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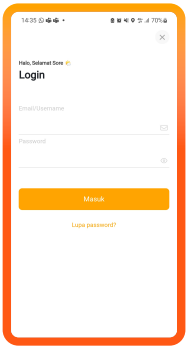
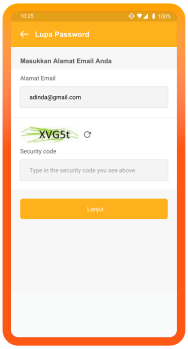
Lupa/Reset Password

1



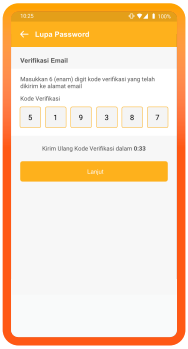
Nasabah akses ke layar login dan klik menu 'Lupa password?'

2



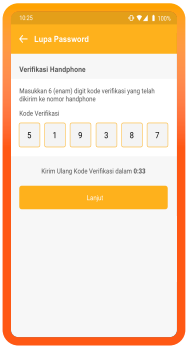
Nasabah input email yang terdaftar dan captcha

3



Nasabah input OTP yang dikirim ke alamat email terdaftar

4



Nasabah input OTP yang dikirim ke nomor HP

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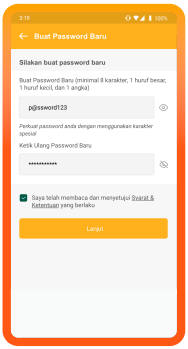
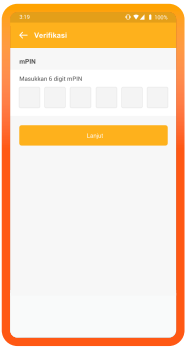
5



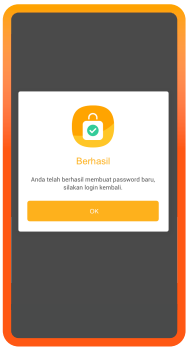
Nasabah membuat password baru dimana saat ini Nasabah bisa memperkuat dengan input special karakter

6



Nasabah input mPIN

7



Nasabah mendapatkan pop-up message yang menyatakan berhasil.

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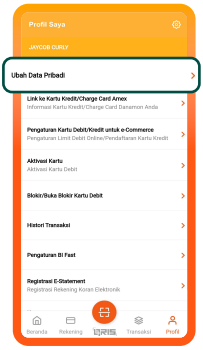
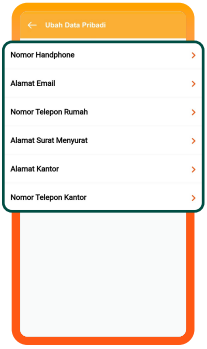
Akses Menu Customer Profile Update

1



Nasabah mengakses menu ‘Profil’ dengan klik menu ‘Ubah Data Pribadi’

2



Nasabah kemudian akan ditunjukkan beberapa menu perubahan yang bisa dipilih Nasabah

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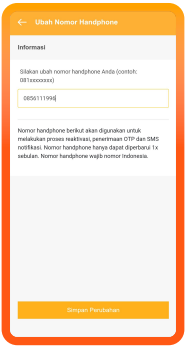
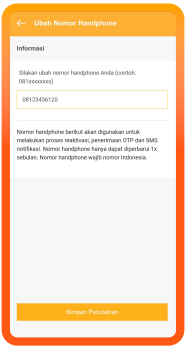
Mengubah Nomor Handphone

1



Nasabah mengakses menu 'Ubah Nomor Handphone' dan akan ditunjukkan nomor handphone yang terdaftar

2



Nasabah menghapus dan menginput nomor handphone yang baru

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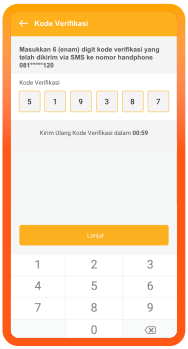
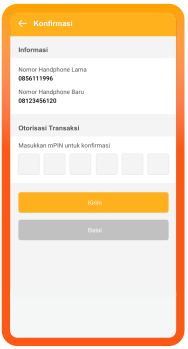
3



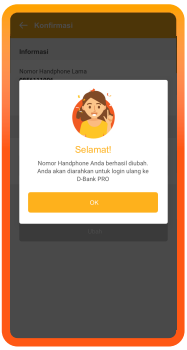
Nasabah menginput OTP yang dikirimkan ke nomor handphone baru

4



Nasabah menginput mPIN

5



Nasabah mendapatkan pop-up message yang menyatakan berhasil.

