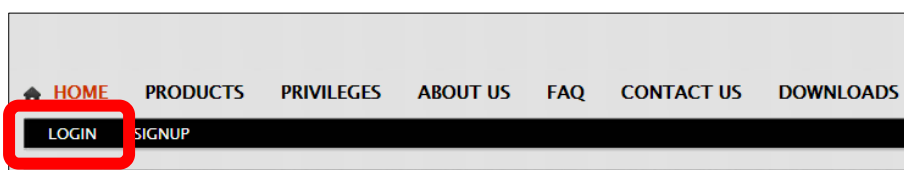


PIN Request Procedure

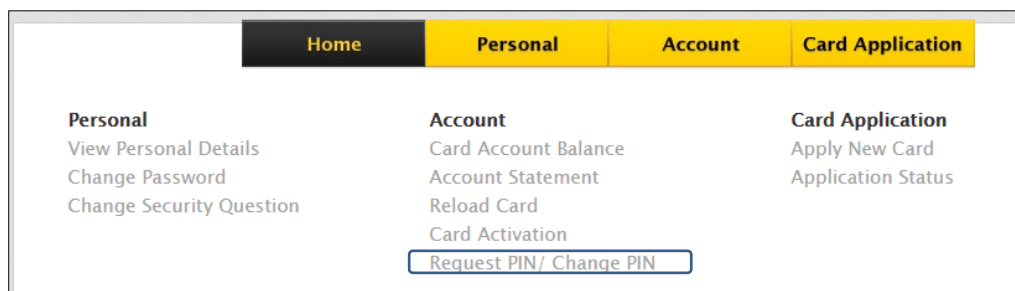
Requirements:

1. Internet access.
2. Ensure pop-up blocker is **DISABLED**.
3. An active **email** address.
4. An active **mobile number**.
5. Both email and mobile number **MUST** be registered with FINEXUS Cards.
6. For cardmember that doesn't have portal access, please select the 'SIGN UP' tab first.

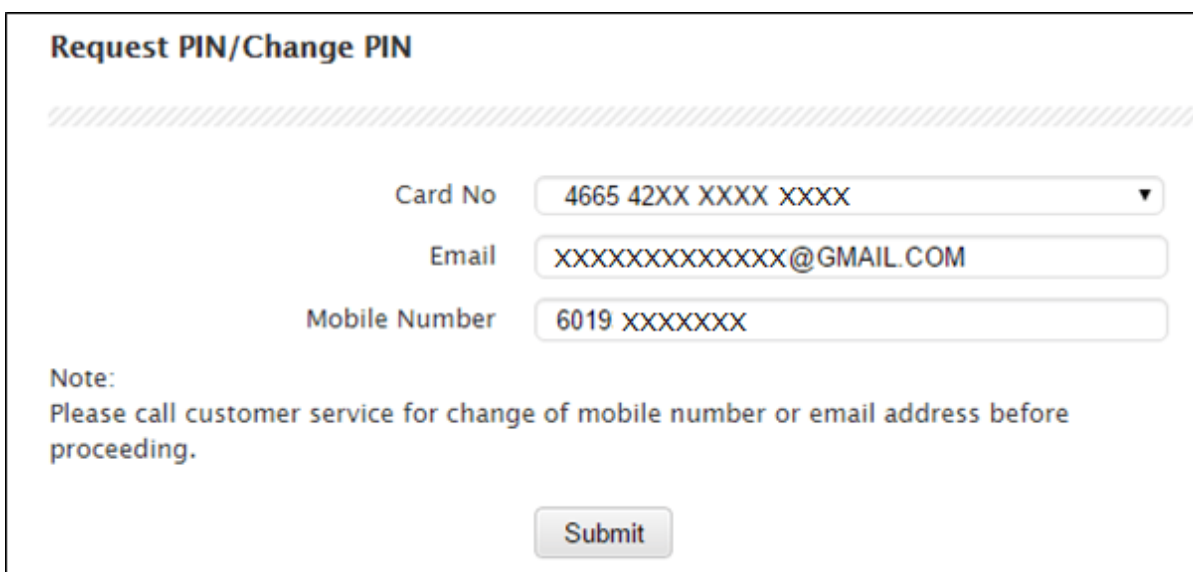
Step 1 – Login via www.finexuscards.com



Step 2 – Click on 'Request PIN / Change PIN' tab

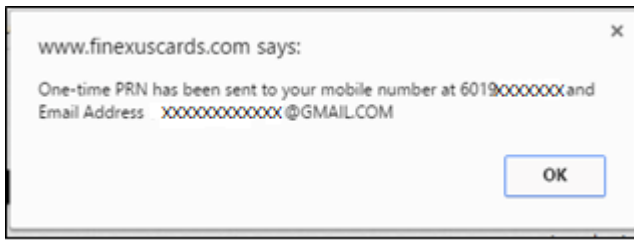


Step 3 – Ensure the email address and the mobile number are accurate then click 'Submit'

