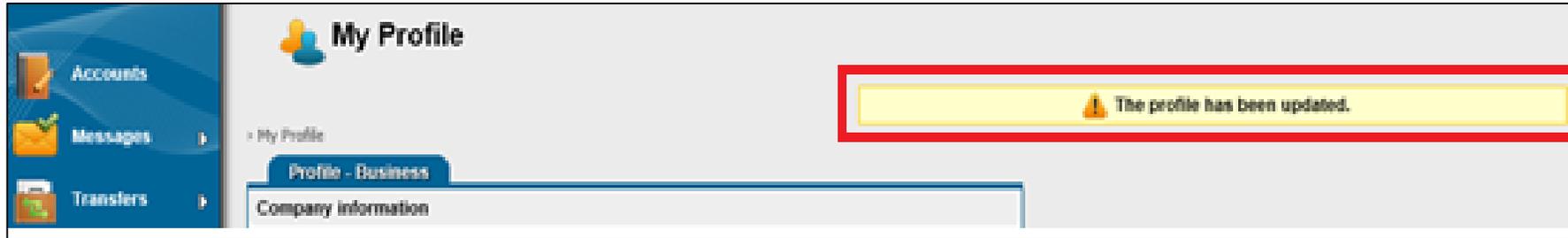
4. Please click the button “save”



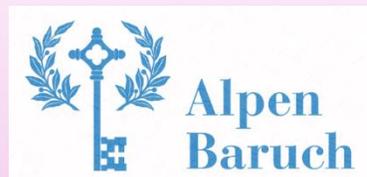
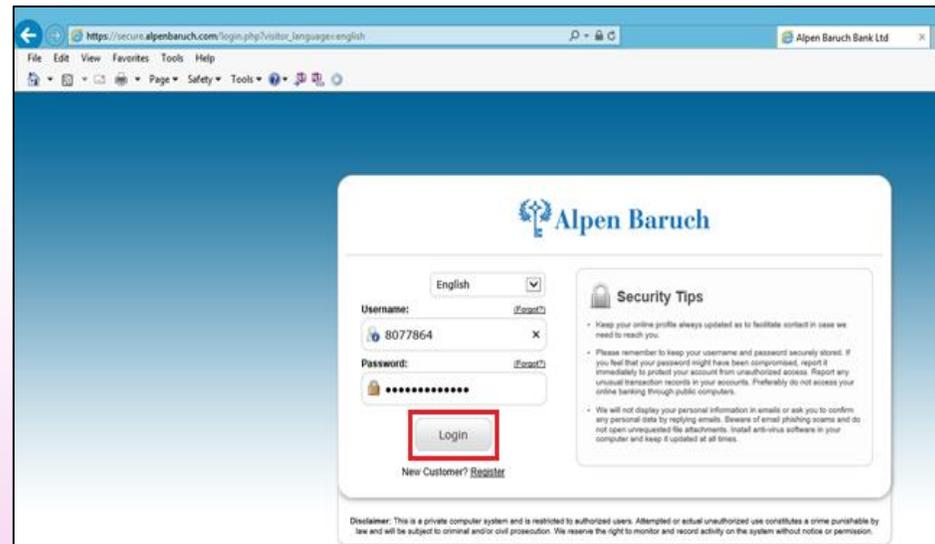
The screenshot shows a table titled "Missing Documents" with three columns: "Title", "Description", and "Expiration Date". Below the table is a large empty text input field. At the bottom right of the form, there are two buttons: "Save" and "Cancel". The "Save" button is highlighted with a red box.

