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CHINA MERCHANTS BANK New York Branch

# **Customer Information Center User Manual**

**V 3.0**

**China Merchants Bank Co., Ltd., New York Branch**

**August 2023**

# Contents

<b>1. Overview of Customer Information Center .....</b>	<b>2</b>
1.1 Who Should Read this Manual?.....	2
1.2 What Should Customer Know About Customer Information Center? .....	2
<b>2. First Time to use Customer Information Center.....</b>	<b>2</b>
2.1 Website Requirements .....	2
2.2 Register .....	3
<b>3. Daily Operation of Customer Information Center.....</b>	<b>6</b>
3.1 Login .....	6
3.2 Deal Slip Inquiry .....	8
3.3 Monthly Statement Inquiry.....	8
3.4 Other Business Notices Inquiry.....	9
3.5 Forgot Username .....	10
3.6 Forgot Password.....	12
3.7 Change Password.....	14
<b>4. User Information.....</b>	<b>16</b>
<b>5. User Operation Instruction for Old Users of Customer Information Center.....</b>	<b>18</b>
<b>6. Contact Us .....</b>	<b>18</b>

## 1. Overview of Customer Information Center

Welcome to Customer Information Center!

This user manual aims to help customers to understand all functionalities and provide a guidance for customers to better use the Customer Information Center.

We highly recommend our customers read this user manual carefully before use.

### 1.1 Who Should Read this Manual?

This users manual is applicable to all customers who open accounts at China Merchants Bank New York Branch (CMBNY).

### 1.2 What Should Customer Know About Customer Information Center?

The Customer Information Center of CMBNY is an information platform for customers to view, download and print customer transaction slip, monthly statements and other business notices online. Customer Information Center is available 24/7. Customers can self-register and use Customer Information Center on CMBNY official website. Customers can view the last 13 months of deal slips and other business notices as well as the last 36 months of monthly statements.

New customers can register and log into the Customer Information Center 24 hours after receiving the first Account Opening Advice. Currently, only the contact person email address reserved in CMBNY can use the Customer Information Center.

Within 2 months of closing the last account with CMBNY, customers can still use the Customer Information Center to view relevant documents and the latest monthly statement. After that, the Customer Information Center service will be terminated, and customers will not be allowed to log into the Customer Information Center.

## 2. First Time to use Customer Information Center

### 2.1 Website Requirements

Customers can access Customer Information Center by clicking the Login icon in top-right-corner of CMBNY website at <https://us.cmbchina.com/EN/> or use the following link directly: [https://ibanking.paas.cmbchina.com/platform-pc/#/login?lang=en\\_US](https://ibanking.paas.cmbchina.com/platform-pc/#/login?lang=en_US).

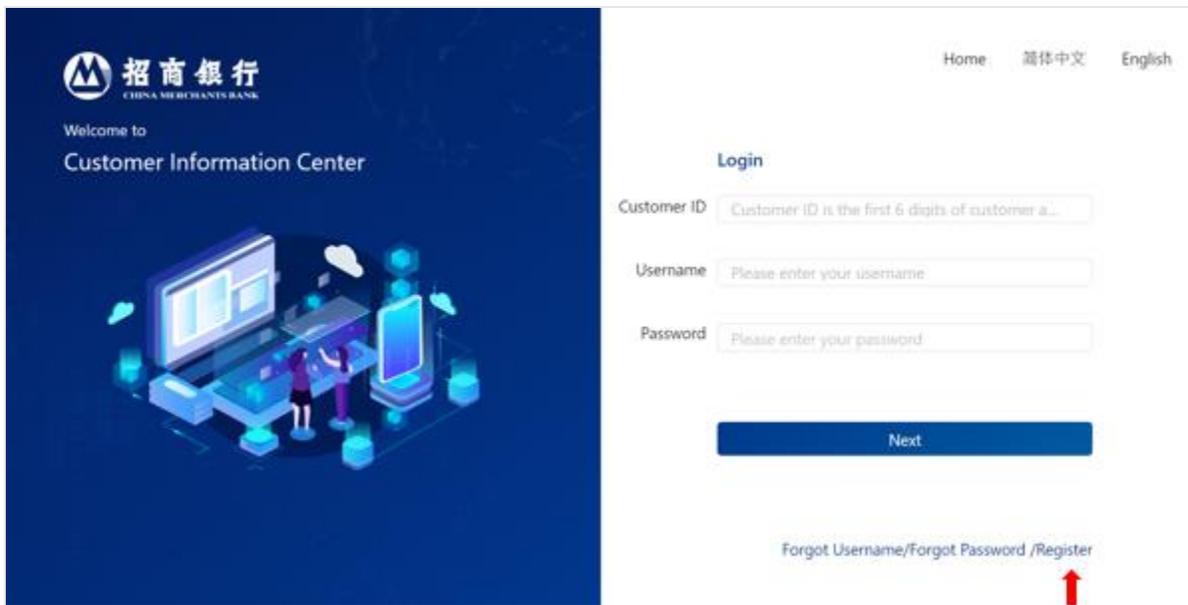
We recommend that users log in to Customer Information Center using Chrome or Microsoft Edge. Due to the retirement of Internet Explorer (IE) on June 15, 2022, the functionality of Customer Information Center on IE is no longer be updated. In addition, Safari does not currently support the Customer Information Center.

## 2.2 Register

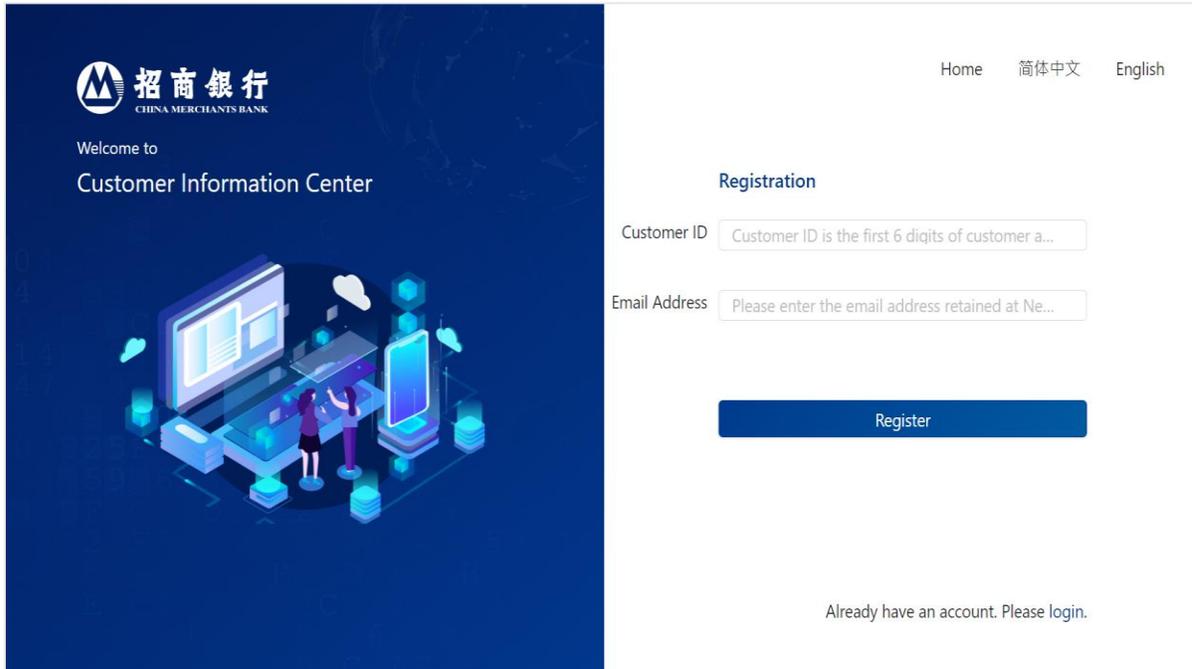
To access the Customer Information Center, you need to register as a user first. Only the contact person emails reserved in CMBNY can register for the Customer Information Center. Each contact person email address should be registered separately. After registration, keep your username and password safe and do not share them with others.

### Instructions:

- 1) Click “**Register**” in the bottom-right of the Login page, the system will display the Registration page.



