



招商銀行 紐約分行
CHINA MERCHANTS BANK New York Branch

Customer Information Center

User Manual

China Merchants Bank New York Branch

April, 2017

Contents

1. Overview of Customer Information Center	2
1.1 Who Should Read this Manual?.....	2
1.2 What Should Customer Know About Customer Information Center?	2
2. Website Requirement and Settings	2
3. Register	3
4. Login.....	5
5. Forgot Username.....	6
6. Forgot Password.....	7
7. Change Password.....	9
8. Operations at Customer Information Center.....	10
8.1 Deal Slip Section.....	10
8.2 Monthly Statement Section.....	11
8.3 Other Business Notices Section	12
9. Contact Us.....	12

1. Overview of Customer Information Center

Welcome to use Customer Information Center!

This user manual aims to help customers to understand all functionalities and guide customers to use the Customer Information Center.

Please read this user manual carefully before use.

1.1 Who Should Read this Manual?

This user manual is prepared for those who will view, download, or print Deal Slip, Monthly Statement, or other business notices through Customer Information Center.

1.2 What Should Customer Know About Customer Information Center?

Customer Information Center is provided for customers to view, download, and print Deal Slip, Monthly Statement and other business notices online. Customers can use Customer Information Center service 24/7.

All documentations in Customer Information Center are in PDF format for the previous 13 months. Documentations older than 13 months will be removed from the Customer Information Center.

For new customers, please access online Customer Information Center 24 hours after receiving the first Account Opening Advice. For customers who recently closed all accounts with China Merchants Bank New York (CMBNY), customers are still allowed to access Customer Information Center for two months from the most recent account closing date.

2. Website Requirement and Settings

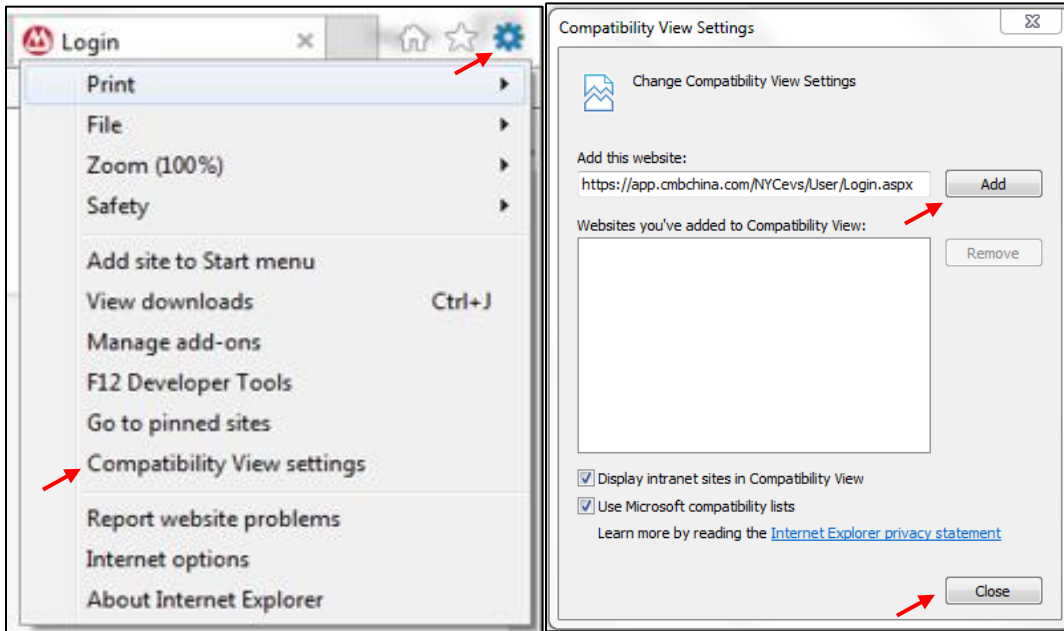
Customer can access the Customer Information Center by clicking the icon in the lower right corner of our website at <https://ny.cmbchina.com> or use the following link directly: <https://app.cmbchina.com/NYCevs/User/Login.aspx>.

Customer Information Center is compatible with Internet Explorer 8, 9, 10, 11.

If your IE browser is 64 bit and you are unable to enter the text into input fields, please enable Compatibility View.

Instructions:

- 1) On the Login Page, go to **Tools** in the upper right corner of the browser.
- 2) Click **Compatibility View Settings**.
- 3) Add the current address to **Compatibility View**.
- 4) Click **Close**.



3. Register

When you access Customer Information Center for the first time, you need to register and create a username and password.

Instructions:

- 1) Click [Register](#) in the upper right corner or on the bottom of the Login Page, then you will be presented with the Registration Page.