# A) Changing to your own new password

5. After changed the password, “The profile has been updated” message will be appeared

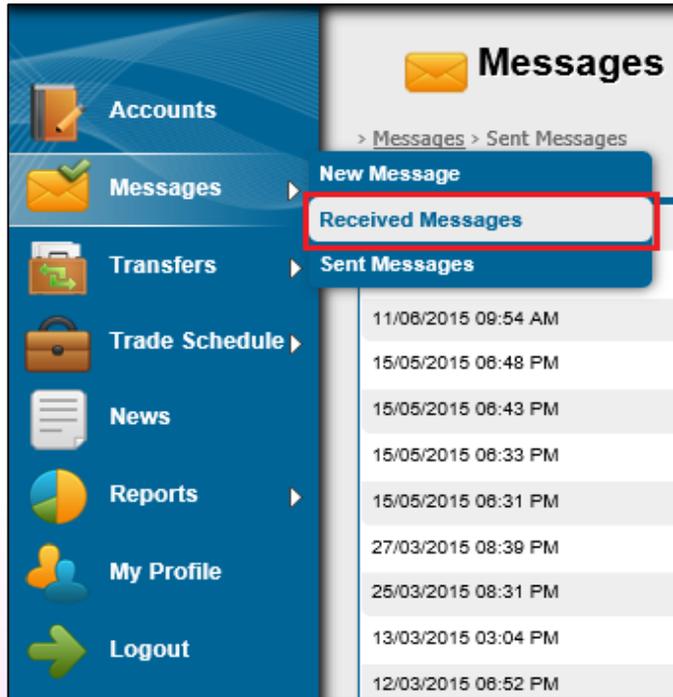


6. Please use new changed password in next login

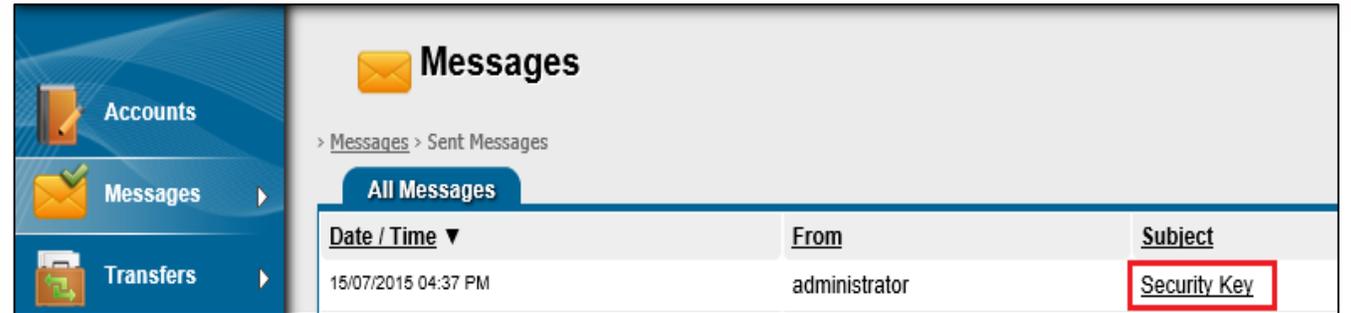


## B) Receive the transaction password (security key)

1. Please click “Message” and then select “Received Messages”



2. Please click the link “Security Key”



## B) Receive the transaction password (security key)

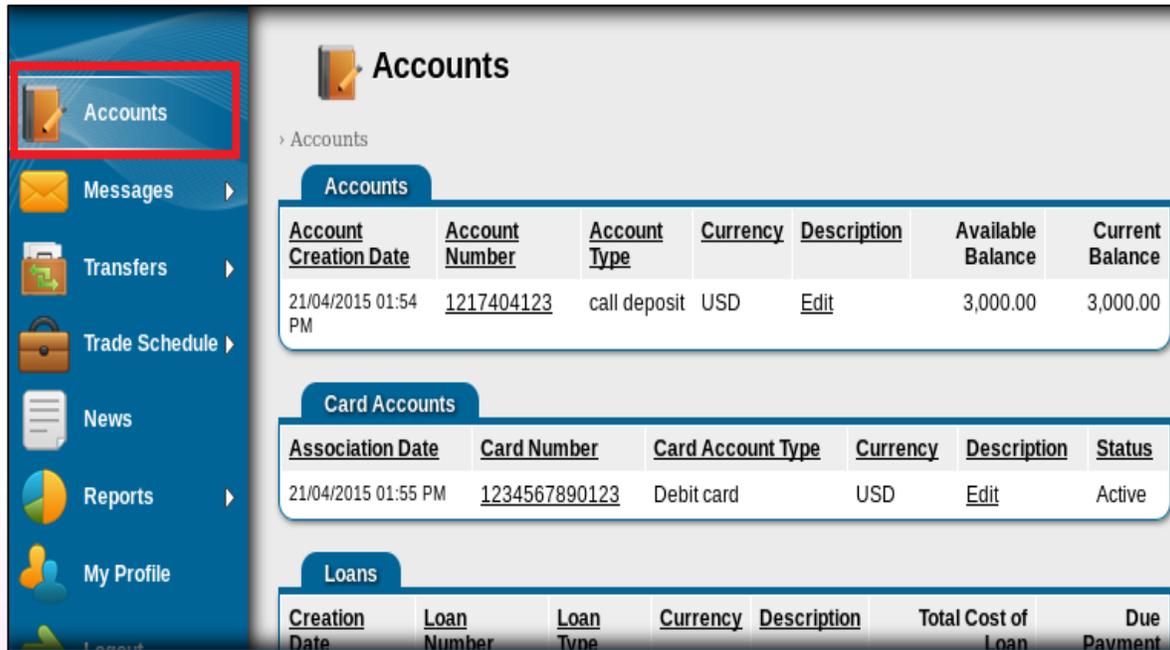
3. Please memorize this highlighted transaction password (security key), it is used as password for all instructions request in online system



The screenshot displays a web interface with a blue sidebar on the left containing navigation options: Accounts, Messages, Transfers, Trade Schedule, News, Reports, and My Profile. The main content area is titled 'Messages' and shows a 'Message Details' window. The message is from an administrator, dated 04:37 PM, with the subject '[Security Key]: Security Key'. The message body contains the instruction: 'Please memorize this security key, since it is only going to be shown once.' Below this text, the security key '576249852' is displayed and highlighted with a red rectangular border. At the bottom of the message details window, there are four buttons: 'Message Thread', 'Print', 'Reply', and 'Close'.

# C) Check the balance and transaction of bank account

1. After login, please click the button “Accounts”, then all the accounts will be displayed in the right pane



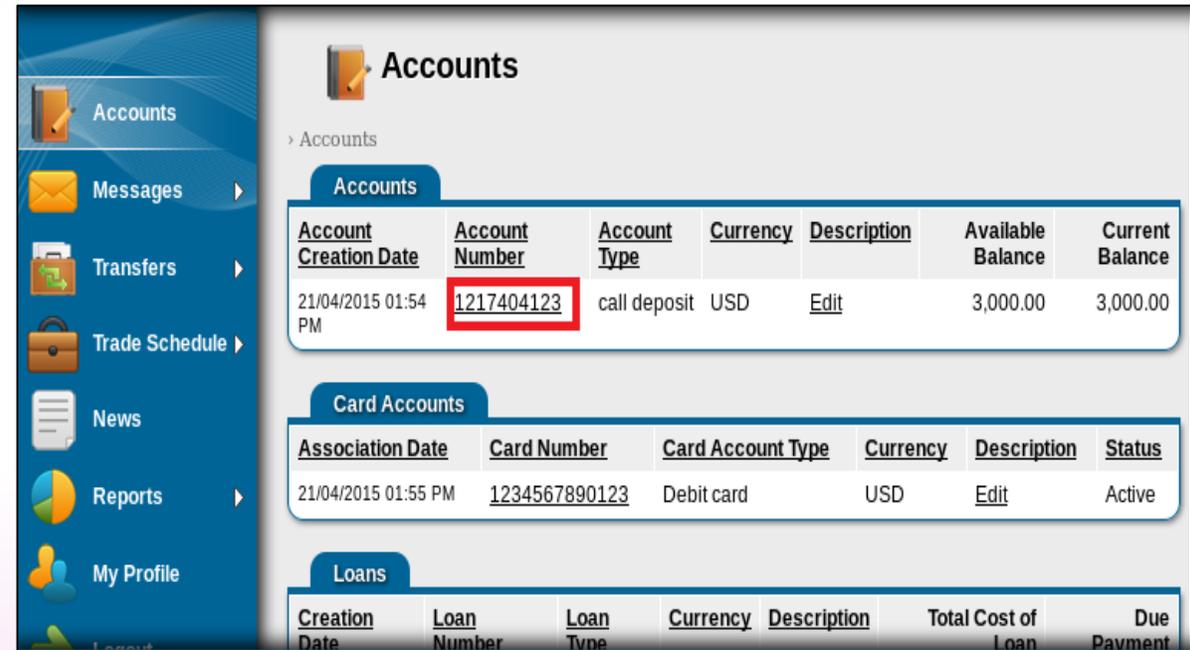
The screenshot shows the 'Accounts' page in a web application. The left sidebar contains a navigation menu with items: Accounts (highlighted with a red box), Messages, Transfers, Trade Schedule, News, Reports, and My Profile. The main content area is titled 'Accounts' and displays three sections: 'Accounts', 'Card Accounts', and 'Loans'. The 'Accounts' section contains a table with one row of account data.

Account Creation Date	Account Number	Account Type	Currency	Description	Available Balance	Current Balance
21/04/2015 01:54 PM	<a href="#">1217404123</a>	call deposit	USD	<a href="#">Edit</a>	3,000.00	3,000.00

Association Date	Card Number	Card Account Type	Currency	Description	Status
21/04/2015 01:55 PM	<a href="#">1234567890123</a>	Debit card	USD	<a href="#">Edit</a>	Active

Creation Date	Loan Number	Loan Type	Currency	Description	Total Cost of Loan	Due Payment
---------------	-------------	-----------	----------	-------------	--------------------	-------------

2. Please click the specific account number to read the transaction details



The screenshot shows the 'Accounts' page with the account number '1217404123' highlighted in a red box in the 'Accounts' table. The rest of the page content is identical to the first screenshot.