- 2) Enter a **Customer ID** and **Email Address**, and then click “**Register**”. The email address must be one of the contact person email addresses reserved by customer of this Customer ID in CMBNY. If the data entered is correct, this email address will receive an email with a registration link.



The screenshot shows the registration page of the China Merchants Bank New York Branch. On the left, a dark blue banner features the bank's logo and the text "Welcome to Customer Information Center" above an illustration of a person at a computer workstation. On the right, the page has a white background with navigation links for "Home", "简体中文", and "English". The main heading is "Registration". Below this, there are two input fields: "Customer ID" with a placeholder "Customer ID is the first 6 digits of customer a..." and "Email Address" with a placeholder "Please enter the email address retained at Ne...". A blue "Register" button is positioned below the fields. At the bottom of the registration area, there is a link: "Already have an account. Please login."

- 3) Click "[click here](#)" in the registration email, and the system will direct the user to the registration page.

## Welcome to Customer Information Center

Customer ID

Email Address

Username

Password

Confirm Password

Mobile Number   

Identification Code

Notification Delivery Method  E-mail  SMS

Preferred Language  Chinese/English bilingual  English

Security Question 1

Your Answer

Security Question 2

Your Answer

Security Question 3

Your Answer

By clicking "Register" below, you acknowledge that you have read, understand, and agree to [Privacy Notice](#) and [Customer Information Center Website Access Agreement](#).

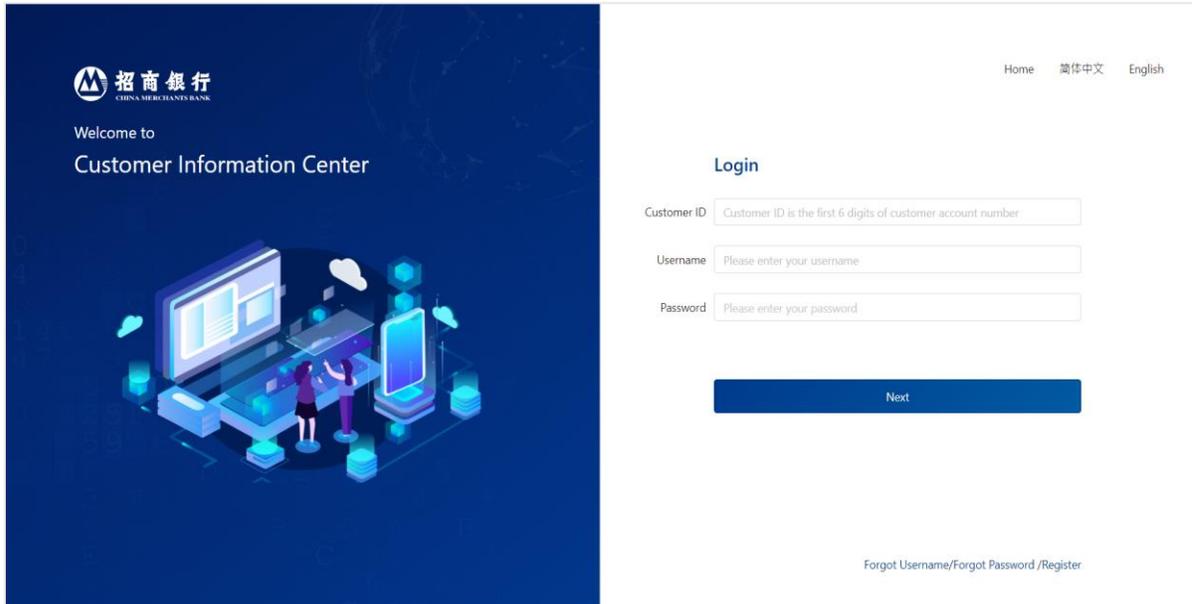
- **Username:** When entering a username, the system determines in real time whether the input content meets the requirements of the username. Each fulfilled requirement is preceded by a [✓]. Once registered, the Username cannot be changed.

- **Password:** When entering a password, the system determines in real time whether the input content meets the requirements of the password setting. Each fulfilled requirement is preceded by a [✓]. After registration, the user can access Customer Information Center to change the password.
  - **Confirm Password:** Re-enter the password. Two passwords must be matched.
  - **Mobile Number:** Currently, users can enter mobile phone numbers in Mainland China, Hong Kong SAR (China), Singapore or the United States to receive SMS notifications. After registration, users can access Customer Information Center to change the mobile number. For specific instructions, Please click the question mark icon on the right side of Mobile Number field.
  - **Identification Code:** Click the “**Get an Identification Code**” button, and the system will send a SMS message with a one-time identification code to the entered mobile number. The code will be expired in 10 minutes. Users can click this button again to get a new identification code.
  - **Notification Delivery Method:** The method is used to receive notification messages related to Customer Information Center. Users can check one or both.
  - **Preferred Language:** Users can choose Chinese/English Bilingual or English. Notification messages related to Customer Information Center will be sent in the Preferred Language selected.
  - **Security Questions:** This function is part of the security verification when a user retrieves the username or forgets the password. Users can click the Security Question drop-down list to select a security question. Once registered, these security questions cannot be changed.
  - **Your Answers:** When entering answers, the system determines in real time whether the input content meets the requirements of the answer. Each fulfilled requirement is preceded by a [✓]. Once registered, Your Answers cannot be changed.
- 4) After confirming that entered information is correct, click “**Register**”. Users can read the [Privacy Notice](#) and [Customer Information Center Website Access Agreement](#) before clicking.
  - 5) “**Registration Succeed**” page will be displayed to confirm that the registration is complete. The system will also send a registration confirmation email to the registered email address or/and send a SMS message to the registered mobile number.

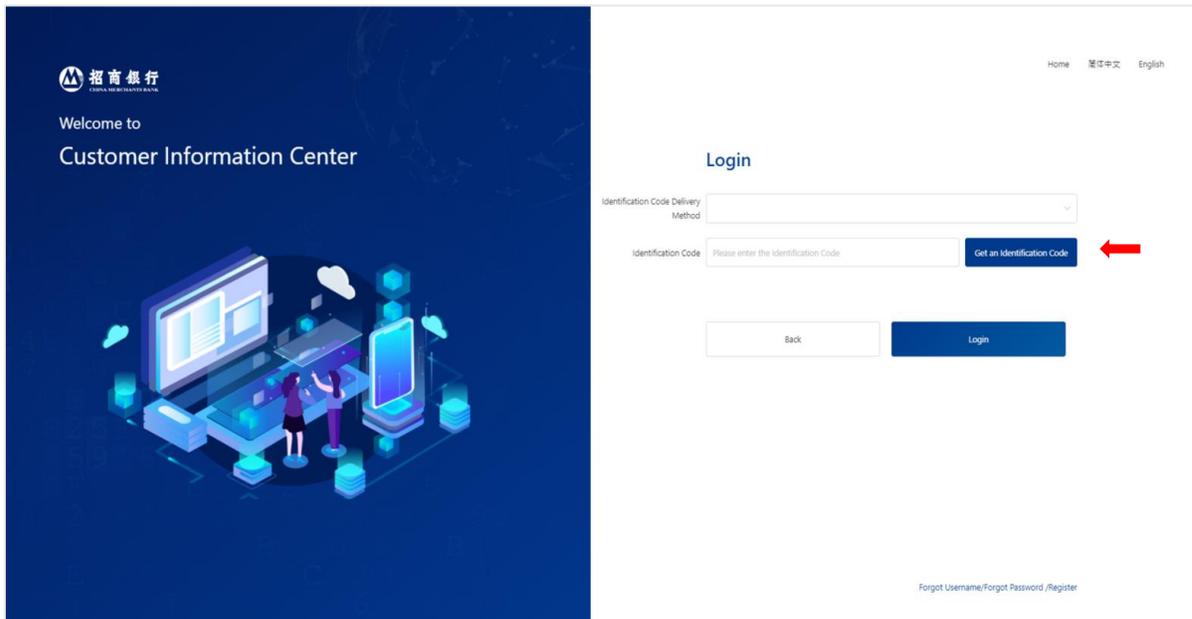
### 3. Daily Operation of Customer Information Center

#### 3.1 Login

- 1) On the Login page, enter **Customer ID**, **Username** and **Password**, and then click “**Next**”.