The image shows the 'Customer Information Center User Login' page. At the top left is the bank's logo and name. At the top right is a 'Home' link. The main heading is 'Customer Information Center User Login'. On the right side, there is a blue 'Register' link with a red arrow pointing to it. The login form consists of three rows:

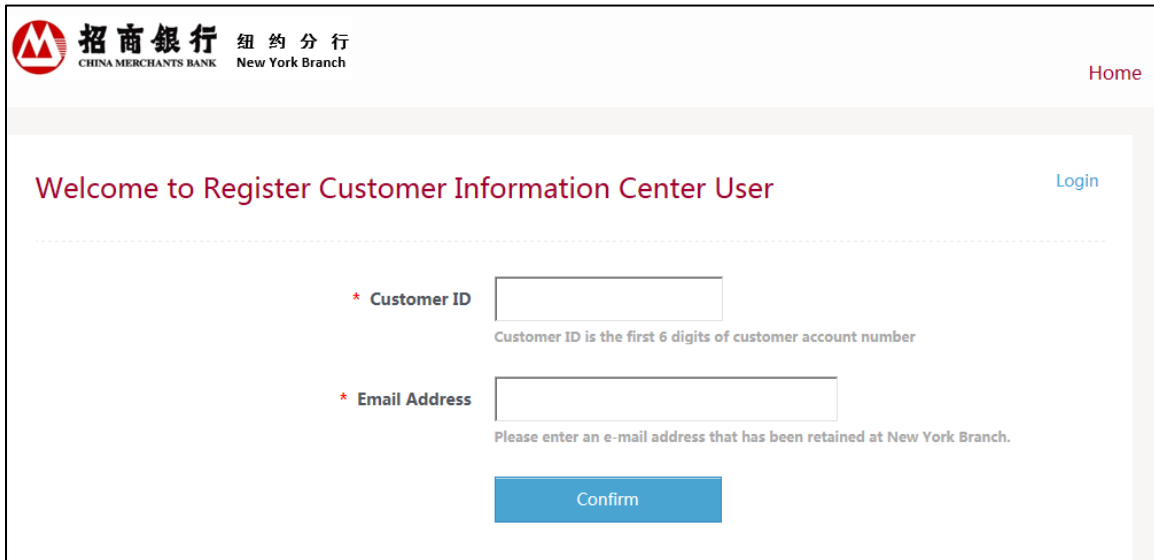
- * Username: A text input field with a 'Forgot Username?' link below it and the text 'Please enter the username'.
- * Password: A text input field with a 'Forgot Password?' link below it and the text 'Please enter the password'.
- * Extracode: A text input field with a '0701' captcha image and a 'Not clear?' link to its right. Below it is the text 'Please enter the number on the right'.

 At the bottom of the form is a blue 'Login' button. Below the button are two links: 'New user? Register here' and 'Unable to enter password?' (with a red arrow pointing to it), followed by a 'Download Safety Control' link.

- 2) Enter the **Customer ID** and **Email Address**, then click **Confirm**. If correct data is entered, an email with a registration link will be sent to the email address just entered. Check the email to find the registration link.

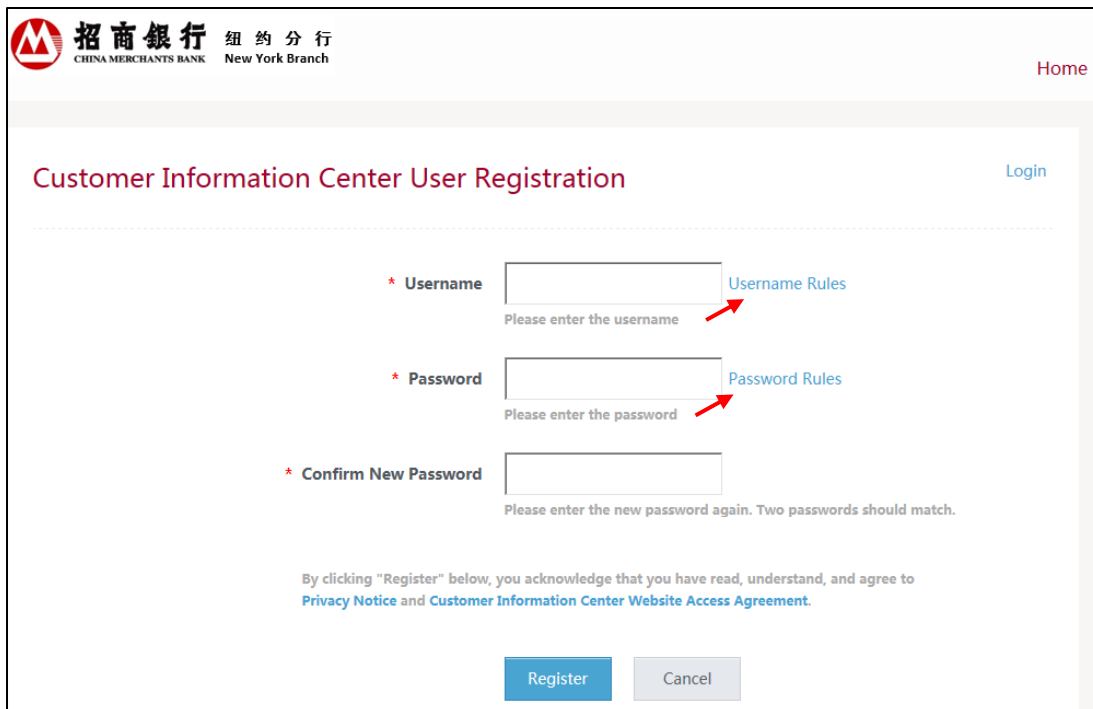
** Each Customer ID can be registered only once and has only one username and password. Once the Customer ID is registered, its unique username and password can be used by multiple users of the company.

** Any of the contact persons' email addresses you provide to CMBNY can be used to register.



The screenshot shows the registration page for a Customer Information Center User. At the top left is the CMB logo and name in Chinese and English. At the top right is a 'Home' link. The main heading is 'Welcome to Register Customer Information Center User' with a 'Login' link on the right. Below the heading are two input fields: '* Customer ID' and '* Email Address'. The Customer ID field has a note: 'Customer ID is the first 6 digits of customer account number'. The Email Address field has a note: 'Please enter an e-mail address that has been retained at New York Branch.' Below these fields is a blue 'Confirm' button.

