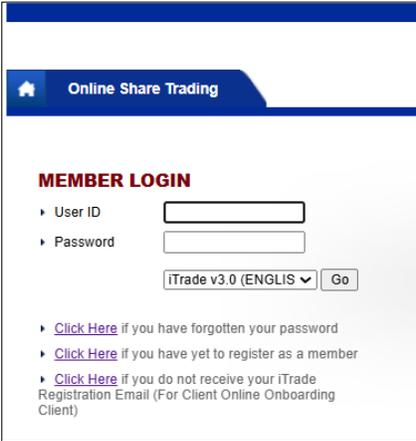
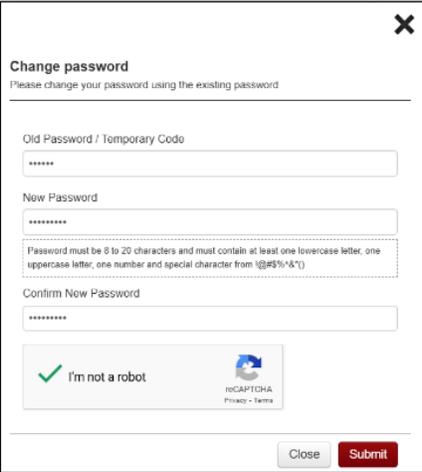
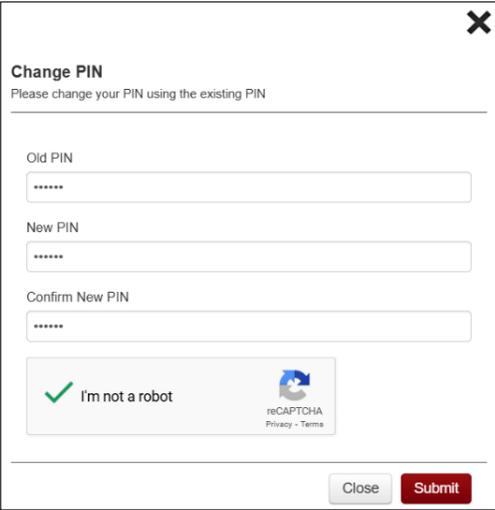


Quick Guide: How to Change Your Password & Trading PIN During a Force Reset

Step	iTrade Web	Mobile Application
<p>Step 1: Log in to your iTrade account</p> <p> Note: You will be prompted to change your password & pin</p>	 <p>The screenshot shows the 'MEMBER LOGIN' section of the iTrade Web interface. It includes input fields for 'User ID' and 'Password', a 'Go' button, and a language dropdown set to 'ENGLIS'. Below the login fields are three links: 'Click Here' for forgotten passwords, 'Click Here' for new members, and 'Click Here' for missing registration emails.</p>	 <p>Two screenshots of the iTrade mobile application. The left one shows a notification: 'CGS iTrade (MY) Please change your password and pin before proceed.' The right one shows the 'Sign In' screen with fields for 'User ID', 'Password', and 'Remember Me', along with a 'Login' button.</p>
<p>Step 2: Change Password Enter your Old/ Current Password followed by New Password.</p> <p> The new password criteria must:</p> <ul style="list-style-type: none"> - be at least 8-20 alphanumeric characters - contain at least one lowercase and one uppercase letter - contain one special character e.g. !@#\$\$%^&*() <p><i>Example: John!2025</i></p>	 <p>The screenshot shows the 'Change password' form on the iTrade Web. It has fields for 'Old Password / Temporary Code', 'New Password', and 'Confirm New Password'. A note specifies password requirements: 'Password must be 8 to 20 characters and must contain at least one lowercase letter, one uppercase letter, one number and special character from !@#%\$%^&*()'. There is a reCAPTCHA 'I'm not a robot' checkbox and 'Close' and 'Submit' buttons.</p>	 <p>The screenshot shows the 'Change Password' screen on the mobile app. It includes fields for 'Old Password / Temporary Code', 'New Password', and 'Confirm Password'. A note states: 'Password must be 8 to 20 characters and must contain at least one lowercase letter, one uppercase letter, one number and one special character from !@#%\$%^&*()'. A 'Submit' button is at the bottom.</p>
<p>Step 3: Change Trading Pin Enter your Old/ Current Pin followed by New Pin.</p> <p> Note: Your new PIN must be a 6-digit number</p> <p><i>Example: 010525</i></p>	 <p>The screenshot shows the 'Change PIN' form on the iTrade Web. It has fields for 'Old PIN', 'New PIN', and 'Confirm New PIN'. A reCAPTCHA 'I'm not a robot' checkbox and 'Close' and 'Submit' buttons are also present.</p>	 <p>The screenshot shows the 'Change PIN' screen on the mobile app. It includes fields for 'Current PIN', 'New PIN', and 'Confirm PIN', along with a 'Submit' button.</p>

Here are some helpful FAQs to guide you.