- 2) Click the drop down list to choose an Identification Code delivery method, and then click **“Get an Identification Code”** button to obtain a one-time Identification Code. Input the Code and click **“Login”**.



\*\* An error message will appear when you are **locked out** due to too many failed login attempts. Please follow the error message and wait before attempting to log in again.

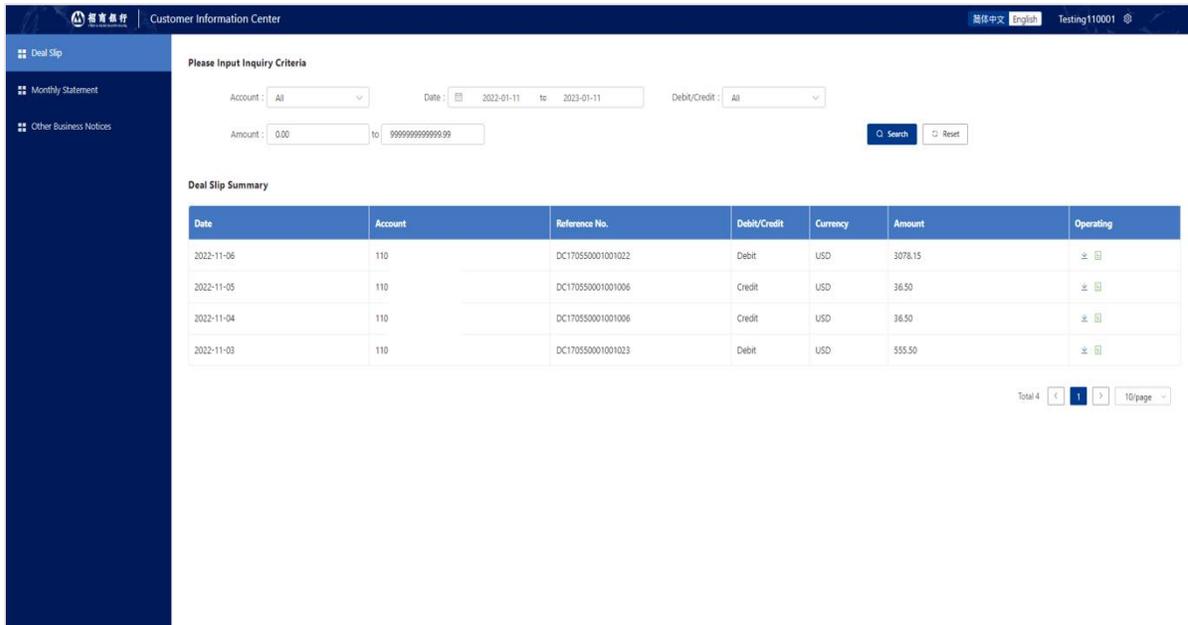
### 3.2 Deal Slip Inquiry

After a transaction with fund changes occurs in the customer’s account, the system will generate a deal slip and send a notification email to contact person email addresses reserved in CMBNY after the end of the day’s business.

Users can directly click “[click here](#)” from the notification email or log in to the Customer Information Center to check the details of deal slips.

#### Instructions:

- 1) After logging in to the Customer Information Center, users will see deal slip inquiry page.
- 2) Click “**Search**” to inquire all deal slips, or query qualified deal slips by selecting / entering specific query criterias.
- 3) Click download or view icon in the operating column of the corresponding deal slip to view, download or print the deal slip.



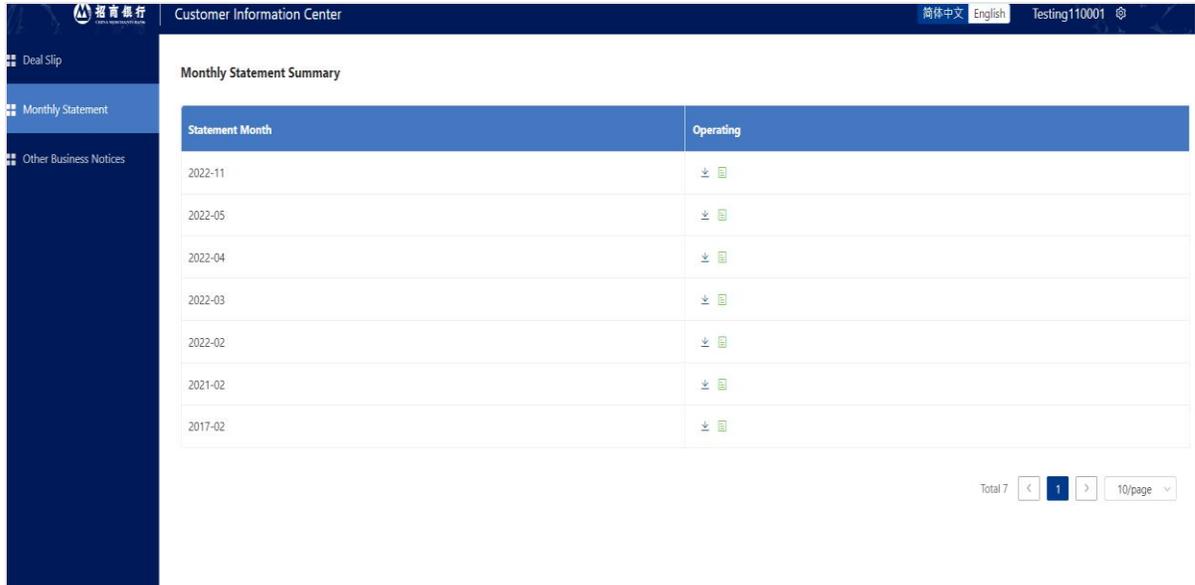
### 3.3 Monthly Statement Inquiry

On the first day of each month, the system will generate previous month’s bank statement and send a notification email to contact person email addresses reserved in CMBNY.

Users can directly click “[click here](#)” from the notification email or log in to the Customer Information Center to check the details of monthly statements.

**Instructions:**

- 1) After logging in to the Customer Information Center, click “**Monthly Statement**” on the left hand-side of the page to see monthly statements for the last 36 months (if available).
- 2) Click download or view icon in the operating column of the corresponding monthly statement to view, download or print the monthly statement.



The screenshot shows the Customer Information Center interface. The left sidebar contains navigation options: Deal Slip, Monthly Statement (selected), and Other Business Notices. The main content area displays a table titled "Monthly Statement Summary".

Statement Month	Operating
2022-11	 
2022-05	 
2022-04	 
2022-03	 
2022-02	 
2021-02	 
2017-02	 

At the bottom right of the table, there is a pagination control showing "Total 7" and a page number "1" out of "10/page".

### 3.4 Other Business Notices Inquiry

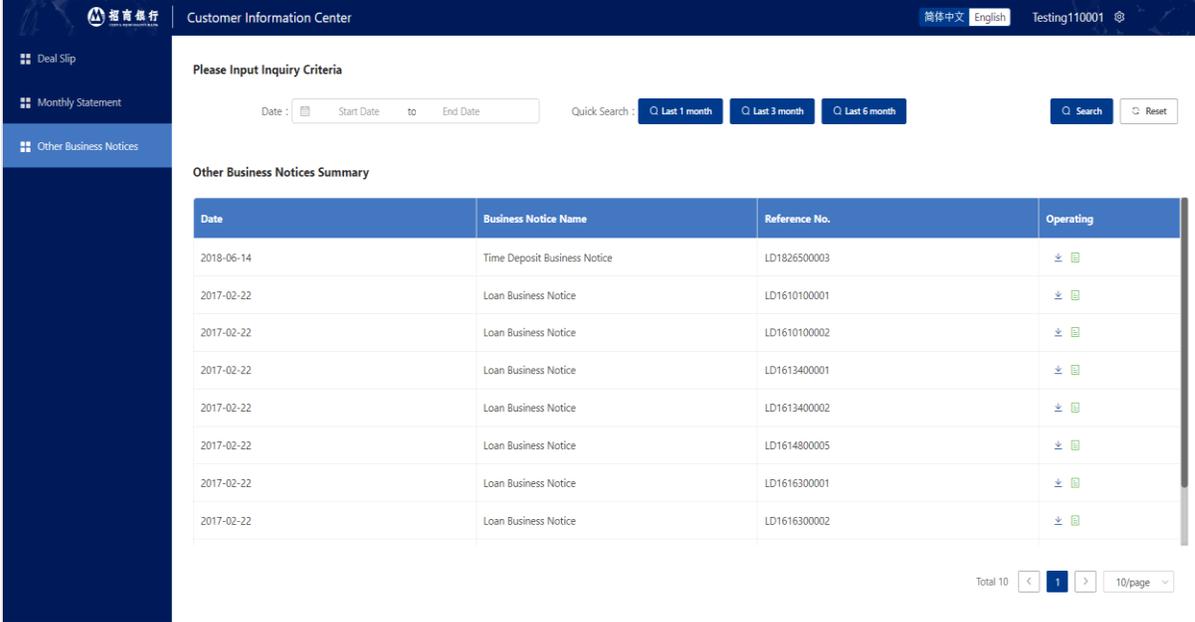
In addition to Deal Slip and Monthly statement, the Customer Information Center also provides inquiries about Other Business Notices, including Time Deposit Business Notice and Loan Business Notice. With the development of business, CMBNY will expand the types of Other Business Notices in the future.

