



招商銀行
CHINA MERCHANTS BANK

紐約分行
New York Branch

Customer Information Center

User Manual

V 4.0

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

December 2023

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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 a platform for customers to view, download and print customer deal slips, monthly statements and other business notices as well as submit business applications online.

Customer Information Center is available 24/7. Customers can self-register and use Customer Information Center on CMBNY official website.

New customers can register and log into the Customer Information Center 24 hours after receiving the first Account Opening Advice. The contact person email address reserved in CMBNY can be registered as Contact Person of the Customer Information Center. The designated email address reserved in CMBNY can be registered as Designated Email User of the Customer Information Center. The regular users can register the Customer Information Center after their email addresses are added in the Customer Information Center by Contact Person.

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.

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 User Types and Authority

There are 3 types of users in the Customer Information Center.

Contact Person: Users who have reserved contact email addresses in the bank have the authority to manage users, including but not limited to adding user, deleting user etc. and inquire.

Designated Email User: Users who have reserved designated email addresses in the bank have the authority to send business applications.

Regular User: Users added by Contact Persons only have the authority to inquire.

*Remarks: If an email address is both contact person email address and designated email address reserved in CMBNY, the user register with the address will have the authority to manage users, inquire and send business applications, and so on.

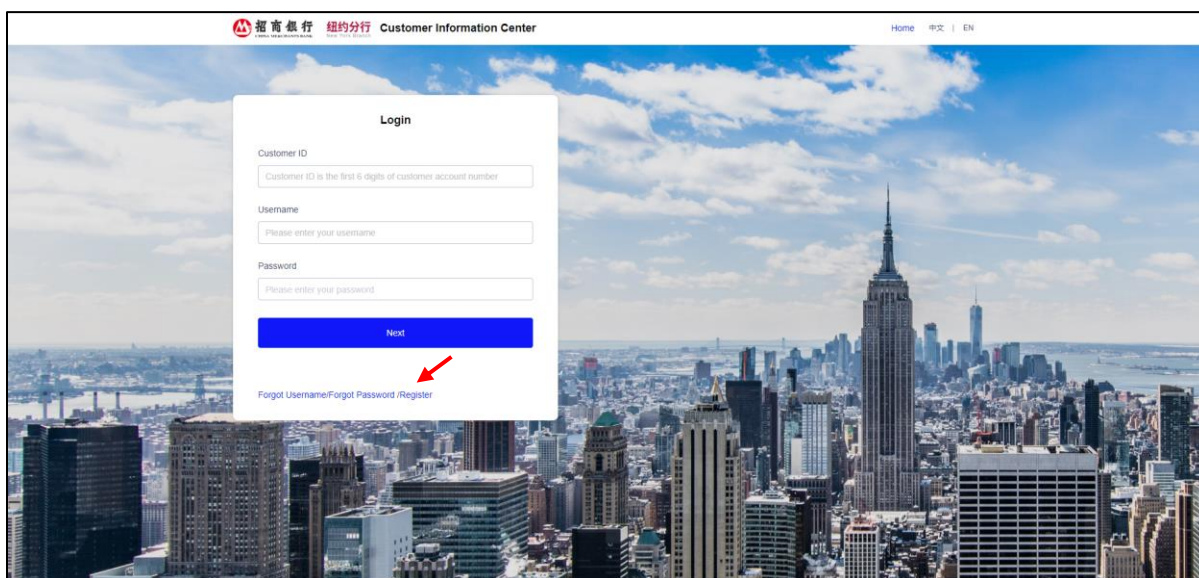
2.3 Register

To access the Customer Information Center, you need to register as a user first. User should be registered separately. After registration, keep your username and password safe and do not share them with others.

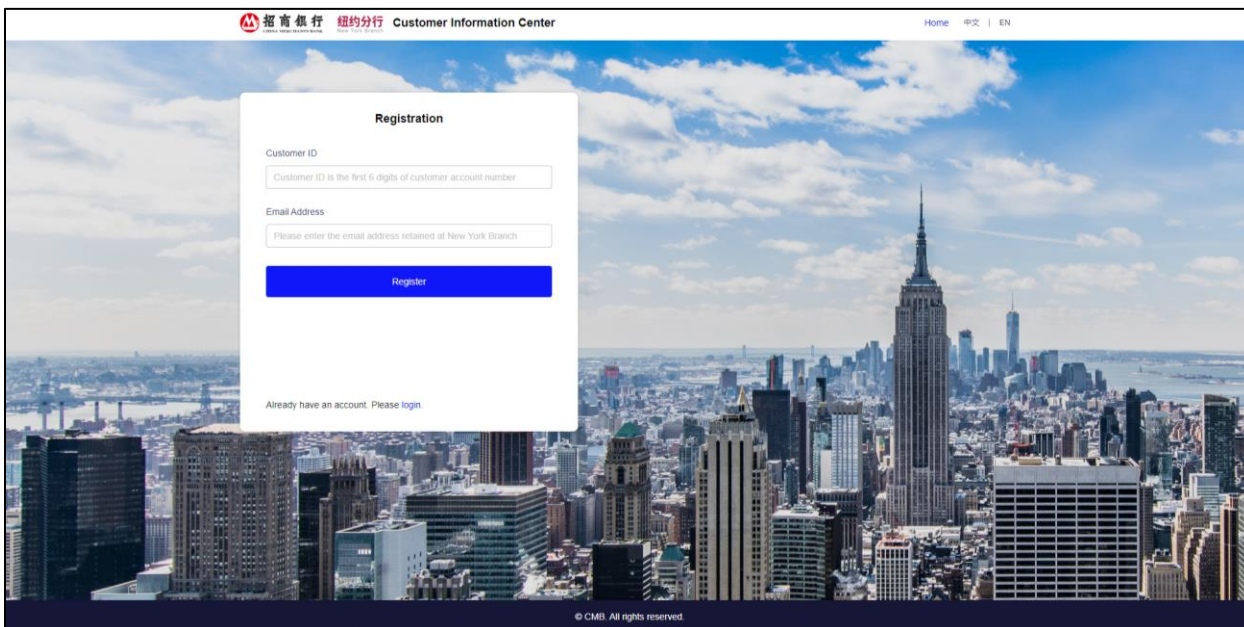
*Remarks: The regular users can register the Customer Information Center after their email addresses are added in the Customer Information Center by contact person.

Instructions:

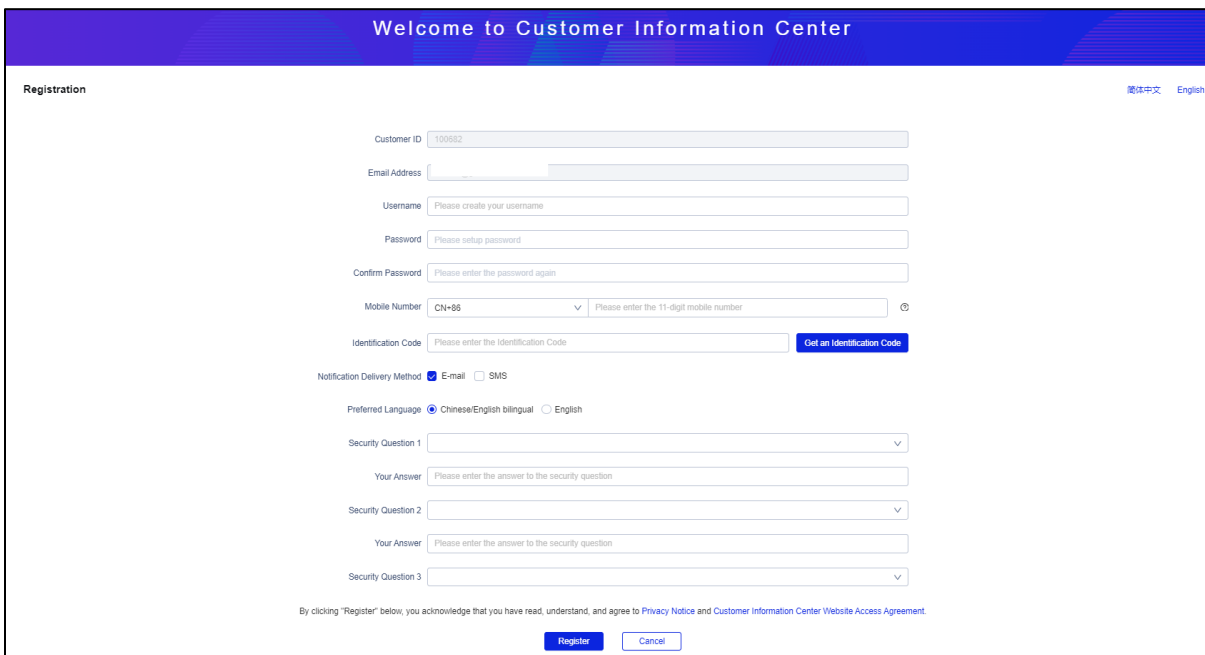
- 1) Click “[Register](#)” in the bottom-right of the Login page, the system will display the Registration page.



- 2) Enter a **Customer ID** and **Email Address**, and then click “**Register**”. If the data entered is correct, this email address will receive an email with a registration link.



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



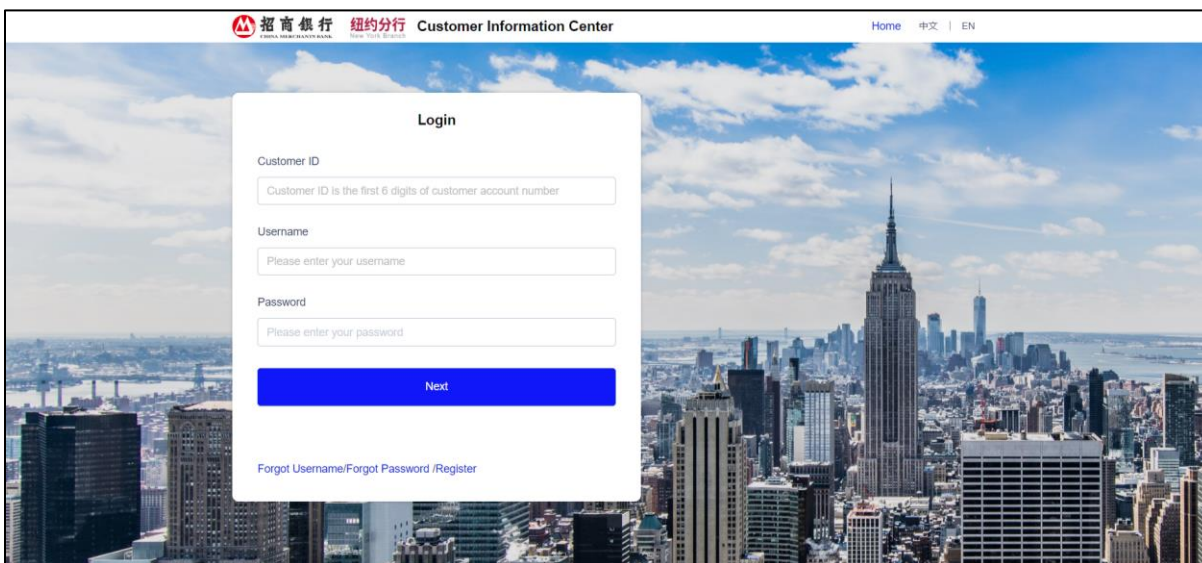
- **Username:** When entering a username, the system determines in real time whether the input content meets the requirements of the username. Each fulfilled requirement is preceded by a [✓]. Once registered, the Username cannot be changed.

