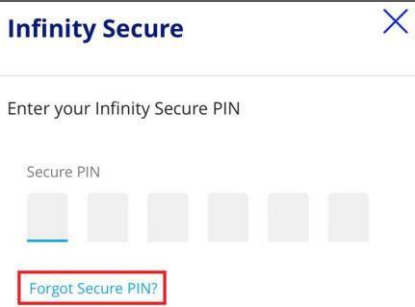


## Infinity Secure Frequently Asked Questions

<b>Infinity Secure</b>	
1.	<p><b>What is Infinity Secure?</b></p> <p>Infinity Secure is a digital security token that allows you to login to UOB Infinity and to approve cash transactions in UOB Infinity.</p> <p>Note: Please refer to Q5 for services that still require the physical token.</p>
2.	<p><b>How do I start using Infinity Secure?</b></p> <ol style="list-style-type: none"> <li>1. <b>Download</b> UOB Infinity mobile app.</li> <li>2. <b>Open</b> the mobile app and <b>login</b> to UOB Infinity using your physical token.</li> <li>3. Go to More Services on the mobile app and select “<b>Register Infinity Secure on this device</b>”.</li> <li>4. <b>Register</b> for Infinity Secure:             <ol style="list-style-type: none"> <li>a. using Physical Token and SMS; OR</li> <li>b. using Email and SMS.</li> </ol> </li> <li>5. <b>Create</b> a 6 digit secure PIN for Infinity Secure.</li> <li>6. <b>Activate</b> Infinity Secure using the same option for registering Infinity Secure.</li> </ol> <p>A step-by-step guide is available at <a href="http://uob.com.sg/InfinitySecure-guide">uob.com.sg/InfinitySecure-guide</a>.</p>
3.	<p><b>I cannot find the option to register Infinity Secure on my mobile device.</b></p> <p>If you do not see the option to register Infinity Secure, it is likely that you are using either a <i>private token</i>* or a <i>global token</i>* which is currently not supported by Infinity Secure.</p> <p>*Note:</p> <ul style="list-style-type: none"> <li>• <b>Private token</b> – a shared physical token used by more than one UOB Infinity/BIBPlus login credentials within the same country.</li> <li>• <b>Global token</b> – a single physical token used to access UOB Infinity/BIBPlus accounts in more than 1 country (e.g. Singapore and Malaysia) with the same login credentials.</li> </ul>
4.	<p><b>Why do I have to wait for 12 hours before I can activate my Infinity Secure after I complete my registration?</b></p> <p>This is a security feature of the Infinity Secure’s registration and activation process to prevent fraudulent activation of Infinity Secure.</p> <p>Should you receive the One-Time Verification Code via SMS or email for UOB Infinity Secure registration without initiating the registration, please contact UOB at respective countries.</p> <p>This is progressively rolled out to Singapore and Malaysia, followed by other countries.</p>

5.	<p><b>Can I discard my physical token after registering for Infinity Secure?</b></p> <p>Infinity Secure will be progressively enhanced to support all functions. In the meantime, the physical token is required for the following services:</p> <ul style="list-style-type: none"> <li>- All trade transactions (eg. Letter of Credit application)</li> <li>- All transactions using token sharing (Private Token) service</li> <li>- All transactions using Global View service</li> </ul> <p>If you do not use any of the above 3 services, please keep your physical token in a secured location as a backup. In the event that you subscribe for any of the above services in the future or should you encounter any unexpected issues when using your Infinity Secure (eg. lost of mobile phone), you will still be able to authorise transactions using your physical token.</p>
6.	<p><b>What are the benefits of Infinity Secure?</b></p> <p>The benefits are:</p> <ul style="list-style-type: none"> <li>• <b>Secure</b> – Infinity Secure is protected by a 6-digit Secure PIN chosen by you. Each UOB Infinity user ID can register for only one Infinity Secure digital token, regardless of the number of mobile devices used.</li> <li>• <b>Convenient</b> - You do not need to carry the physical token around to login to UOB Infinity or to approve cash transactions. Infinity Secure enables you to receive authentication requests through UOB Infinity’s push notifications.</li> </ul>
7.	<p><b>I lost my mobile phone. How do I disable my Infinity Secure token?</b></p> <p>You may request your Company Administrator (CA) to deregister the soft token that is linked to your user ID. If you are the CA and you have lost your mobile phone, please contact UOB at respective countries .</p>
8.	<p><b>I have a new mobile device. How do I enable Infinity Secure?</b></p> <p>You can either deregister the Infinity Secure from the Infinity app on your existing mobile device before changing to the new mobile device, or use your physical token and follow the steps in Q2 to start using Infinity Secure on your new mobile device.</p>
9.	<p><b>Will Infinity Secure be automatically deregistered if I uninstall UOB Infinity app from my mobile phone?</b></p> <p>No, it will not be automatically deregistered. You will need to deregister Infinity Secure from your account:</p> <ol style="list-style-type: none"> <li>1. Go to <b>UOB Infinity mobile app</b></li> <li>2. Select <b>“More Services”</b></li> <li>3. Click <b>“Remove Infinity Secure from this account”</b></li> </ol> <p>If you have forgotten to deregister Infinity Secure before uninstalling UOB Infinity mobile app, please use your physical token to login to UOB Infinity mobile app and follow the above steps to deregister the Infinity Secure. You can also inform your Company Administrator (CA) or call the Bank to deregister your Infinity Secure.</p>

