



招商銀行
CHINA MERCHANTS BANK

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New York Branch

Customer Information Center

User Manual

V 2.0

China Merchants Bank New York Branch

June 2022

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1. Overview of Customer Information Center

Welcome to Customer Information Center!

This user manual aims to help customers to understand all functionalities and provide a guidance for customers to better use the Customer Information Center.

Please read this user manual carefully.

1.1 Who Should Read this Manual?

This user manual is prepared for those who will view, download, or print Deal Slips, Monthly Statements, or other business notices through Customer Information Center.

1.2 What Should Customer Know About Customer Information Center?

Customer Information Center is provided for customers to view, download, and print Deal Slips, Monthly Statements and other business notices online. Customers can use Customer Information Center service 24/7.

All documentations in Customer Information Center are available in PDF format up to 13 months. Documentations older than 13 months will not be available in Customer Information Center.

For new customers, please access Customer Information Center 24 hours after receiving the first Account Opening Advice. Customers who recently closed all accounts with China Merchants Bank New York (CMBNY) will have access to Customer Information Center for two months from the date of the last account closure.

2. Website Requirements

Customers can access Customer Information Center by clicking the icon in the upper right corner of our website at <https://us.cmbchina.com/EN/> or use the following link directly:
<https://app.cmbchina.com/NYCevs/User/Login.aspx>.

Customer Information Center is now compatible with Chrome and Microsoft Edge.

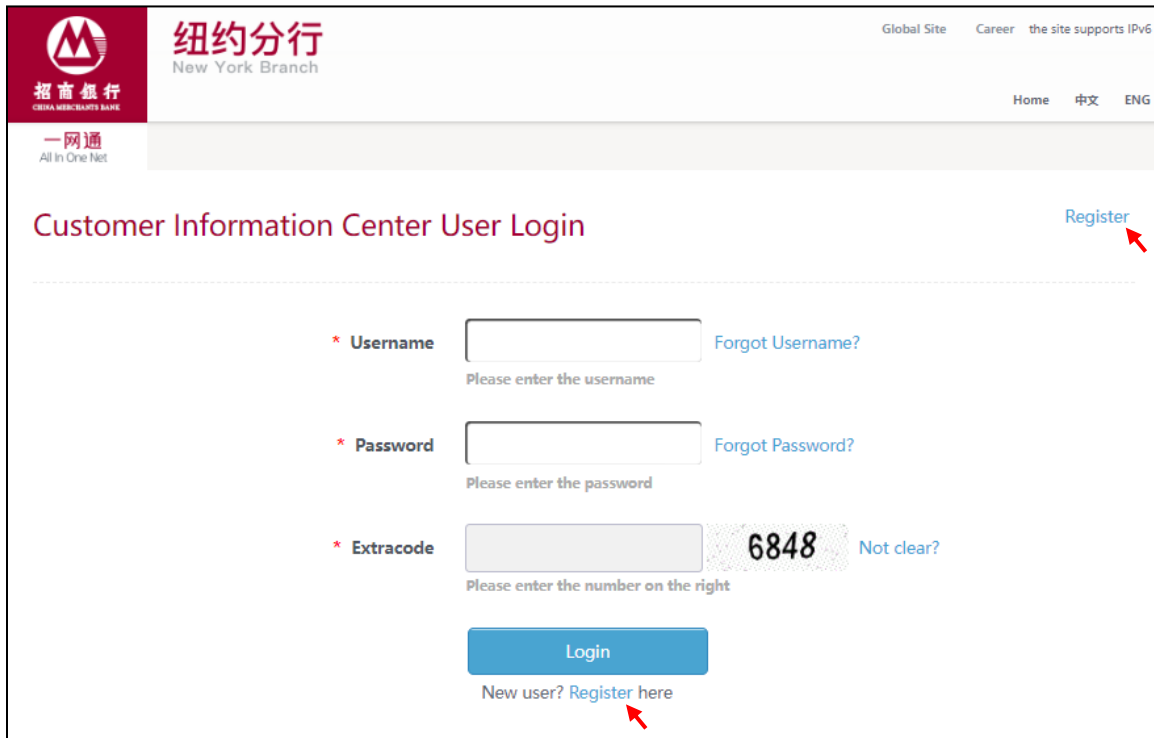
Note: We suggest users to login with Chrome and Microsoft Edge due to the retirement of Internet Explorer (IE) on June 15, 2022. The functionality of Customer Information Center on IE will no longer be updated. In addition, Safari does not have full supports of Customer Information Center yet.

