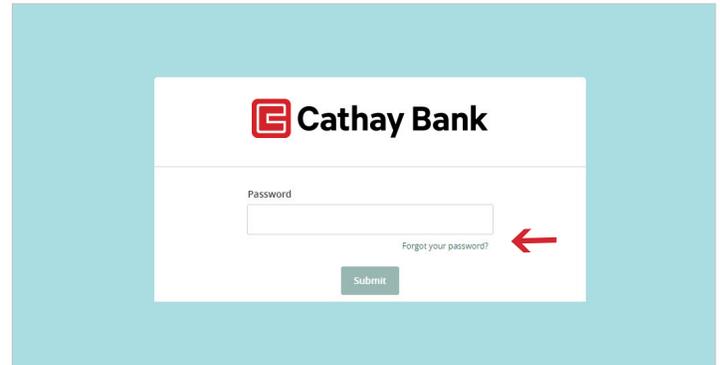


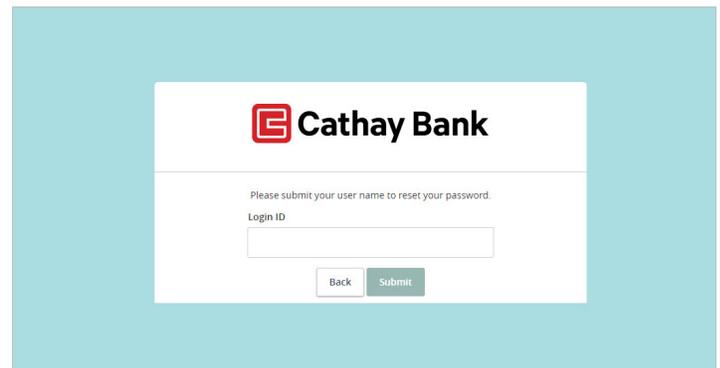
## Forgot Password

1. You can reset your password yourself if you forget it. Click on the [Forgot your password](#) link from the login screen.



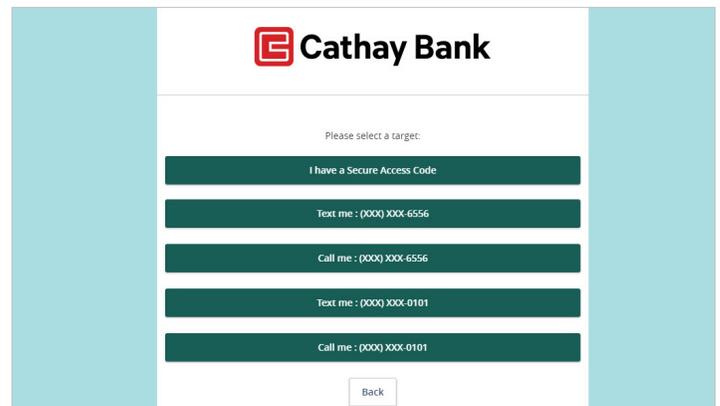
The screenshot shows the Cathay Bank login interface. At the top is the Cathay Bank logo. Below it is a 'Password' input field. To the right of the input field is a link that says 'Forgot your password?'. A red arrow points to this link. Below the input field is a 'Submit' button.

2. You need to enter your [Login ID](#) first. Click [Submit](#) when you are done.



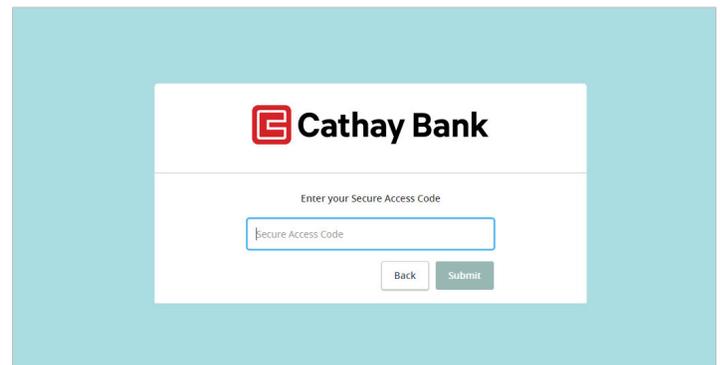
The screenshot shows the Cathay Bank password reset interface. At the top is the Cathay Bank logo. Below it is the text 'Please submit your user name to reset your password.' followed by a 'Login ID' input field. Below the input field are two buttons: 'Back' and 'Submit'.

3. Next, you will receive a Security Access Code. This will be sent to one of the devices we have stored for you. You must select one of these, you cannot enter a new device at this time.



The screenshot shows the Cathay Bank security selection interface. At the top is the Cathay Bank logo. Below it is the text 'Please select a target:'. There are five dark green buttons with white text: 'I have a Secure Access Code', 'Text me : (000) XXX-6556', 'Call me : (000) XXX-6556', 'Text me : (000) XXX-0101', and 'Call me : (000) XXX-0101'. Below these buttons is a 'Back' button.

4. Enter the code you received, and click [Submit](#).



The screenshot shows the Cathay Bank security code entry interface. At the top is the Cathay Bank logo. Below it is the text 'Enter your Secure Access Code'. There is a 'Secure Access Code' input field. Below the input field are two buttons: 'Back' and 'Submit'.

5. You can now enter a new password. The requirements are shown on the screen to help. Click Submit when you are done.

6. You now need to choose if you want to register your device. If you choose to register your device you will not need to receive and enter a Security Access Code next time you log on, you will only need to enter your Login ID and password.

Are you on a private computer or mobile device that you will use regularly to access online banking? If so, you can register your browser (Device) for future access. If you are at a public computer, select **Do Not Register Device** and this computer will not be registered.

**Note:** To register your computer, we will place a Secure Token in your browser. Your PC must be configured to accept “cookies” from this site. The number of allowable registrations may be limited for the security of your account.

That’s the final step, you now have a new password that you need to use whenever you use Cathay Bank Online Banking.