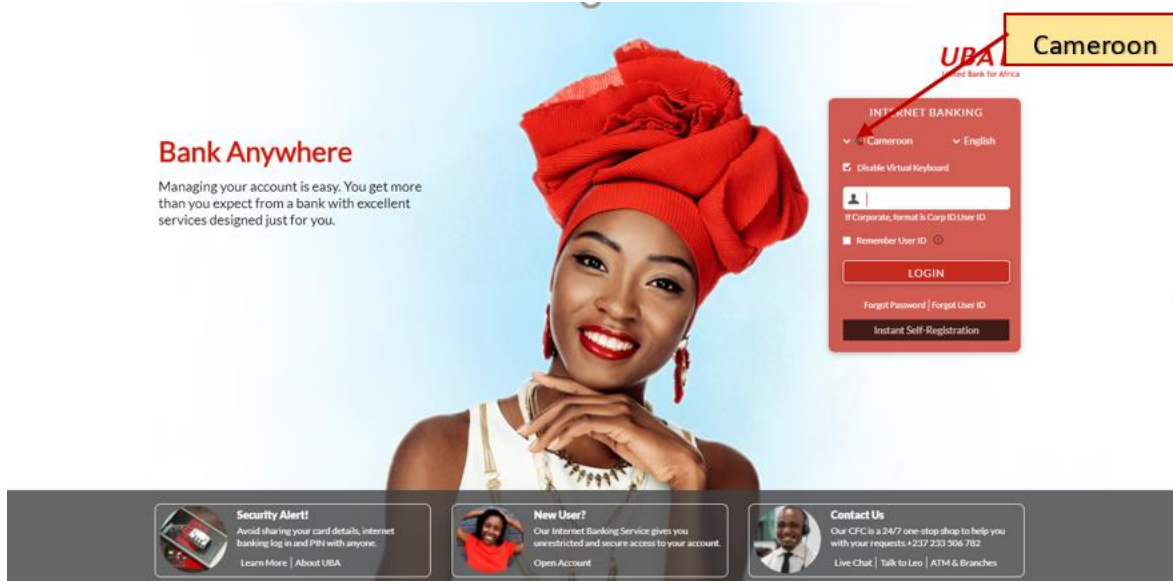
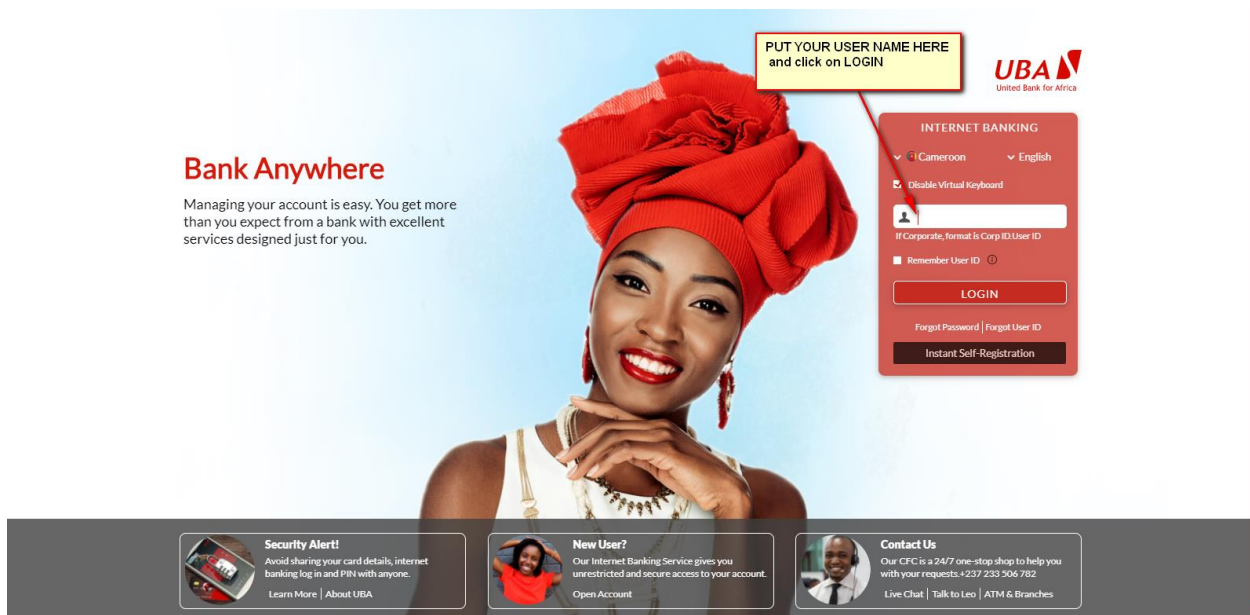