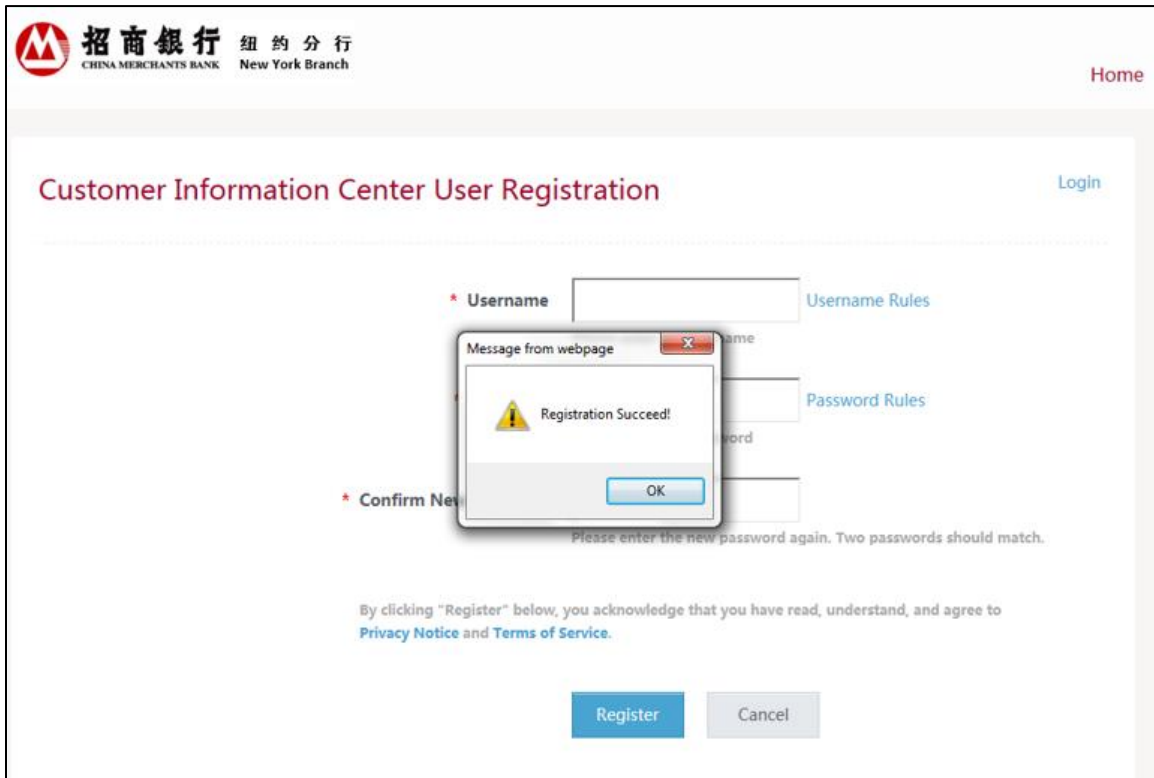
- 3) Click "[click here](#)" in the registration email body. The system will lead you to the page for username and password setup.



The screenshot shows the 'Customer Information Center User Registration' page. At the top left is the CMB logo and name. At the top right is a 'Home' link. The main heading is 'Customer Information Center User Registration' with a 'Login' link on the right. Below the heading are three input fields: '* Username', '* Password', and '* Confirm New Password'. The Username field has a note: 'Please enter the username' and a link to 'Username Rules' with a red arrow pointing to it. The Password field has a note: 'Please enter the password' and a link to 'Password Rules' with a red arrow pointing to it. The Confirm New Password field has a note: 'Please enter the new password again. Two passwords should match.' Below these fields is a blue 'Register' button and a grey 'Cancel' button. At the bottom, there is a disclaimer: 'By clicking "Register" below, you acknowledge that you have read, understand, and agree to [Privacy Notice](#) and [Customer Information Center Website Access Agreement](#).'

- 4) Enter **Username**, **Password**, and **Confirm New Password**. These two new passwords should match. Click [Username Rules](#) and [Password Rules](#) for the requirements.

- 5) Click **Register**. You can click [Privacy Notice](#) and [Customer Information Center Website Access Agreement](#) for details before clicking **Register**.
- 6) If qualified data is entered, a “Registration Succeed” pop-up box will appear to confirm that the registration is completed. The system will send a registration confirmation email to all contact persons’ email addresses you provided to CMBNY.

