

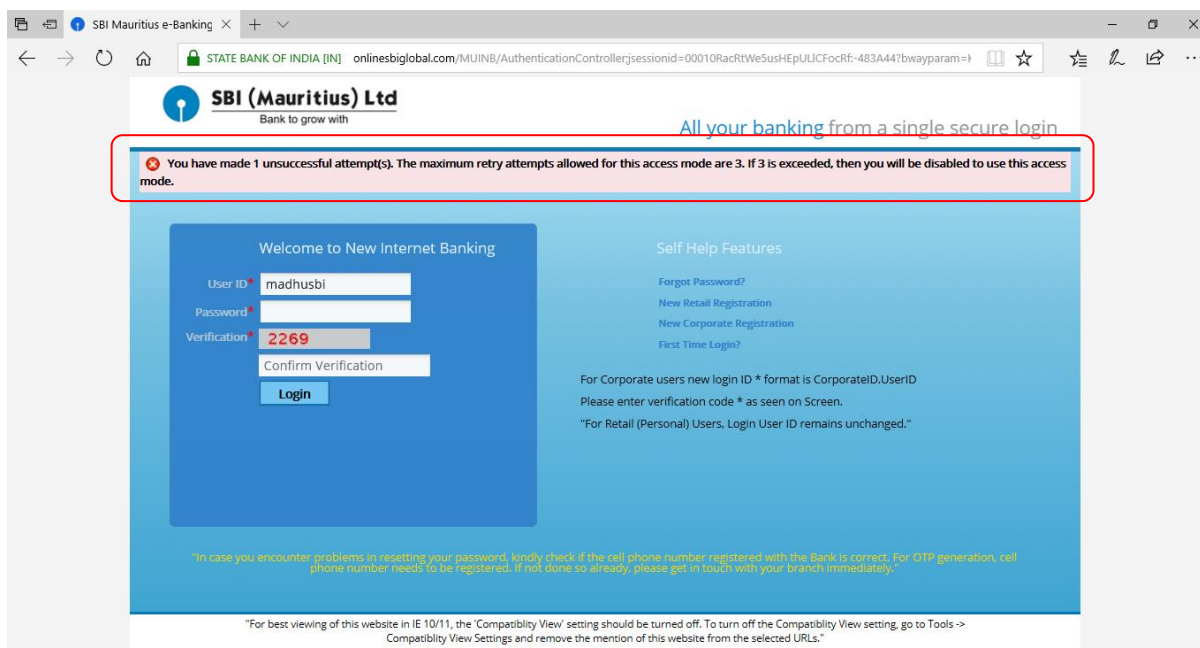
Step by Step Procedure for Resetting Login Password by the User when the user has been disabled after 3 unsuccessful attempts.

Notes: This document helps the customers to Reset 'Login password' on their own, in case they have made 3 unsuccessful attempts in inputting correct 'Login Password' and has been disabled for accessing Internet Banking.

Note: After successfully Resetting the password on their own, customers will still remain disabled for access. The customer will be enabled, for security reasons, only after a written request is submitted at the Branch for enabling user id.

Step 1: This is an example of the message a user receives after 1st unsuccessful attempt in inputting wrong password.