- **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.

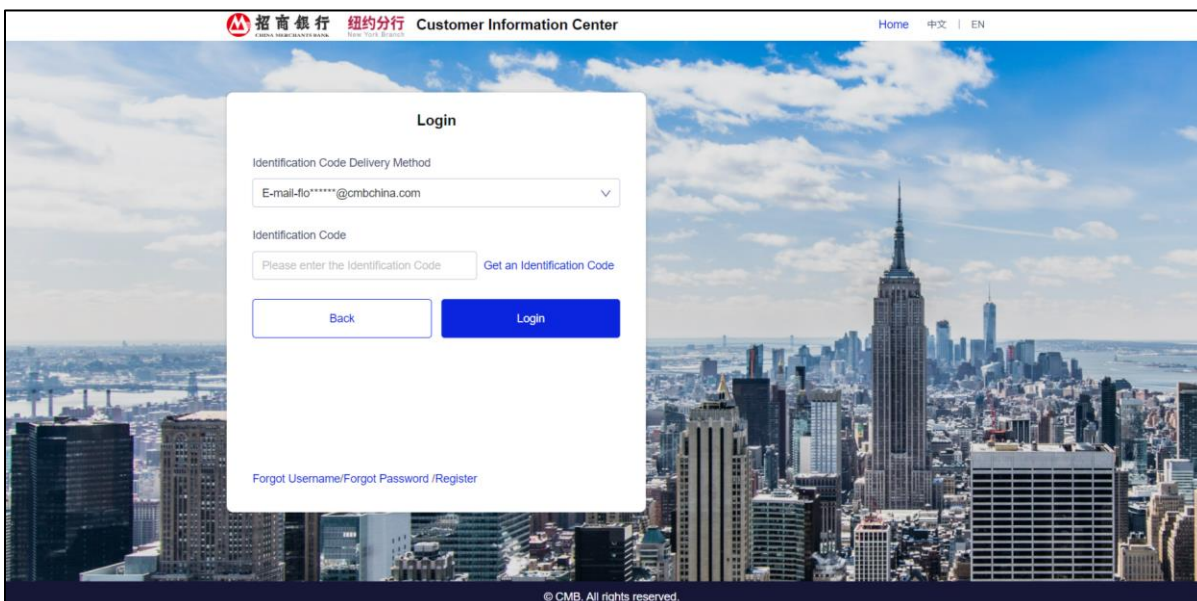
3. User Login and Setting Maintenance

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”**.



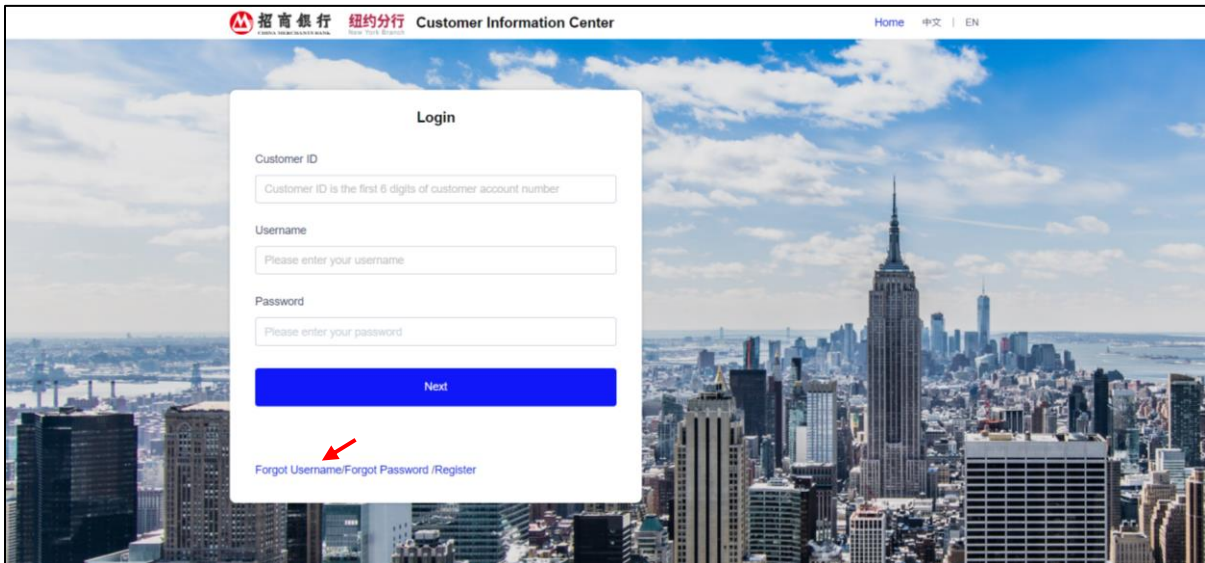
** An error message will appear when you are **locked out** due to too many failed login attempts. Please follow the error message and wait before attempting to log in again.

3.2 Forgot Username

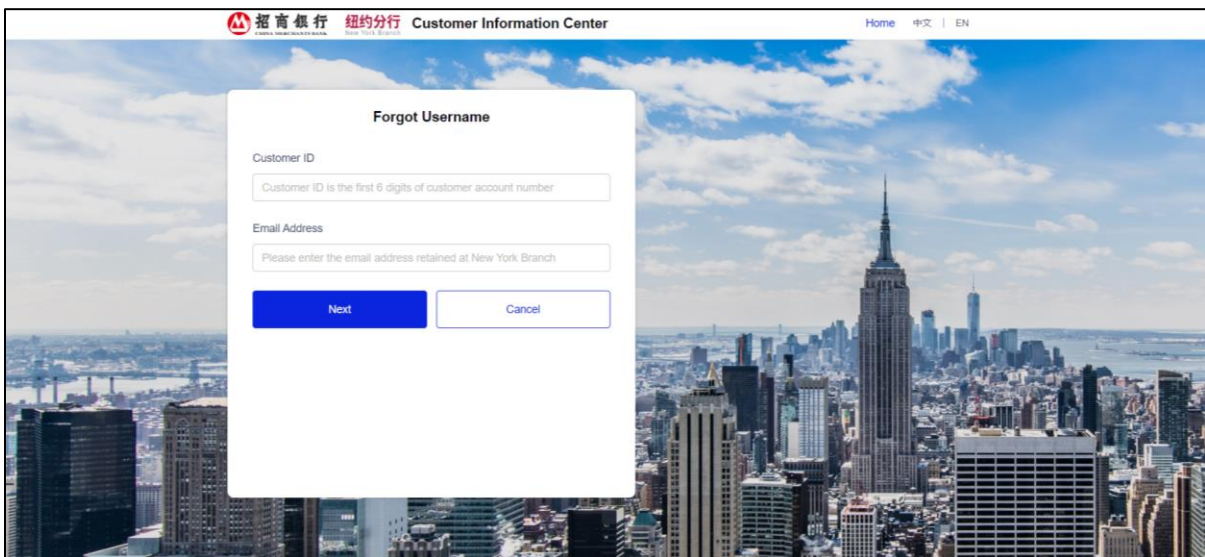
If the username is forgotten, the user can retrieve it through “Forgot Username” function of the Customer Information Center.

Instructions:

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



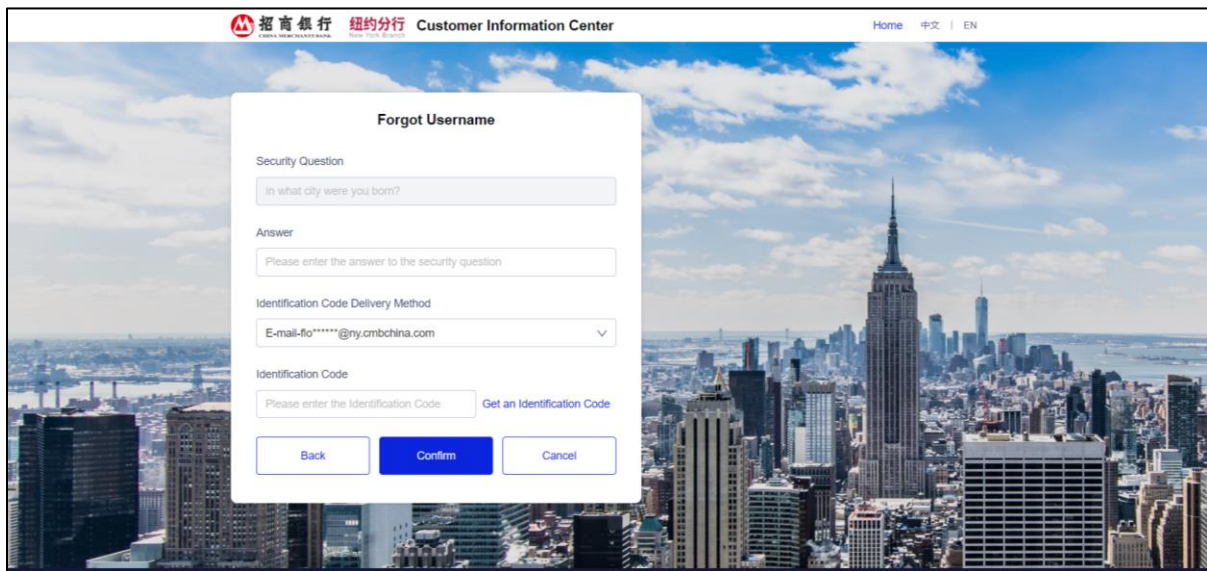
- 2) Enter **Customer ID** and **Email Address**, and then click "**Next**". This email address must be the email address used by the user when registering the Customer Information Center.



- 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.

