

A- Comment se connecter à Internet Banking Cameroun lors de la première connexion après réception des identifiants

- 1- Etape 1: saisir URL dans un Navigateur (<https://ibank.ubagroup.com>)
- 2- Etape 2: choisir le pays Cameroun et la langue comme indiqué ci-dessous



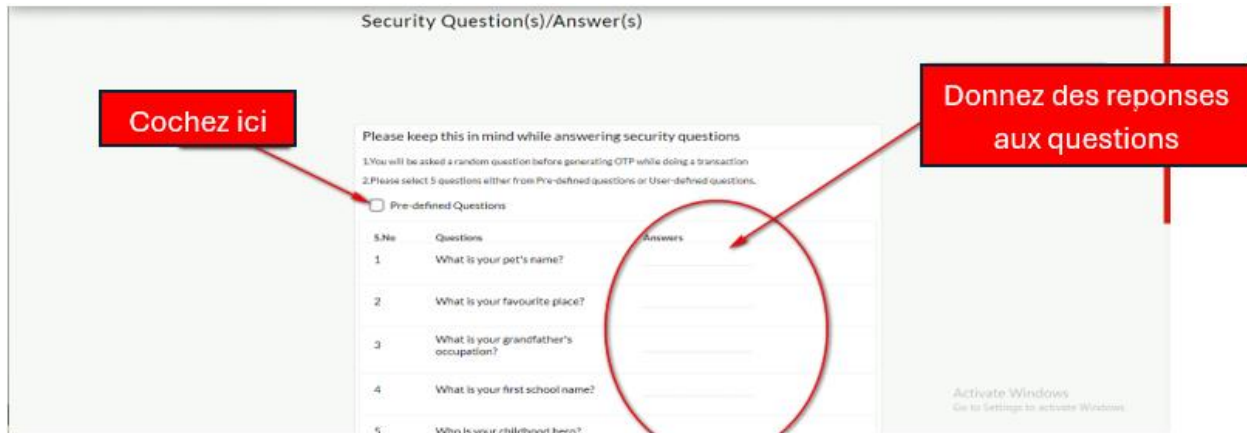
- 3- Etape 3: Entrer votre nom d'utilisateur



4- Etape 4 : Entrer votre Mot de passe



5- Etape 5 : sélectionnez les questions de sécurités et donnez des reponses



6- Etape 6: acceptez les termes et 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- Etape 7 : Choisir une image, saisir un mot dans champ phrase et cliquez sur mise à jour

The screenshot shows the 'Please update Phrase details' screen in the UBA Internet Banking interface. The page title is 'Welcome to UBA Internet Banking' and the UBA logo is in the top right corner. The main heading is 'Please update Phrase details' with a sub-heading 'Increase the security of your login, please set a one-time security phrase'. Below this, there are instructions: 'Kindly select a word and then select an image of your choice from the gallery below.' and 'For security reasons, always confirm the image and word displayed next to your ID before selecting your password.' The 'Phrase' field contains 'DBPCMKATC' and the 'Image' field shows a gallery of six images. The third image, which is a car with the text 'DBPCMKATC' overlaid, is selected and highlighted with a red box and a red arrow pointing to a red callout box that says 'Selectionnez une image'. To the right of the gallery is a red 'Update' button with a red arrow pointing to a red callout box that says 'Mise à jour'. Another red callout box that says 'Saisir un mot' points to the 'Phrase' field. On the right side of the screen, there is a section titled 'For your eyes only' with a list of security features: 'Cardless and contactless', 'Logins with', 'Security lock screen', 'Two-Factor Authentication', 'Secure Mail', 'Biometric', and 'Mobile Verification Code'. Below this is a 'Activate Wi-Fi' button and a 'Go to Settings' link. The UBA logo is also present in the bottom right corner of the screen.

8- Etape 8 : Personnaliser son mot de passe

The screenshot shows a 'Password Policy' section with 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.

Below the policy is a virtual keyboard with an 'Accept' button. The main form contains three input fields: a password field, 'New Password*', and 'Retype New Password*'. A 'Valider' button is at the bottom right.

Red callout boxes with arrows provide instructions:

- Saisissez votre mot de passe reçu par mail ou par SMS** (Enter your password received by email or SMS) - points to the first password field.
- Créer son propre mot de passe** (Create your own password) - points to the 'New Password*' field.
- Re-saisir le mot de passe creer** (Re-enter the password created) - points to the 'Retype New Password*' field.
- Valider** (Validate) - points to the 'Valider' button.

B- Comment se connecter à Internet Banking Cameroun pour les clients ayant déjà effectué leur première connexion ?

- 1- Etape 1: saisir le URL dans un navigateur (<https://ibank.ubagroup.com>)
- 2- Etape 2: choisir le pays Cameroun et la langue comme indiqué ci-dessous



- 3- Step 3: Entrer votre nom d'utilisateur.



- 4- Step 4: Entrer votre Mot de passe



5- Etape 5: Répondez à la question de sécurité ou cliquez sur « Token » et saisissez le code PIN de votre token (physique ou logiciel).



6- Etape 6: Page de connexion à la plateforme Internet Banking