Perubahan data Nasabah hanya bisa dilakukan 1x sebulan

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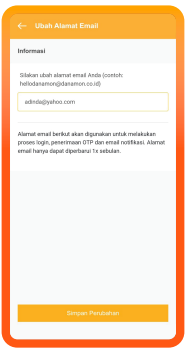
Mengubah Alamat Email

1

Nasabah mengakses menu 'Ubah Alamat Email' dan akan ditunjukkan alamat emailyang terdaftar

2



Nasabah menghapus dan menginput alamat email yang baru

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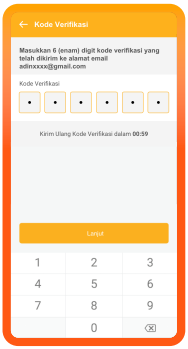
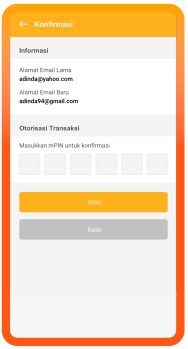
3



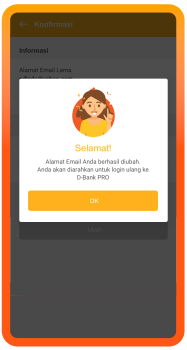
Nasabah menginput OTP yang dikirimkan ke alamat email yang baru

4



Nasabah menginput mPIN

5



Nasabah mendapatkan pop-up message yang menyatakan berhasil.

Perubahan data Nasabah hanya bisa dilakukan 1x sebulan

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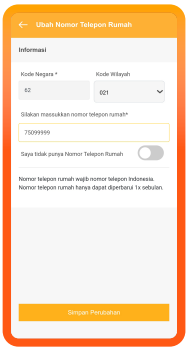
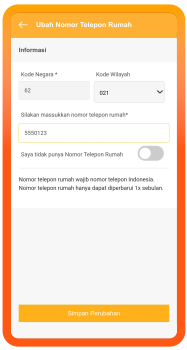
Mengubah Nomor Telepon Rumah

1



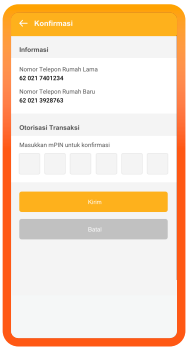
Nasabah mengakses menu 'Ubah Nomor Telephone Rumah' dan akan ditunjukkan nomor telephone yang terdaftar

2



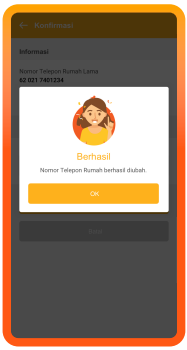
Nasabah menghapus dan menginput nomor telephone yang baru

3



Nasabah menginput mPIN

4



Nasabah mendapatkan pop-up message yang menyatakan berhasil.

Perubahan data Nasabah hanya bisa dilakukan 1x sebulan

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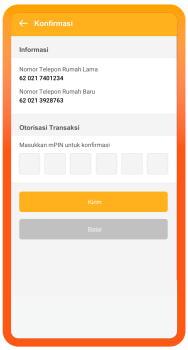
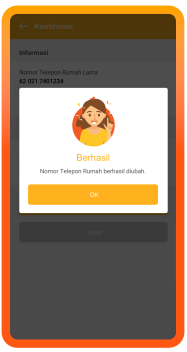
Tidak Punya Nomor Telepon Rumah





Jika Nasabah tidak memiliki nomor telephone rumah, Nasabah bisa geser toggle yang menyatakan Nasabah tidak memiliki nomor telephone rumah

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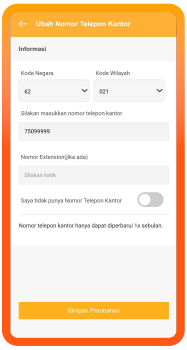
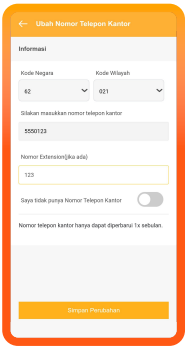
Mengubah Nomor Telepon Kantor