After an Other Business Notice is generated, the system will send a notification email to contact person email addresses reserved in CMBNY. Users can directly click “[click here](#)” from the notification email or log in to the Customer Information Center to check the details of other business notices.

**Instructions:**

- 1) After logging in to the Customer Information Center, click “**Other Business Notices**” on the left hand-side of the page to see the Other Business Notices inquiry page.

- 2) Click **“Search”** directly to view all available Other Business Notices, or select a date range to query qualified business notices. There are options for **Last 1 month**, **Last 3 month** or **Last 6 month** for a quick search.
- 3) Click download or view icon in the operating column of the corresponding Other Business Notice to view, download or print the notice.



The screenshot shows the 'Customer Information Center' interface. The top navigation bar includes the bank logo, 'Customer Information Center', and language options (Simplified Chinese, English). A user ID 'Testing110001' is visible. The main content area is titled 'Please Input Inquiry Criteria' and features a search form with 'Date' (Start Date to End Date) and 'Quick Search' buttons for 'Last 1 month', 'Last 3 month', and 'Last 6 month'. Below the search form is a table titled 'Other Business Notices Summary'.

Date	Business Notice Name	Reference No.	Operating
2018-06-14	Time Deposit Business Notice	LD1826500003	<a href="#">↓</a> <a href="#">📄</a>
2017-02-22	Loan Business Notice	LD1610100001	<a href="#">↓</a> <a href="#">📄</a>
2017-02-22	Loan Business Notice	LD1610100002	<a href="#">↓</a> <a href="#">📄</a>
2017-02-22	Loan Business Notice	LD1613400001	<a href="#">↓</a> <a href="#">📄</a>
2017-02-22	Loan Business Notice	LD1613400002	<a href="#">↓</a> <a href="#">📄</a>
2017-02-22	Loan Business Notice	LD1614800005	<a href="#">↓</a> <a href="#">📄</a>
2017-02-22	Loan Business Notice	LD1616300001	<a href="#">↓</a> <a href="#">📄</a>
2017-02-22	Loan Business Notice	LD1616300002	<a href="#">↓</a> <a href="#">📄</a>

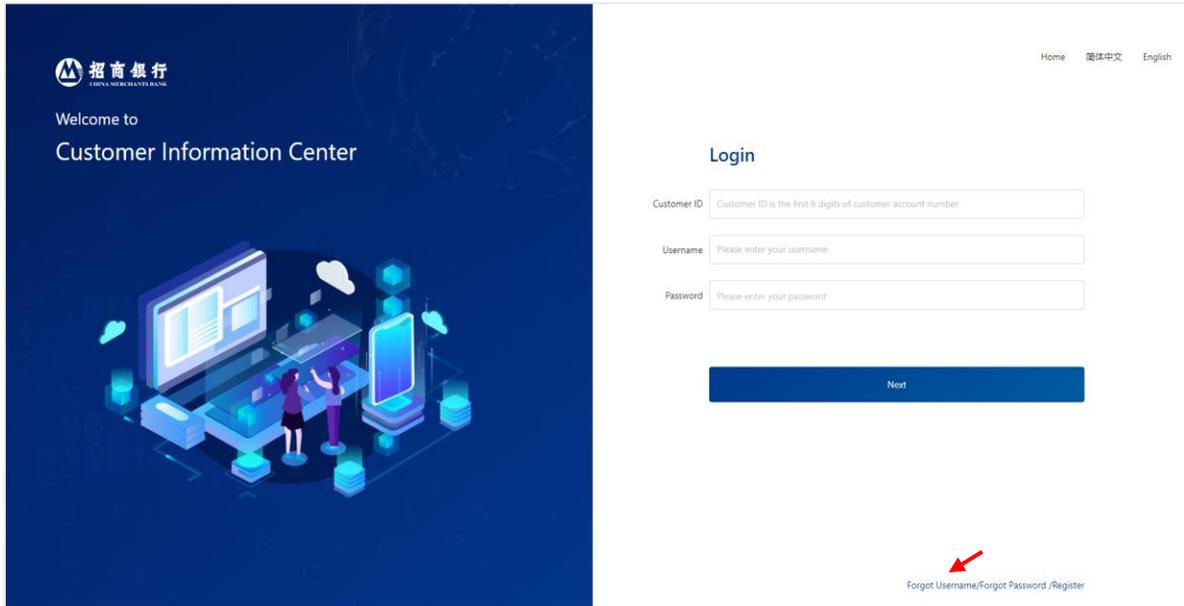
At the bottom right of the table, there is a pagination control showing 'Total 10' records, with the first page selected and '10/page' displayed.

### 3.5 Forgot Username

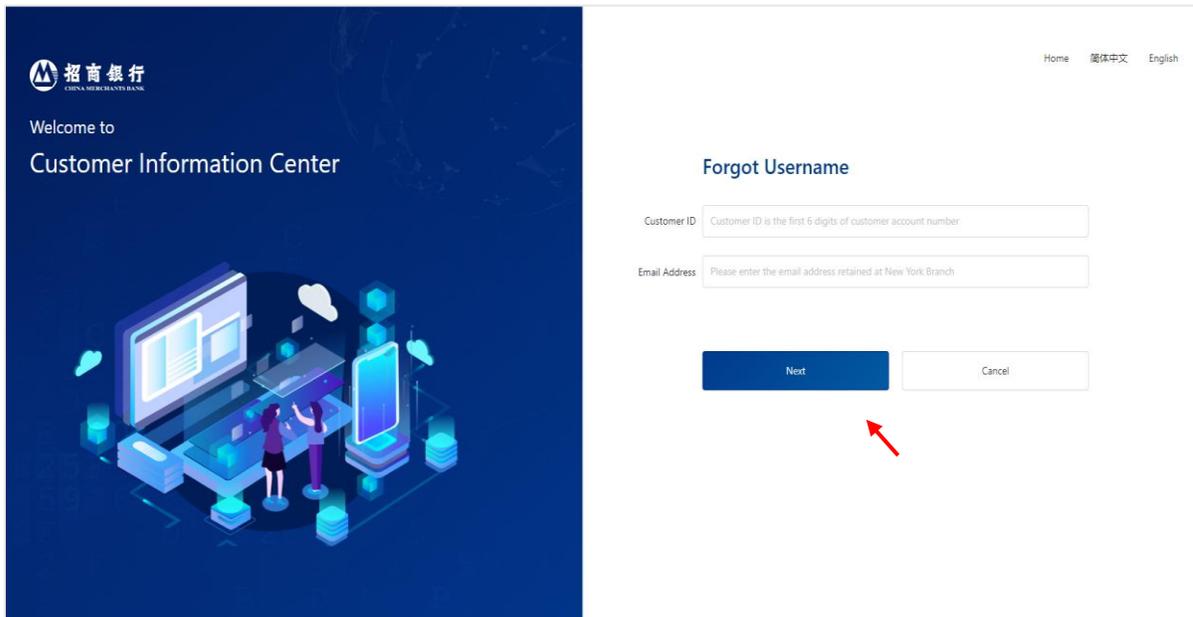
If the username is forgotten, the user can retrieve it through **“Forgot Username”** function of the Customer Information Center.