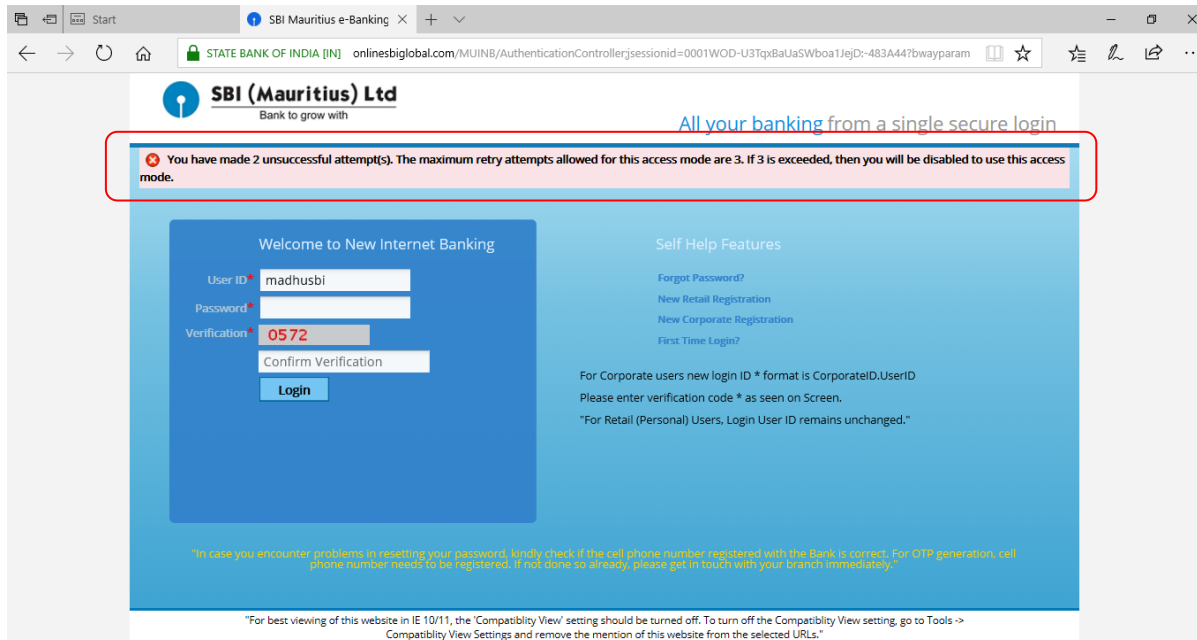
'You have made 1 unsuccessful attempt(s). The maximum retry attempts allowed for this access mode are 3. If 3 is exceeded, then you will be disabled to use the access mode.'



The screenshot shows the SBI (Mauritius) Ltd Internet Banking login page. A red box highlights a warning message: "You have made 1 unsuccessful attempt(s). The maximum retry attempts allowed for this access mode are 3. If 3 is exceeded, then you will be disabled to use this access mode." Below the warning, the login form is visible with fields for User ID (madhusbi), Password, and Verification (2269). The page also includes a "Self Help Features" section with links for "Forgot Password?", "New Retail Registration", "New Corporate Registration", and "First Time Login?".

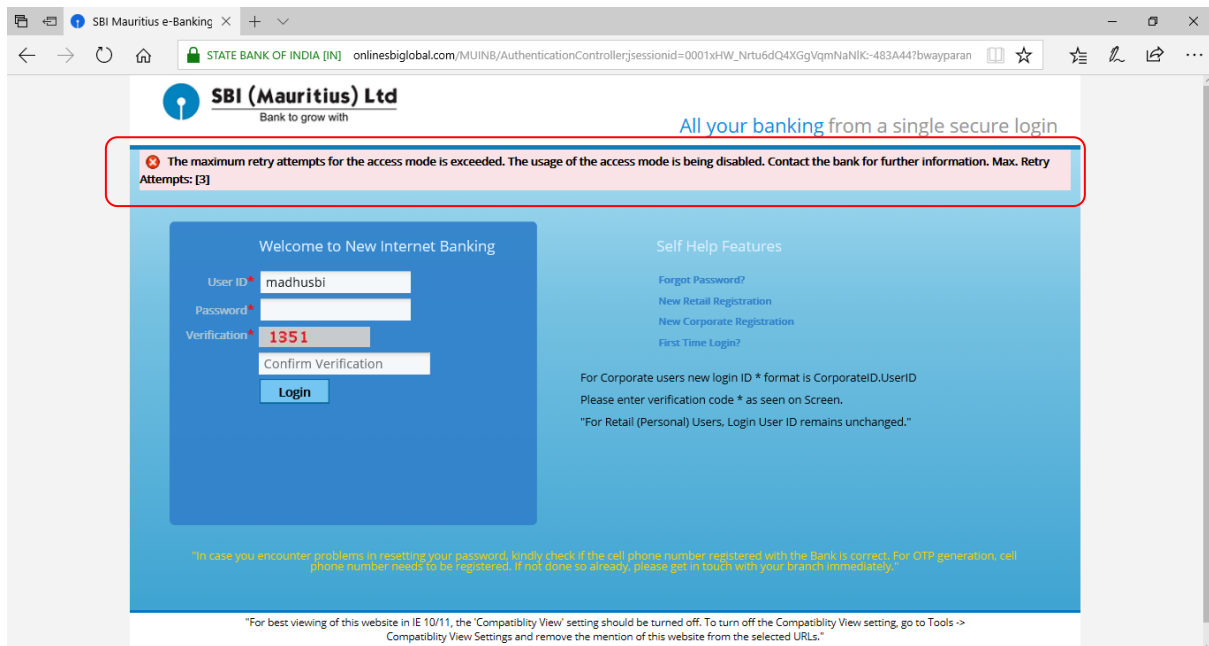
Step 2: This is an example of the message the user receives after 2nd unsuccessful attempt of inputting wrong password.