Account Creation Date	Account Number	Account Type	Currency	Description	Available Balance	Current Balance
21/04/2015 01:54 PM	<a href="#">1217404123</a>	call deposit	USD	<a href="#">Edit</a>	3,000.00	3,000.00

Association Date	Card Number	Card Account Type	Currency	Description	Status
21/04/2015 01:55 PM	<a href="#">1234567890123</a>	Debit card	USD	<a href="#">Edit</a>	Active

Creation Date	Loan Number	Loan Type	Currency	Description	Total Cost of Loan	Due Payment
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# C) Check the balance and transaction of bank account

3. The list of transaction details of this account number will be displayed

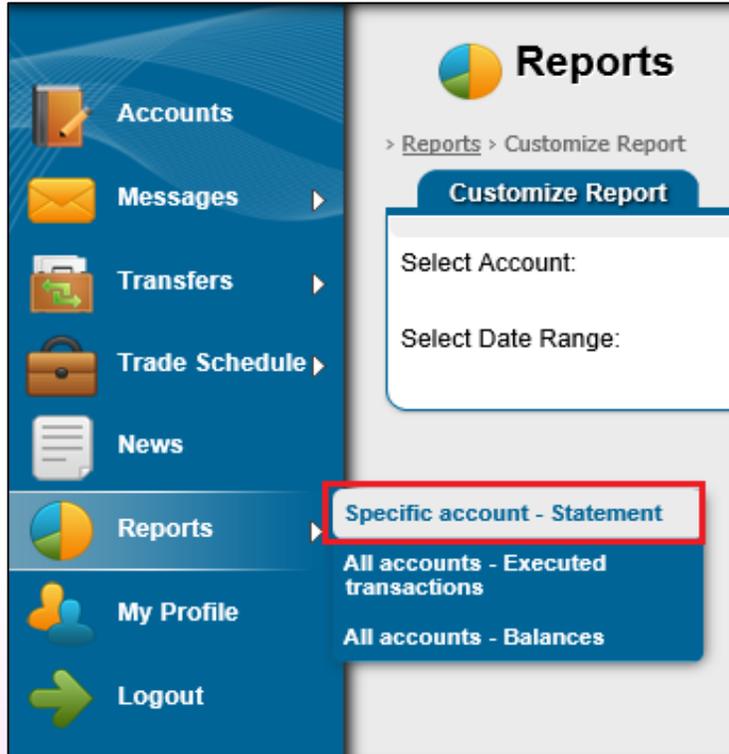
The screenshot displays a banking application interface. On the left is a blue sidebar with navigation options: Accounts, Messages, Transfers, Trade Schedule, News, Reports, and My Profile. The main content area shows account summary information: 'Total pending transactions: 0' and 'Last recorded transaction: 21/04/2015 02:03 PM'. Below this is a 'Transactions' section with a table of recent transactions.

<u>Date / Time</u>	<u>Transaction ID</u>	<u>Transaction Description</u>	<u>Debit</u>	<u>Credit</u>	<u>Available Balance</u>	<u>Status</u>
21/04/2015 01:54 PM	<u>69</u>	New Account		0.00	0.00	Executed
21/04/2015 01:57 PM	<u>70</u>	NEW BALANCE		10,000.00	10,000.00	Executed
21/04/2015 02:05 PM	<u>73</u>	Card Funding - Debit card	2,000.00		8,000.00	Executed
21/04/2015 02:05 PM	<u>71</u>	Card Funding - Debit card	5,000.00		3,000.00	Executed

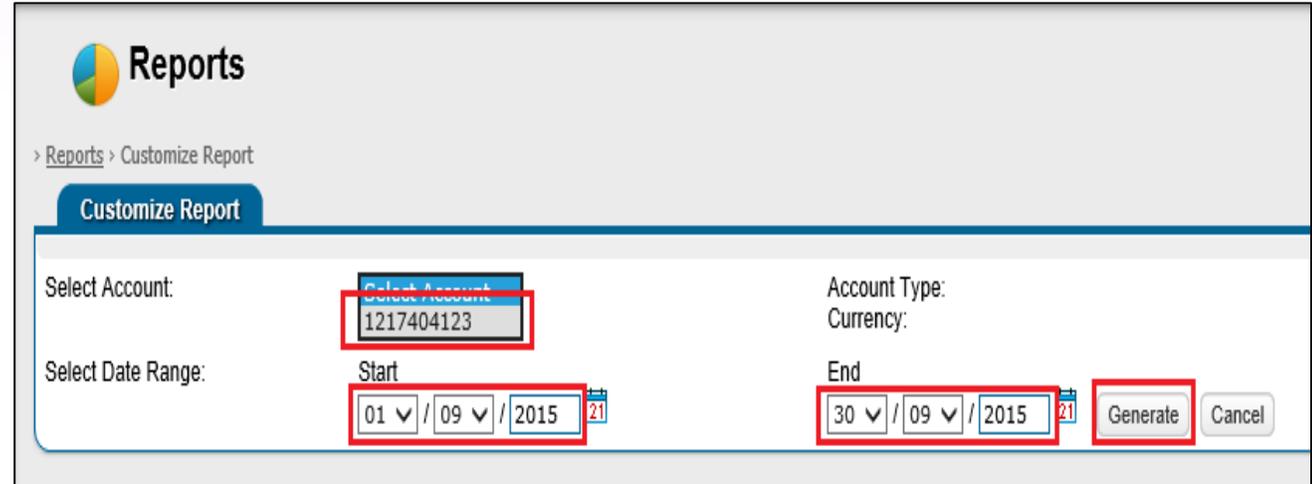
At the bottom of the table, there is a pagination control: 'Show rows: 10' with a dropdown arrow, '1 / 1' with left and right navigation arrows.

# D) Check and print monthly statement

1. Please select “Report”, “Specific Account – Statement”



2. Please select “Account”, “Start Date”, “End Date”, and then click the button “Generate”



# D) Check and print monthly statement

3. If you would like to print out the monthly statement, please click the button “Print”, then please click the button “Done”

 **Reports**

> Reports > Customize Report

**Account Statement**

[Export to Excel](#) [Print](#)

Account Owner	Account Number	Account Type	Currency	Description	Balance
	1217404123	call deposit	USD		3,890.00 USD