#### Instructions:

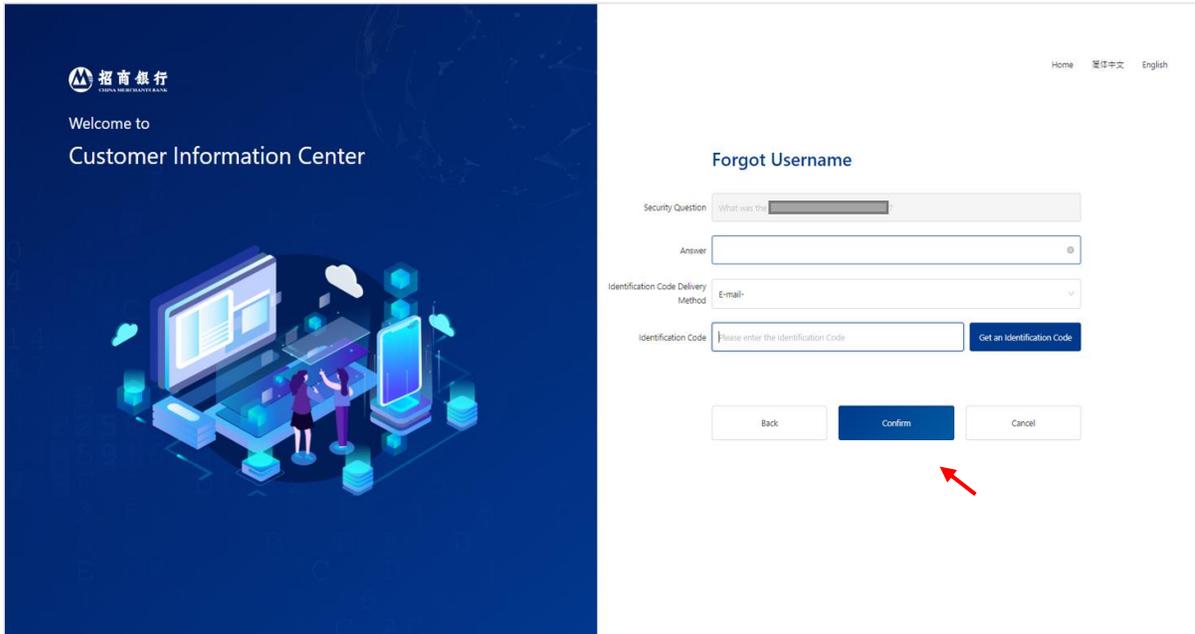
- 1) Click **“Forgot Username”** on the bottom-right of the Login page, the system will display the Forgot Username page.



- 2) Enter **Customer ID** and **Email Address**, and then click “**Next**”. This email address must be the email address used by the user when registering the Customer Information Center, and it is also the contact person email address reserved by the customer of this Customer ID in CMBNY.



- 3) The system will randomly pop up a security question selected by user when registering the Customer Information Center. The user has to answer the security question.
- The user clicks the drop down list to choose Identification Code Delivery Method and input the code.
- After confirming that the entered information is correct, clicking "**Confirm**", the system will send an email containing the username to the email address just entered by the user.

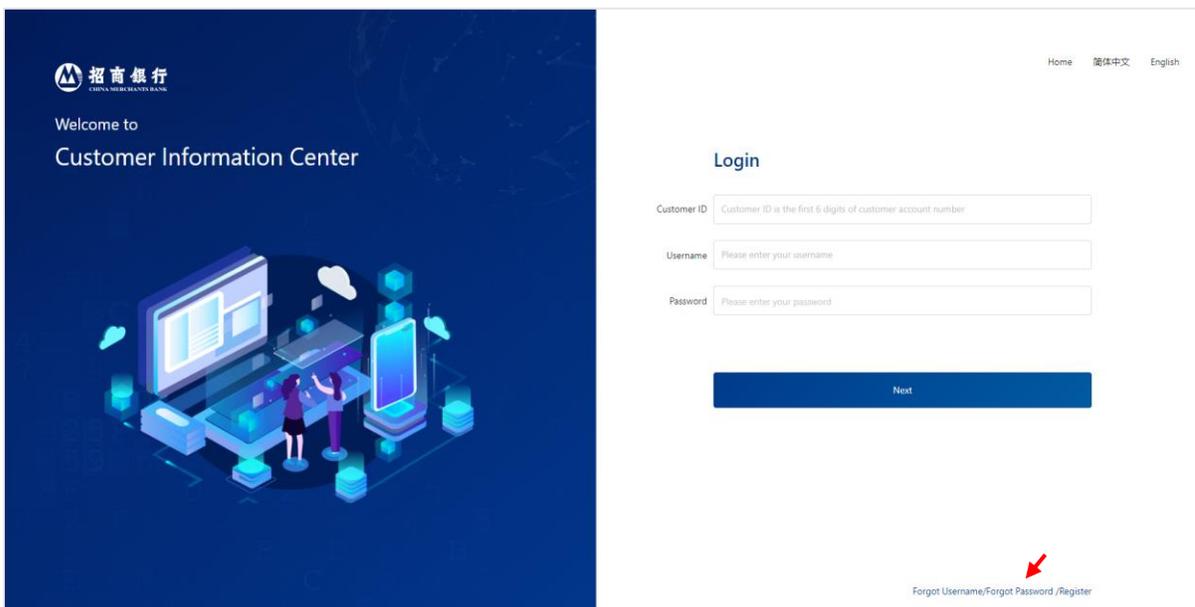


### 3.6 Forgot Password

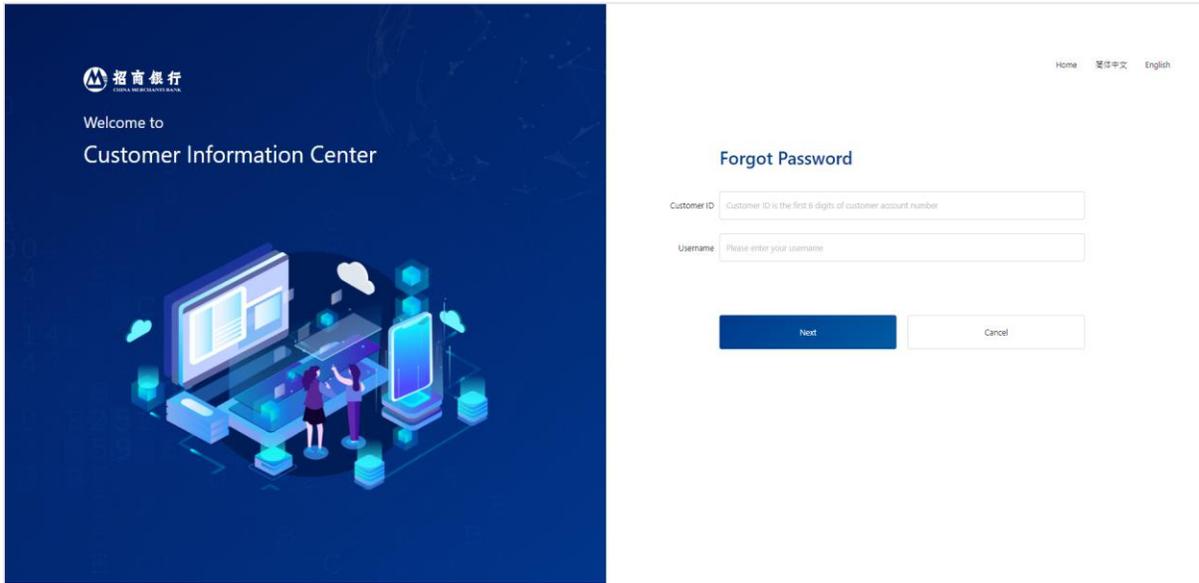
If the password is forgotten, the user can reset it through the “Forgot Password” function of the Customer Information Center.