'You have made 2 unsuccessful attempt(s). The maximum retry attempts allowed for this access mode are 3. If 3 is exceeded, then you be disabled to use the access mode.'

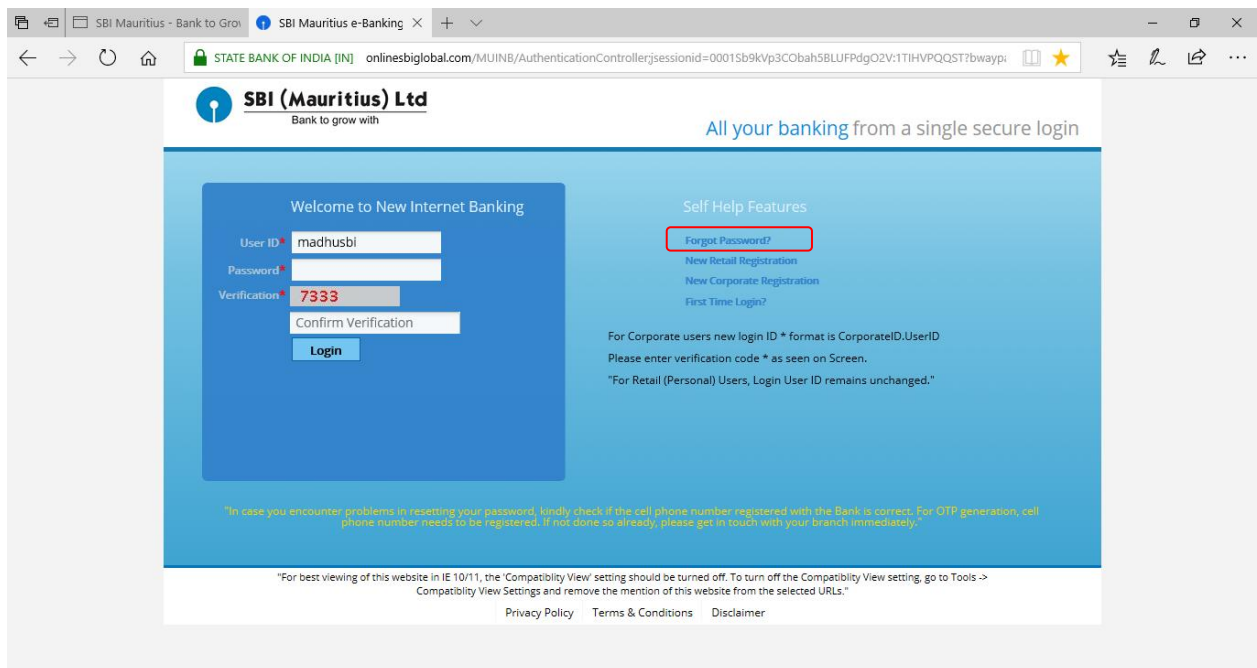


Step 3: This is an example of the message the customer receives after 3rd unsuccessful attempt of inputting wrong password.

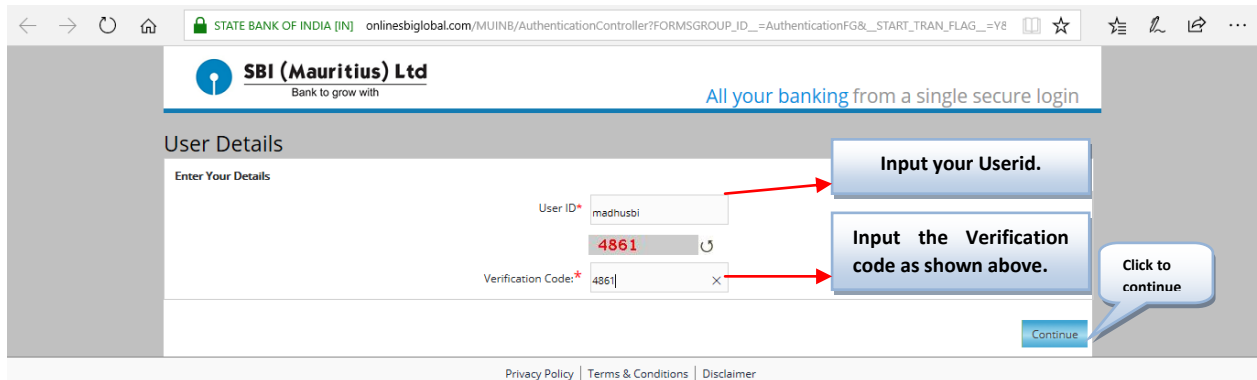
'The maximum retry attempts for the access mode is exceeded. The usage of the access mode is being disabled. Contact the bank for further information. Max Retry attempts (3)'