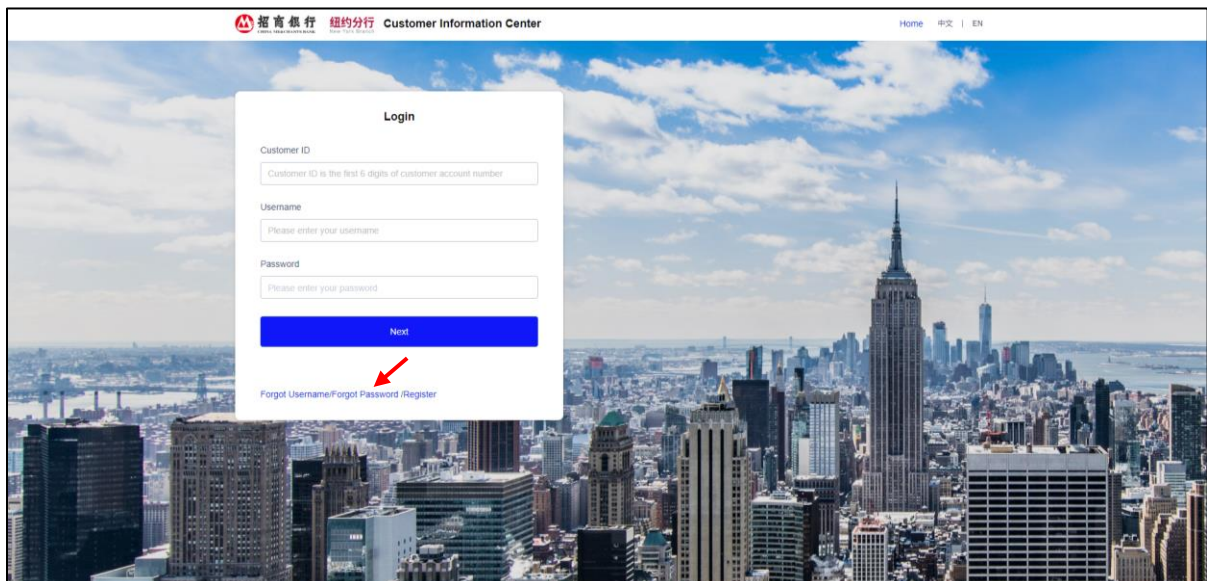


3.3 Forgot Password

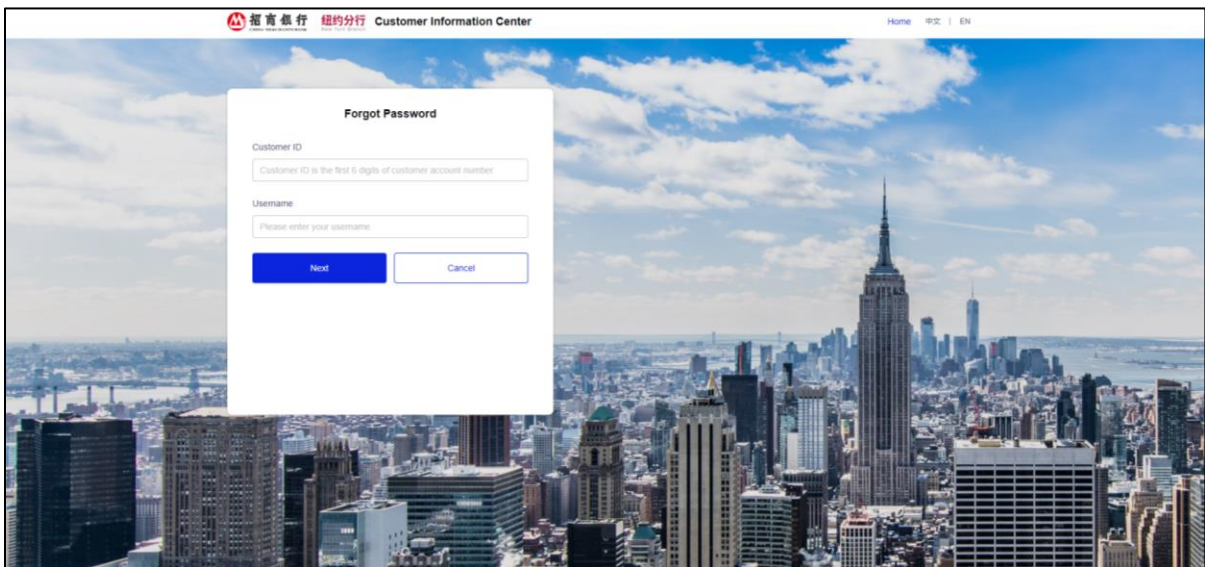
If the password is forgotten, the user can reset it through the “Forgot Password” function of the Customer Information Center.

Instructions:

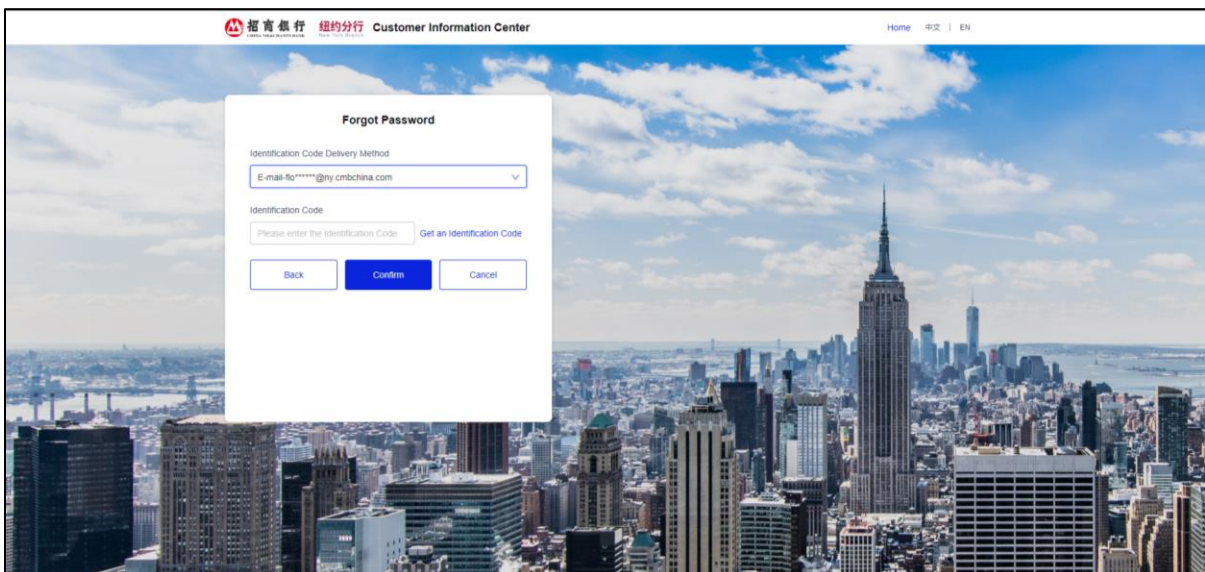
- 1) Click “**[Forgot Password](#)**” on the bottom-right of the Login page, the system will display the Forgot Password page.



- 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.

Welcome to Customer Information Center

Forgot Password 繁體中文 English

Username:

Identification Code Delivery Method:

Identification Code: [Get an Identification Code](#)

New Password:

Confirm New Password:

Security Question:

Answer:

[Confirm](#) [Cancel](#)

- **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**”.

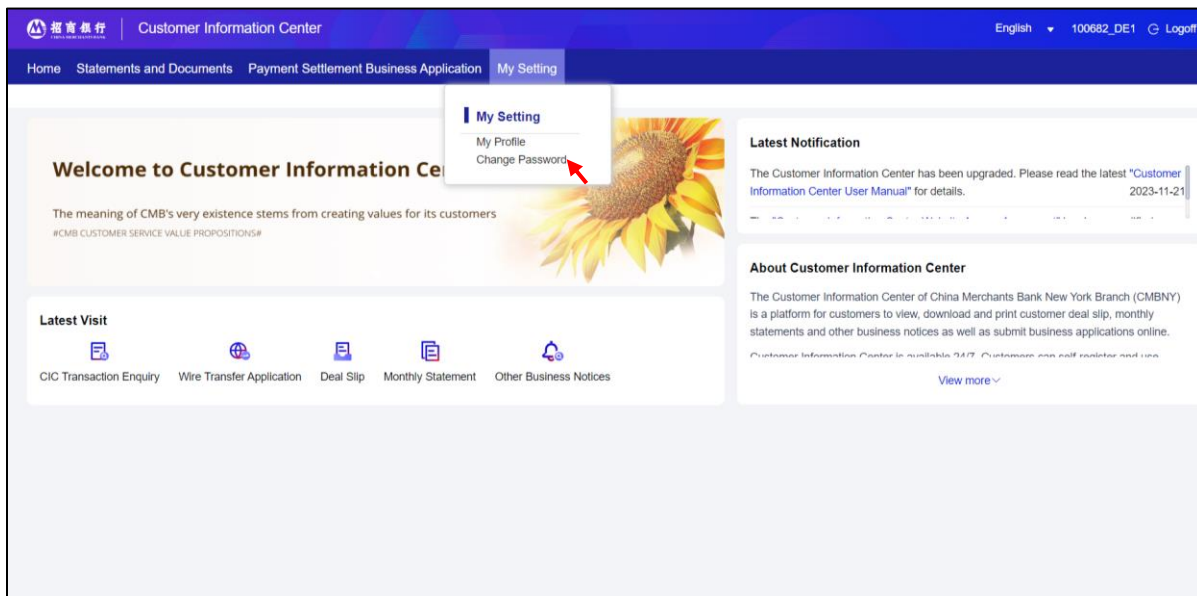
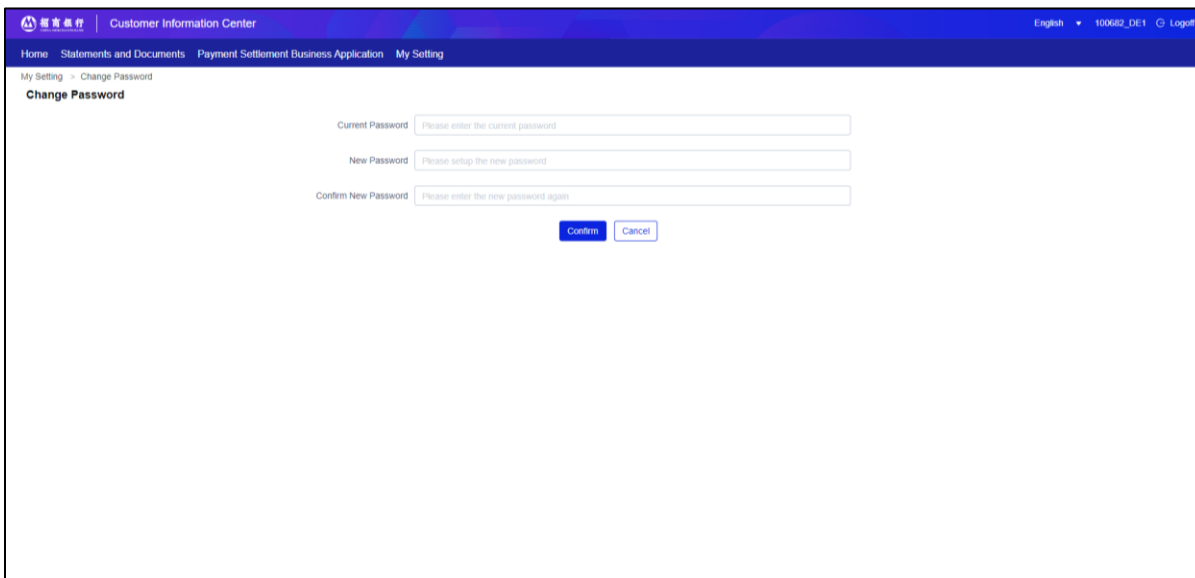
“**Password Reset Succeed**” page will be displayed to confirm the password reset is complete. The system will also send a password reset confirmation email to the registered email or/and send a SMS message to the registered mobile number.

3.4 Change Password

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

Instructions:

- 1) After logging in, click “**My Setting**” menu, 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.