1



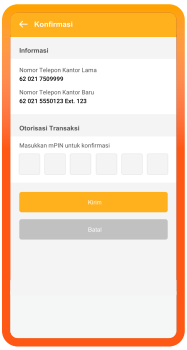
Nasabah mengakses menu 'Ubah Nomor Telephone Kantor' dan akan ditunjukkan nomor telephone yang terdaftar

2



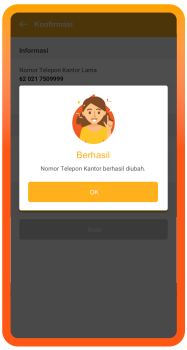
Nasabah menghapus dan menginput nomor telephone yang baru

3



Nasabah menginput mPIN

4



Nasabah mendapatkan pop-up message yang menyatakan berhasil.

Perubahan data Nasabah hanya bisa dilakukan 1x sebulan

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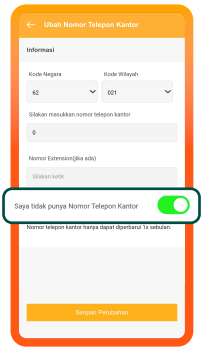
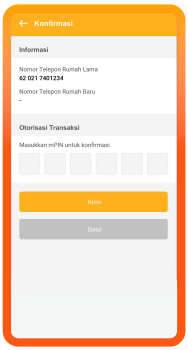
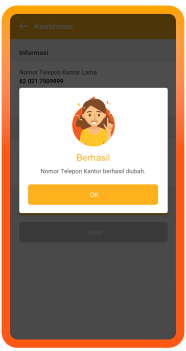
Tidak Punya Nomor Telepon Kantor







Jika Nasabah tidak memiliki nomor telephone rumah, Nasabah bisa geser toggle yang menyatakan Nasabah tidak memiliki nomor telephone rumah

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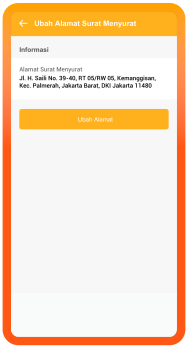
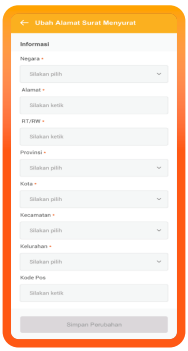
Mengubah Alamat Korespondensi

1



Nasabah mengakses menu 'Ubah Alamat Surat Menyurat' dan akan ditunjukkan alamat email yang terdaftar

2



Nasabah klik 'Ubah Alamat' dan akan ditunjukkan field-field yang harus diisi

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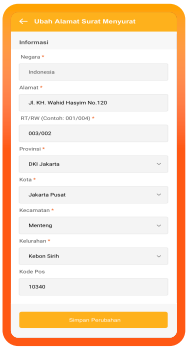
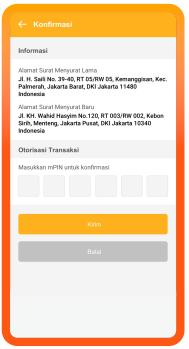
3



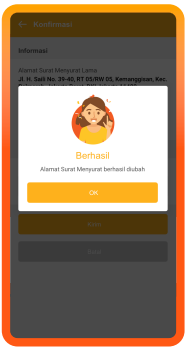
Nasabah klik 'Simpan Perubahan'

4



Nasabah input mPIN

5



Nasabah mendapatkan pop-up message yang menyatakan berhasil.

Perubahan data Nasabah hanya bisa dilakukan 1x sebulan

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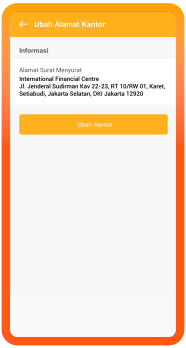
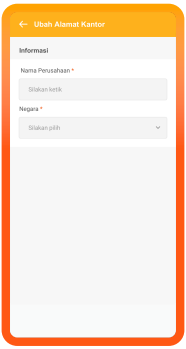
Mengubah Alamat Kantor (Indo)

1



Nasabah mengakses menu 'Ubah Alamat Kantor' dan akan ditunjukkan alamat email yang terdaftar

2



Nasabah klik 'Ubah Alamat' dan akan ditunjukkan field-field yang harus diisi (alamat bisa Indonesia/foregin)