Section 1: Force Reset Password & Trading PIN

No	Item	Description																		
1	Q	When is the effective date for new password requirements?																		
	A	The new password policy takes effect on Sunday, 4 May 2025 (Effective Date).																		
2	Q	Who will be affected by the new password requirements?																		
	A	<input checked="" type="checkbox"/> New clients who register online after the Effective Date . <input checked="" type="checkbox"/> All existing CGS clients																		
3	Q	What are the changes in the new password requirements?																		
	A	<table border="1"> <thead> <tr> <th>Criteria</th> <th>Previous Requirement</th> <th>New Requirement (Effective Date)</th> </tr> </thead> <tbody> <tr> <td>Minimum Length</td> <td>8 characters</td> <td>8 characters (Remain)</td> </tr> <tr> <td>Maximum Length</td> <td>20 characters</td> <td>20 characters (Remain)</td> </tr> <tr> <td>Upper & Lower Case</td> <td>At least 1</td> <td>At least 1 (Remain)</td> </tr> <tr> <td>Number</td> <td>At least 1</td> <td>At least 1 (Remain)</td> </tr> <tr> <td>Special Character</td> <td> Not required</td> <td><input checked="" type="checkbox"/> With special character (New Requirement) e.g. !@#\$%^&*()</td> </tr> </tbody> </table>	Criteria	Previous Requirement	New Requirement (Effective Date)	Minimum Length	8 characters	8 characters (Remain)	Maximum Length	20 characters	20 characters (Remain)	Upper & Lower Case	At least 1	At least 1 (Remain)	Number	At least 1	At least 1 (Remain)	Special Character	Not required	<input checked="" type="checkbox"/> With special character (New Requirement) e.g. !@#\$%^&*()
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Special Character	Not required	<input checked="" type="checkbox"/> With special character (New Requirement) e.g. !@#\$%^&*()																		
4	Q	When will the force reset password and trading pin be carried out?																		
	A	The force reset began on Tuesday, 6 May 2025 at 7:00 PM and is being rolled out in phases. You will be prompted to update your password and PIN when you login to your account																		
5	Q	I changed my password and trading PIN on 4 May 2025. Do I still need to reset them during the force reset?																		
	A	No, if you've already updated your login details on 4 May 2025, you won't be prompted again. You're good to go and can continue using your current credentials as usual.																		
6	Q	I changed my password but <u>NOT</u> the trading PIN on 4 May 2025. Do I still need to reset them during the force reset?																		
	A	No, you won't be required to reset both. However, we recommend updating your trading PIN as an added safety measure for your trading security.																		
	Q	I changed my trading PIN but <u>NOT</u> the password on 4 May 2025. Do I still need to reset them during the force reset?																		
	A	Yes, you'll be prompted to change your password and trading PIN.																		
7	Q	I haven't changed my login credentials, and the effective date has passed, what should I do?																		
	A	No worries! If you haven't updated your password or trading PIN yet, you will be prompted to change them the next time you log in, but it will happen on a staggered basis. Just follow the instructions, and you'll be all set!																		
8	Q	How do I reset my password if I forgot it, or if my login ID was suspended?																		
	A	You may refer to the guide below to reset or self-uplift login suspension. Self-Uplift Login Suspension User Guide																		

9	Q	I forgot my “Answer to Hint”, how can I retrieve it?
	A	Please contact our iTrade Call Centre at 03-2635 8686 for further assistance.
10	Q	I didn’t receive the password reset email. What should I do?
	A	Please check your spam or junk folder. If it’s not there, please contact our iTrade Call Centre at 03-2635 8686 for further assistance.
11	Q	Can I reuse an old password?
	A	For your security, we recommend creating a new password that you haven’t used before. This helps keep your account safe and protected.

Section 2: New Device Detection

1	Q	What is the new device detection feature?
	A	This feature alerts you whenever a new device is used to log into your account. You will receive an email notification to your registered email address for any new device detected.
2	Q	What should I do if I don’t recognize the new device?
	A	If you do not recognize the new device, immediately change your password and contact our iTrade Call Centre.
3	Q	When will I receive the new security alert email?
	A	You’ll get a security alert email in the following situations: <input checked="" type="checkbox"/> First-time login after the Effective Date <input checked="" type="checkbox"/> Logging in from a new or unrecognized device
4	Q	I received a new device detection alert, but the device seems to be inaccurately captured (e.g., iPhone 12 showing as iPhone 13.2). What should I do?
	A	Sometimes, the device model shown in the alert may not exactly match your actual device. This is due to the way devices are identified based on software parameters. This is a known limitation and does not affect the security of your trading account. Here’s how you can verify the alert: 🔍 Check your device version Go to Settings > General > About > iOS Version and compare it with the details in the new device alert email. 🕒 Check the login date & time Make sure the time and date in the alert matches when you logged in. 🌐 Review the IP address Check the IP address in the alert to see the general login location (city or country) and confirm that it aligns with your own.

5	Q	What information is included in the "New Device" email?
	A	<p>In the "New Device" email, you will find the following details:</p> <ol style="list-style-type: none">1. Device Information: The type of device (e.g., iPhone, Android, or windows) and model to help you identify if it's a device you recognize.2. Date and Time: The date and time of the login attempt from the new device to help verify whether it matches your login activity.3. IP Address: The IP address from the login attempt to allow you to identify the approximate location, such as the city or country, where the login was made. <p>By reviewing these details, you can easily confirm whether the login attempt was made by you or someone else. If you don't recognize the device or login details, please follow the steps in the email to secure your account.</p> <div data-bbox="267 514 990 934" style="border: 1px solid black; padding: 10px;"><p>Dear [REDACTED]</p><p>We have detected a login attempt from a new device on your account. Please review the details below:</p><ul style="list-style-type: none">• Device: Chrome, mozilla/5.0 (windows nt 10.0; win64; x64) applewebkit/537.36 (KHTML, like Gecko) chrome/135.0.0.0 safari/537.36• IP Address: 167.103.65.18• Date & Time: 2025-04-27, 08:24:25 AM<p>If this was you, no further action is needed.</p><p>If you don't recognize this login, we recommend you:</p><ul style="list-style-type: none">• <input checked="" type="checkbox"/> Check your account activity for any unusual transactions.• <input checked="" type="checkbox"/> Change your password immediately to secure your account.<p>If you need help, we're here to assist you. Reach out to us at +603 2635 8686 or email customerservice.my@cgsi.com.</p></div>