

STERLING BANK ONLINE DEVICE LINKING ADVISORY

Sterling Bank Online – Personal enhanced its security features for a more secure banking experience.

Users can now link their mobile device/s¹ to their Sterling Bank Online account.

With this added security feature, users will have peace of mind knowing that access to Sterling Bank Mobile Banking App² will only be through trusted devices.

For inquiries or concerns, you may contact your branch of account or our 24/7 Customer Service Helplines at:

-  +632 8721-6000 or +632 8672-6300
-  customer.service@sterlingbankasia.com

*¹A maximum of three (3) mobile devices may be linked to a Sterling Bank Online account. You can easily update anytime if you need to delete previously registered device/s to link a new mobile device. Simply log in to Sterling Bank Internet Banking, go to **Settings** and select **Manage Devices** from the menu.*

²To activate this feature, kindly update your Sterling Bank Online Mobile Banking App version first.

Email OTP is now available in Sterling Bank Online – Personal.

Sterling Bank of Asia is working on making your online and mobile banking experience safe, secure, and more convenient.

Receive your one-time password (OTP) via your registered email address¹ with Sterling Bank of Asia. This is another option to get your OTP for your Sterling Bank Online banking transactions aside from your registered mobile number.

If your email address is not registered or updated, you may call your branch of account or our 24/7 Customer Service Helplines at:

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¹This feature is available in internet banking and mobile banking app. For mobile banking app, kindly update your Sterling Bank Online Mobile Banking App version first to enjoy this feature.

If you encounter problems in your web browser, please clear your browsing history and ensure that you are using the latest version.

For mobile users, if the app screen is too big, please adjust the font size of your phone settings for an optimized view.

ALWAYS SECURE YOUR ACCOUNT

Make it a habit to change your password regularly. This reduces the risk of exposure and helps protect your account.

If you have not changed your password in the last six (6) months, Sterling Bank Online – Personal will ask you to update¹ your password upon log in. Update it by choosing **Change Password**. If you want to keep your current password, choose **Waive Password**.

Remember: Passwords are your first line of defense against cyber attack or fraud. Ensure to use a strong and complex password that only you would know.

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¹This new security feature may be done via internet banking or mobile banking app. For mobile banking app, kindly update your Sterling Bank Online Mobile Banking App version first to activate this feature.

Steps for Sterling Bank Online Change Password

1. Choose **Change Password** on the password expiry notification screen.



2. Enter the required information.
Click **NEXT** to proceed.



3. A confirmation page will appear upon successful password change.



CREATE A STRONG PASSWORD TO PROTECT YOURSELF FROM FRAUD.

Reminders in choosing a password
for your Sterling Bank Online account:

- At least 8 characters long
- Must include at least 1 of each:
 - uppercase letter
 - lowercase letter
 - number
 - special characters !"#%&'()*+,-:;<=>?@[]^`{|}~
- Password has not been used in the past
- Not the same with your current password
- Should not contain your username
- Does not contain consecutive sequential or identical characters