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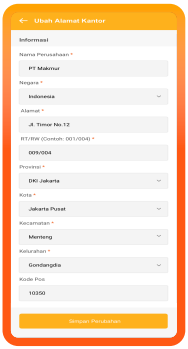
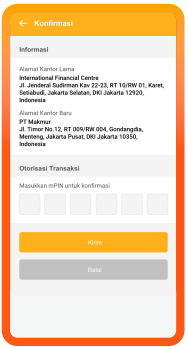
3



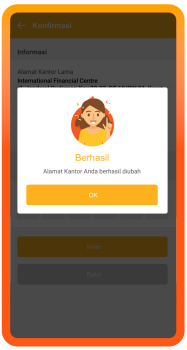
Nasabah klik ‘Simpan Perubahan’

4



Nasabah input mPIN

5



Nasabah mendapatkan pop-up message yang menyatakan berhasil.

Perubahan data Nasabah hanya bisa dilakukan 1x sebulan

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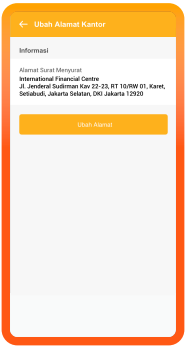
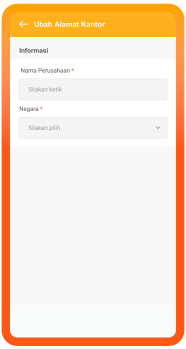
Merubah Alamat Kantor (Foreign)

1



Nasabah mengakses menu 'Ubah Alamat Kantor' dan akan ditunjukkan alamat email yang terdaftar

2



Nasabah klik 'Ubah Alamat' dan akan ditunjukkan field-field yang harus diisi (alamat bisa Indonesia/foregin)

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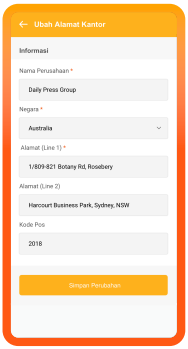
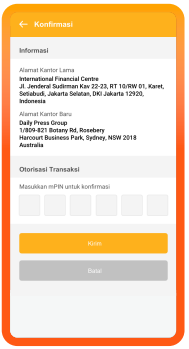
3



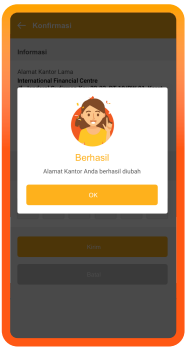
Nasabah klik 'Simpan Perubahan'

4



Nasabah input mPIN

5



Nasabah mendapatkan pop-up message yang menyatakan berhasil.

Perubahan data Nasabah hanya bisa dilakukan 1x sebulan

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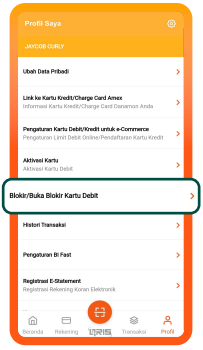
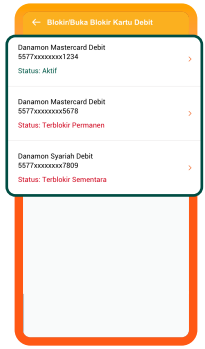
Access Menu Blokir/Buka Blokir

1



Nasabah mengakses menu 'Profil' dengan klik menu 'Ubah Data Pribadi'

2



Nasabah kemudian akan ditunjukkan list kartu debit berserta statusnya

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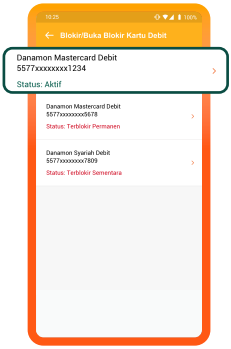
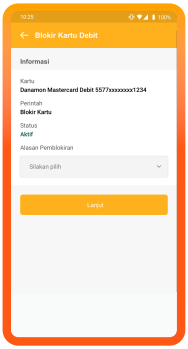
Block Debit Card

1



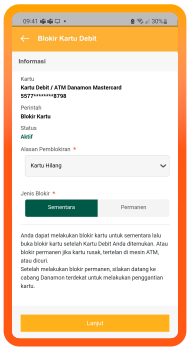
Nasabah memilih status kartu yang aktif

2



Nasabah diminta untuk memilih alasan memblokir kartu debit

3



Nasabah diminta untuk memilih jenis blokir (sementara/permanen)