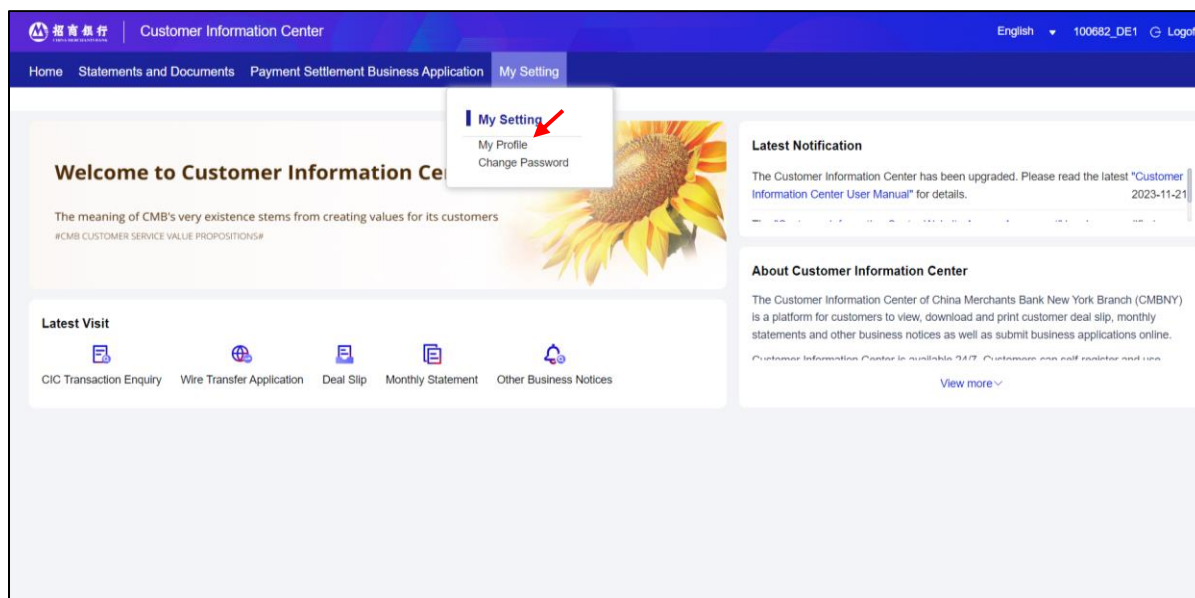
****** We strongly recommend that you change your password regularly to prevent fraudulent activities.

3.5 User Setting Maintenance

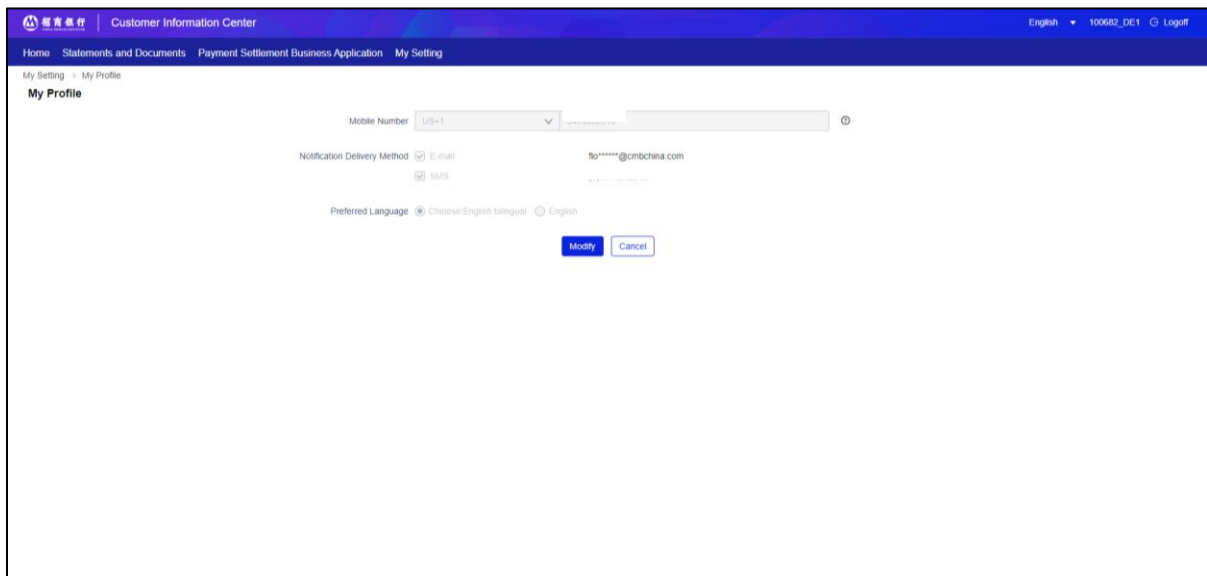
After logging in to the Customer Information Center, users can check the current mobile phone number, notification delivery method and preferred language at any time and change them.

Instructions:

- 1) After logging in, click “**My Setting**” menu, choose “**My Profile**” to enter the user setting maintenance 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

Home Statements and Documents Payment Settlement Business Application My Setting

My Setting > My Profile

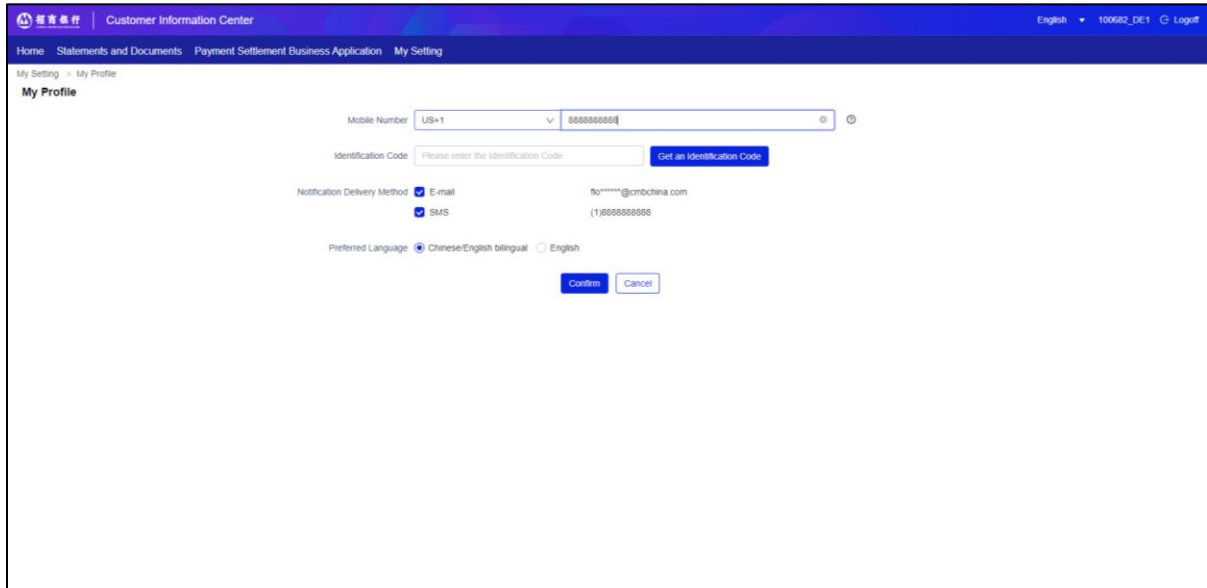
My Profile

Mobile Number: US+1 [Redacted]

Notification Delivery Method: ☒ E-mail ☐ SMS

Preferred Language: ☒ Chinese/English bilingual ☐ English

Modify Cancel



Customer Information Center

Home Statements and Documents Payment Settlement Business Application My Setting

My Setting > My Profile

My Profile

Mobile Number: US+1 8888888888

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

Notification Delivery Method: ☒ E-mail ☒ SMS

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”**.

4. Daily Operation of Customer Information Center

4.1 Statements and Documents

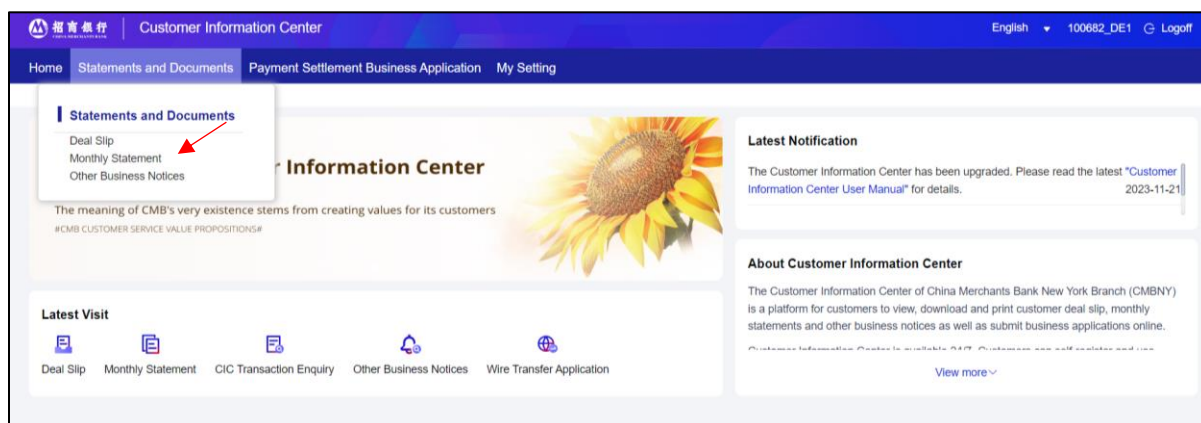
Contact Person and Regular User have the authority to inquire.

4.1.1 Deal Slip

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. Users can view and download deal slips for the last 13 months.

Instructions:

- 1) After logging in, click **“Statements and Documents”** menu, choose **“Deal Slip”** to enter the 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 actions column of the corresponding deal slip to view, download or print the deal slip. Users can also click **“Select all above”** or select multiple files, and then click **“Batch Download”** for processing batch download.

Customer Information Center

English 100682_DE1 Logoff

Home Statements and Documents Payment Settlement Business Application My Setting

Statements and Documents > Deal Slip

Deal Slip List

Note: You can view and download deal slips of your account(s) for the last 13 months.

* Account: All * Date: Custom date range 2022-10-29 - 2023-11-28 Reset Advanced search Search

	Account	Date	Reference No.	Debit/Credit	Currency	Amount	Actions
<input checked="" type="checkbox"/>	1006820027	20230222	FX1705200001	Debit	CNY	7,294.48	View Download
<input checked="" type="checkbox"/>	1006820027	20230222	FT1705300121	Credit	CNY	187,500.00	View Download
<input checked="" type="checkbox"/>	1006820027	20230222	LD1632700001	Debit	CNY	10,656.67	View Download
<input checked="" type="checkbox"/>	1006820027	20230222	LD1632700001	Debit	CNY	81,701.11	View Download
<input checked="" type="checkbox"/>	1006820027	20230222	FT1705300550	Debit	CNY	9,991,167.47	View Download
<input checked="" type="checkbox"/>	1006820027	20230222	FT1705300551	Debit	CNY	11,032,859.09	View Download
<input checked="" type="checkbox"/>	1006820027	20230222	CHG1705300679	Debit	CNY	110.00	View Download
<input checked="" type="checkbox"/>	1006820027	20230222	CHG1705300680	Debit	CNY	757.28	View Download
<input checked="" type="checkbox"/>	1006820027	20230222	CHG1705300681	Debit	CNY	757.28	View Download
<input checked="" type="checkbox"/>	1006820027	20230222	FT1705300889	Debit	CNY	4,000,000.00	View Download
<input checked="" type="checkbox"/>	1006820027	20230222	FT1705300995	Credit	CNY	2,202,989.00	View Download

Cancel all above 50 transaction(s) total Batch Download(20) 20 Transactions/Page 1 3 page(s)

4.1.2 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. Users can view and download Monthly Statements for the last 36 months.

