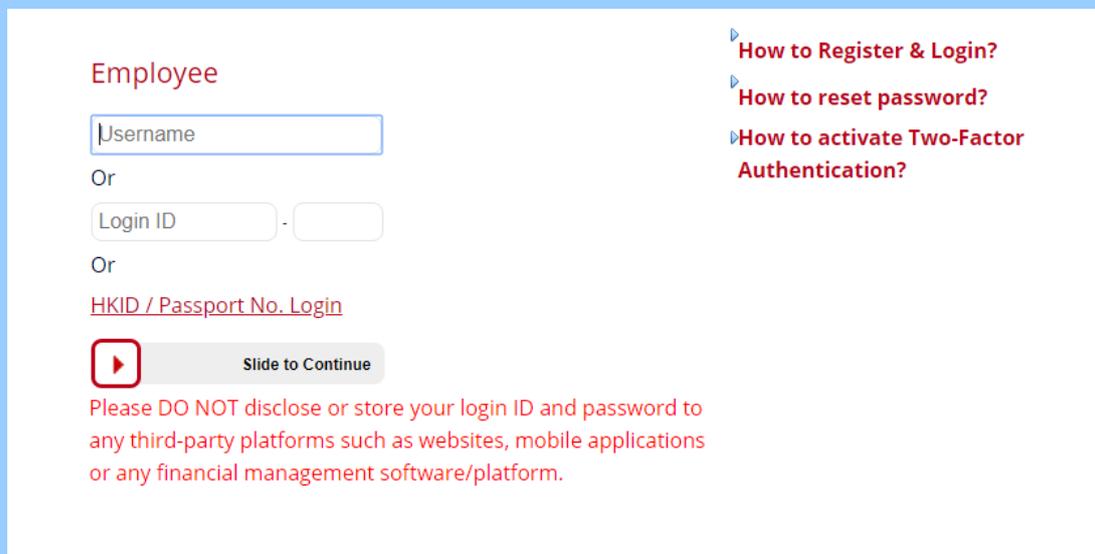


# Why do I need to activate Two-factor Authentication?

**Two-factor Authentication (“2FA”)** can strengthen your online account security. In addition to input account password, you are also required to input a one-time password (send to your registered mobile or email) to verify your identification after activate 2FA.

## How to activate Two-factor Authentication?

1. Log into the online BOCPT account



Employee

Or

-

Or

[HKID / Passport No. Login](#)

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.

- ▶ [How to Register & Login?](#)
- ▶ [How to reset password?](#)
- ▶ [How to activate Two-Factor Authentication?](#)



2. If you have not activated 2FA, we invite you to do so during logging into account. Select “SMS” or “E-mail” as the method to receive One-time Password.

If you have not registered mobile number and email with us, you can only “Skip” this process. **We strongly recommend you to provide a valid mobile number and email with us timely to avoid being unable to log into your account in the future.**

— Two-factor Authentication Login —

**Full implementation of Two-factor Authentication for web account from 1 June 2020**

Online account security is always the priority concern of BOCI-Prudential. To provide a safer and more reliable online platform for our customers to manage MPF account, we have launched Two-factor Authentication (“2FA”) for online account login in August 2019 on optional basis. This measure will be fully implemented starting from **1 June 2020**. After the full implementation, customers must input and receive a one-time password (OTP) via a registered local mobile phone or email before log into their web account. Please follow instructions below to activate 2FA function now, and [click here](#) for the User Guide on how to use 2FA.

If the registered mobile No./ E-mail address is not valid, please select the “Skip” button and input your updated mobile No./ E-mail address on the “Change Personal Details” after log into the webpage. You can activate the Two-factor Authentication service on the following working day after the mobile No./ E-mail address is updated (cut off time is 4:00pm on each working day).

Please select Verification Code / One-time Password receiving method:  
 SMS  E-mail

One time password will be sent to your registered E-mail Address:  
xxxxxxxx@xxx.xxx

**Next** **Skip**

3. You may also activate 2FA by going to the webpage “Personal Information” -> “Two-factor Authentication” after log into your account. You may also change the method to receive one-time password here.

Home

中銀國際 BOC INTERNATIONAL PRUDENTIAL 英國保誠 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 Logout

### - Two-factor Authentication -

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

If the mobile No./ E-mail address you have registered for Two Factor Authentication is not valid, please input your updated mobile No./ E-mail address on the “Change Personal Details” webpage. You are required to log into your MPF account on the following working day after the mobile No./ E-mail address 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

**Change to Email** Account Summary

Basic Information  
Member: Employee  
English Name-  
  
Last login:  
31/01/2020 5:48:20 PM  
Status: Success

Setup Fund Price Alert

My Toolbox  
You have not set up your toolbox yet, please press the 'Setting' to set up

4. Press “Activate”, you will then receive a one-time password from your registered mobile or email. 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 BOCI INTERNATIONAL' and 'PRUDENTIAL 英國保誠 BOCI-Prudential Trustee Limited'. Below the logos is a navigation menu with 'Personal Information' selected. The main heading is '- Two-factor Authentication -'. The page contains instructions: 'Your instruction has been received. Please check your SMS to get the verification code.' and '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 box around it and a red arrow pointing to it. Below the input field is a 'Submit' button with a red box around it and a red arrow pointing to it, and a 'Reset' button.

5. After 2FA is activated, you will need to input a one-time password whenever you log into your account to verify your identification.

The screenshot shows the 'Two-factor Authentication Login' page. At the top, there are logos for '中銀國際 BOCI INTERNATIONAL' and 'PRUDENTIAL 英國保誠 BOCI-Prudential Trustee Limited'. Below the logos is a heading '- Two-factor Authentication Login -'. The page contains the text 'One Time Password is sent to xxxxxxxx'. Below this is the instruction 'Please enter One Time Password.' There is a text input field labeled 'One Time Password' with a red box around it and a red arrow pointing to it. Below the input field is a 'Slide to Continue' button with a red box around it and a red arrow pointing to it. To the right of the input field is a 'Resend One Time Password.' button.

## How to change the mobile No. or email address that has activated 2FA?

If your registered mobile No. or email address that has activated 2FA is not valid anymore, you need to submit a Change of Scheme Member's Particulars form to us (the form can be obtained from our website "Download Corner"), or contacting our call center to make the change. You are required to **re-activate** 2FA service when you log into web account next time, after the change is completed.