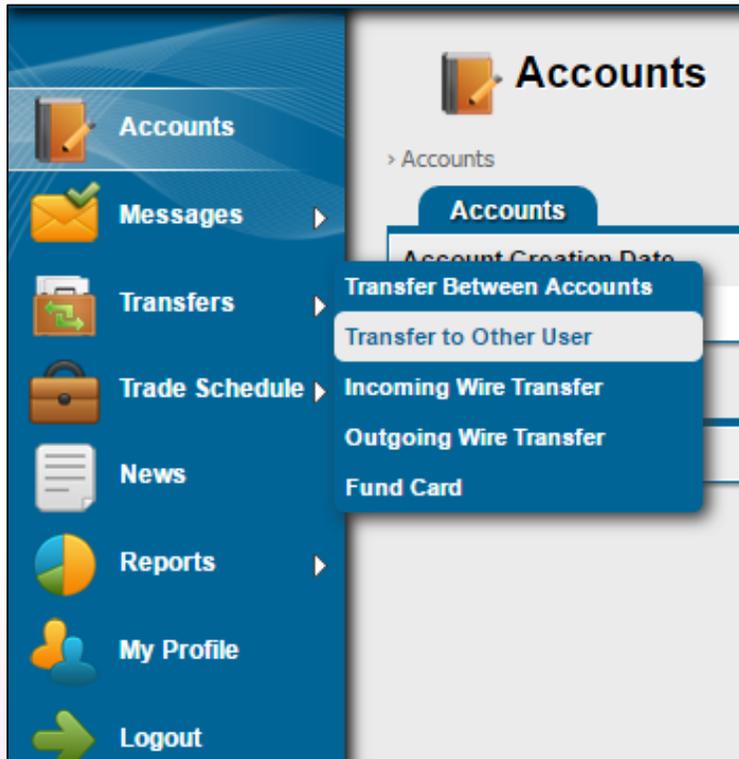
  

Date / Time	Transaction ID	Transaction Description	Debit	Credit	Balance
01/09/2015		OPENING BALANCE			3,000.00
07/09/2015 02:48 PM	81	Incoming Wire Transfer - HSBC HK - Chan Tai Man		1,000.00	4,000.00
07/09/2015 02:48 PM	85	Transfer Fee: Inward Remittance Fee 30.00 USD	30.00		3,970.00
07/09/2015 03:04 PM	87	Incoming Wire Transfer - HSBC HK - BILLY JEANS		100,000.00	103,970.00
07/09/2015 03:04 PM	88	Transfer Fee: Inward Remittance Fee 30.00 USD	30.00		103,940.00
07/09/2015 03:08 PM	90	Outgoing Wire Transfer - BILLY JEANS	100,000.00		3,940.00
07/09/2015 03:08 PM	91	Transfer Fee: Outward Remittance Fee USD 50.00	50.00		3,890.00
30/09/2015		CLOSING BALANCE			3,890.00

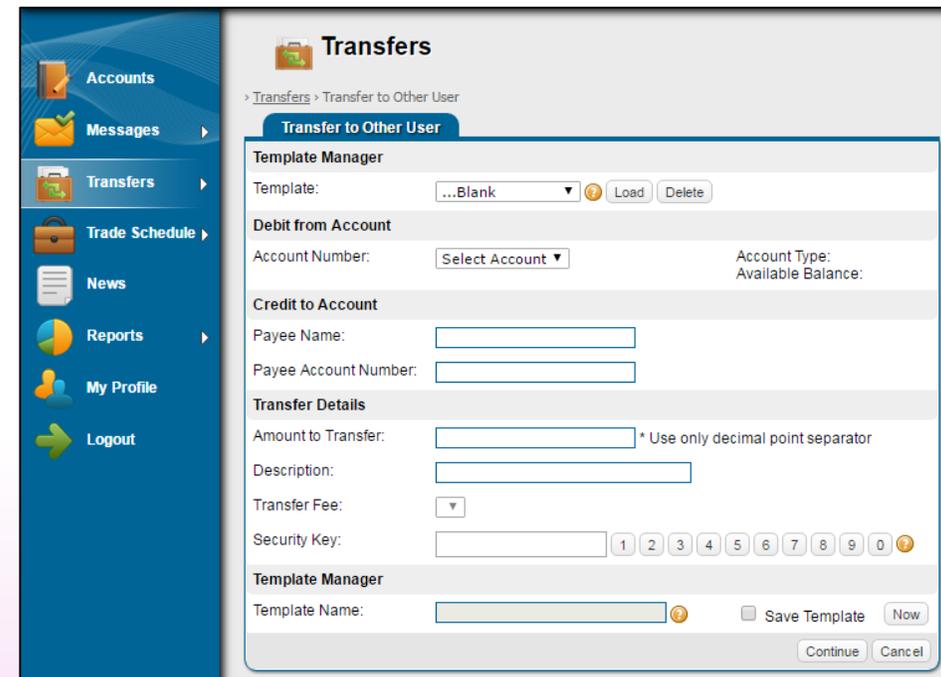
Show rows: 10 1 / 1 [Done](#)

# E) Local Transfer (for Accounts within Alpen Baruch Bank)

1. Please select “Transfer” → “Transfer to Other User”

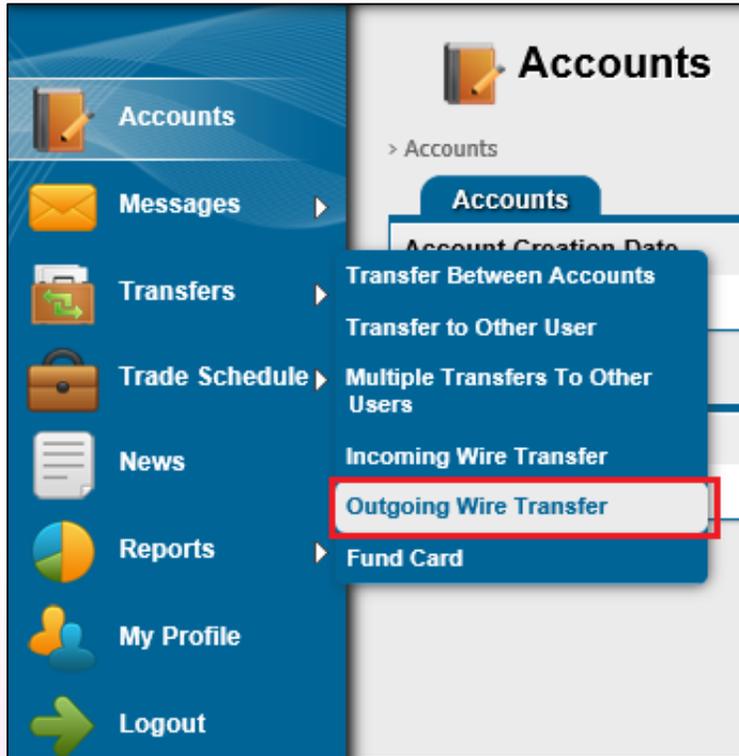


2. Please select the “Debit from Account”, Input “Payee Name” (Remember First Name followed by Last Name), “Payee Account Number”, “Amount”, “Description” (If Required) and Security Key

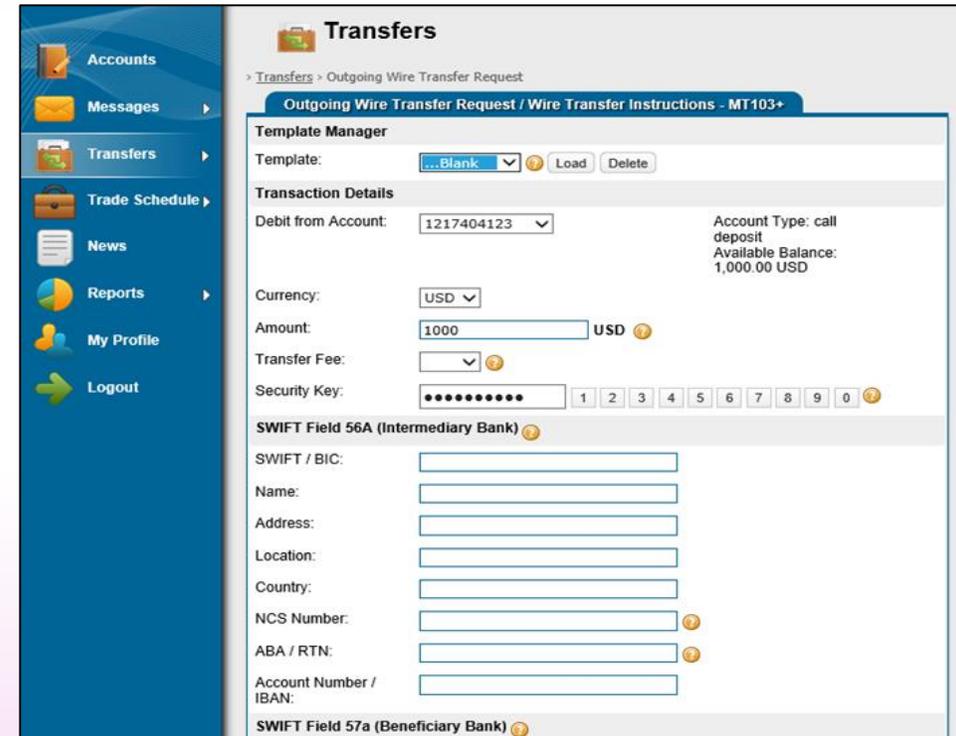
A screenshot of the Alpen Baruch Bank website's 'Transfer to Other User' form. The form is titled 'Transfers' and 'Transfer to Other User'. It includes a 'Template Manager' section with a dropdown menu for 'Template' (set to '...Blank') and buttons for 'Load' and 'Delete'. Below this is the 'Debit from Account' section, which includes a dropdown for 'Account Number' (set to 'Select Account') and a label for 'Account Type: Available Balance:'. The 'Credit to Account' section has input fields for 'Payee Name' and 'Payee Account Number'. The 'Transfer Details' section includes input fields for 'Amount to Transfer' (with a note '\* Use only decimal point separator'), 'Description', 'Transfer Fee' (with a dropdown), and 'Security Key' (with a numeric keypad). At the bottom, there is another 'Template Manager' section with a 'Template Name' input field, a 'Save Template' checkbox, and a 'Now' button. 'Continue' and 'Cancel' buttons are at the bottom right.