A- How to log on internet banking Cameroon at the first connexion when customers receive the credentials

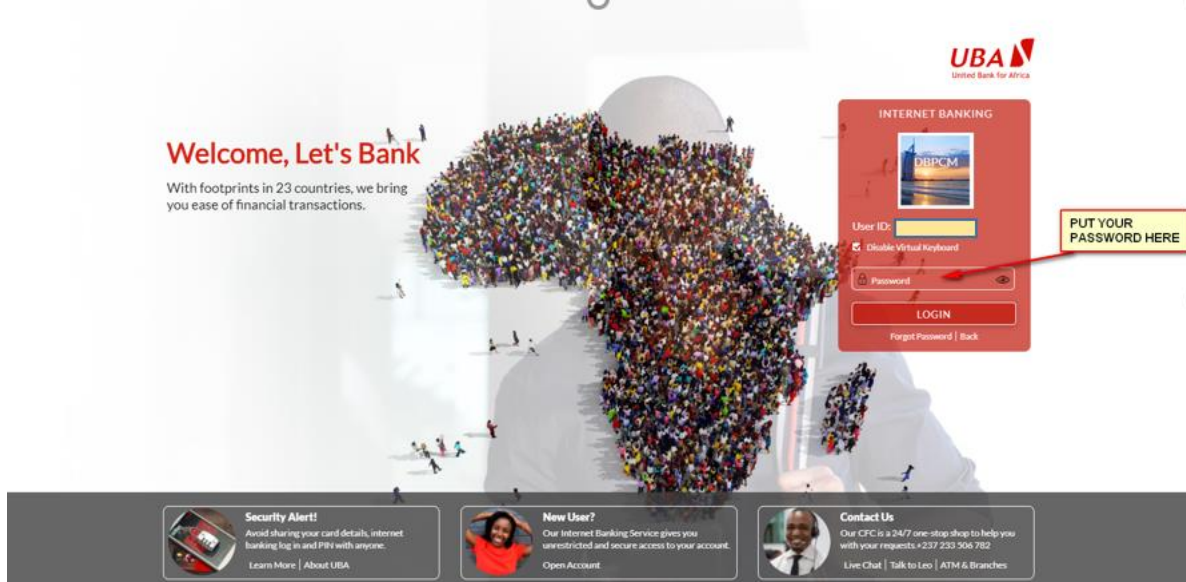
- 1- Step 1: log to URL (<https://ibank.ubagroup.com>)
- 2- Step 2: Choose Cameroon as Country as below



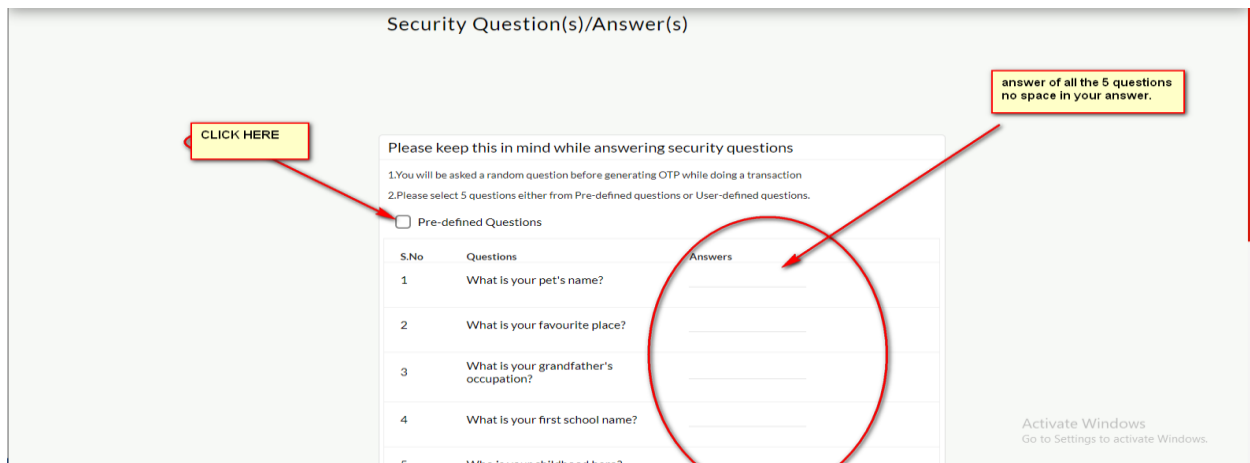
- 3- Step 3: put your username then, click on LOGIN.



