

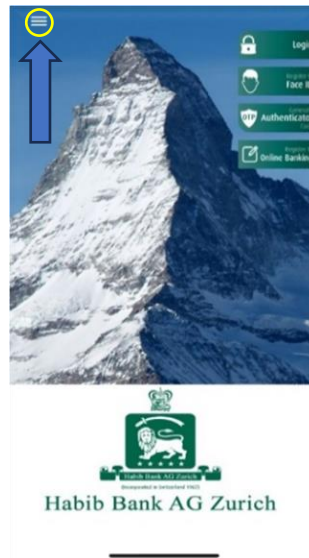
Reset Password

If you forget your password, you can reset it by following the steps below:

Resetting your password using the HBZ mobile banking app

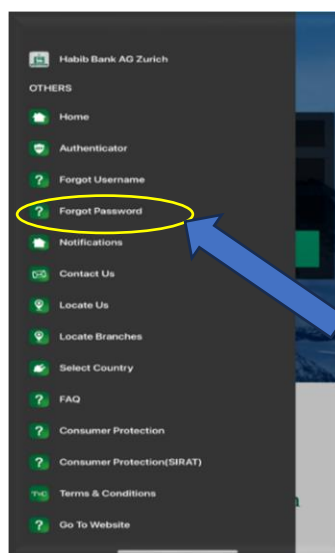
Step 1:

Click on the menu option (☰) in the top left corner to view more options



Step 2:

Click on “Forgot Password”





Habib Bank Zurich (Hong Kong) Limited

A Restricted Licence Bank

Step 3:

Enter your username

Forgot Password

User Name

HBZTEST9876

Step 4:

Provide the answers to your security questions to verify your identity, and click “Proceed” to receive a One-Time Password (OTP) via SMS on your registered mobile number

Security Questions

Question 1

What is your favorite Country?

test1

Question 2

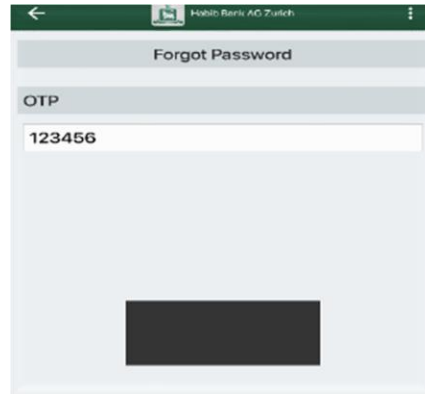
What is your favorite Color?

Test2

Submit

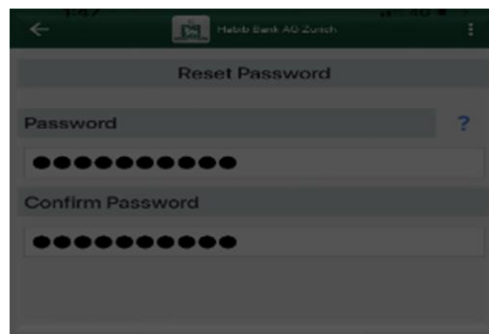
Step 5:

Enter the received OTP and click “Submit”



Step 6:

Enter your new password and click “Confirm”



Once you have successfully created your new password, you will see the below message on your screen