# F) Outgoing wire transfer (TT remittance)

1. Please select “Transfer” → “Outgoing Wire Transfer”



2. Please select the “Debit from Account”, “Currency”, input the “Amount” and Transaction password “Security Key” and details information of Intermediary Bank (if any)

A screenshot of the 'Outgoing Wire Transfer Request' form in a web application. The form is titled 'Outgoing Wire Transfer Request / Wire Transfer Instructions - MT103+'. It features a 'Template Manager' section with a dropdown menu set to 'Blank' and buttons for 'Load' and 'Delete'. The 'Transaction Details' section includes a 'Debit from Account' dropdown set to '1217404123', an 'Account Type' dropdown set to 'call deposit', and an 'Available Balance' of '1,000.00 USD'. The 'Currency' is set to 'USD', the 'Amount' is '1000 USD', and the 'Transfer Fee' is a dropdown menu. The 'Security Key' is a 10-digit password field with a 'Show/Hide' button. The 'SWIFT Field 56A (Intermediary Bank)' section contains several input fields for 'SWIFT / BIC', 'Name', 'Address', 'Location', 'Country', 'NCS Number', 'ABA / RTN', and 'Account Number / IBAN'. The 'SWIFT Field 57a (Beneficiary Bank)' section is partially visible at the bottom.

# F) Outgoing wire transfer (TT remittance)

3. Please input details information of Beneficiary Bank, Beneficiary customer, Reference message and then click the button “Continue

**IMPORTANT NOTE:** If the security key is incorrect, the message will be appeared as below, please input the correct security key again

The screenshot shows a web interface for outgoing wire transfers. On the left is a navigation menu with options: Messages, Transfers, Trade Schedule, News, Reports, My Profile, and Logout. The main content area contains several sections:

- ABA / RTN:** Input field.
- Account Number / IBAN:** Input field.
- SWIFT Field 57a (Beneficiary Bank):**
  - SWIFT / BIC: Input field.
  - Name: HSBC HK
  - Address: 1 Queen Road Central
  - Location: Hong Kong Island
  - Country: Input field.
  - NCS Number: Input field.
  - ABA / RTN: Input field.
- SWIFT Field 59 (Beneficiary Customer):**
  - Name: Chan Tai Man
  - Address: Flat B, Tai Man Building, Kwun Tong
  - Account Number / IBAN: 123456789
- SWIFT Field 70 (Information):**
  - Reference Message: Invoice #123456
- Template Manager:**
  - Template Name: Input field.
  - Buttons: Save Template, Now, Continue, Cancel.

The screenshot shows the same web interface as the previous one, but with an error message and the Security Key field highlighted. The error message is: "The security key is invalid." The Security Key field is a 10-character alphanumeric keypad, with the first character being a red asterisk. The "Continue" button from the previous screenshot is also visible at the bottom.

# F) Outgoing wire transfer (TT remittance)

4. Please attach file (if any) of beneficiary bank information provided and click the button “SUBMIT”

**Transfers**

> Transfers > Outgoing Wire Transfer Request > Outgoing Wire Transfer Request Confirmation

**Outgoing Wire Transfer Request Confirmation / Wire Transfer Instructions - MT103+**

**Transaction Details**

Debit from Account: 1217404123  
Transfer Fee Selected: USD

**SWIFT Field 32A (Currency, Amount)**

Amount: USD 1,000.00

**SWIFT Field 57a (Beneficiary Bank)**

Name: HSBC HK  
Address: 1 Queen Road Central  
Location: Hong Kong Island

**SWIFT Field 59 (Beneficiary Customer)**

Name: Chan Tai Man  
Address: Flat B, Tai Man Building, Kwun Tong  
Account Number: 123456789

**SWIFT Field 70 (Information)**

Reference Message: Invoice #123456

**Supporting Document**

Attach File:   Only PDF and JPG files can be attached. Max Size: 4.77 MB

5. The message “The transaction has been requested” appeared

**Transfers**

> Transfers > Outgoing Wire Transfer Request > Outgoing Wire Transfer Request Confirmation

**Outgoing Wire Transfer Request Confirmation / Wire Transfer Instructions - MT103+**

**Transaction Details**

Debit from Account: 1217404123  
Transfer Fee Selected: USD

**SWIFT Field 32A (Currency, Amount)**

Amount: USD 1,000.00

**SWIFT Field 57a (Beneficiary Bank)**

Name: HSBC HK  
Address: 1 Queen Road Central  
Location: Hong Kong Island

**SWIFT Field 59 (Beneficiary Customer)**

Name: Chan Tai Man  
Address: Flat B, Tai Man Building, Kwun Tong  
Account Number: 123456789