4- Step 4 : put your password and click on login



5- Step 5 : setup your security question



6- Step 6: agree the terms and conditions

Rules and Regulations of Internet Banking

scroll down and click on agree

GO TO THE END OF PAGE

- SERVICES
- ALERTS
- ADDRESS
- APPLICABLE/GOVERNING LAW
- BILL PAYMENT/PRESENTMENT/SHOPPING
- CORRESPONDENT BANK RELATIONSHIP
- DISCLOSURE OF INFORMATION
- ELECTRONIC BANKING OR BANKING OVER ELECTRONIC MEDIUM
- AUTHORITY TO BANK
- WITHDRAWAL OF ELECTRONIC BANKING
- STATEMENT OF ACCOUNTS
- STOP PAYMENTS
- WORKING DAYS

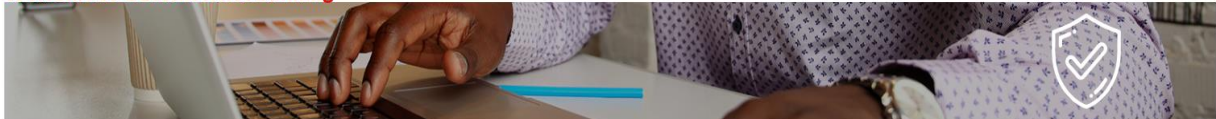
TERMS AND CONDITIONS

This document lays out the Terms & Conditions and Rules for the Services (hereinafter called "T&Cs") which shall be applicable to all Current, Savings and Fixed Deposit Account(s)* which are existing, may be opened now or any time in future with the Bank N.V. branches in Nigeria (hereinafter called the 'Bank'). The word 'Customer' refers to the person or person(s) in whose name the Account(s) with the Bank are existing, may be opened (changed) now/any time in future. The word Customer shall include both singular and plural. The word 'Account' refers to the Account either held single and/or jointly with the Bank which are

7- Step 7 : choose the welcome word and picture



Welcome to UBA Internet Banking



Please update Phrase details

Increase the security of your login, please set a one-time security phrase.

put one word here

- ◆ Kindly enter a word and then select an image of your choice which will be displayed on your subsequent logins.
- ◆ For security reasons, always confirm the image and word displayed match your initial selection before inputting your password.

Phrase: DBPCMKATE
Maximum 10 characters.

click on update to save and continuous

Select Image:



Update

choose one picture amongst these one



For your eyes only
Keep these security details to yourself

- Card PINs and numbers
- Login details
- Security / Test question
- One-Time Password
- Secure Pass Code
- BiVn
- Mobile Verification Code

Activate Wi-Fi
Go to Settings to activate Wi-Fi

8- Step 8 : Personalize your password

The screenshot displays the 'Password Policy' section of the UBA Internet Banking interface. It includes a list of requirements for a new password: a minimum of 6 characters, at least one upper and lower case letter, one number, and one special character. Below this is a virtual keyboard with callouts for password entry. Three yellow callout boxes provide instructions: 'put password recieved by mail or sms' points to the keyboard; 'create your password' points to the 'New Password*' field; and 'confirm created password and click on submit' points to the 'Retype New Password*' field and the 'Submit' button.

Password Policy

Password must meet the following requirements:

1. Minimum of 6 characters and maximum of 28 characters.
2. Contain at least one upper case letter (A to Z), one lower case letter (a to z), one number(0 to 9) and one special character (\, @, #, %, &, \$, ^)
3. Should not contain all or part of User ID.

