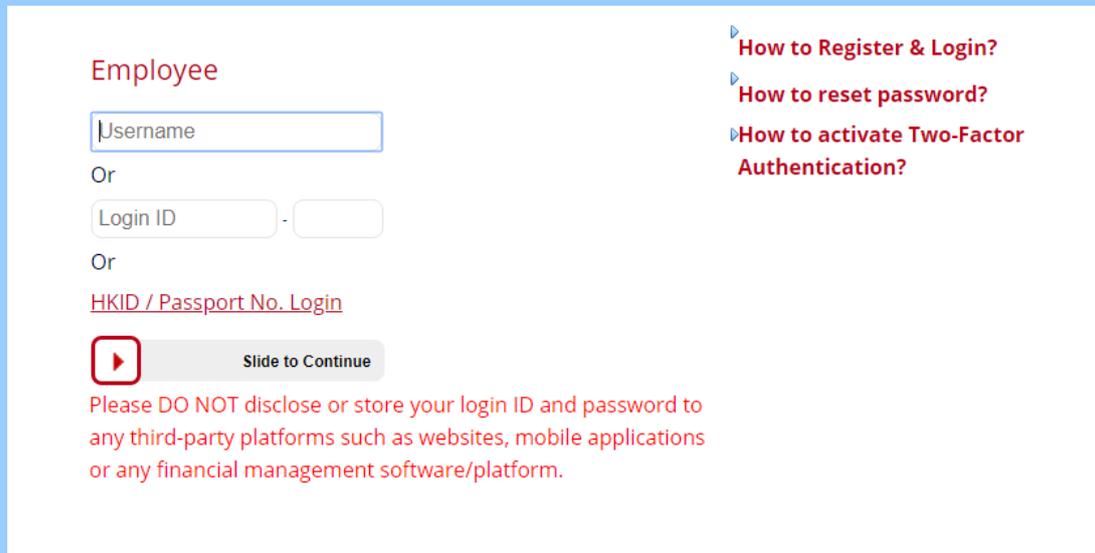


Why do I need to activate Two-factor Authentication?

Two-factor Authentication can strengthen your online account security. Single-factor authentication only requires you to input personal login details for verification. After activate two-factor authentication, you need to input a one-time password received from SMS to verify your identification.

How to activate Two-factor Authentication?

1. Log into the online BOCPT account



The screenshot shows the BOCPT login interface. At the top left, the word "Employee" is displayed in red. Below it, there is a text input field for "Username". Underneath, the word "Or" is shown. This is followed by two input fields for "Login ID" and a password field, separated by a dot. Another "Or" is shown below. A red link for "HKID / Passport No. Login" is present. At the bottom of the login area, there is a "Slide to Continue" button with a red play icon. To the right of the login fields, there are three red links: "How to Register & Login?", "How to reset password?", and "How to activate Two-Factor Authentication?". At the bottom of the page, a red warning message states: "Please DO NOT disclose or store your login ID and password to any third-party platforms such as websites, mobile applications or any financial management software/platform."



2. After logging into your online account, go to the “Personal Information” -> “Two-factor Authentication” webpage and press “Activate”. The registered mobile No. of your account(s) will be taken as the default mobile No. for two-factor authentication.

The screenshot shows the website interface for BOCI-Prudential Trustee Limited. The header includes the company name in Chinese and English, along with logos for BOC International and Prudential. The navigation menu has options like 'Account Enquiry', 'Account Management', 'Personal Information', 'Statement & Upload/Download', 'Analytic Tools', and 'e-Transfer'. The 'Personal Information' section is active, and the 'Two-factor Authentication' sub-section is selected. Below the navigation, there is a 'Logout' button and a user profile indicator. The main content area is titled '- Two-factor Authentication -' and contains several paragraphs of text providing instructions and a link to 're-activate' the service. A table displays the current settings for the two-factor authentication, showing the verification method as SMS, the mobile number as XXXXXXXX, and the status as 'Not Activated'. At the bottom of the page, there is a red arrow pointing to a red 'Activate' button, and a link for 'Account Summary'.

中銀國際 BOC INTERNATIONAL PRUDENTIAL 英國保誠 中銀國際英國保誠信託有限公司 BOCI-Prudential Trustee Limited

Account Enquiry Account Management **Personal Information** Statement & Upload/Download Analytic Tools e-Transfer

Change Personal Details Change Password e-Member Two-factor Authentication You are logged in as [User] Logout

Basic Information - Two-factor Authentication -

Please note: the registered mobile No. of your account(s) will be taken as the default mobile No. for Two-factor Authentication. If you do not provide a local mobile No., we may not be able to provide some of the electronic services via mobile No. (such as e-Member notification, deliver one-time password for Two-factor Authentication).