Step 4: The user can now access 'Reset Password' Menu on online banking portal. When the login page is accessed, there are Self-help features on the right hand side of the screen. Click 'Forgot Password' Menu.

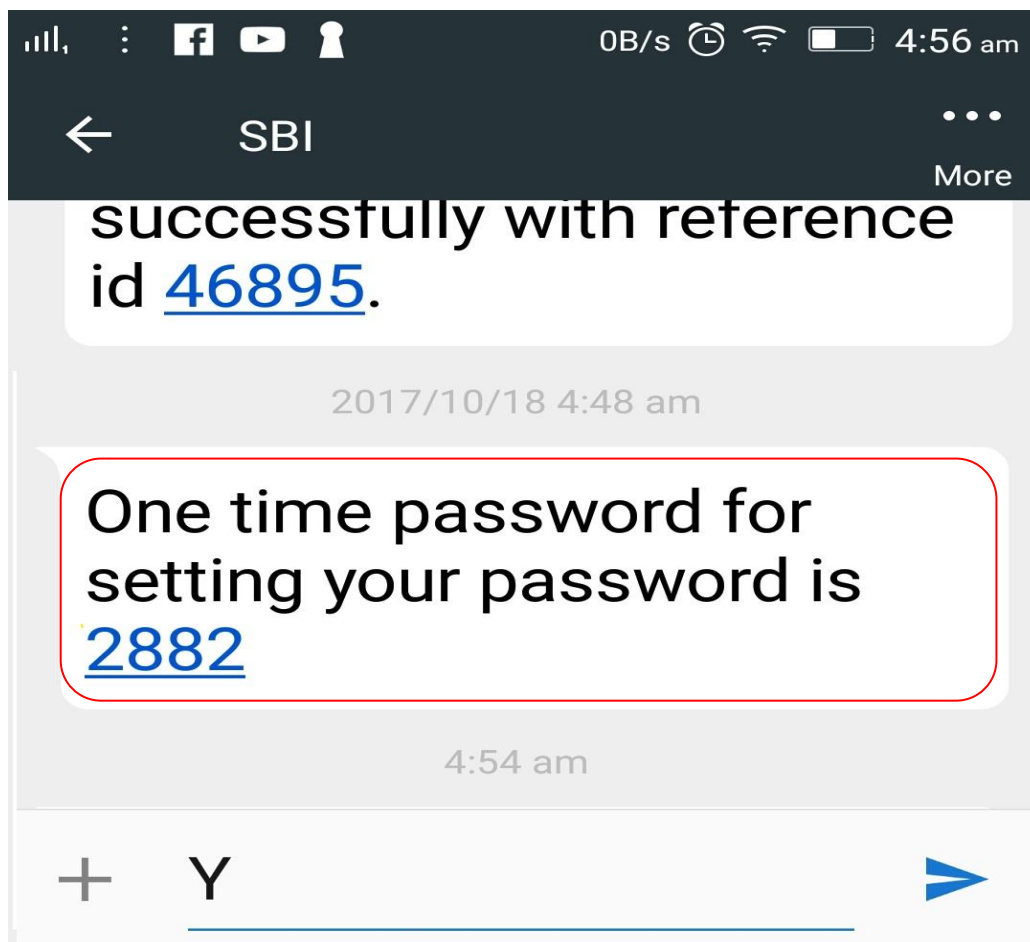


Step 5: This will take the customer to the next screen, where the user will have to input 'user id', followed by retyping the verification code generated and displayed on the screen as below.