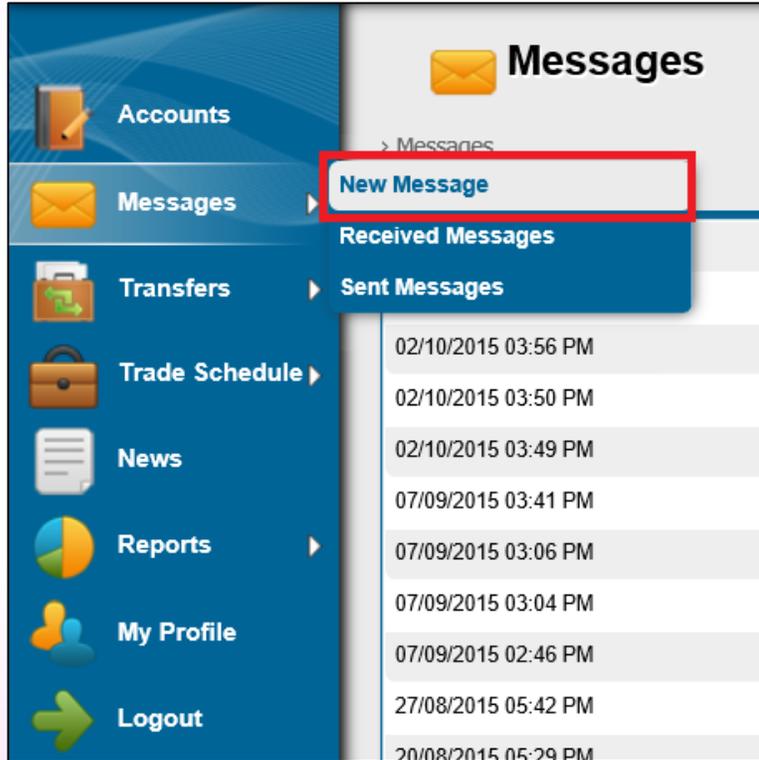
**SWIFT Field 70 (Information)**

Reference Message: Invoice #123456

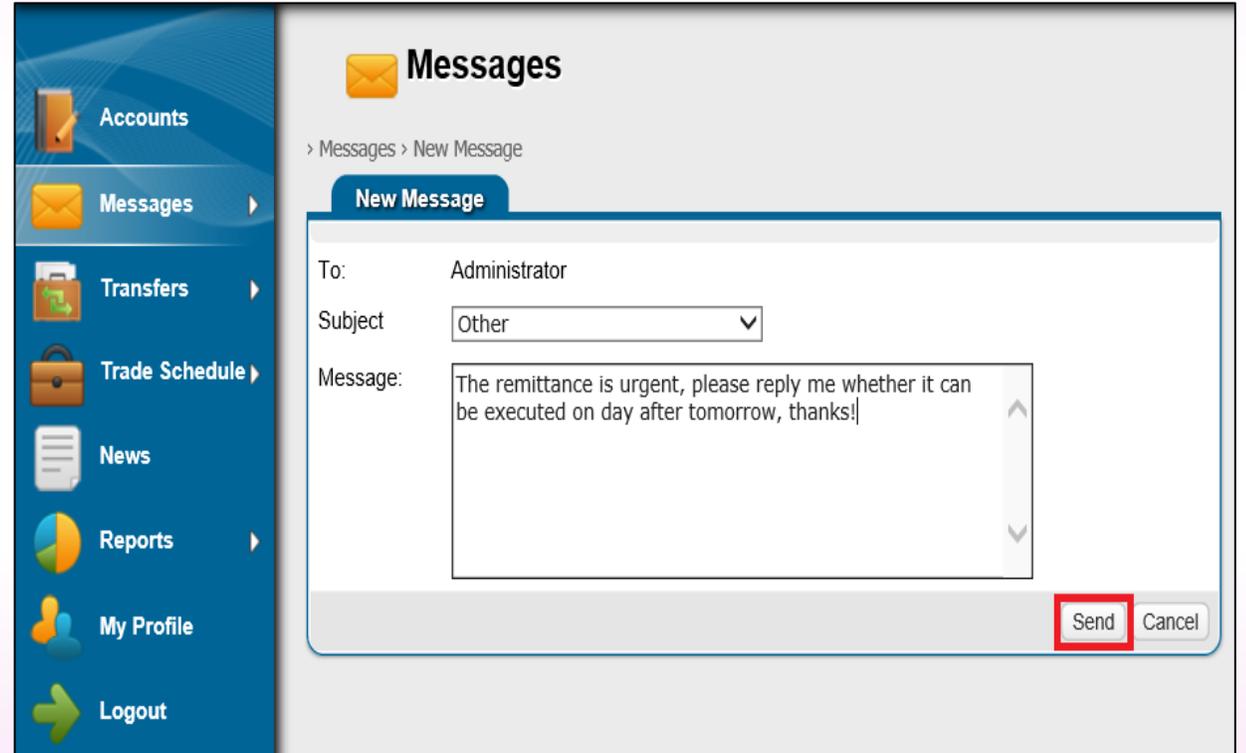
The transaction has been requested.

# G) Send support request message to bank

1. Please click “Message” and then select “New Message”



2. Please select “Subject”, input “Message content” and then click the button “Send”



# G) Send support request message to bank

## 3. The message “The transaction has been sent” appeared

 Messages

> Messages

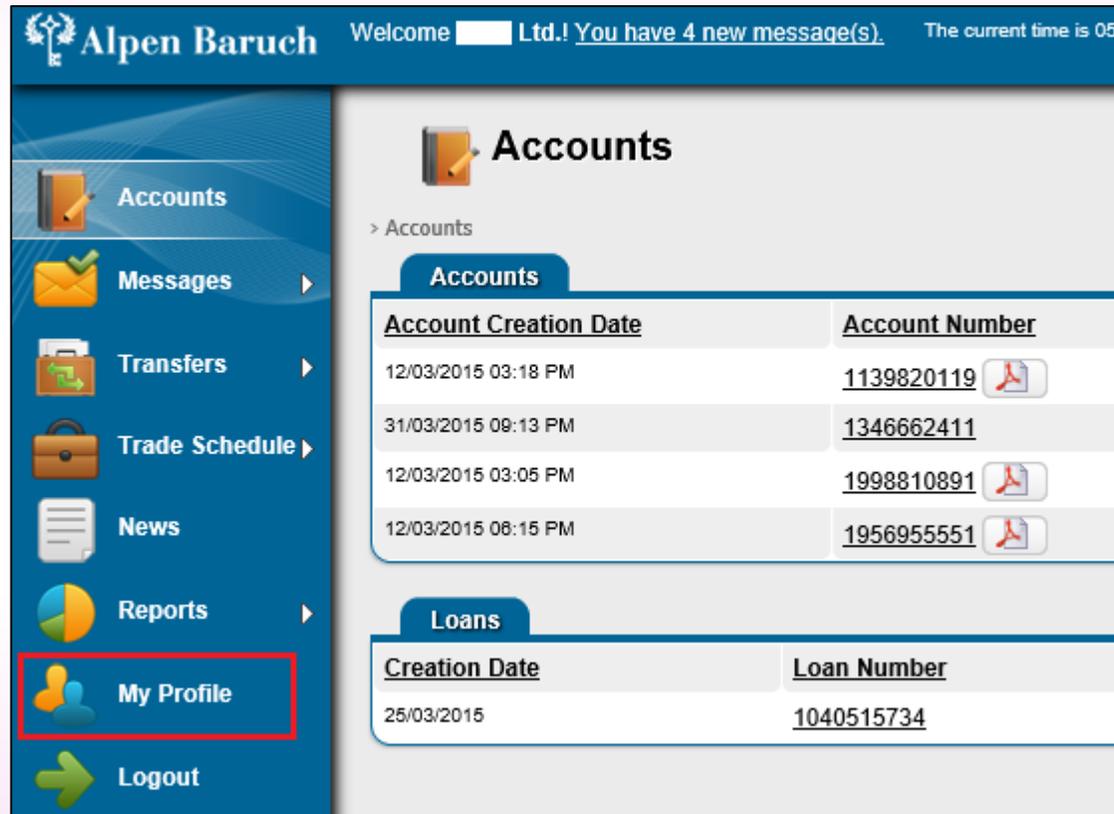
Recent Messages

 The message has been sent.