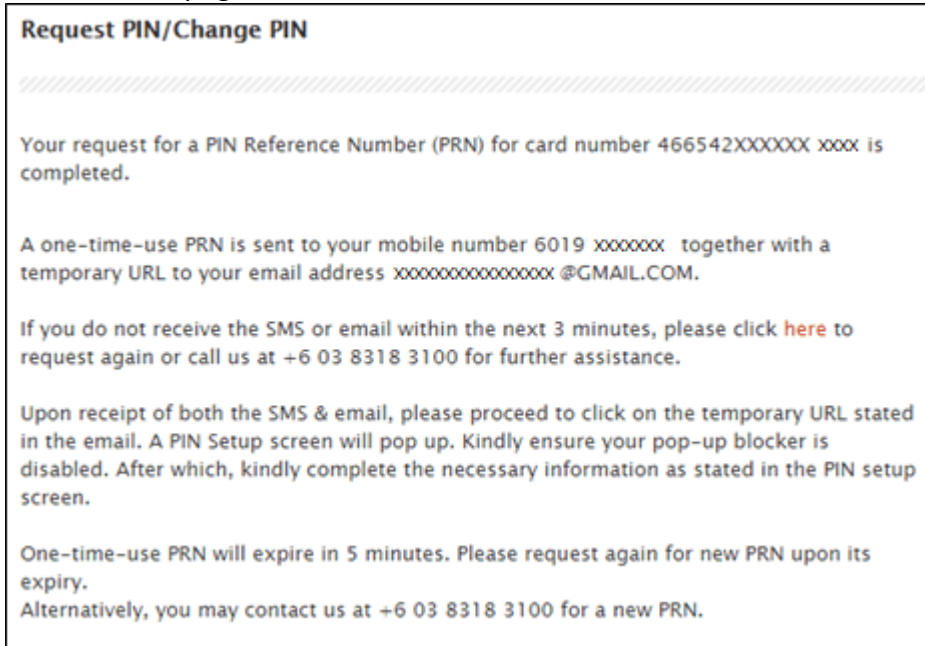


A screenshot of the 'Request PIN/Change PIN' form. The form has a title 'Request PIN/Change PIN' and a decorative separator line. It contains three input fields: 'Card No' with the value '4665 42XX XXXX XXXX', 'Email' with the value 'XXXXXXXXXXXXXXXX@GMAIL.COM', and 'Mobile Number' with the value '6019 XXXXXXXX'. Below the fields is a 'Note:' section with the text 'Please call customer service for change of mobile number or email address before proceeding.' and a 'Submit' button.

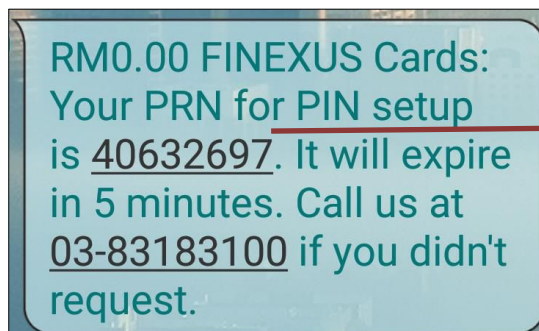
Step 4 – pop-up message will appear as confirmation. Click ‘OK’.



Confirmation page



Step 5 – you will receive an SMS with the following message...



PRN – PIN Reference Number

... And an email with a hyperlink.

Below is a sample email sent by info@finexuscards.com titled '**PRN DELIVERY FOR RESET PIN**'.

(Please check your SPAM folder if you didn't receive this email in your Inbox.)

Dear [UR NAME],

Thank you for requesting PIN Change/ Reset with FINEXUS Cards on 17/08/2016 13:22.

This PIN Reference Number is only valid for 5 minutes. You will need to request for a new PIN Reference Number if you do not change your PIN within 5 minutes.

You may change/reset your PIN via following channel:

FINEXUS Portal

Click on following URL. A FINEXUS Cards PIN Setup web page will be populated. Follow instruction by entering PIN Reference Number and new PIN.

<https://www.finexuscards.com/maa/prod/portal/transaction-pin-setup.jsp?id=479DB53EC4B202B6443158A3B38C6A75&code=7308&seq=401798FEDF87E0309516983C597003E8EB79F069D6B02F47A9A826363FDB27D0>

Hyperlink

If you are unable to click on the link above, please copy the entire link and paste in the address bar of a new window in your browser.

Please call 603-8318 3100 if you did not request this.

IMPORTANT NOTE:

For security reason, please delete this email after your PIN has been successfully created.

Best Regards,

Customer Support Team
FINEXUS Cards Sdn. Bhd.
(Formerly known as MAA Cards Sdn. Bhd.)

Email: info@finexuscards.com
Phone 603-8318 3100
Fax: 603-8318 0761

Step 6 – click on the hyperlink

FINEXUS Portal


Click on following URL. A FINEXUS Cards PIN Setup web page will be populated. Follow instruction by entering PIN Reference Number and new PIN.


<https://www.finexuscards.com/maa/prod/portal/transaction-pin-setup.jsp?id=479DB53EC4B202B6443158A3B38C6A75&code=7308&seq=401798FEDF87E0309516983C597003E8EB79F069D6B02F47A9A826363FDB27D0>


Hyperlink


Step 7 – A new screen will launch titled ‘PIN Setup’

PIN Setup

Please enter PRN (PIN Reference Number)  On-screen keypad

Please enter new PIN (6 digits)  On-screen keypad


Re-enter new PIN (6 digits)  On-screen keypad


Please enter verification code **5 46 137** 

* : For added security, please use our On-screen keypad


Step 8 – Enter the requested information as indicated

PIN Setup

Please enter PRN (PIN Reference Number)  On-screen keypad

Please enter new PIN (6 digits)  On-screen keypad


Re-enter new PIN (6 digits)

Please enter verification code **5 46 137** 


* : For added security, please use our On-screen keypad


Annotations:


- Type the 8 digits PRN received in SMS
- Type in your preferred PIN – 6 digits by using the on-screen keypad
- Re-enter the 6 digits PIN





PIN Setup


Please enter PRN (PIN Reference Number)  On-screen keypad

Please enter new PIN (6 digits)  On-screen keypad

Re-enter new PIN (6 digits)  On-screen keypad

Please enter verification code  **Enter these numbers**
5 46 137 

* : For added security, please use our On-screen keypad

 **Click to complete the process**

Completion Screen

PIN Setup

New PIN has been created successfully for your card ending 7308.
You may now perform transaction using your new PIN.