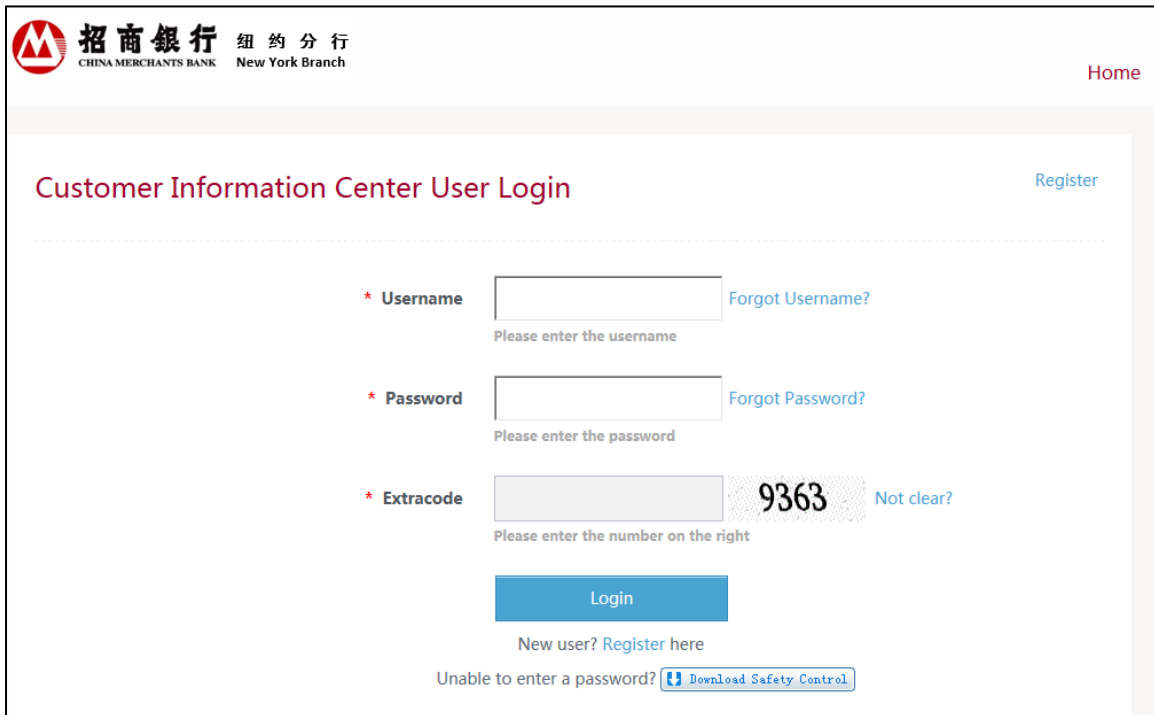


4. Login

Customer can log into the system with the correct username, password, and extracode. Customers can have multiple users login with the same username at the same time.

Instructions:

- 1) Enter the **Username**, **Password** and **Extracode** on the Login Page. If the Extracode is not clear, click [Not clear?](#) to get a new extracode.
- 2) Click **Login**. If correct data is entered, you will log into Customer Information Center successfully.



Home

Register

Customer Information Center User Login

* Username [Forgot Username?](#)
Please enter the username

* Password [Forgot Password?](#)
Please enter the password

* Extracode 9363 [Not clear?](#)
Please enter the number on the right

Login

New user? [Register here](#)

Unable to enter a password? [Download Safety Control](#)

** An error message will appear when you are **locked out** because of too many invalid login attempts. Please follow the error message and wait before attempting to login again.

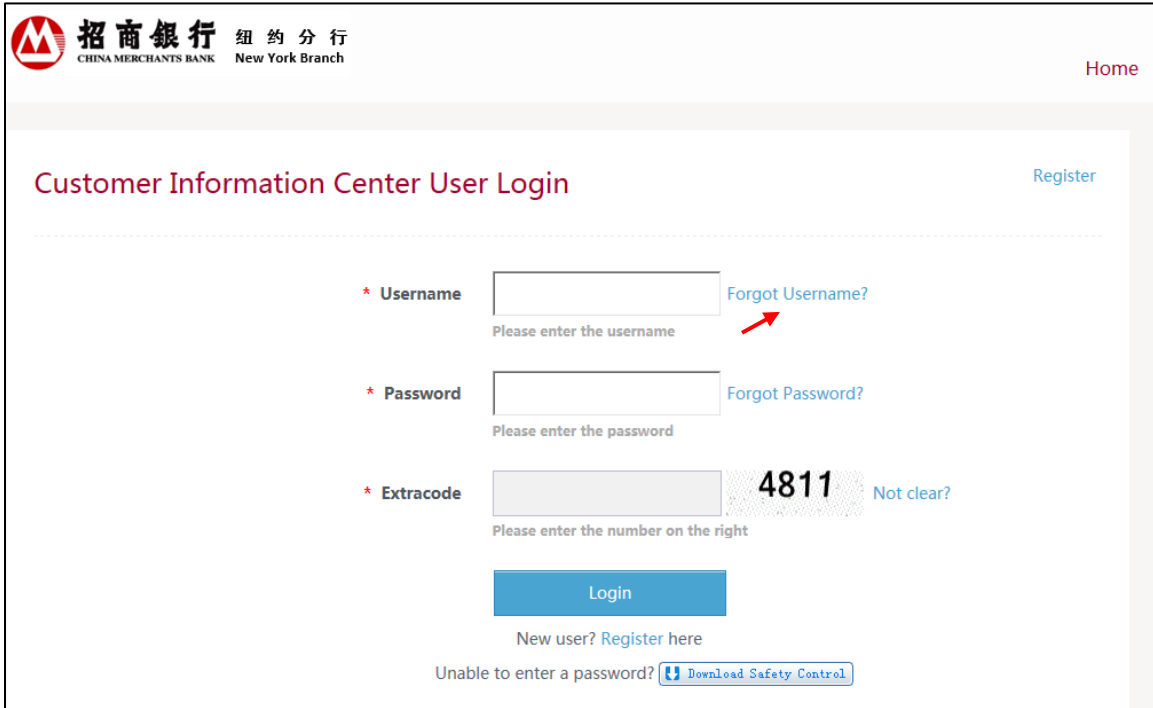
** For security purpose, customer may be presented with “**For Your Security**” pages. Please follow the instructions on each of “**For Your Security**” pages.