Date / Time ▼	From	Subject	Status
02/10/2015 04:25 PM	administrator	<a href="#">Other</a>	Read

# H) Changing your user interface language

1. Please click “My Profile”



Alpen Baruch Welcome [redacted] Ltd.! You have 4 new message(s). The current time is 05

**Accounts**

> Accounts

**Accounts**

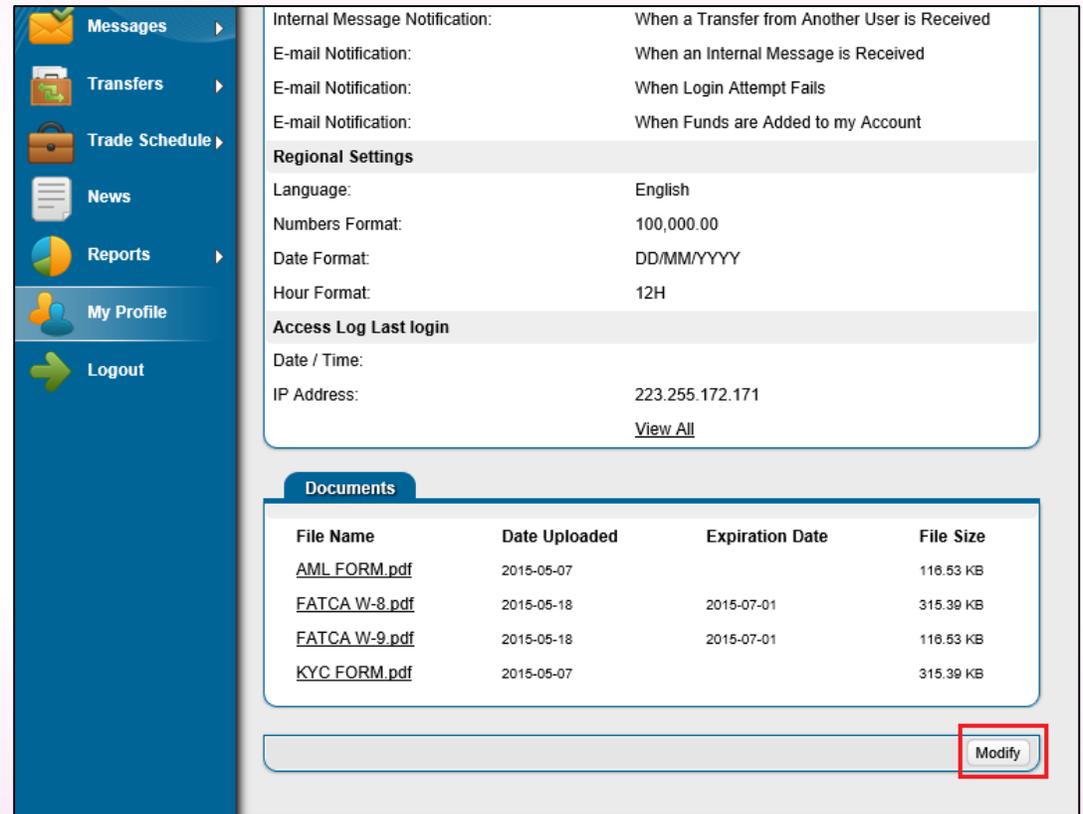
<u>Account Creation Date</u>	<u>Account Number</u>
12/03/2015 03:18 PM	<u>1139820119</u>
31/03/2015 09:13 PM	<u>1346662411</u>
12/03/2015 03:05 PM	<u>1998810891</u>
12/03/2015 08:15 PM	<u>1956955551</u>

**Loans**

<u>Creation Date</u>	<u>Loan Number</u>
25/03/2015	<u>1040515734</u>

Navigation menu: Accounts, Messages, Transfers, Trade Schedule, News, Reports, **My Profile**, Logout

2. Please click the button “Modify”



Navigation menu: Messages, Transfers, Trade Schedule, News, Reports, My Profile, Logout

Internal Message Notification: When a Transfer from Another User is Received  
E-mail Notification: When an Internal Message is Received  
E-mail Notification: When Login Attempt Fails  
E-mail Notification: When Funds are Added to my Account

**Regional Settings**

Language: English  
Numbers Format: 100,000.00  
Date Format: DD/MM/YYYY  
Hour Format: 12H

**Access Log Last login**

Date / Time:  
IP Address: 223.255.172.171  
[View All](#)

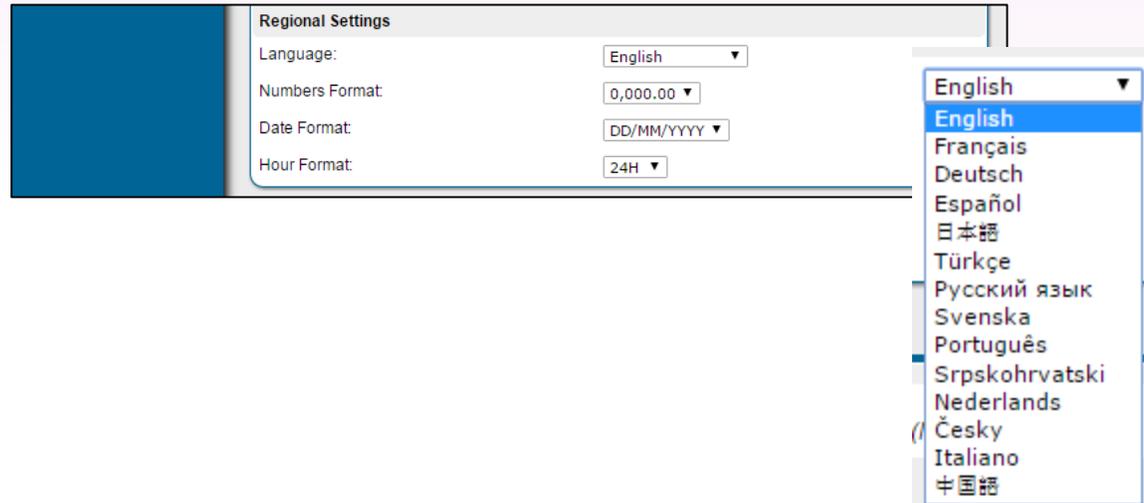
**Documents**

<u>File Name</u>	<u>Date Uploaded</u>	<u>Expiration Date</u>	<u>File Size</u>
<u>AML FORM.pdf</u>	2015-05-07		116.53 KB
<u>FATCA W-8.pdf</u>	2015-05-18	2015-07-01	315.39 KB
<u>FATCA W-9.pdf</u>	2015-05-18	2015-07-01	116.53 KB
<u>KYC FORM.pdf</u>	2015-05-07		315.39 KB

**Modify**

# H) Changing your user interface language

3. Please choose from the dropbox for Language to choose the required language.



The screenshot shows a 'Regional Settings' dialog box. The 'Language' dropdown menu is open, displaying a list of languages including English, Français, Deutsch, Español, 日本語, Türkçe, Русский язык, Svenska, Português, Srpskohrvatski, Nederlands, Český, Italiano, and 中國語. The 'English' option is currently selected in the main dialog box.

4. Please click the button “save”



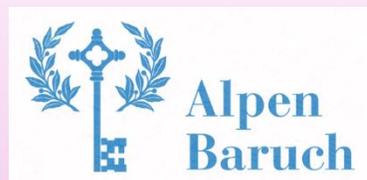
The screenshot shows a 'Missing Documents' dialog box. It contains a table with columns for 'Title', 'Description', and 'Expiration Date'. Below the table, there are 'Save' and 'Cancel' buttons. The 'Save' button is highlighted with a red rectangle.