If the mobile No. you have registered for Two Factor Authentication is not valid, please input your updated mobile No. on the “Change Personal Details” webpage. You are required to log into your MPF account on the following working day after the mobile No. is updated (cut off time is 4:00pm on each working day) to re-activate the Two-factor Authentication service.

For more details of Two Factor Authentication services, please click [here](#)

Please **“Activate”** your new setting. Otherwise, the last valid setting will be restored in the next working day.

Your settings is as follows:

Verification Code / One-time password receiving method	SMS
Hong Kong Mobile No.	XXXXXXXX
Status	Not Activated

 **Activate** Account Summary

3. After you press “Activate”, a one-time password will be sent to your registered mobile No. Input the verification code and press “Submit”.

The screenshot shows the 'Two-factor Authentication' activation page. At the top, there are logos for '中銀國際 BOC INTERNATIONAL' and 'PRUDENTIAL 英國保誠', along with the company name '中銀國際英國保誠信託有限公司 BOCI-Prudential Trustee Limited'. The navigation menu includes 'Account Enquiry', 'Account Management', 'Personal Information', 'Statement & Upload/Download', 'Analytic Tools', and 'e-Transfer'. Below the navigation, there are links for 'Change Personal Details', 'Change Password', 'e-Member', and 'Two-factor Authentication'. The user is logged in as 'You are logged in as [user icon]' and there is a 'Logout' button. The main heading is '- Two-factor Authentication -'. The instructions state: 'Your instruction has been received. Please check your SMS to get the verification code. Please enter the verification code in the form below, press the "Submit" button to activate your new setting. Otherwise, the last valid setting will be restored in the next working day.' There is a text input field labeled 'Verification Code' with a red arrow pointing to it, and a 'Submit' button with a red arrow pointing to it. A 'Reset' button is also visible.

4. After two-factor authentication is activated, you will need to input a one-time password when you log into online account each time to verify your identification.

The screenshot shows the 'Two-factor Authentication Login' page. At the top, there are logos for '中銀國際 BOC INTERNATIONAL' and 'PRUDENTIAL 英國保誠', along with the company name '中銀國際英國保誠信託有限公司 BOCI-Prudential Trustee Limited'. The main heading is '- Two-factor Authentication Login -'. The text states: 'One Time Password is sent to xxxxxxxx'. Below this, there is a prompt: 'Please enter One Time Password.' There is a text input field labeled 'One Time Password' with a red arrow pointing to it. To the right of the input field is a 'Resend One Time Password.' button. Below the input field is a 'Slide to Continue' button with a play icon.

How to change the mobile No. for two-factor authentication?

As your previously registered mobile No. is taken as the default mobile No. for two-factor authentication, you need to change the mobile No. by submitting to us a form, contacting our call center or making the change through online account on the webpage of “Personal Information” -> “Change Personal Details”. You are required to **re-activate** the Two-factor Authentication service after your mobile No. is updated.

How to deactivate two-factor authentication?

If you want to deactivate the two-factor authentication service, please log into your online account, go to the “Personal Information” -> “Two-factor Authentication” webpage and press “Deactivate”.

The screenshot shows the online account management interface for BOCI-Prudential Trustee Limited. The page is titled “Two-factor Authentication” and includes a “Basic Information” section. The “Deactivate” button is highlighted with a red arrow.

中銀國際
BOCI INTERNATIONAL

PRUDENTIAL
英國保誠

中銀國際英國保誠信託有限公司
BOCI-Prudential Trustee Limited

Account Enquiry Account Management **Personal Information** Statement & Upload/Download Analytic Tools e-Transfer

Change Personal Details Change Password e-Member **Two-factor Authentication** You are logged in using HKID / Passport Login Logout

Basic Information **- Two-factor Authentication -**

Please note: the registered mobile No. of your account(s) will be taken as the default mobile No. for Two-factor Authentication. If you do not provide a local mobile No., we may not be able to provide some of the electronic services via mobile No. (such as e-Member notification, deliver one-time password for Two-factor Authentication).

If the mobile No. you have registered for Two Factor Authentication is not valid, please input your updated mobile No. on the “Change Personal Details” webpage. You are required to log into your MPF account on the following working day after the mobile No. is updated (cut off time is 4:00pm on each working day) to **re-activate** the Two-factor Authentication service.

For more details of Two Factor Authentication services, please click [here](#)

Your settings is as follows:

Verification Code / One-time password receiving method	SMS
Hong Kong Mobile No.	XXXXXXXX
Status	Activated

 **Deactivate** Account Summary