The screenshot shows the SBI (Mauritius) Ltd login interface. The header includes the bank's logo and the tagline "All your banking from a single secure login". The main section is titled "User Details" and "Enter Your Details". It features two input fields: "User ID*" with the value "madhusbi" and "Verification Code*" with the value "4861". A red arrow points from the "User ID" field to a blue box labeled "Input your Userid.". Another red arrow points from the "Verification Code" field to a blue box labeled "Input the Verification code as shown above.". A "Continue" button is at the bottom right, with a speech bubble saying "Click to continue". The footer contains links for "Privacy Policy", "Terms & Conditions", and "Disclaimer".

Step 6: The user will now receive a 'One Time Pass Code or Password' (OTP) Message on Registered Mobile number as below



Step 7: In this screen, the user can input the 'One Time Pass Code (OTP)' received on Registered Mobile number, followed by retying the verification code generated and displayed on the screen.

SBI (Mauritius) Ltd
Bank to grow with

All your banking from a single secure login

User Authentication Details

Enter the one time password (OTP) sent for authentication.

User Details

One Time Password (OTP)*

Verification Code*

Continue

Step 8: The user will be taken to this screen, which has password policy related information. It also gives the user option of Changing both 'Sign on Password' and 'Transaction Password' or selecting any one of them.

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Bank to grow with

All your banking from a single secure login

Change Passwords

[Password Policy](#)

Passwords must meet the following requirements.

1. Atleast 6 characters in length.
2. Does not contain all or part of the Username.
3. Contain atleast 1 English lowercase characters (a through z).
4. Atleast one of these should be a special character. \$#@!%&*
5. Spaces are not allowed in the password.
6. Your new password cannot be the same as any of your previous 3 passwords.

I want to Change*

Signon Password

New Password*

Retype New Password*

Reset password to login

Transaction Password

New Password*

Retype New Password*

Reset password to make transactions

Submit

Step 9: In case the customer wants to change the 'Sign on Password' only, then the user can select the same menu on the drop down menu as below.

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4. Atleast one of these should be a special character. \$#@!%&
5. Spaces are not allowed in the password.
6. Your new password cannot be the same as any of your previous 3 passwords.

I want to Change* **Both**

Signon Password

New Password*

Retype New Password*

Transaction Password

New Password*

Retype New Password*

Submit

Option to choose which password you want to reset

Step 10: In this screen, the customer will be inputting new 'Sign on' Password twice against "New Password" Menu and 'Retype Sign on Password' Menu. Please follow the password rules as given in the page and let it be as strong and rememberable by users (but not guessable by others) as possible.

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4. Atleast one of these should be a special character. \$#@!%&
5. Spaces are not allowed in the password.
6. Your new password cannot be the same as any of your previous 3 passwords.

I want to Change* **Signon Password**

Signon Password

New Password*

Retype New Password*

Submit

Virtual keyboard

Virtual Keyboard (For entering password only)