# FAQ

## 1. I have lost my Security Key, how do I reset the Key?

Please go to <http://www.alpenbaruch.com/en/> and look under “Downloads” then choose to download “Internet Banking Service Request Form” then email the form to [cs@alpenbaruch.com](mailto:cs@alpenbaruch.com)

 <b>Alpen Baruch</b> Alpen Baruch Bank Limited S.I.P. Building Top Floor, Rue Pasteur, Port Vila, Vanuatu. Postal: P.O. Box 143	
<b>INTERNET BANKING SERVICE REQUEST FORM</b> 网上银行服务申请表	
To: Alpen Baruch Bank Limited Attn: Customer Services Department 致瑞泰银行有限公司 收件者: 客户服务部	
Date 日期:	(DD 日/MM 月/YY 年)
Customer Name 客户姓名:	
Login User ID 登入名称:	
Bank Account Number 银行帐户号码:	
Mobile Phone Number 手机号码:	
<i>*This field must not be empty. 必须填写</i>	
Correspondence address 通讯地址:	



<p>(1) Re-issue User ID of internet banking 重发网上银行之用户名称</p> <p><input type="checkbox"/> Re-issue User ID of internet banking 重发网上银行之用户名称</p> <p>Collection Method 领取方式: Send User ID for Internet Banking by SMS 以短讯方式传发登入名称至上述之手机号码</p>
<p>(2) Re-issue PIN of internet banking 重发网上银行之登入密码</p> <p><input type="checkbox"/> Re-issue PIN of internet banking 重发网上银行之登入密码</p> <p>Collection Method 领取方式: Send a new PIN for Internet Banking by SMS 以短讯方式传发登入密码至上述之手机号码</p>
<p>(3) Re-issue security code for online transaction of internet banking 重发网上银行之在线交易的保安编码</p> <p><input type="checkbox"/> Re-issue security code for online transaction of internet banking 重发网上银行之在线交易的保安编码</p> <p>Collection Method 领取方式: To be displayed in internet banking message 将显示于网路银行的讯息匣内</p>
<div style="border: 1px solid black; width: 100px; height: 50px; margin: 10px auto;"></div> <p>Authorized Signatory (in accordance with the signing mandate) 授权人签署 (与签署授权一致)</p>
<p>* Completed within 4 working days. 4 个工作日內完成。 * Email: <a href="mailto:cs@alpenbaruch.com">cs@alpenbaruch.com</a></p>

# FAQ

## 1. I have lost my User ID, how do I reset the User ID?

Please go to <http://www.alpenbaruch.com/en/> and look under “Downloads” then choose to download “Internet Banking Service Request Form” then email the form to [cs@alpenbaruch.com](mailto:cs@alpenbaruch.com)

 <b>Alpen Baruch</b> Alpen Baruch Bank Limited S.I.P. Building Top Floor, Rue Pasteur, Port Vila, Vanuatu. Postal: P.O. Box 143	
<b>INTERNET BANKING SERVICE REQUEST FORM</b> 网上银行服务申请表	
To: Alpen Baruch Bank Limited Attn: Customer Services Department 致瑞泰银行有限公司 收件者: 客户服务部	
Date 日期:	(DD 日/MM 月/YY 年)
Customer Name 客户姓名:	
Login User ID 登入名称:	
Bank Account Number 银行帐户号码:	
Mobile Phone Number 手机号码: <small>*This field must not be empty. 必须填写</small>	
Correspondence address 通讯地址:	



<b>(1) Re-issue User ID of internet banking 重发网上银行之用户名称</b> <input type="checkbox"/> Re-issue User ID of internet banking 重发网上银行之用户名称 <b>Collection Method 领取方式:</b> Send User ID for Internet Banking by SMS 以短讯方式传发登入名称至上述之手机号码
<b>(2) Re-issue PIN of internet banking 重发网上银行之登入密码</b> <input type="checkbox"/> Re-issue PIN of internet banking 重发网上银行之登入密码 <b>Collection Method 领取方式:</b> Send a new PIN for Internet Banking by SMS 以短讯方式传发登入密码至上述之手机号码
<b>(3) Re-issue security code for online transaction of internet banking 重发网上银行之在线交易的保安编码</b> <input type="checkbox"/> Re-issue security code for online transaction of internet banking 重发网上银行之在线交易的保安编码 <b>Collection Method 领取方式:</b> To be displayed in internet banking message 将显示于网路银行的讯息匣内
<div style="border: 1px solid black; height: 40px; width: 100%;"></div> <p>Authorized Signatory (in accordance with the signing mandate) 授权人签署 (与签署授权一致)</p>
<p>* Completed within 4 working days. 4 个工作日内完成。 * Email: <a href="mailto:cs@alpenbaruch.com">cs@alpenbaruch.com</a></p>

# FAQ

## 1. I have lost my PIN for my Internet Banking login, how do I reset the PIN?

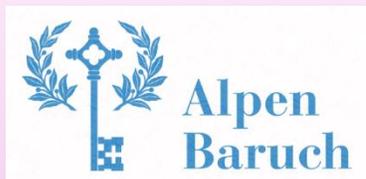
Please go to <http://www.alpenbaruch.com/en/> and look under “Downloads” then choose to download “Internet Banking Service Request Form” then email the form to [cs@alpenbaruch.com](mailto:cs@alpenbaruch.com)

 **Alpen Baruch** Alpen Baruch Bank Limited  
S.I.P. Building Top Floor, Rue Pasteur, Port Vila, Vanuatu. Postal: P.O. Box 143

**INTERNET BANKING SERVICE REQUEST FORM**  
网上银行服务申请表

To: Alpen Baruch Bank Limited  
Attn: Customer Services Department  
致瑞泰银行有限公司  
收件者: 客户服务部

Date 日期:	(DD 日/MM 月/YY 年)
Customer Name 客户姓名:	
Login User ID 登入名称:	
Bank Account Number 银行帐户号码:	
Mobile Phone Number 手机号码:	
*This field must not be empty. 必须填写	
Correspondence address 通讯地址:	



(1) Re-issue User ID of internet banking 重发网上银行之用户名称

Re-issue User ID of internet banking  
重发网上银行之用户名称

Collection Method 领取方式:  
Send User ID for Internet Banking by SMS 以短讯方式传发登入名称至上述之手机号码

(2) Re-issue PIN of internet banking 重发网上银行之登入密码

Re-issue PIN of internet banking  
重发网上银行之登入密码

Collection Method 领取方式:  
Send a new PIN for Internet Banking by SMS 以短讯方式传发登入密码至上述之手机号码

(3) Re-issue security code for online transaction of internet banking 重发网上银行之在线交易的保安编码

Re-issue security code for online transaction of internet banking  
重发网上银行之在线交易的保安编码

Collection Method 领取方式:  
To be displayed in internet banking message 将显示于网路银行的消息匣内

Authorized Signatory (in accordance with the signing mandate)  
授权人签署 (与签署授权一致)

\* Completed within 4 working days. 4 个工作日内完成。  
\* Email: [cs@alpenbaruch.com](mailto:cs@alpenbaruch.com)

**END**