Instructions:

- 1) After logging in, click "**Statements and Documents**" menu, choose "**Monthly Statement**" to enter the inquiry page.

Customer Information Center

English 100682_DE1 Logoff

Home Statements and Documents Payment Settlement Business Application My Setting

Statements and Documents

- Deal Slip
- Monthly Statement
- Other Business Notices

The meaning of CMB's very existence stems from creating values for its customers
#CMB CUSTOMER SERVICE VALUE PROPOSITIONS#

Information Center

Latest Notification

The Customer Information Center has been upgraded. Please read the latest "Customer Information Center User Manual" for details. 2023-11-21

About Customer Information Center

The Customer Information Center of China Merchants Bank New York Branch (CMBNY) is a platform for customers to view, download and print customer deal slip, monthly statements and other business notices as well as submit business applications online.

Latest Visit

Deal Slip Monthly Statement CIC Transaction Enquiry Other Business Notices Wire Transfer Application

- 2) Click download or view icon in the actions column of the corresponding monthly statement to view, download or print the monthly statement. Users can also click "Select all above" or select multiple files, and then click "Batch Download" for processing batch download.

Customer Information Center		
English 100682_DE1 Logoff		
Home Statements and Documents Payment Settlement Business Application My Setting		
Statements and Documents > Monthly Statement		
Monthly Statement List Refresh		
Note: You can view and download monthly statements for the last 36 months.		
Year/Month	Actions	
202308	View	Download
202307	View	Download
202306	View	Download
202305	View	Download
202304	View	Download
202303	View	Download
202302	View	Download
202301	View	Download
202212	View	Download
202211	View	Download
202210	View	Download
202209	View	Download
202208	View	Download
Select all		
Batch Download(34)		

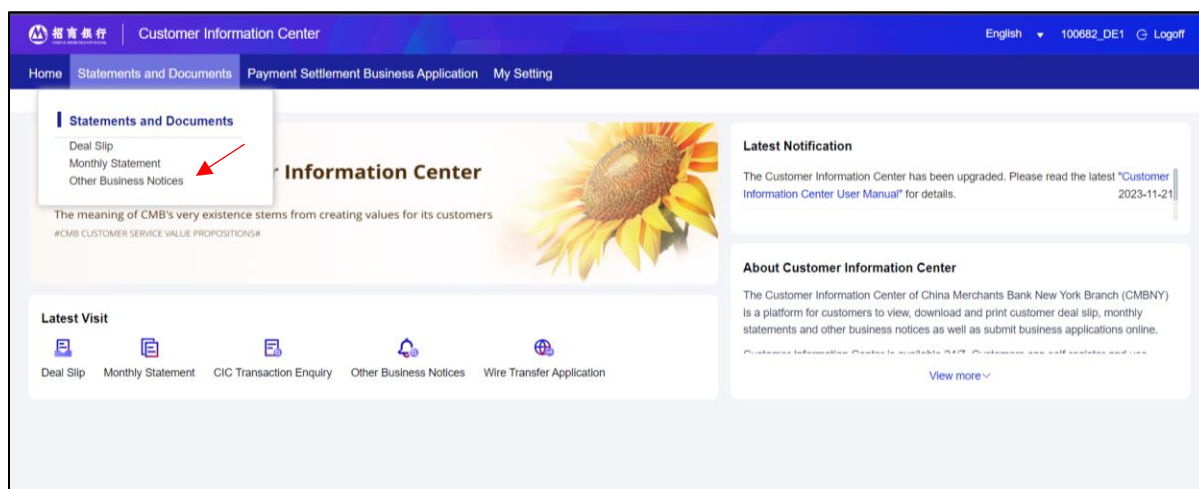
4.1.3 Other Business Notices Inquiry

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.

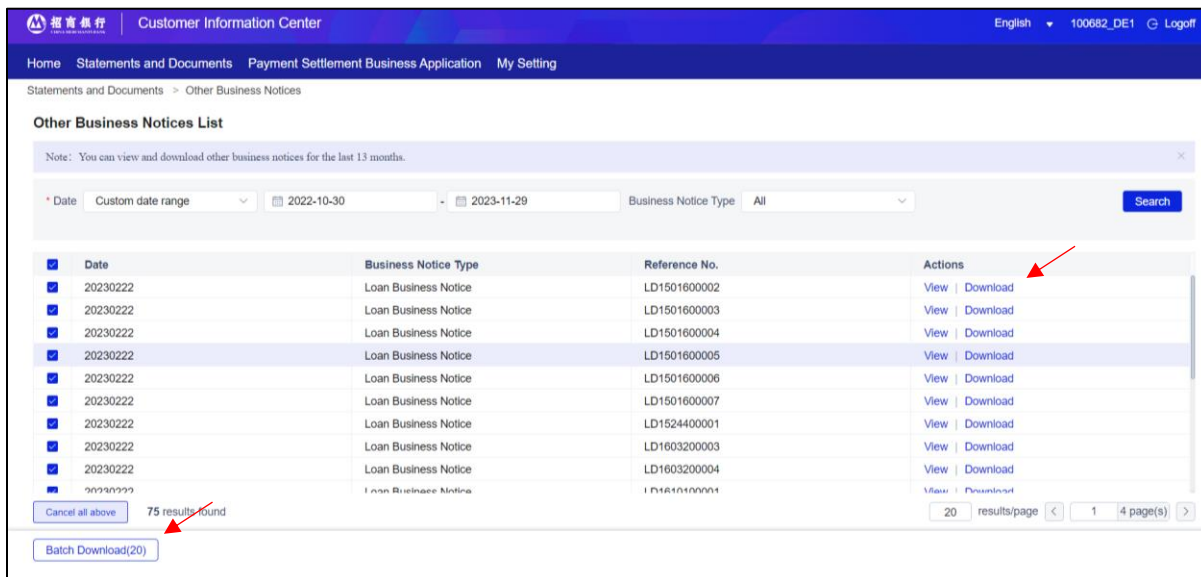
After an Other Business Notice is generated, the system will send a notification email to contact person email addresses reserved in CMBNY. Users can directly click [“click here”](#) from the notification email or log in to the Customer Information Center to check the details of other business notices. Users can view and download Other Business Notices for the last 13 months.

Instructions:

- 1) After logging in, click **“Statements and Documents”** menu, choose **“Other Business Notices”** to enter the 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 months** or **Last 6 months** for a quick search.
- 3) Click download or view icon in the actions column of the corresponding Other Business Notice to view, download or print the notice. Users can also click **“Select all above”** or select multiple files, and then click **“Batch Download”** for processing batch download.



Customer Information Center

Home Statements and Documents Payment Settlement Business Application My Setting

Statements and Documents > Other Business Notices

Other Business Notices List

Note: You can view and download other business notices for the last 13 months.

* Date Custom date range 2022-10-30 2023-11-29 Business Notice Type All Search

Date	Business Notice Type	Reference No.	Actions
20230222	Loan Business Notice	LD1501600002	View Download
20230222	Loan Business Notice	LD1501600003	View Download
20230222	Loan Business Notice	LD1501600004	View Download
20230222	Loan Business Notice	LD1501600005	View Download
20230222	Loan Business Notice	LD1501600006	View Download
20230222	Loan Business Notice	LD1501600007	View Download
20230222	Loan Business Notice	LD1524400001	View Download
20230222	Loan Business Notice	LD1603200003	View Download
20230222	Loan Business Notice	LD1603200004	View Download
20230222	Loan Business Notice	LD1603200004	View Download

Cancel all above 75 results found Batch Download(20)

20 results/page 1 4 page(s)

4.2 Payment Settlement Business Application

Only Designated Email User has the authority to submit business applications.

Business application submission is a single operation for the Designated Email User. Once submitted, the application will be received and processed by the Bank, and the submitted content cannot be modified or withdrawn.

After the application is submitted, the processing result of the bank shall prevail. Business applications submitted through the customer information center have the same effect as business applications sent through by designated email. The transaction details entered on the application page of Customer Information Center should be consistent with the content of the uploaded attachment. CMBNY will conduct business processing in accordance with the uploaded attachments. If the content of the uploaded attachment is inconsistent with the transaction information entered on the application page, the Bank will prevail over the uploaded attachment.

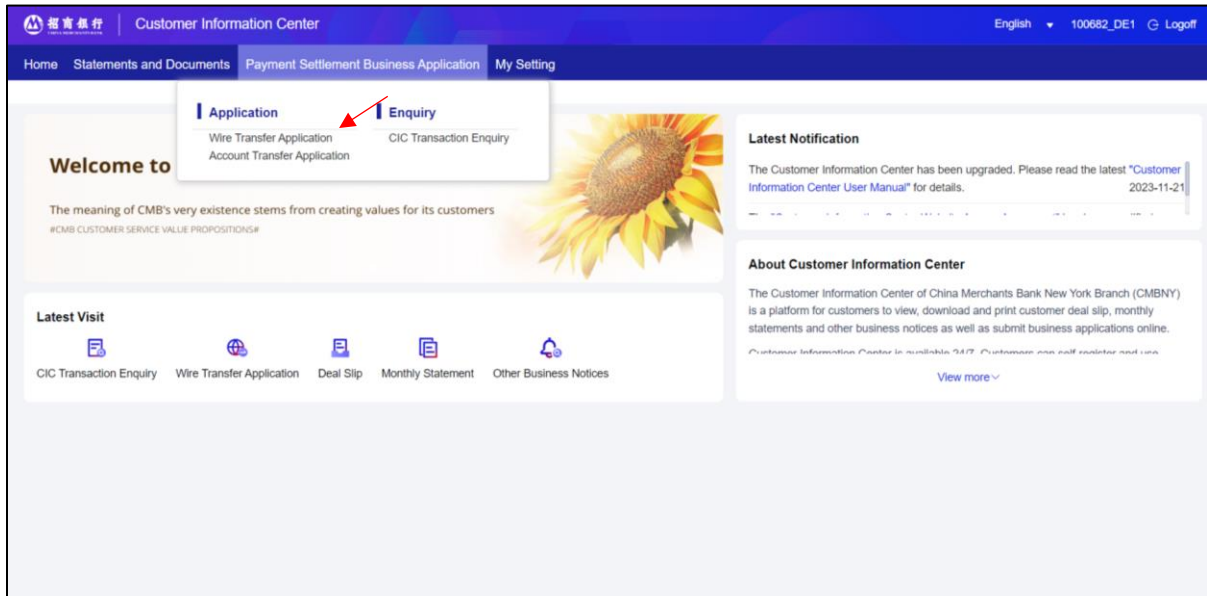
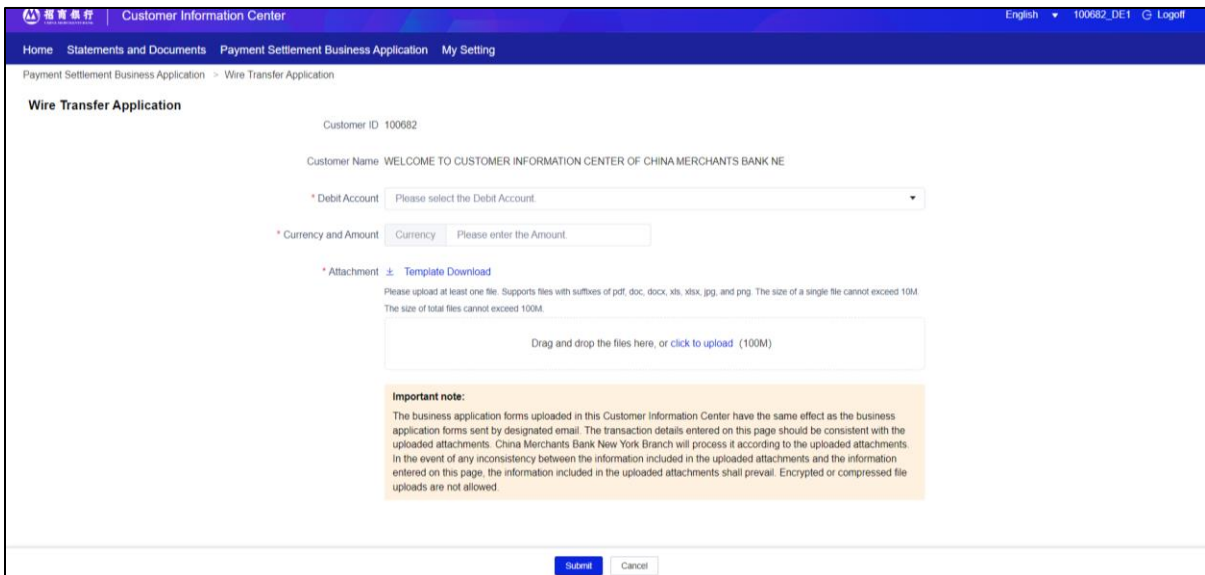
At present, the business applications include the wire transfer application and account to account transfer application. In the future, as the Customer Information Center system continues to improve,