5. Forgot Username

If you forgot the username, you can find it out through Customer Information Center.

Instructions:

- 1) Click [Forgot Username?](#) on the Login page, then system will lead you to the Username Retrieval Page.



Customer Information Center User Login [Register](#)

* Username [Forgot Username?](#)
Please enter the username

* Password [Forgot Password?](#)
Please enter the password

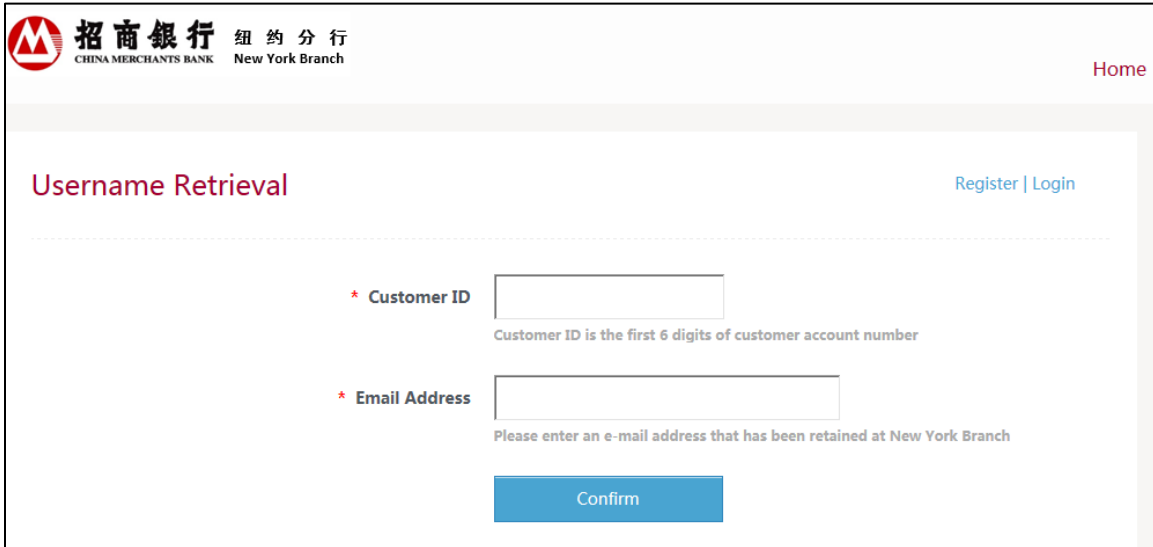
* Extracode **4811** [Not clear?](#)
Please enter the number on the right

[Login](#)

New user? [Register here](#)

Unable to enter a password? [Download Safety Control](#)

- 2) Enter **Customer ID** and **Email Address**, and click **Confirm**. If correct data is entered, an email with the username will be sent to the email address just entered. Check the email to find the username.



Username Retrieval [Register | Login](#)

* Customer ID
Customer ID is the first 6 digits of customer account number

* Email Address
Please enter an e-mail address that has been retained at New York Branch

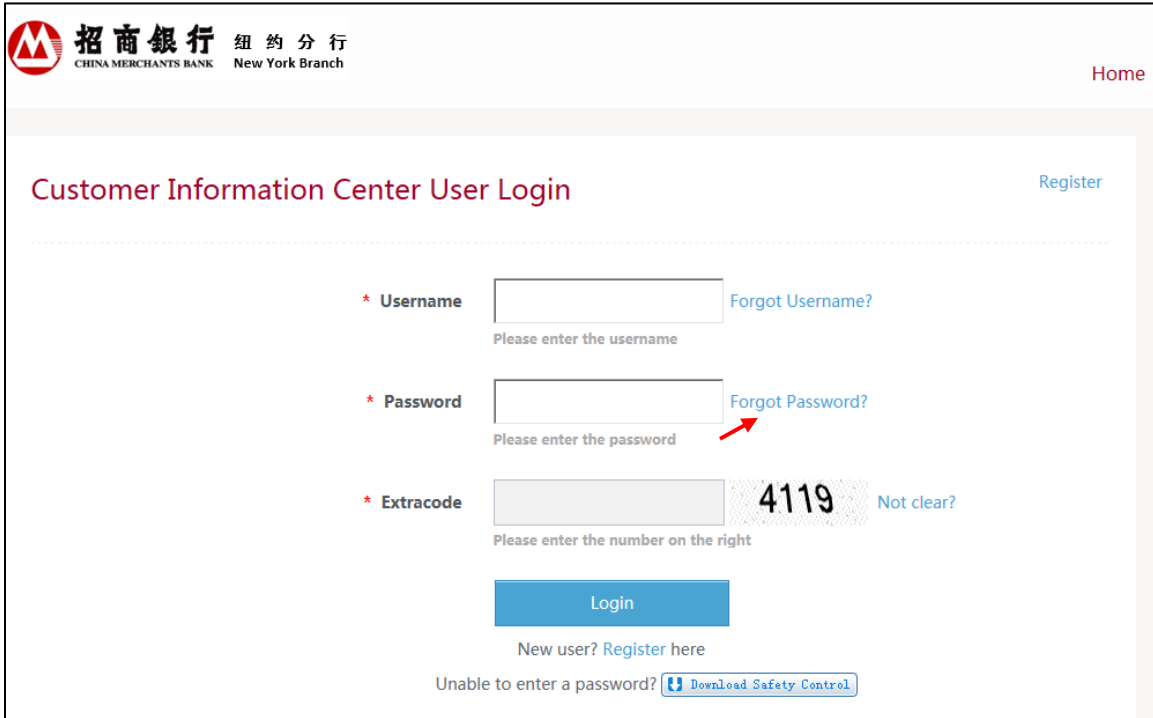
[Confirm](#)

6. Forgot Password

If you forgot the password, you can reset it through Customer Information Center.