#### Instructions:

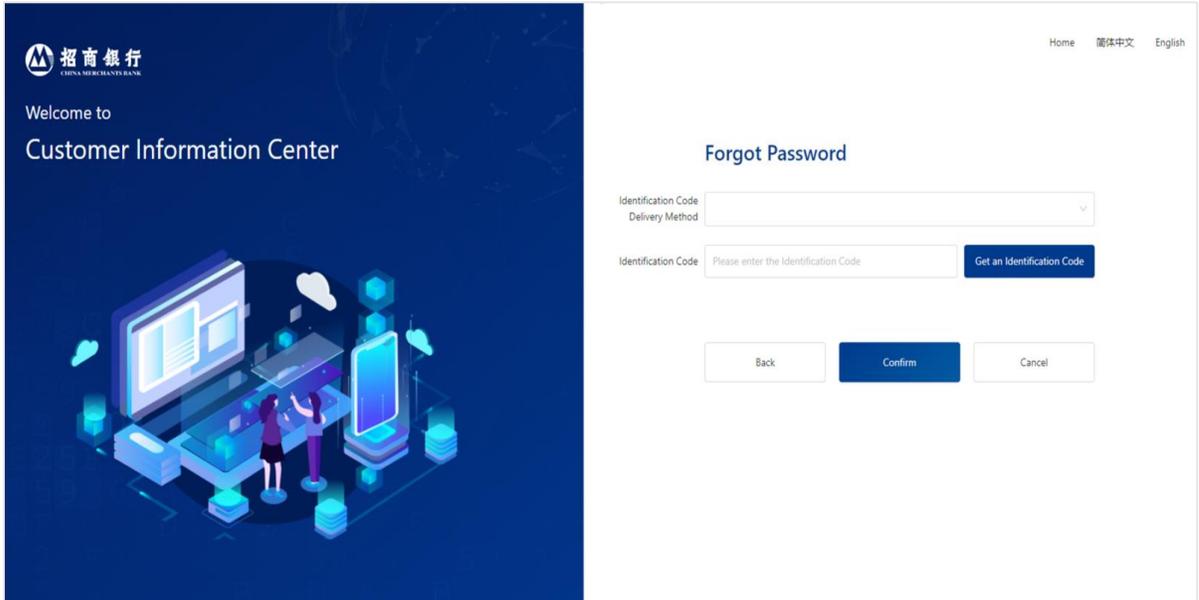
- 1) Click “**Forgot Password**” on the bottom-right of the Login page, the system will display the Forgot Password page.



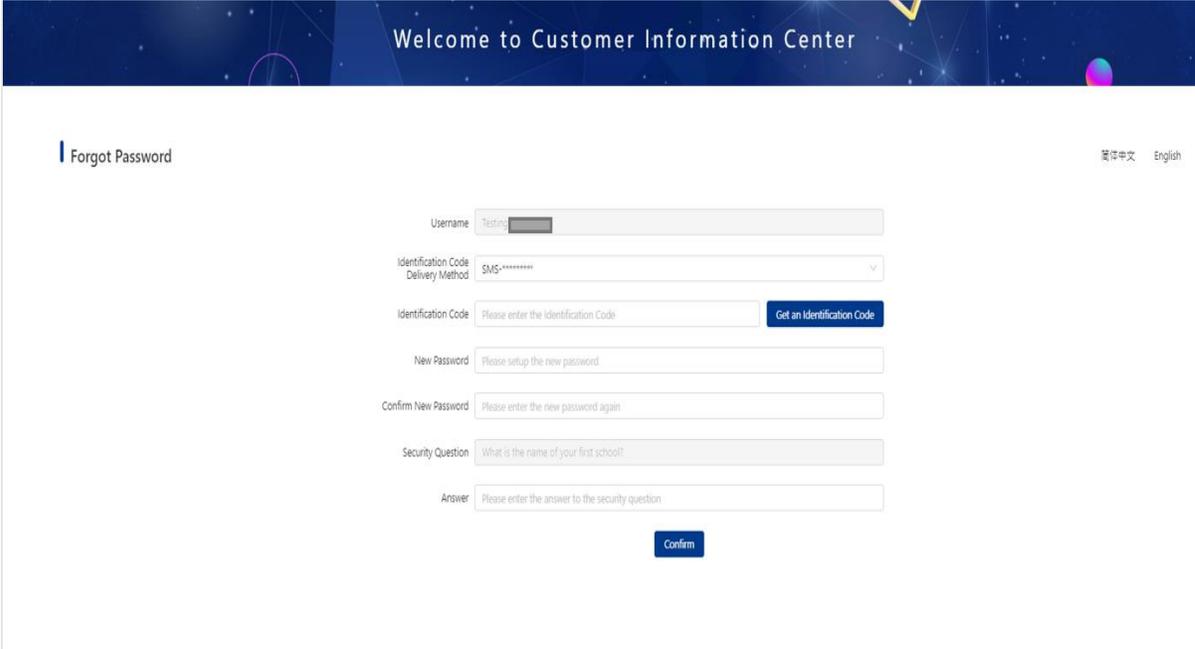
- 2) Enter **Customer ID** and **Username**, and then click “**Next**”.



- 3) Click the drop down list to choose the Identification Code Delivery Method, and then click the “**Get an Identification Code**” button. After entering the Identification Code and clicking “**Confirm**”, the system will send an email with a password reset link to the email address of the user’s registered the Customer Information Center.



- 4) Click "[click here](#)" in the reset password email, and the system will direct the user to the Forgot Password page.



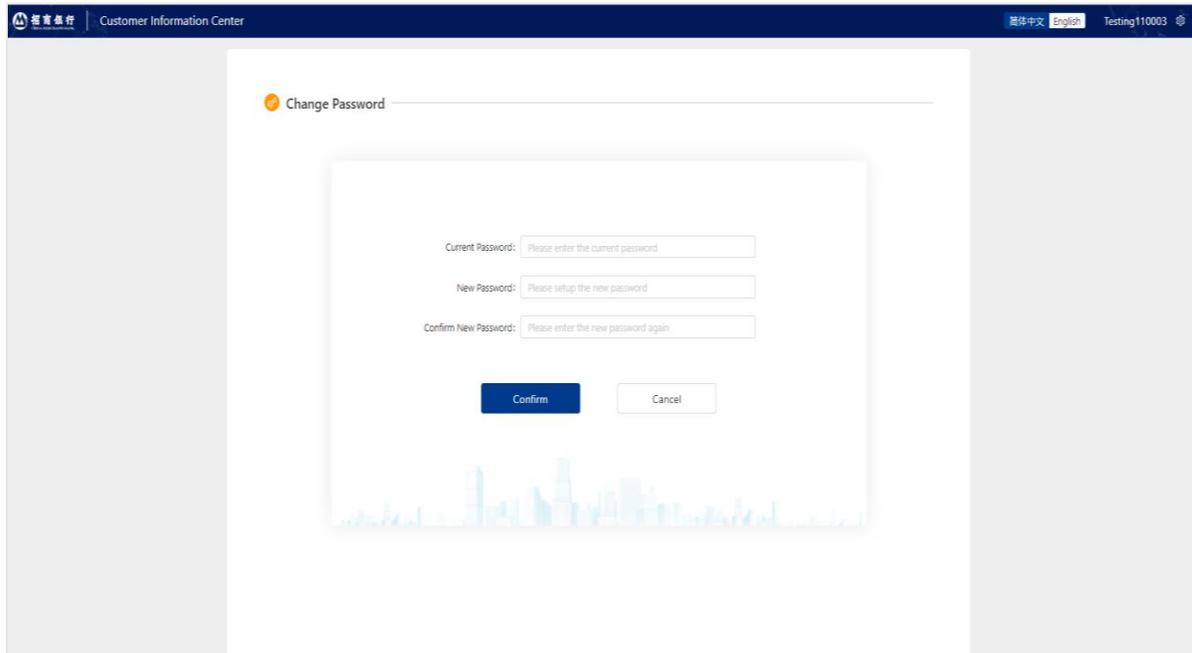
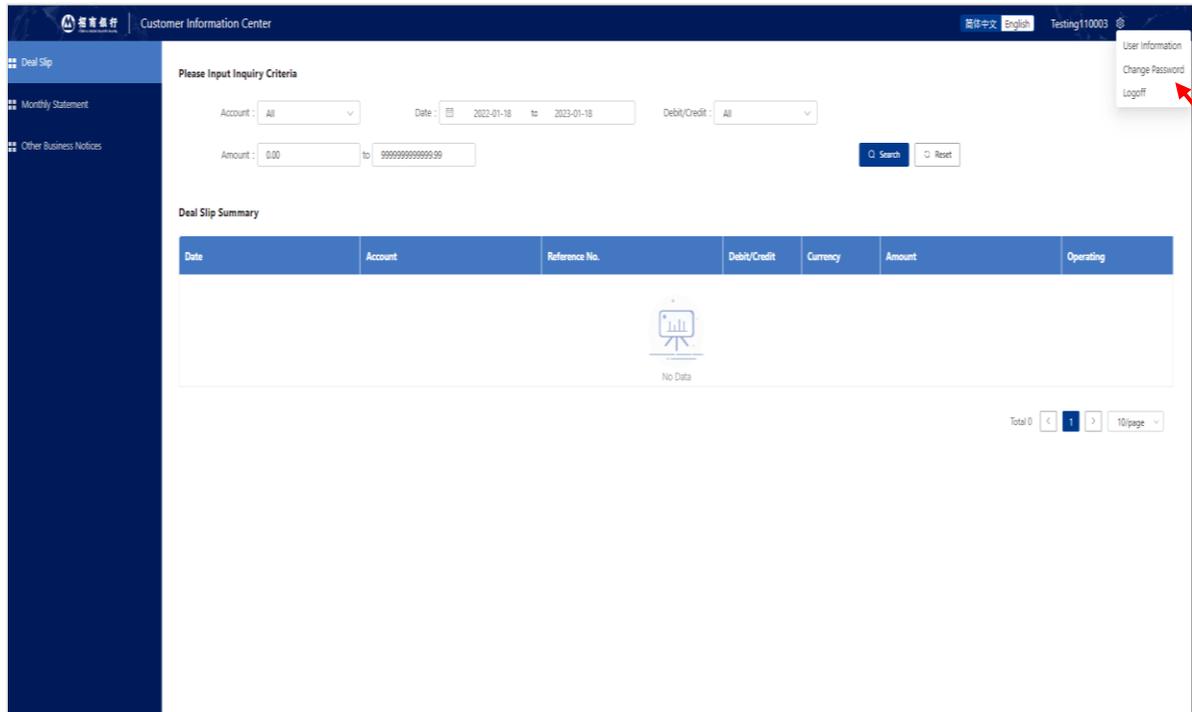
- **Username:** The system displays the username by default and cannot be modified.
  - **Identification Code Delivery Method:** Click the drop down list to choose the Identification Code Delivery Method.
  - **Identification Code:** Click the “**Get an Identification Code**” button, the system will send a one-time Identification Code to the selected delivery method. Input the code. The code will be expired in 10 minutes. Users can click this button again to get a new identification code.
  - **New Password:** Set up a new password. When entering the password, the system determines in real time whether the input content meets the requirements of the password setting. Each fulfilled requirement is preceded by a [✓].
  - **Confirm New Password:** Re-enter the new password. Two passwords must be matched.
  - **Security Questions:** The system will randomly pop up a security question selected by users during registering the Customer Information Center.
  - **Answer:** Enter the answer to the security question reserved during registration.
- 5) After confirming that the entered information is correct, click “**Confirm**”.
  - 6) “**Password Reset Succeed**” page will be displayed to confirm the password reset is complete. The system will also send a password reset confirmation email to the registered email or/and send a SMS message to the registered mobile number.

