



Note: Before filling up the following form, please check if you could use the Self-Password Reset Feature found on the Mizuho Global e-Banking to reset your password almost instantly.

MIZUHO GLOBAL e-BANKING

SUPER USER PASSWORD RESET REQUEST

To: Mizuho Bank, Ltd., Singapore Branch

Date: _____

Company Name : _____

Unit Code : _____

I/We hereby request the following for the below listed Super User :

(Please Tick One)

Issue New Password

Unlock Current Password

(I remember my password but have exceeded the maximum tries at login. Please unlock my password)

Super User Details

Name : _____

User ID : _____

Email Address : _____

Authorized Signatory(s) (Stamp if any)

<INFORMATION>

There is a Self-Password Reset Feature for you to reset your password, with the following conditions that

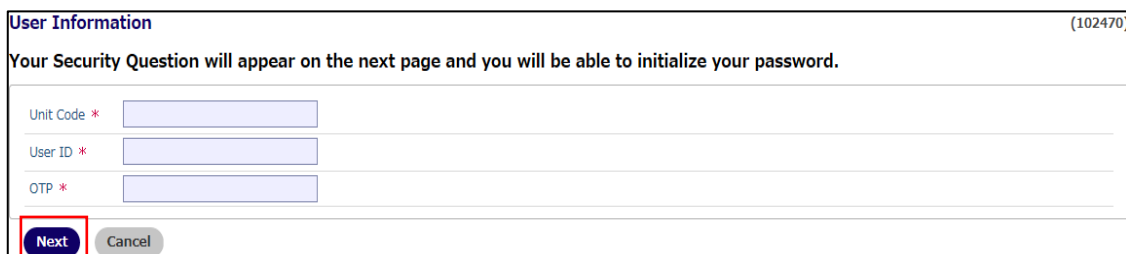
1. you have registered your eMail and Security Questions previously
2. your Login Password and OTP are not locked

Please follow the steps below to reset.

- Click on **Forgot your password?** on the Login Screen

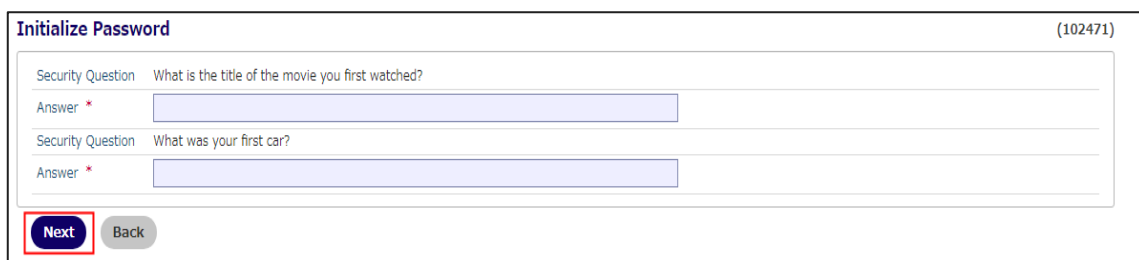


The image shows the Mizuho Global e-Banking login screen. At the top, there is a blue header with the Mizuho logo and the text "Mizuho Global e-Banking". Below the header, there are four input fields: "Unit Code", "User ID", "Password", and "OTP". Each field has a small icon to its left. Below the input fields is a blue "Login" button. Underneath the "Login" button, there is a link labeled "Security Information" with "Forgot your password?" below it. The "Forgot your password?" link is highlighted with a red rectangular box.



The image shows the "User Information" form. At the top left, it says "User Information" and at the top right, there is a reference number "(102470)". Below the header, there is a message: "Your Security Question will appear on the next page and you will be able to initialize your password." Below this message, there are three input fields: "Unit Code *", "User ID *", and "OTP *". Each field has a small icon to its left. Below the input fields, there are two buttons: "Next" and "Cancel". The "Next" button is highlighted with a red rectangular box.

- Enter the **Unit Code**, **User ID** and **OTP**. Click **Next**.



The image shows the "Initialize Password" form. At the top left, it says "Initialize Password" and at the top right, there is a reference number "(102471)". Below the header, there are two security questions. The first question is "What is the title of the movie you first watched?" and the second question is "What was your first car?". Each question has an "Answer *" field below it. Below the answer fields, there are two buttons: "Next" and "Back". The "Next" button is highlighted with a red rectangular box.

- Answer both the Security Questions. Click **Next**.

If you have yet to setup the eMail and Security Questions or could not answer the Security Questions correctly:

Complete the "SUPER USER PASSWORD RESET REQUEST" form and fax to +65 6334 8061.

Once you have received the new password or password has been unlocked, please login to our Mizuho Global e-Banking (MGeB), under the Home page - Bulletin Board Messages, look for Self Password Reset Guide and follow the guide to setup.