Instructions:

- 1) Click **Forgot Password?** on the Login page, then system will lead you to the Password Retrieval Page.



招商銀行 紐約分行
CHINA MERCHANTS BANK New York Branch Home

Customer Information Center User Login Register

* Username [Forgot Username?](#)
Please enter the username

* Password [Forgot Password?](#)
Please enter the password

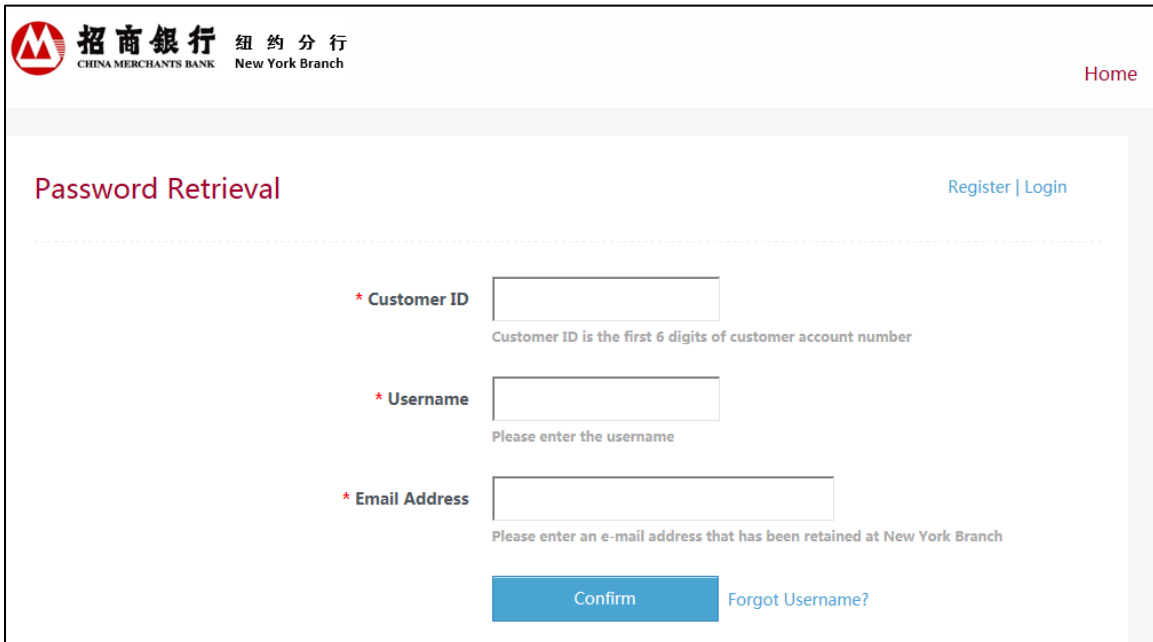
* Extracode 4119 [Not clear?](#)
Please enter the number on the right

[Login](#)

New user? [Register here](#)

Unable to enter a password? [Download Safety Control](#)

- 2) Enter **Customer ID**, **Username** and **Email Address**, and click **Confirm**. If correct data is entered, an email with a password reset link will be sent to the email address just entered. Check the email to find the password reset link.



招商銀行 紐約分行
CHINA MERCHANTS BANK New York Branch Home

Password Retrieval Register | Login

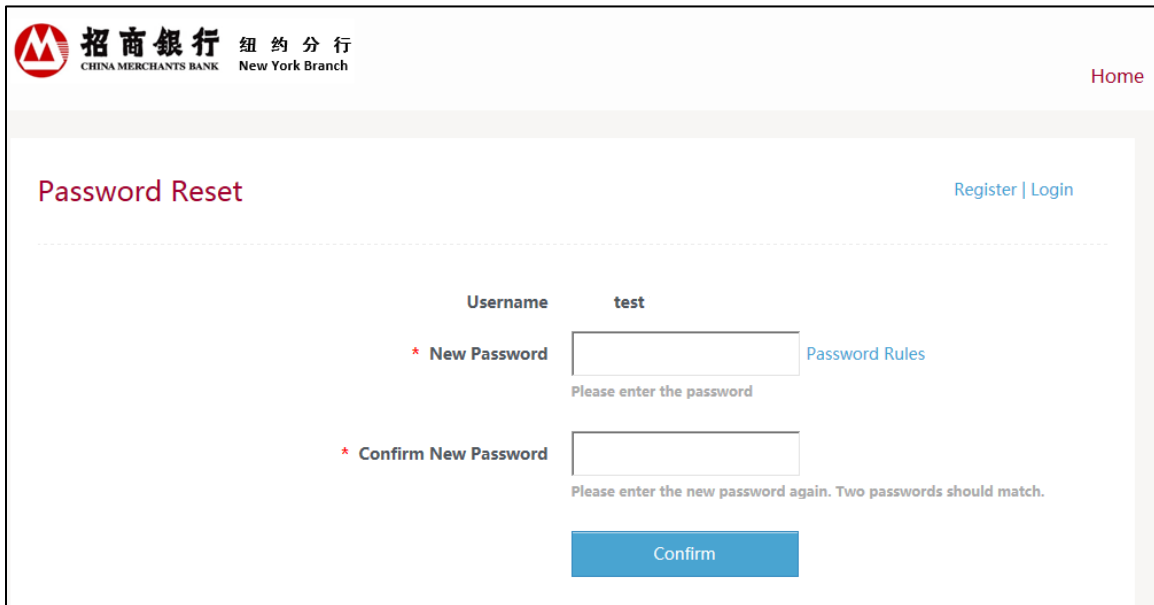
* Customer ID
Customer ID is the first 6 digits of customer account number