the types of business applications submitted through the Customer Information Center will gradually increase as the business grows.

4.2.1 Wire Transfer Application

Instructions:

- 1) After logging in, click “**Payment Settlement Business Application**” menu, choose “**Wire Transfer Application**” to enter the application submit page.

Wire Transfer Application

Customer ID: 100682

Customer Name: WELCOME TO CUSTOMER INFORMATION CENTER OF CHINA MERCHANTS BANK NE

* Debit Account: Please select the Debit Account.

* Currency and Amount: Currency: Please enter the Amount.

* Attachment: [Template Download](#)

Please upload at least one file. Supports files with suffixes of pdf, doc, docx, xls,xlsx, jpg, and png. The size of a single file cannot exceed 10M. The size of total files cannot exceed 100M.

Drag and drop the files here, or [click to upload](#) (100M)

Important note:
The business application forms uploaded in this Customer Information Center have the same effect as the business application forms sent by designated email. The transaction details entered on this page should be consistent with the uploaded attachments. China Merchants Bank New York Branch will process it according to the uploaded attachments. In the event of any inconsistency between the information included in the uploaded attachments and the information entered on this page, the information included in the uploaded attachments shall prevail. Encrypted or compressed file uploads are not allowed.

[Submit](#) [Cancel](#)

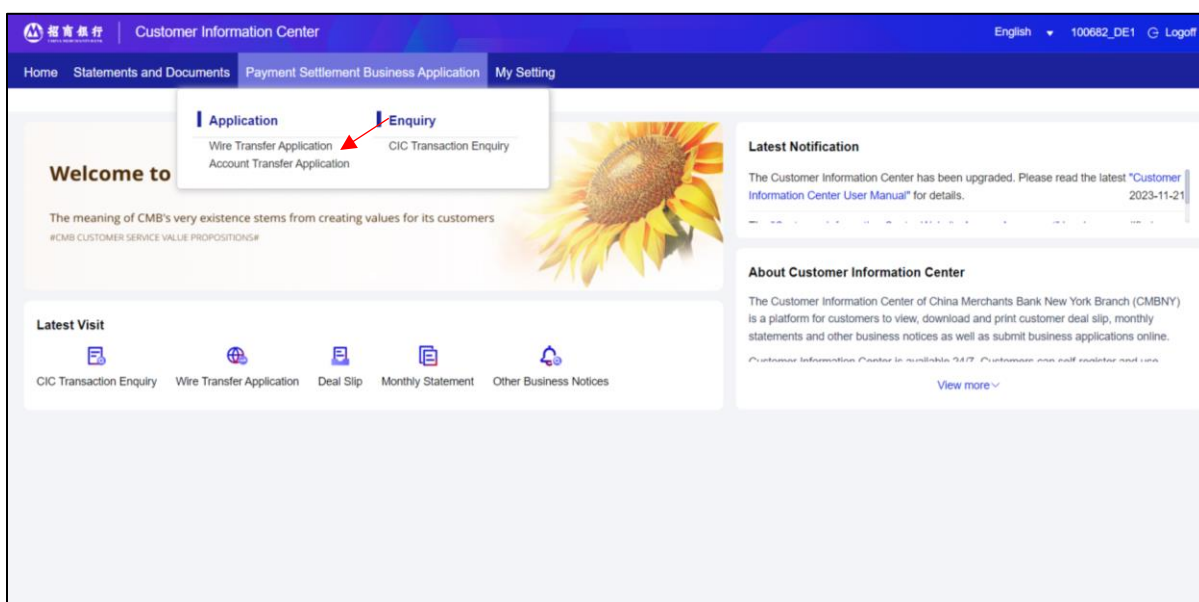
- **Debit Account:** Users can select the debit account by clicking drop-down list. The debit account number should be consistent with the debit account number in the attached business application form. After selecting the debit account, available balance of the account will be displayed at the bottom of the debit account field for the users’ reference.

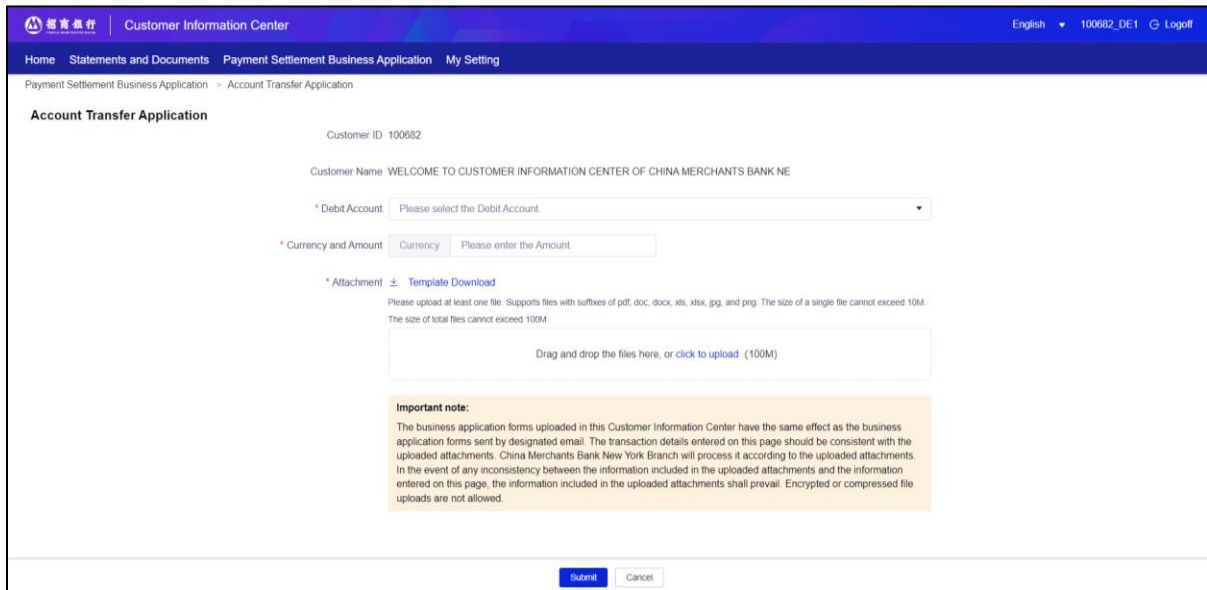
- **Currency and Amount:** After selecting the debit account, currency field will automatically display the currency corresponding to the debit account, which cannot be modified. Enter the amount in the Amount field. This amount should be consistent with the wire amount in the attached business application form.
 - **Template Download:** Users can click "Template Download" to get the latest business application form and related documents.
 - **Click to upload:** Users can upload the business application form and related documents by dragging the business application form and related documents to the attachment box, or clicking "Click to upload". Users need to upload at least one file. Files with suffixs of pdf, doc, docx, xls, xlsx, jpg, and png are supported. The size of a single file cannot exceed 10M. The size of total files cannot exceed 100M. Uploading encrypted or compressed files is not allowed.
- 2) After confirming the application information is correct, click "Submit" button to submit the application.

4.2.2 Account Transfer Application

Instructions:

- 1) After logging in, click "**Payment Settlement Business Application**" menu, choose "**Account Transfer Application**" to enter the application submit page. The operational requirements for each field, please refer to 4.2.1 Wire Transfer Application.





Customer Information Center | English | 100682_DE1 | Logoff

Home | Statements and Documents | **Payment Settlement Business Application** | My Setting

Payment Settlement Business Application > Account Transfer Application

Account Transfer Application

Customer ID: 100682

Customer Name: WELCOME TO CUSTOMER INFORMATION CENTER OF CHINA MERCHANTS BANK NE

* Debit Account: Please select the Debit Account.

* Currency and Amount: Currency: Please enter the Amount.

* Attachment: [Template Download](#)

Please upload at least one file. Supports files with suffixes of pdf, doc, docx, xls, xlsx, jpg, and png. The size of a single file cannot exceed 10M. The size of total files cannot exceed 100M.

Drag and drop the files here, or click to upload (100M)

Important note:
 The business application forms uploaded in this Customer Information Center have the same effect as the business application forms sent by designated email. The transaction details entered on this page should be consistent with the uploaded attachments. China Merchants Bank New York Branch will process it according to the uploaded attachments. In the event of any inconsistency between the information included in the uploaded attachments and the information entered on this page, the information included in the uploaded attachments shall prevail. Encrypted or compressed file uploads are not allowed.