Password Indicator as whether it is strong or not

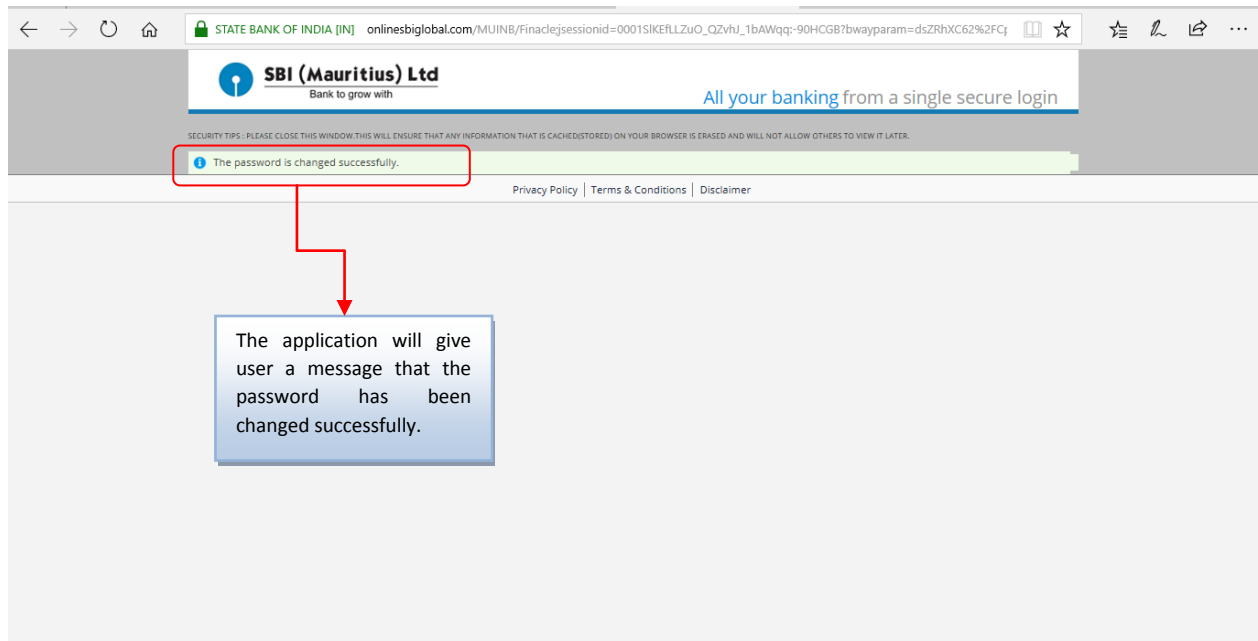
Very Strong

Input the new password

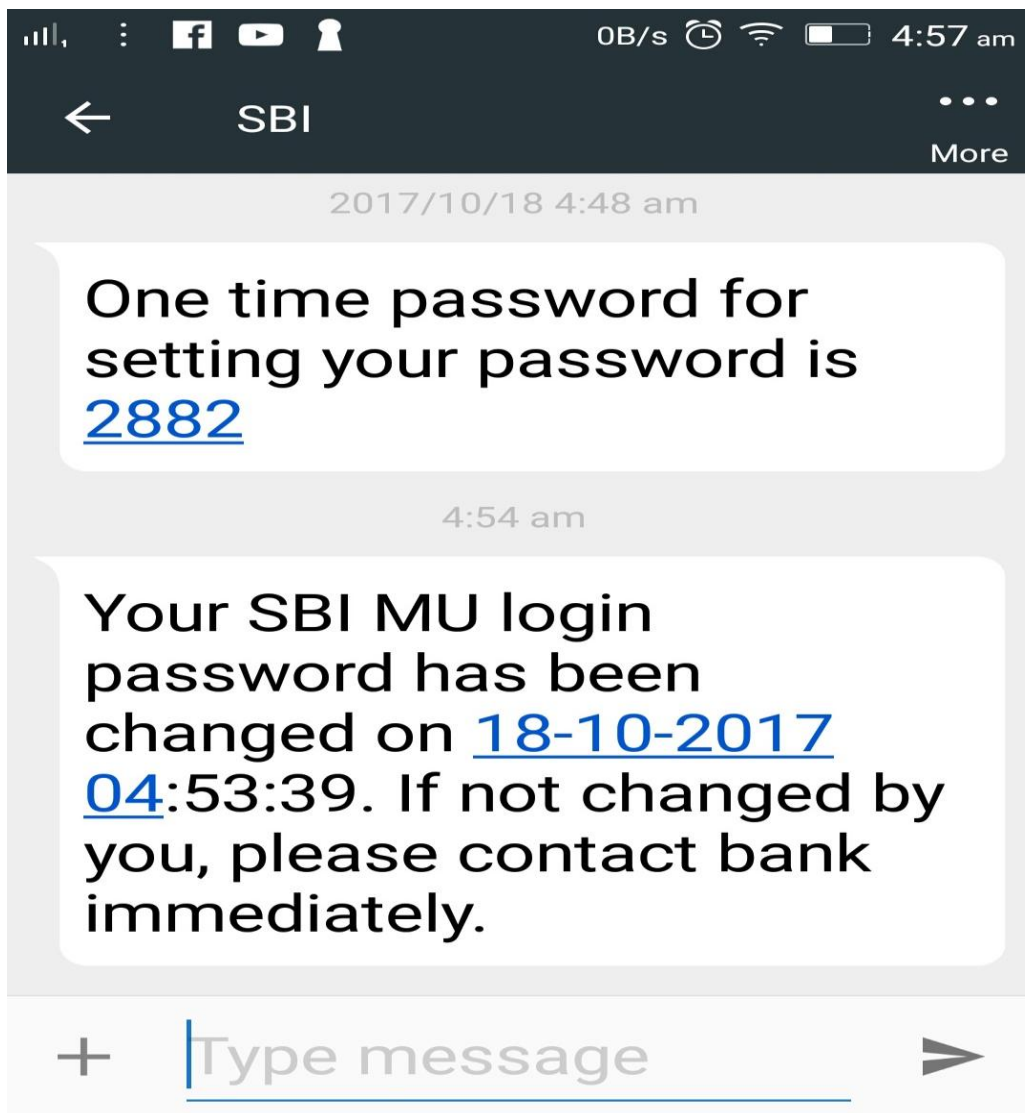
Click on Submit to confirm

Privacy Policy | Terms & Conditions

Step11: The user will receive a message advising that the Password is changed successfully as below

