



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

Initialize New / Unlock Password

### Software Token

Reissue Activation Code

Force Stop Activation Code

Add New Activation Code

### 2nd Superuser details

Name: \_\_\_\_\_

User ID: \_\_\_\_\_

Contact Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

### Password

Initialize New / Unlock Password

### Software Token

Reissue Activation Code

Force Stop Activation Code

Add New Activation Code

### 3rd Superuser details

Name: \_\_\_\_\_

User ID: \_\_\_\_\_

Contact Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

### Password

Initialize New / Unlock Password

### Software Token

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 |                           |                        |

## 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.

Unit Code

User ID

Password

OTP

Login

Security Information

[Forgot your password?](#)

- 2 Enter the [Unit Code](#), [User ID](#), and [OTP](#). Then click Next.

#### User Information

(102470)

Your Security Question will appear on the next page and you will be able to initialize your password.

Unit Code \*

User ID \*

OTP \*

Next

Cancel

- 3 Answer all the displayed security questions. Then click Next. The [answer is case-sensitive](#).

#### Initialize Password

(102471)

Security Question What is the title of the movie you first watched?

Answer \*

Security Question Where is your most favorite city?

Answer \*

Next

Back

- 4 Your initialized password will be shown on the screen. Please [note it down](#).

#### Password Initialized

(102472)

The password has been initialized.  
Unit code=XXXXXXXX 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](mailto:mcbm.globaleb@mizuho-cb.com)