

BOCHK Brunei Branch Two-factor Authentication FAQ

1. I have entered the "Security Code" or "Transaction Confirmation Code" or "One-Time Password" into Internet Banking, but my transaction instruction cannot be verified, what should I do?

- Your transaction instruction may not be verified by Internet Banking due to the following reasons:
 - Entry of incorrect "Security Code" or "Transaction Confirmation Code" or "One-Time Password"
 - The time permitted for entry of the "Security Code" or "Transaction Confirmation Code" or "One-Time Password" has expired
 - Entry of incorrect transaction information
- Please follow our online instruction and enter a valid "Security Code" or "Transaction Confirmation Code". If your transaction instruction still cannot be verified, please reset your "Security Device" through Mobile Banking or visit our branch for further enquiry.

2. One-Time Password for activation of "Security Device" and "Notification of Execution of Designated Transactions"

- The SMSs (if any) in respect of "One-Time Password" and "Notification of Execution of Designated Transactions" will be sent only to your mobile phone number registered with the Bank. Such SMS will not be forwarded to any other mobile phone number even if you have enabled the "SMS Forwarding Service" provided by any of the following local mobile phone service providers in Brunei Darussalam.
- You are advised to check carefully the transaction details sent by us through an email against the transaction conducted by you via the Internet Banking. Please contact us immediately if you have any enquiry.