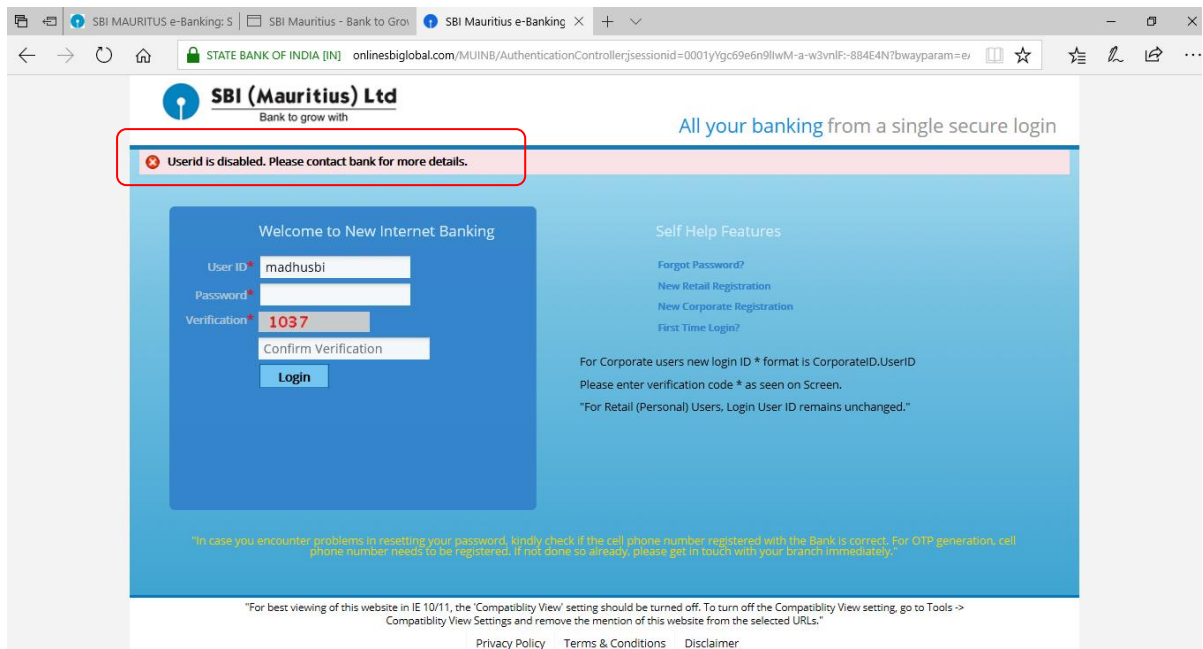


Step 12: The user will also receive a SMS Message on the Registered Mobile Number as below to doubly confirm that the password has been changed successfully. In case the user has not changed the Password, then immediately alert your Branch or send a mail to customercare@sbimauritius.com or contact the Branch.



Step 13: Though the 'Login Password' is set successfully, the user is still 'Disabled for access' for security reasons. If the user still tries to access, there will be a message as below:

'Userid is disabled. Please contact bank for more details'



Step 14; The customer is advised to visit the Branch and submit an application in the standard format as below for enabling him to access.



INTERNET BANKING RETAIL USER ACTIVATION FORM

USERID: _____ Branch _____

Account Number: _____ Date: _____

CustomerName: _____

Customer's Mobile Number: _____

Kindly activate Login/ Transaction password for Internet banking of the above mentioned user id for the following reasons:

- ☐ New User
- ☐ Input of wrong password for more than 3 times
- ☐ Not accessed for more than 180 days
- ☐ Other (Please specify)

(Note: Limit for retail user is USD 15,000/- per day)

Yours faithfully,

.....

(Customer Signature)

FOR BANK USE ONLY

Branch Authorisation

The Customer Signature for activating Login/Transaction Password is an important mandate. Customer's signature has been verified with the signature recorded in SVS our CBS System before sending request to Admin for activating INB.

Checked By:

Verified by

Date:/...../.....

Date:/...../.....