



Mizuho Bank (Malaysia) Berhad 201001039768 (923693-H)

MIZUHO GLOBAL e-BANKING (MGeB) SUPERUSER MAINTENANCE REQUEST

A. REQUESTOR DETAILS

Company Name: _____

Unit Code:

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Request Date: _____

B. MGEb SUPERUSER RELATED REQUEST

(Please fill in & tick where applicable)

For addition and reissuance of activation code(s), the code(s) will be sent to the registered email address in Software Token Management menu

1st Superuser details

Name: _____
User ID: _____
Contact Number: _____
Email Address: _____

Password	Software Token
<input type="checkbox"/> Initialize New / Unlock Password	<input type="checkbox"/> Reissue Activation Code
	<input type="checkbox"/> Force Stop Activation Code
	<input type="checkbox"/> Add New Activation Code

2nd Superuser details

Name: _____
User ID: _____
Contact Number: _____
Email Address: _____

Password	Software Token
<input type="checkbox"/> Initialize New / Unlock Password	<input type="checkbox"/> Reissue Activation Code
	<input type="checkbox"/> Force Stop Activation Code
	<input type="checkbox"/> Add New Activation Code

3rd Superuser details

Name: _____
User ID: _____
Contact Number: _____
Email Address: _____

Password	Software Token
<input type="checkbox"/> Initialize New / Unlock Password	<input type="checkbox"/> Reissue Activation Code
	<input type="checkbox"/> Force Stop Activation Code
	<input type="checkbox"/> Add New Activation Code

C. MIZUHO MULTIPURPOSE CONVERTER (MMPC) OFFLINE TOOL RELATED REQUEST

(Please tick where applicable)

MMPC Superuser details

Name: _____
User ID: _____
Contact Number: _____
Email Address: _____

MMPC Offline Tool	
<input type="checkbox"/> Initialize New Password	<input type="checkbox"/> MMPC Tool Replacement

For Bank Use Only

GCIF No.	<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>
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D. AUTHORISATION

Authorised Signatories:

1)	2)	3)
Name: _____	Name: _____	Name: _____
Designation: _____	Designation: _____	Designation: _____

For Bank Use Only - Fill in by TBD-CS

Callback Details	
Date:	
Time:	
PIC Ext. No:	
Cust. Tel. No:	
Confirmed with:	

Action			
Approved By:	Performed By:	Callback Confirmation By:	Signature Verified By:
	Initialize / Unlock		

Self-Reset Password Guide

To set up for Self-Reset Password, Go to Mizuho Global e-Banking (MGeB) > [Download User's Manual](#) > [Chapter IV Personal Settings](#) and refer below subchapters:

- 1.1 Setting E-mail Address
- 4.2 Setting Security Questions with Answers

Self-reset password can be done **IF** below conditions are met:

- 1 You have already [registered your email address](#) and [set security questions](#)
- 2 Your [ID and OTP is not locked](#)

Steps to Reset Password

- 1 Click [Forgot your password?](#) on the Login Screen.

The image shows a login screen with a world map background. It contains four input fields: 'Unit Code', 'User ID', 'Password', and 'OTP'. Below these fields is a blue 'Login' button. Underneath the 'Login' button, there is a link for 'Security Information' and a link for 'Forgot your password?' which is highlighted with a red box.

- 2 Enter the [Unit Code](#), [User ID](#), and [OTP](#). Then click Next.

User Information

(102470)

Your Security Question will appear on the next page and you will be able to initialize your password.

The image shows a form titled 'User Information' with three input fields: 'Unit Code *', 'User ID *', and 'OTP *'. Below the fields are two buttons: 'Next' (highlighted with a red box) and 'Cancel'.

- 3 Answer all the displayed security questions. Then click Next. The [answer is case-sensitive](#).

Initialize Password

(102471)

The image shows a form titled 'Initialize Password' with two security questions and their corresponding answer fields. The first question is 'What is the title of the movie you first watched?' and the second is 'Where is your most favorite city?'. Below the second question is a 'Next' button (highlighted with a red box) and a 'Back' button.

- 4 Your initialized password will be shown on the screen. Please [note it down](#).

Password Initialized

(102472)

The password has been initialized.
Unit code=XXXXXXXX User ID=SuperU Initialize password=X7288690

Please note your password.

OK

- 5 You will receive an email to notify that you have reset your password but it will **NOT** contain the initialized password.

If you have [not met the condition](#) to perform the above steps, you may fill in [MIZUHO GLOBAL e-BANKING SUPERUSER PASSWORD RESET / MMPCT OFFLINE TOOL AND SOFTWARE TOKEN ACTIVATION CODE REQUEST FORM](#) and email to mcbm.globaleb@mizuho-cb.com