

**August 12<sup>th</sup>, 2019**

**Important information about the transition to the new J Trust Royal Internet Banking service**

Dear Valued Customer,

Following our recent update about the transition to J Trust Royal Bank and the availability of our banking products and services, we would now like to provide you with more information about the new Internet Banking platform.

Effective **Monday 19 August 2019**, the ANZ Royal Retail Internet banking service will be replaced by J Trust Royal's Internet Banking. As with any change of this nature, transitioning to a new technology can be disruptive as you learn to use the new service, so we want to make sure this transition is as seamless as possible for you. To help you through the change, J Trust are providing the following resources early so that you can familiarise yourself with the new service and be ready for when the service becomes available.

**1. First-time Access to Internet Banking Quick Reference Guide**

This quick guide will walk you through the steps to self-register and access the new Internet Banking service.

**What we need from you:** We need to have your mobile phone number and date of birth on record for you to access the new service from 19 August. If you have changed your mobile number then you will need to let us know.

**What you need from us:** You need to have your 'Customer Identification Number' to access the new service. If you do not have this then ask any of our branch staff or call our 24-hour Customer Centre hotline on 023 999 000.

**2. One-Time Password (OTP) Frequently Asked Questions**

We place security over your assets as one of the most important things we do. We also appreciate that access security is one of your main concerns. As we have advised, you will no longer require a physical token to access your Internet Banking. From Monday 19 August you will use One-Time Password authentication. This is an additional level of protection whenever you use the J Trust Royal Internet Banking service.

These Frequently Asked Questions should give you a good understanding of what OTP is and how and when to use it.



To access the resources described above, go to <https://www.jt-corp.co.jp/cambodia/en/>. Or, using any QR code scanner, scan the code below to go directly to the site.

### **Further Information**

Please call our Customer Care hotline number on 023 999 000 or visit your nearest branch if you have any questions about any of the information or resources provided.

Yours Sincerely,

**Alisdair Creanor**  
**CEO ANZ Royal Bank**