### 3.7 Change Password

After logging in to the Customer Information Center, users can change password at any time.

**Instructions:**

- 1) After logging in, click the gear icon in the top-right-corner of the page. Choose “**Change Password**” to enter the Change Password page.



- **Current Password:** Enter the current password.

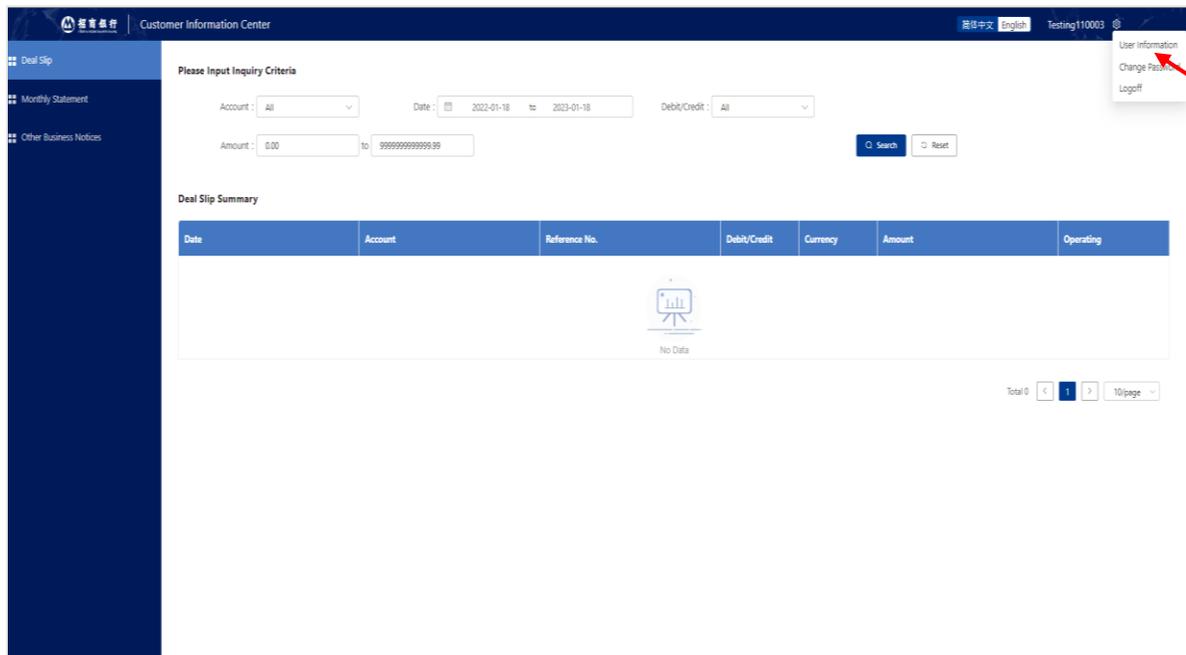
- **New Password:** Set up a new password. When entering the password, the system determines in real time whether the input content meets the requirements of the password setting. Each fulfilled requirement is preceded by a [✓].
  - **Confirm New Password:** Re-enter the new password. Two passwords must be matched.
- 2) After confirming that the entered information is correct, click “**Confirm**”.
  - 3) “**Password Change Succeed**” page will be displayed to confirm that the password change is complete. The system will also send a password change confirmation email to the registered email address or/and send a SMS message to the registered mobile number.
- \*\* We strongly recommend that you change your password regularly to prevent fraudulent activities.

#### 4. User Information

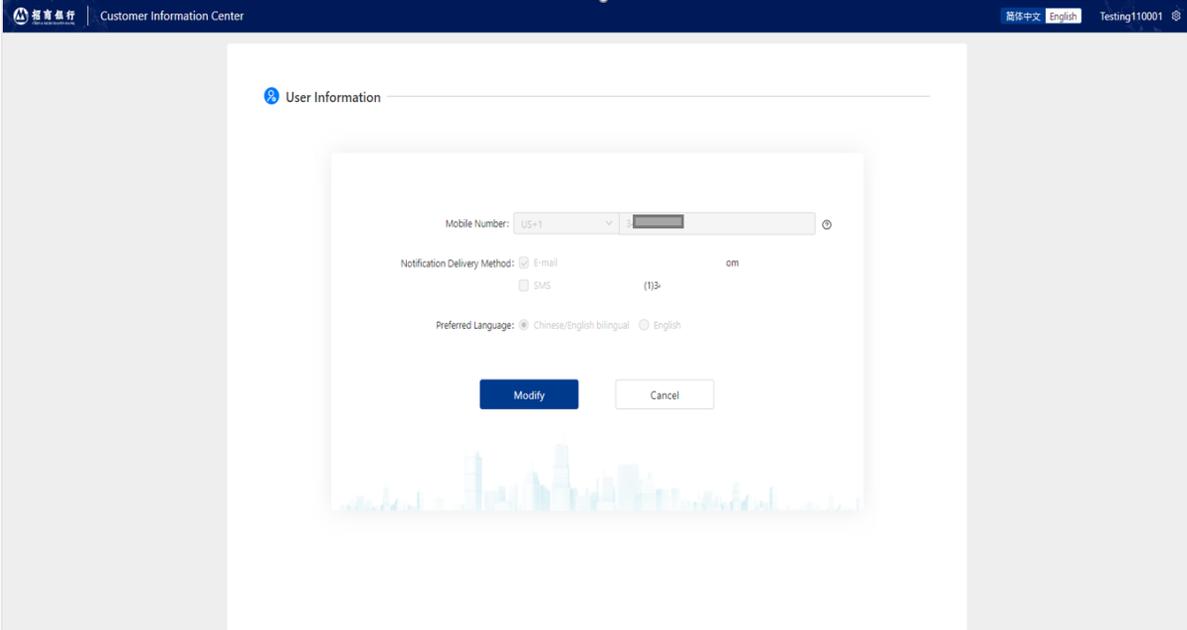
After logging in to the Customer Information Center, users can check the current mobile phone number, notification delivery method and preferred language at any time and change them.