Submit **Cancel**

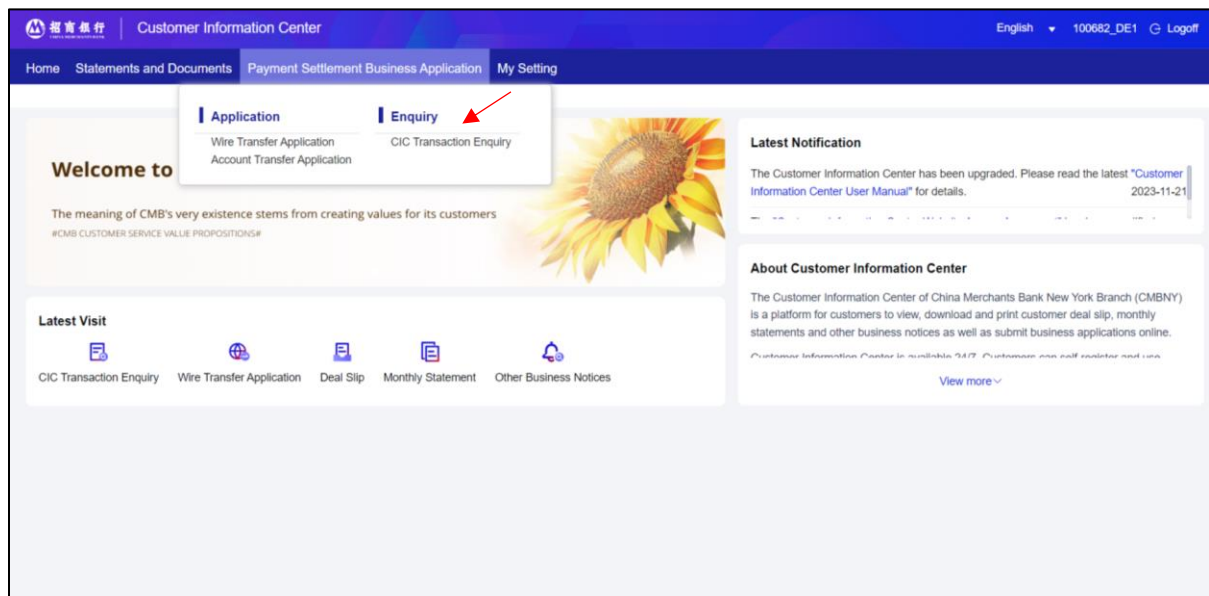
2) After confirming the application information is correct, click "Submit" button to submit the application.

4.2.3 CIC Transaction Enquiry

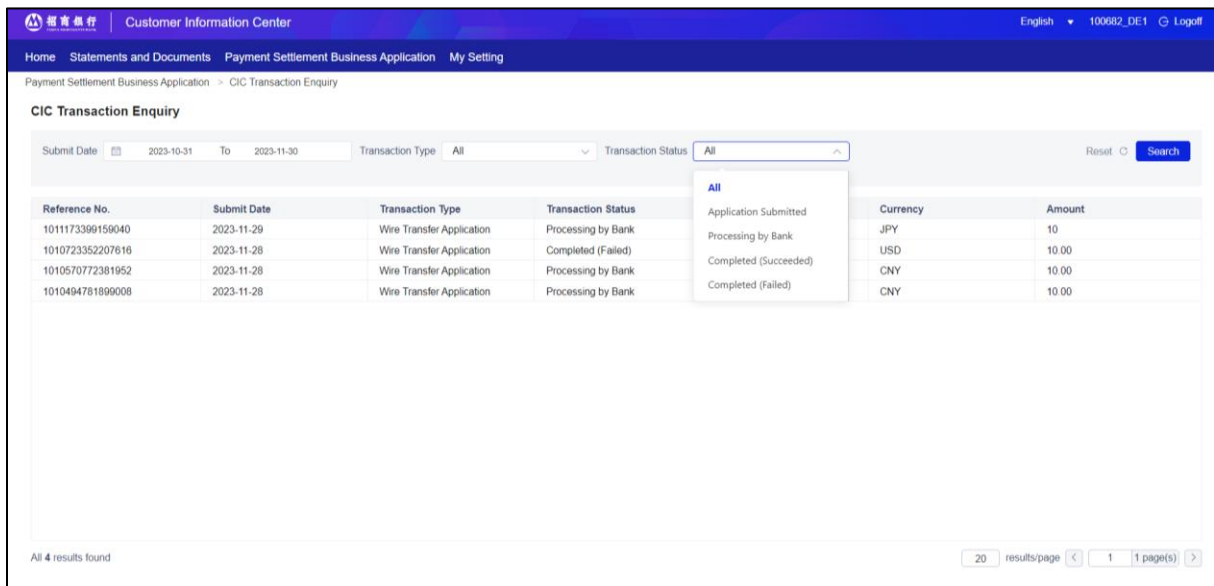
After business application is submitted, users can view the transaction status and details in the "CIC Transaction Enquiry" menu in real time.

Instructions:

1) After logging in, click "**Payment Settlement Business Application**" menu, choose "**CIC Transaction Enquiry**" to enter the inquiry page.



2) Click "**Search**" to inquire all business applications submitted in the last month. Users can also search for qualified applications by selecting specific query criterias.



The screenshot shows the "CIC Transaction Enquiry" page with a search filter dropdown menu open. The dropdown menu lists the following options: All, Application Submitted, Processing by Bank, Completed (Succeeded), and Completed (Failed). The main table displays transaction data with columns: Reference No., Submit Date, Transaction Type, Transaction Status, Currency, and Amount.

Reference No.	Submit Date	Transaction Type	Transaction Status	Currency	Amount
1011173399159040	2023-11-29	Wire Transfer Application	Processing by Bank	JPY	10
1010723352207616	2023-11-28	Wire Transfer Application	Completed (Failed)	USD	10.00
1010570772381952	2023-11-28	Wire Transfer Application	Processing by Bank	CNY	10.00
1010494781899008	2023-11-28	Wire Transfer Application	Processing by Bank	CNY	10.00

At the bottom, it indicates "All 4 results found" and a pagination control showing "20 results/page" and "1 page(s)".

Transaction Status Explanation:

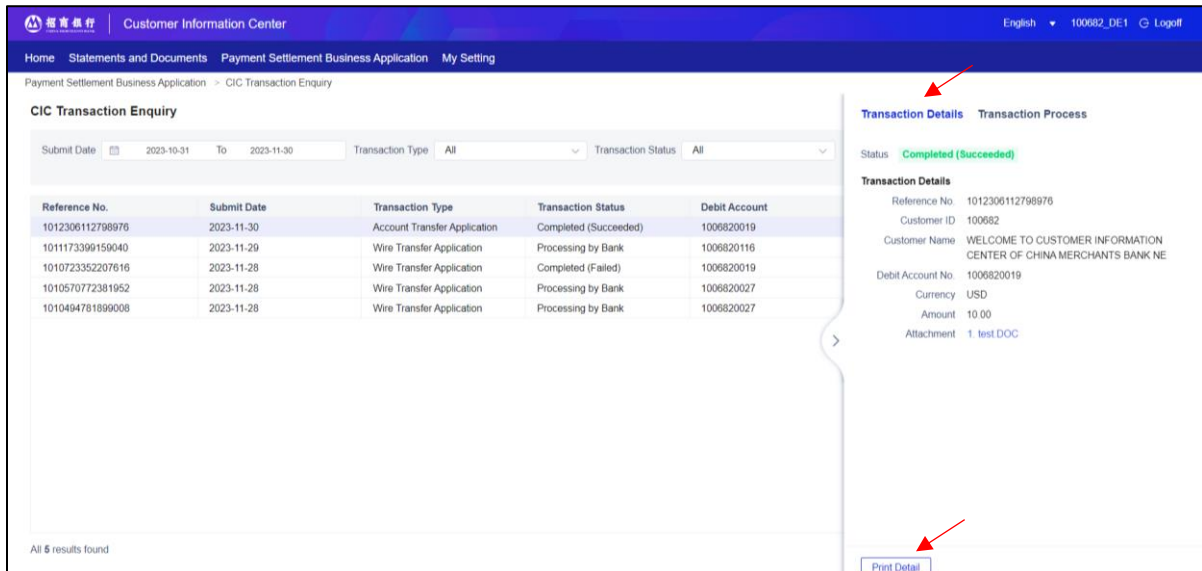
Application Submitted: The application has been submitted through the Customer Information Center and is waiting for receipt by the Bank.

Processing by Bank: The application has been received by the Bank and is being processed.

Completed (Succeeded): The application has been successfully processed by the Bank.

Completed (Failed): The application has been rejected by the Bank.

3) When users click a transaction of the application, the "Transaction Details" and "Transaction Process" of the application are automatically displayed on the right side of the page. Users can click the "Print Detail" or "Print Audit Trail Information" button to print the relevant information.



The screenshot shows the "CIC Transaction Enquiry" page with a transaction selected. The transaction details are displayed on the right side of the page. The transaction status is "Completed (Succeeded)". The transaction details include:

- Reference No.: 1012306112798976
- Customer ID: 100682
- Customer Name: WELCOME TO CUSTOMER INFORMATION CENTER OF CHINA MERCHANTS BANK NE
- Debit Account No.: 1006820019
- Currency: USD
- Amount: 10.00
- Attachment: 1. test.DOC

At the bottom right, there is a "Print Detail" button. A red arrow points to this button.

Customer Information Center

Home Statements and Documents Payment Settlement Business Application My Setting

Payment Settlement Business Application > CIC Transaction Enquiry

CIC Transaction Enquiry

Submit Date: 2023-11-03 To: 2023-12-03 Transaction Type: All Transaction Status: All

Reference No.	Submit Date	Transaction Type	Transaction Status	Debit Account
1012866386804992	2023-12-01	Wire Transfer Application	Processing by Bank	1006820019
1012306112798976	2023-11-30	Account Transfer Application	Completed (Succeeded)	1006820019
1011173399159040	2023-11-29	Wire Transfer Application	Processing by Bank	1006820116
1010723352207616	2023-11-28	Wire Transfer Application	Completed (Failed)	1006820019
1010570772381952	2023-11-28	Wire Transfer Application	Processing by Bank	1006820027
1010494781899008	2023-11-28	Wire Transfer Application	Processing by Bank	1006820027

All 6 results found

Transaction Details **Transaction Process**

Status: **Completed (Succeeded)**

Application Submitted
 2023-11-30 16:42:03
 User Name: 100682_DE1
 User Email Address:@...com
 Customer Name: WELCOME TO CUSTOMER INFORMATION CENTER OF CHINA MERCHANTS BANK
 NE
 Operation Channel: Customer Information Center
 Approval Comments: Application Submitted
 Summary: Application Submitted

Bank Process
 2023-11-30 16:43:00
 User Name: Bank User
 User: System User
 Customer Name: WELCOME TO CUSTOMER INFORMATION CENTER OF CHINA MERCHANTS BANK
 NE
 Operation Channel: Bank Counter
 Approval Comments: Bank Automatic Processing
 Summary: Bank Accept

Print Audit Trail Information

Customer Information Center

Home Statements and Documents Payment Settlement Business Application My Setting

Payment Settlement Business Application > CIC Transaction Enquiry

CIC Transaction Enquiry

Submit Date: 2023-11-03 To: 2023-12-03 Transaction Type: All Transaction Status: All

Reference No.	Submit Date	Transaction Type	Transaction Status	Debit Account
1012866386804992	2023-12-01	Wire Transfer Application	Processing by Bank	1006820019
1012306112798976	2023-11-30	Account Transfer Application	Completed (Succeeded)	1006820019
1011173399159040	2023-11-29	Wire Transfer Application	Processing by Bank	1006820116
1010723352207616	2023-11-28	Wire Transfer Application	Completed (Failed)	1006820019
1010570772381952	2023-11-28	Wire Transfer Application	Processing by Bank	1006820027
1010494781899008	2023-11-28	Wire Transfer Application	Processing by Bank	1006820027