* Username
Please enter the username

* Email Address
Please enter an e-mail address that has been retained at New York Branch

[Confirm](#) [Forgot Username?](#)

- 3) Click "[click here](#)" in the password reset email body. The system will lead you to the Password Reset page.



招商銀行 紐約分行
CHINA MERCHANTS BANK New York Branch

Home

Register | Login

Password Reset

Username test

* New Password Password Rules
Please enter the password

* Confirm New Password
Please enter the new password again. Two passwords should match.

Confirm

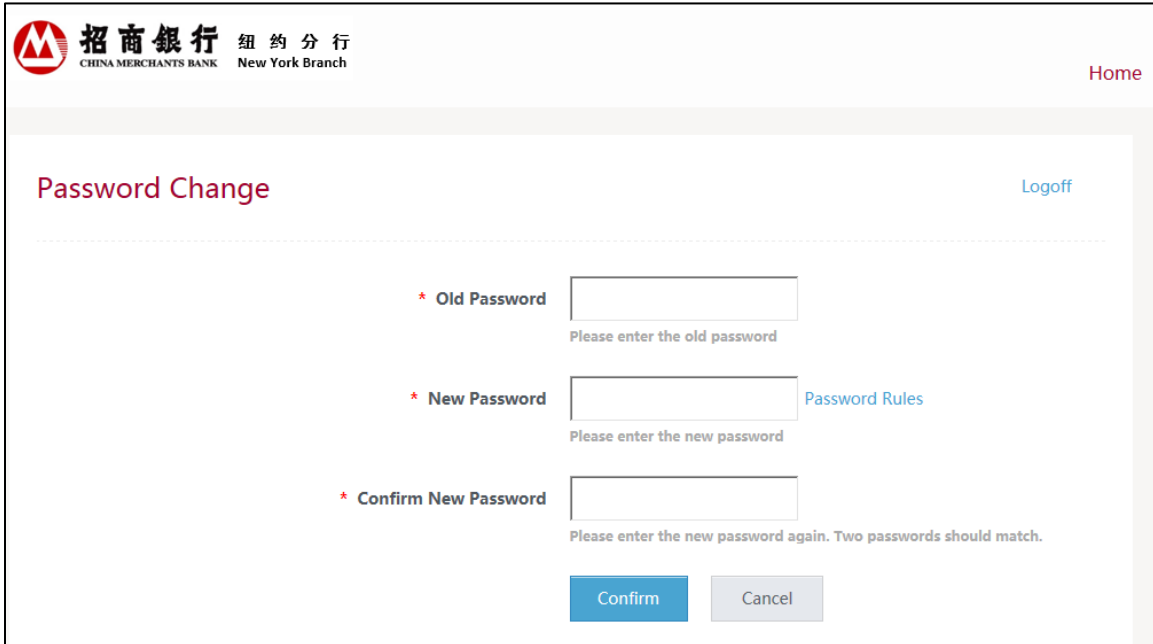
- 4) Enter **New Password** and **Confirm New Password**, then click **Confirm**. These two passwords should match. Click **Password Rules** for the requirements.
- 5) If qualified data is entered, a “Password Reset Succeed” pop-up box will appear to confirm that the password reset is completed. The system will send a password reset confirmation email to all contact persons’ email addresses you provided to CMBNY.

7. Change Password

Customer can change password through Customer Information Center at any time.

Instructions:

- 1) Click “**Change Password**” on the left side of the page after login. Then you will be presented with the Password Change page.



The screenshot shows the 'Password Change' page. At the top left is the CMBNY logo and '招商銀行 紐約分行 CHINA MERCHANTS BANK New York Branch'. At the top right is a 'Home' link. Below the title 'Password Change' is a 'Logoff' link. The form contains three input fields:

- * Old Password**: A text box with the placeholder 'Please enter the old password'.
- * New Password**: A text box with the placeholder 'Please enter the new password' and a 'Password Rules' link to its right.
- * Confirm New Password**: A text box with the placeholder 'Please enter the new password again. Two passwords should match.'

 At the bottom of the form are two buttons: 'Confirm' (in blue) and 'Cancel' (in grey).

- 2) Enter **Old Password**, **New Password** and **Confirm New Password**, then click **Confirm**. These two new passwords should match. Click [Password Rules](#) for the requirements.
- 3) If qualified data is entered, a “Password Change Succeed” pop-up box will appear to confirm that the password change is completed. The system will send a password change confirmation email to all contact persons’ email addresses you provided to CMBNY.