##### Instructions:

- 1) After logging in, click the gear icon in the top-right-corner of the page. Choose “**User Information**” to enter the User Information page.



- 2) The system displays the current registered mobile number, notification delivery method and preferred language by default. Click “**Modify**” to make changes.



Customer Information Center | 简体中文 English | Testing110001

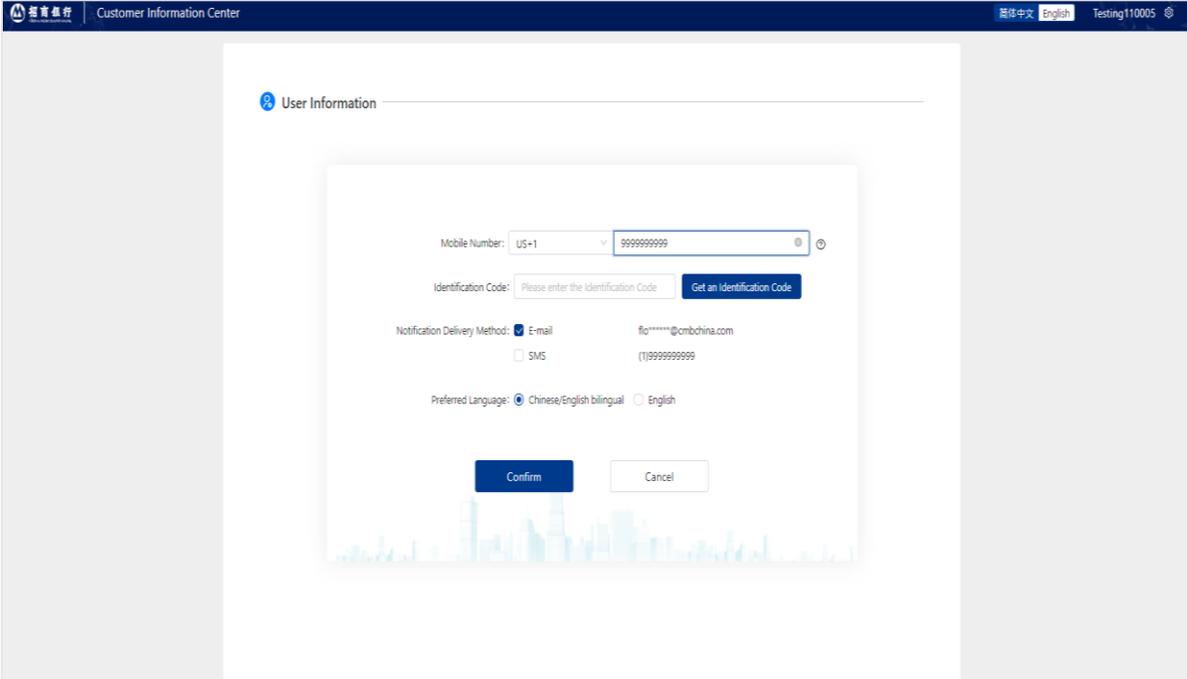
User Information

Mobile Number: US+1 [ ]

Notification Delivery Method:  E-mail [ ] om  
 SMS [ ] (1)3-

Preferred Language:  Chinese/English bilingual  English

Modify Cancel



Customer Information Center | 简体中文 English | Testing110005

User Information

Mobile Number: US+1 9999999999

Identification Code: Please enter the Identification Code [ ] [Get an Identification Code](#)

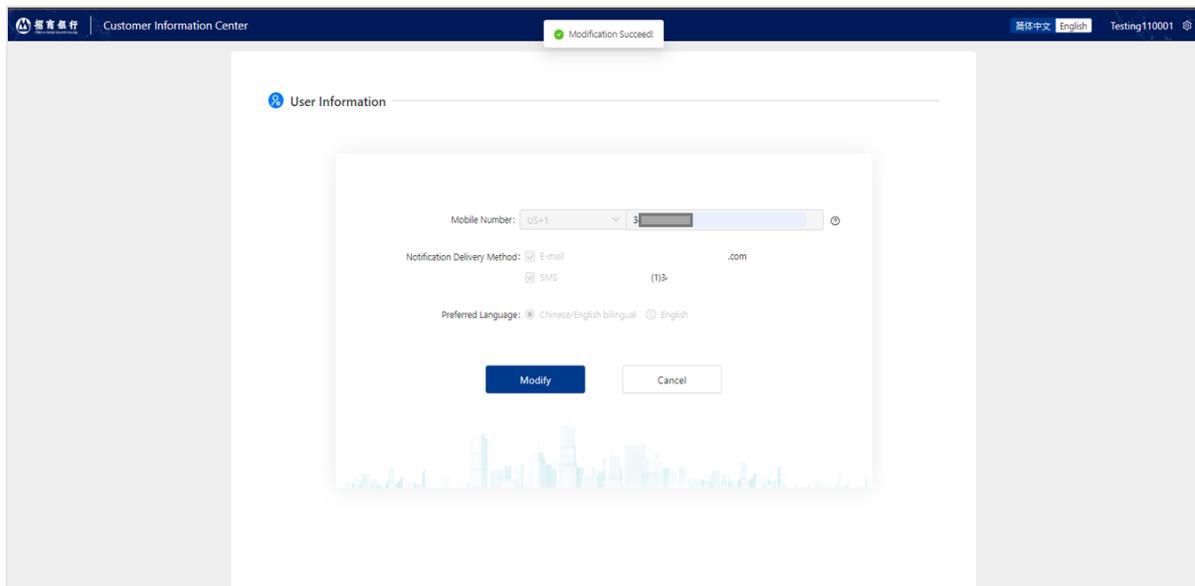
Notification Delivery Method:  E-mail flo\*\*\*\*\*@cmbchina.com  
 SMS (1)9999999999

Preferred Language:  Chinese/English bilingual  English

Confirm Cancel

- **Mobile Number:** After changing the existing mobile number information, the page will automatically display an Identification Code field in real time, and determine whether the mobile number is valid by entering a verification code.
- **Identification Code:** Click the “**Get an Identification Code**” button, the system will send a SMS message with an identification code to the entered mobile number. The code will be expired in 10 minutes. Users can click this button again to get a new identification code.

- **Notification Delivery Method:** The method is used to receive notification messages related to the Customer Information Center. Users can check one or both.
  - **Preferred Language:** Users can choose Chinese/English Bilingual or English. Notification messages related to the Customer Information Center will be sent in the Preferred Language selected.
- 3) After confirming that the entered information is correct, click “**Confirm**”. "Modification succeed!" prompt will be displayed on the page.



## 5. User Operation Instruction for Old Users of Customer Information Center

The Customer Information Center has been upgraded in August 2023. After the upgrade, the Customer Information Center uses a new URL ([https://ibanking.paas.cmbchina.com/platform-pc/#/login?lang=en\\_US](https://ibanking.paas.cmbchina.com/platform-pc/#/login?lang=en_US)). The old URL (<https://app.cmbchina.com/NYCevs/user/login.aspx>) is invalid at the same time. Users who have registered in the old Customer Information Center can only access it after re-registering in the new Customer Information Center. Customers can refer to “2.2 Registration” for detailed instructions.

## 6. Contact Us

China Merchants Bank Co., Ltd., New York Branch

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

Tel: (212) 753 1801

If you have any questions when using Customer Information Center, please don't hesitate to contact your relationship manager.