put password recieved by mail or sms

create your password

confirm created password and click on submit

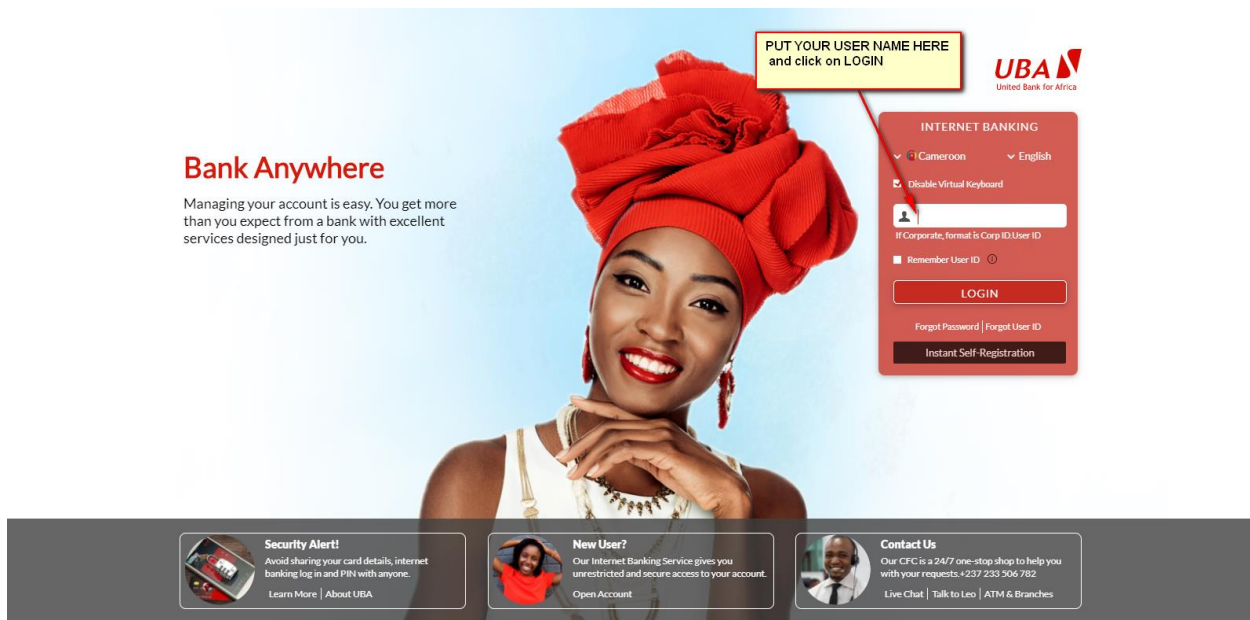
Submit

B- How to log on internet banking Cameroon for those who have already done the first connexion

- 1- Step 1: log to URL (<https://ibank.ubagroup.com>)
- 2- Step 2: Choose Cameroon as Country as below



- 3- Step 3: put your username then, click on LOGIN.




4- Step 4: put your password and click on login



5- Step 5: answer security question or click on token and use your token pin (physical or soft token)



UBA INTERNET BANKING USER GUIDE



choose the token

UBA
United Bank for Africa

INTERNET BANKING

Token Security Question

Please enter your token continue.

SUBMIT

put the response token here

Security Alert!
Avoid sharing your card details, internet banking log in and PIN with anyone.
[Learn More](#) | [About UBA](#)

New User?
Our Internet Banking Service gives you unrestricted and secure access to your account.
[Open Account](#)

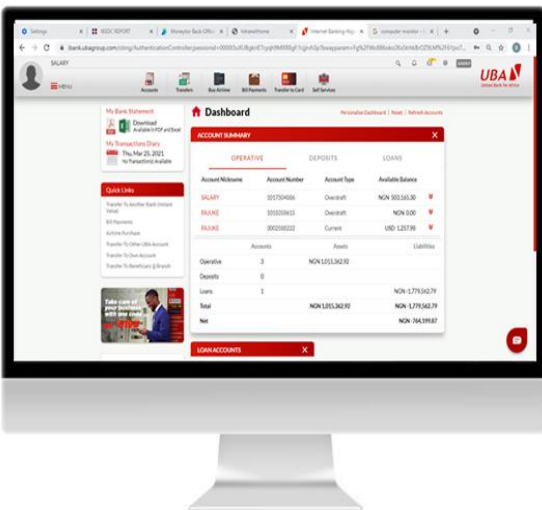
Contact Us
Our CFC is a 24/7 one-stop shop to help you with your requests +237 233 506 782
[Live Chat](#) | [Talk to Leo](#) | [ATM & Branches](#)

6- Step 6: Internet Banking connexion page displaying for Corporate



- Account balance and history inquires
- View and export statements
- Internal Bank transfers
- External Bank Transfers (UBA to other Banks)
- RTGS Transfer
- Bulk internal transfer
- Bulk external transfer
- Direct debit
- Online collection

7- Step 7: Internet Banking connexion page displaying for retails



- Account balance and history inquires
- View and export statements
- Internal Bank transfers
- External Bank Transfers (UBA to other Banks)
- MAD

UBA INTERNET BANKING USER GUIDE