MIZUHO

Mizuho Bank (Malaysia) Berhad 201001039768 (923693-H)

MIZUHO GLOBAL e-BANKING (MGeB)
SUPERUSER MAINTENANCE REQUEST

A. REQUESTOR DETAILS

Company Name: _____

Unit Code: ☐☐☐☐☐☐☐☐

Request Date: _____

B. MGEB SUPERUSER RELATED REQUEST

(Please fill in & tick where applicable)   *For addition and reissuance of activation code(s), the code(s) will be sent to the registered email address in Software Token Management menu*

1st Superuser details

Name: _____

User ID: _____

Contact Number: _____

Email Address: _____

Password	Software Token
☐ Initialize New / Unlock Password	☐ Reissue Activation Code
	☐ Force Stop Activation Code
	☐ Add New Activation Code

2nd Superuser details

Name: _____

User ID: _____

Contact Number: _____

Email Address: _____

Password	Software Token
☐ Initialize New / Unlock Password	☐ Reissue Activation Code
	☐ Force Stop Activation Code
	☐ Add New Activation Code

3rd Superuser details

Name: _____

User ID: _____

Contact Number: _____

Email Address: _____

Password	Software Token
☐ Initialize New / Unlock Password	☐ Reissue Activation Code
	☐ Force Stop Activation Code
	☐ Add New Activation Code

C. MIZUHO MULTIPURPOSE CONVERTER (MMPC) OFFLINE TOOL RELATED REQUEST

(Please tick where applicable)

MMPC Superuser details

Name: _____

User ID: _____

Contact Number: _____

Email Address: _____

MMPC Offline Tool	
☐ Initialize New Password	☐ MMPC Tool Replacement

For Bank Use Only	
GCIF No.	☐☐☐☐☐☐

D. AUTHORISATION

Authorised Signatories:

1)

2)

3)

Name: _____   Name: _____   Name: _____

Designation: _____   Designation: _____   Designation: _____

For Bank Use Only - Fill in by TBD-CS

Callback Details	
Date:	
Time:	
PIC Ext. No:	
Cust. Tel. No:	
Confirmed with:	

Action			
Approved By:	Performed By:	Callback Confirmation By:	Signature Verified By:
	Initialize / Unlock		

v.1.2

Self-Reset Password Guide

To set up for Self-Reset Password, Go to Mizuho Global e-Banking (MGeB) > **Download User's Manual** > **Chapter IV Personal Settings** and refer below subchapters:
  - 1.1 Setting E-mail Address
  - 4.2 Setting Security Questions with Answers

Self-reset password can be done **IF** below conditions are met:
  1 You have already **registered your email address** and **set security questions**
  2 Your **ID and OTP is not locked**

Steps to Reset Password

1 Click **Forgot your password?** on the Login Screen.

2 Enter the **Unit Code, User ID, and OTP**. Then click Next.

3 Answer all the displayed security questions. Then click Next. The **answer is case-sensitive**.

4 Your initialized password will be shown on the screen. Please **note it down**.

Password Initialized   (102472)

The password has been initialized.
Unit code=XXXXXXX User ID=SuperU Initialize password=X7288690

Please note your password.

OK

5 You will receive an email to notify that you have reset your password but it will **NOT** contain the initialized password.

If you have **not met the condition** to perform the above steps, you may fill in
MIZUHO GLOBAL e-BANKING SUPERUSER PASSWORD RESET / MMPCT OFFLINE TOOL AND SOFTWARE TOKEN ACTIVATION CODE REQUEST FORM and email to **mcbm.globaleb@mizuho-cb.com**