**** We strongly recommend changing passwords regularly to guard against fraud.**

8. Operations at Customer Information Center


When the Deal Slip, Monthly Statement or other business notice is available in Customer Information Center, a notification email will be sent to all contact persons’ email addresses which customer provided to CMBNY. Customer can click “[click here](#)” in the notification email to go to Customer Information Center. Customer can also go to Customer Information Center through CMBNY website.

Upon successful login, customer can view, download and print Deal Slip, Monthly Statement, other business notices in Customer Information Center.

8.1 Deal Slip Section

Instructions:

- 1) Click **Search** directly to view all available Deal Slips or select/input certain criteria such as **Account**, **Date**, **Debit / Credit**, and/or **Amount** to search specific Deal Slips.
Accounts which have ever generated Deal Slips after October 27th, 2016 will be displayed in the account field.
- 2) If there is any record meets the search criteria, the record will be displayed.
- 3) Click **Download (PDF)** of the selected Deal Slip to view, download, or print.


招商銀行 紐約分行
 CHINA MERCHANTS BANK New York Branch

Home

Logoff

Customer Information Center

Deal Slip

Monthly Statement

Other Business Notices

Change Password

Please Input Inquiry Criteria

Account : All Date : 03/25/2016 To 03/25/2017

Debit / Credit : All Amount : 0.00 To 999999999999.99

Search


Deal Slip Summary

Date	Account	Reference No.	Debit/Credit	Currency	Amount	Download
01/20/2017	10 [REDACTED]	MM1622500010;2	Credit	USD	102000000	Download(PDF)
01/20/2017	10 [REDACTED]	MM1622500010;2	Credit	USD	643857.53	Download(PDF)
01/20/2017	10 [REDACTED]	FT1703900189	Debit	USD	8536.32	Download(PDF)

8.2 Monthly Statement Section

Instructions:

- 1) Click **Monthly Statement** on the left side of the page, then you will be presented with Monthly Statement Section.
- 2) All available Monthly Statements are displayed on this page.
- 3) Click **Download (PDF)** of the selected Monthly Statement to view, download, or print.


招商銀行 紐約分行
 CHINA MERCHANTS BANK New York Branch

Home

Logoff

Customer Information Center

Deal Slip

Monthly Statement

Other Business Notices

Change Password

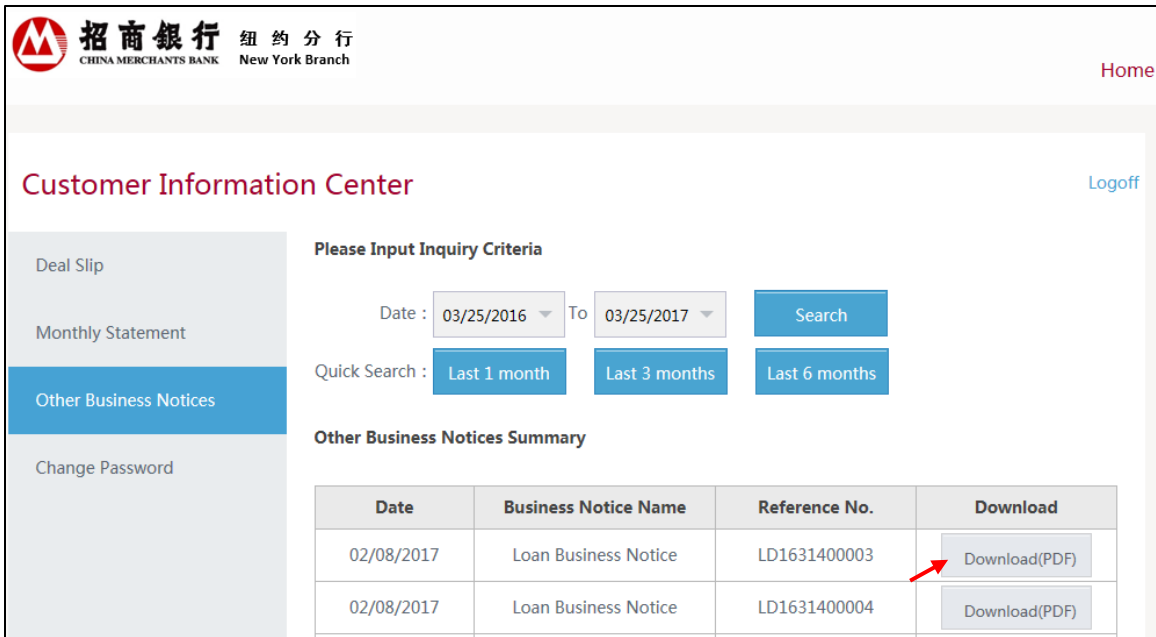
Monthly Statement Summary

Statement Month	Download
02/2017	Download(PDF)

8.3 Other Business Notices Section

Instructions:

- 1) Click **Other Business Notices** on the left side of the page, then you will be presented with Other Business Notices Section.
- 2) Click **Search** directly to view all available Business Notices, or select **Date** to search specific Business Notices. You can also click **Last 1 month**, **Last 3 months** or **Last 6 months** to broaden your search.
- 3) If there is any record meets the search criteria, the record will be displayed.
- 4) Click **Download (PDF)** of the selected Business Notice to view, download, or print.



9. Contact Us

China Merchants Bank New York Branch

Address: 535 Madison Avenue, 18th floor, New York, NY 10022

Tel: (212) 753 1801

Please feel free to contact your relationship manager if you have any questions during the use of Customer Information Center.