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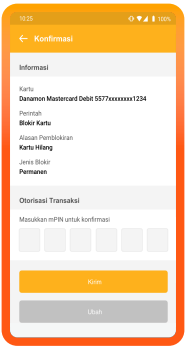
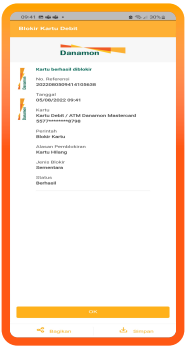
4



Nasabah input mPIN

5



Nasabah akan mendapatkan ACK yang menyatakan jika blokir kartu debit berhasil

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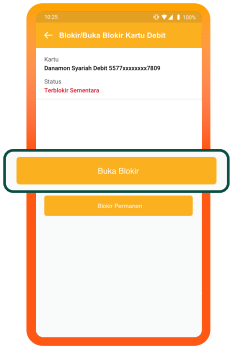
Unblock Debit Card

1

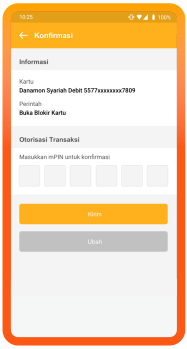
Nasabah memilih status kartu yang terblokir sementara

2



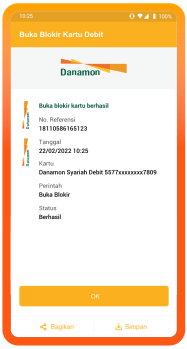
Nasabah diminta untuk memilih apakah ingin membuka blokir atau blokir permanen. Dalam hal ini buka blokir.

3



Nasabah input mPIN

4



Nasabah akan mendapatkan ACK yang menyatakan jika buka blokir kartu debit berhasil

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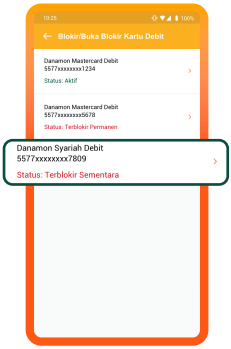
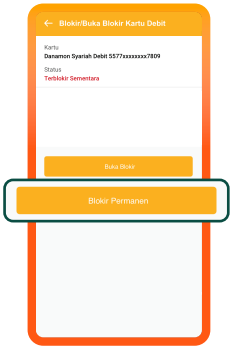
Block Debit Card - Sementara ke Permanen

1



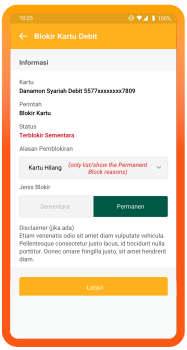
Nasabah memilih status kartu yang terblokir sementara

2



Nasabah diminta untuk memilih apakah ingin membuka blokir atau blokir permanen. Dalam hal ini blokir permanen.

3



Nasabah diminta untuk memilih alasan pemblokiran

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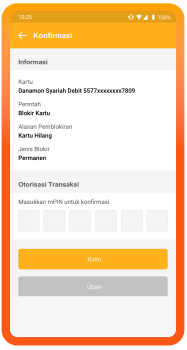
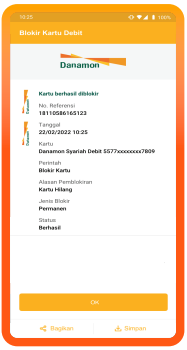
4



Nasabah input mPIN

5



Nasabah akan mendapatkan ACK yang menyatakan jika blokir kartu debit menjadi permanen berhasil

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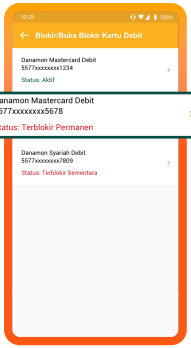
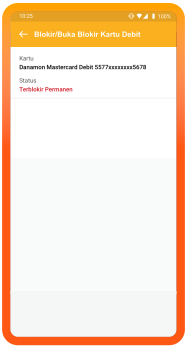
Block Debit Card – Kondisi Permanen

1



2



Jika Nasabah klik kartu dengan kondisi terblokir permanen, Nasabah tidak akan ditunjukkan tombol apapun sehingga Nasabah harus ke cabang untuk request kartu debit baru

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