All 6 results found

Transaction Details **Transaction Process**

Status: **Completed (Succeeded)**

2023-11-30 16:43:00
 User Name: Bank User
 User: System User
 Customer Name: WELCOME TO CUSTOMER INFORMATION CENTER OF CHINA MERCHANTS BANK
 NE
 Operation Channel: Bank Counter
 Approval Comments: Bank Automatic Processing
 Summary: Bank Accept

Bank Approval
 2023-11-30 16:43:54
 User Name: Bank User
 User: System User
 Customer Name: WELCOME TO CUSTOMER INFORMATION CENTER OF CHINA MERCHANTS BANK
 NE
 Operation Channel: Bank Counter
 Approval Comments: Bank Automatic Processing
 Summary: **Succeeded**

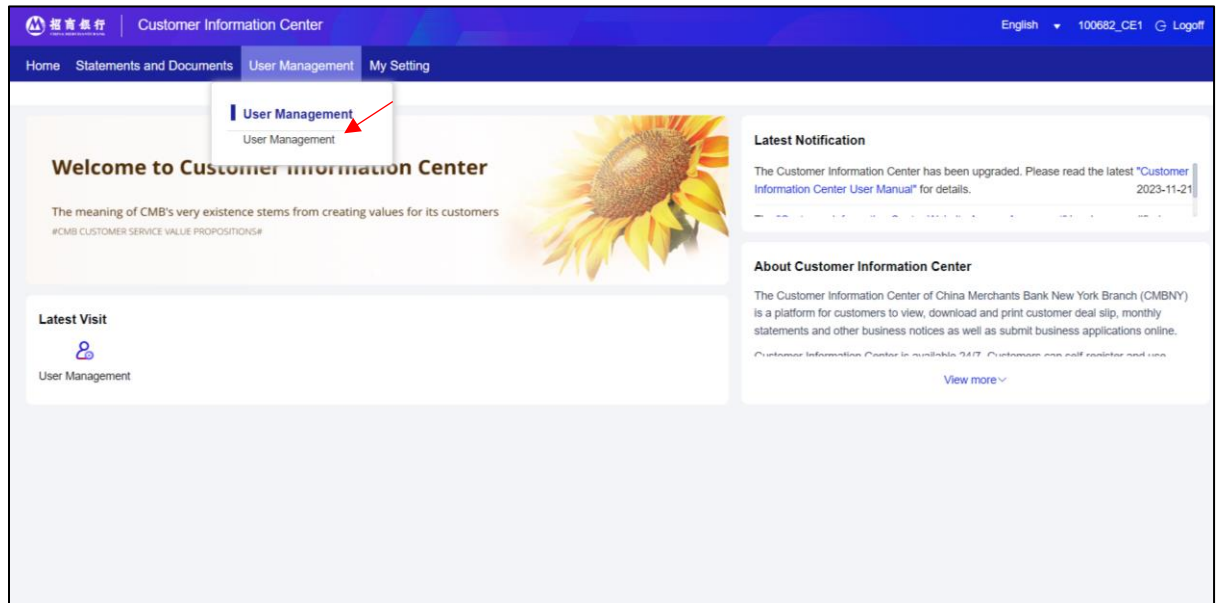
Print Audit Trail Information

4.3 User Management

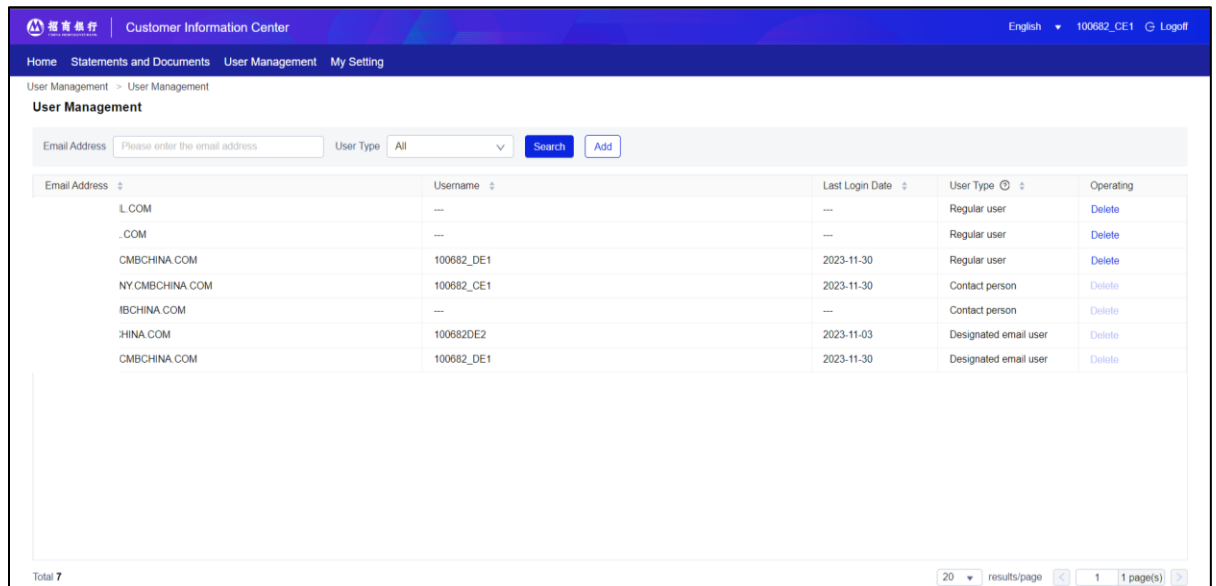
Only Contact Person have the authority to inquire all users' information and manage users, including adding and deleting user(s). Only Contact Person can operate the user management menu.

Instructions:

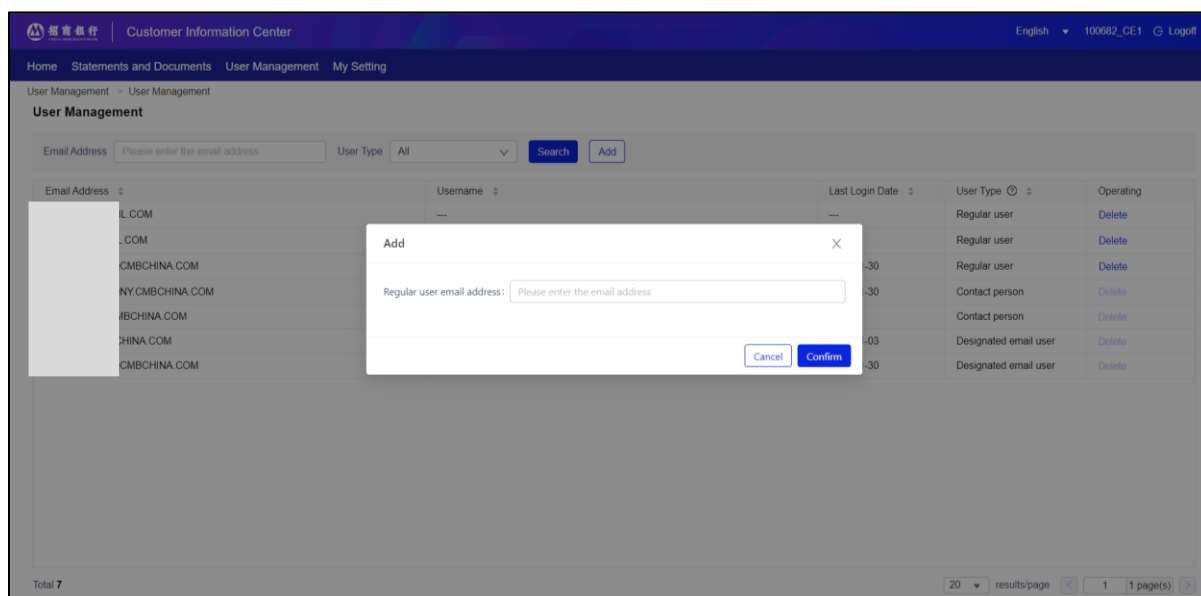
- 1) After logging in, click "User Management" menu, choose "User Management" to enter the user management page.



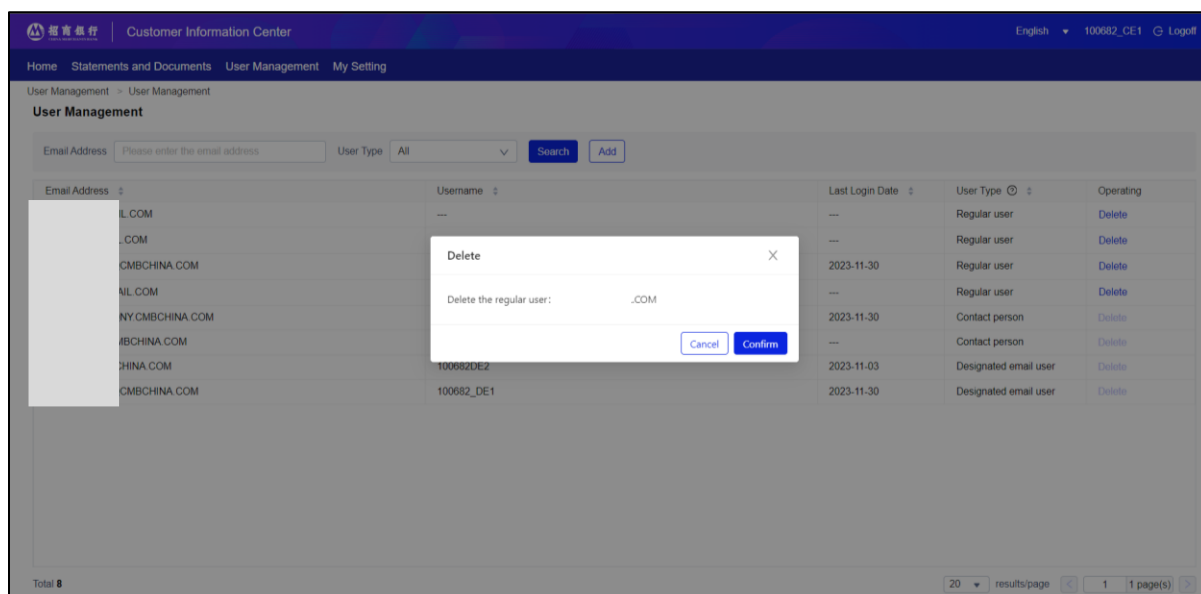
- 2) The page will default to display all user information. Users can also enter user email address or choose user type to query qualified user information.



- 3) Click "Add" button and enter the email address that would like to add as a Regular User. Click "Confirm" button to add successfully.



- 4) To delete a Regular User, select the Regular User and click "Delete" button in operating column. Click "Confirm" button to delete successfully.



Remarks:

- The Contact Person can add the email address of Designated Email user as a Regular User. After adding to be a Regular User, the authority of the Designated Email User will automatically change to the authority to inquire and submit business application. Contact Person can only add email addresses other than the reserved bank contact person email address. For details about user types and authority, please refer to 2.2 User Types and Authority.
- Adding or deleting Regular User is a single operation for the Contact Person. The Contact Person should ensure the regular user email address added is accurate. CMBNY is not liable for any

information disclosed or misused by any Regular User added by Contact Person, nor is it liable for any consequence caused by such disclosure or misuse.

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). 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 “2.3 Register” 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.