10	<p><b>I have entered my 6-digit Infinity Secure PIN incorrectly for five times and I am being logged out. What should I do?</b></p> <p>If you have exceeded the maximum number of tries (i.e. 5 times) for Infinity Secure PIN, for security reasons, you are required to re-register for Infinity Secure.</p> <p>Please use your physical token to login and follow the steps in Q2 to register and activate your Infinity Secure.</p>																
11	<p><b>I have forgotten my 6-digit Infinity Secure PIN. What should I do?</b></p> <p>For security reasons, there is no reset function for Infinity Secure PIN. If you have forgotten your 6-digit Infinity Secure PIN, you can select “Forget Secure PIN” on your UOB Infinity mobile screen. After which, you will be guided to re-register for Infinity Secure.</p> 																
12	<p><b>How can I contact UOB for assistance on Infinity Secure?</b></p> <table border="1" data-bbox="300 1192 1334 1852"> <thead> <tr> <th>Location</th> <th>Contact</th> </tr> </thead> <tbody> <tr> <td>Singapore</td> <td>1800 226 6121 (for Singapore) or +65 6226 6121 (for overseas)</td> </tr> <tr> <td>Malaysia</td> <td>+6 03 - 26128 121(for Kuala Lumpur) +6 04 - 2401 121 (for Pulau Pinang) +6 07 - 2881 121 (for Johor Bahru) +6 082 - 287 121 (for Kuching) +6 088 - 477 121 (for Kota Kinabalu)</td> </tr> <tr> <td>Vietnam</td> <td>+84 28 3868 9700 (Local &amp; Overseas) for Business banking clients  1800 558 880 (Local)/+84 28 3933 1999 (Overseas) for Wholesale banking clients</td> </tr> <tr> <td>Yangon</td> <td>Email <a href="mailto:Infinity.Yangon@UOBgroup.com">Infinity.Yangon@UOBgroup.com</a></td> </tr> <tr> <td>Manila</td> <td>+632 8548-6400  local relationship manager at branch</td> </tr> <tr> <td>Brunei</td> <td>Email <a href="mailto:bninfinityheadsandofficers@uobgroup.com">bninfinityheadsandofficers@uobgroup.com</a></td> </tr> <tr> <td>Taipei</td> <td>+ 886 2 2722 3838  for Client Fulfillment Service Team</td> </tr> </tbody> </table>	Location	Contact	Singapore	1800 226 6121 (for Singapore) or +65 6226 6121 (for overseas)	Malaysia	+6 03 - 26128 121(for Kuala Lumpur) +6 04 - 2401 121 (for Pulau Pinang) +6 07 - 2881 121 (for Johor Bahru) +6 082 - 287 121 (for Kuching) +6 088 - 477 121 (for Kota Kinabalu)	Vietnam	+84 28 3868 9700 (Local & Overseas) for Business banking clients  1800 558 880 (Local)/+84 28 3933 1999 (Overseas) for Wholesale banking clients	Yangon	Email <a href="mailto:Infinity.Yangon@UOBgroup.com">Infinity.Yangon@UOBgroup.com</a>	Manila	+632 8548-6400  local relationship manager at branch	Brunei	Email <a href="mailto:bninfinityheadsandofficers@uobgroup.com">bninfinityheadsandofficers@uobgroup.com</a>	Taipei	+ 886 2 2722 3838  for Client Fulfillment Service Team
Location	Contact																
Singapore	1800 226 6121 (for Singapore) or +65 6226 6121 (for overseas)																
Malaysia	+6 03 - 26128 121(for Kuala Lumpur) +6 04 - 2401 121 (for Pulau Pinang) +6 07 - 2881 121 (for Johor Bahru) +6 082 - 287 121 (for Kuching) +6 088 - 477 121 (for Kota Kinabalu)																
Vietnam	+84 28 3868 9700 (Local & Overseas) for Business banking clients  1800 558 880 (Local)/+84 28 3933 1999 (Overseas) for Wholesale banking clients																
Yangon	Email <a href="mailto:Infinity.Yangon@UOBgroup.com">Infinity.Yangon@UOBgroup.com</a>																
Manila	+632 8548-6400  local relationship manager at branch																
Brunei	Email <a href="mailto:bninfinityheadsandofficers@uobgroup.com">bninfinityheadsandofficers@uobgroup.com</a>																
Taipei	+ 886 2 2722 3838  for Client Fulfillment Service Team																