3. Register

When accessing Customer Information Center for the first time, you will need to register and create a username and password.

Instructions:

- 1) Click “**Register**” in the upper right corner or the bottom of the Login Page, you will be presented with the Registration Page.



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Register

Customer Information Center User Login

* Username [Forgot Username?](#)
Please enter the username

* Password [Forgot Password?](#)
Please enter the password

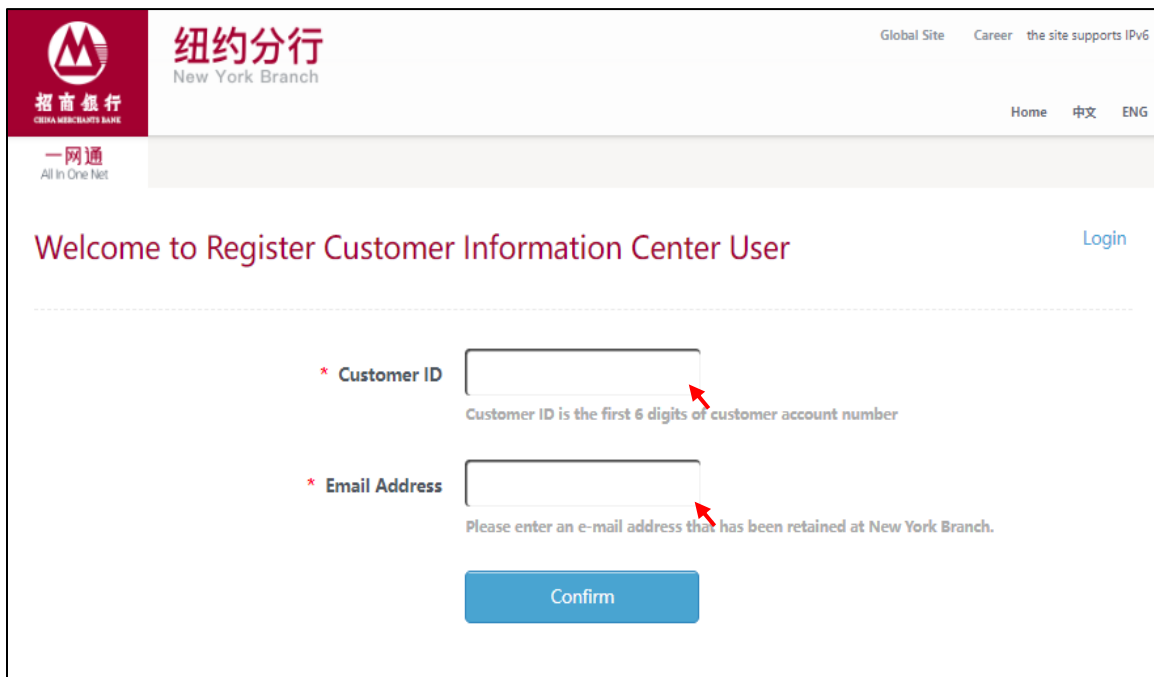
* Extracode 6848 [Not clear?](#)
Please enter the number on the right

Login

New user? [Register here](#)

- 2) Enter the **Customer ID** and **Email Address**, click “**Confirm**”. If correct data is entered, you will receive an email with the registration link.

**** Any of the contact persons’ email addresses you provided to CMBNY can be used to register.**



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Login

Welcome to Register Customer Information Center User

* Customer ID
Customer ID is the first 6 digits of customer account number

* Email Address
Please enter an e-mail address that has been retained at New York Branch.

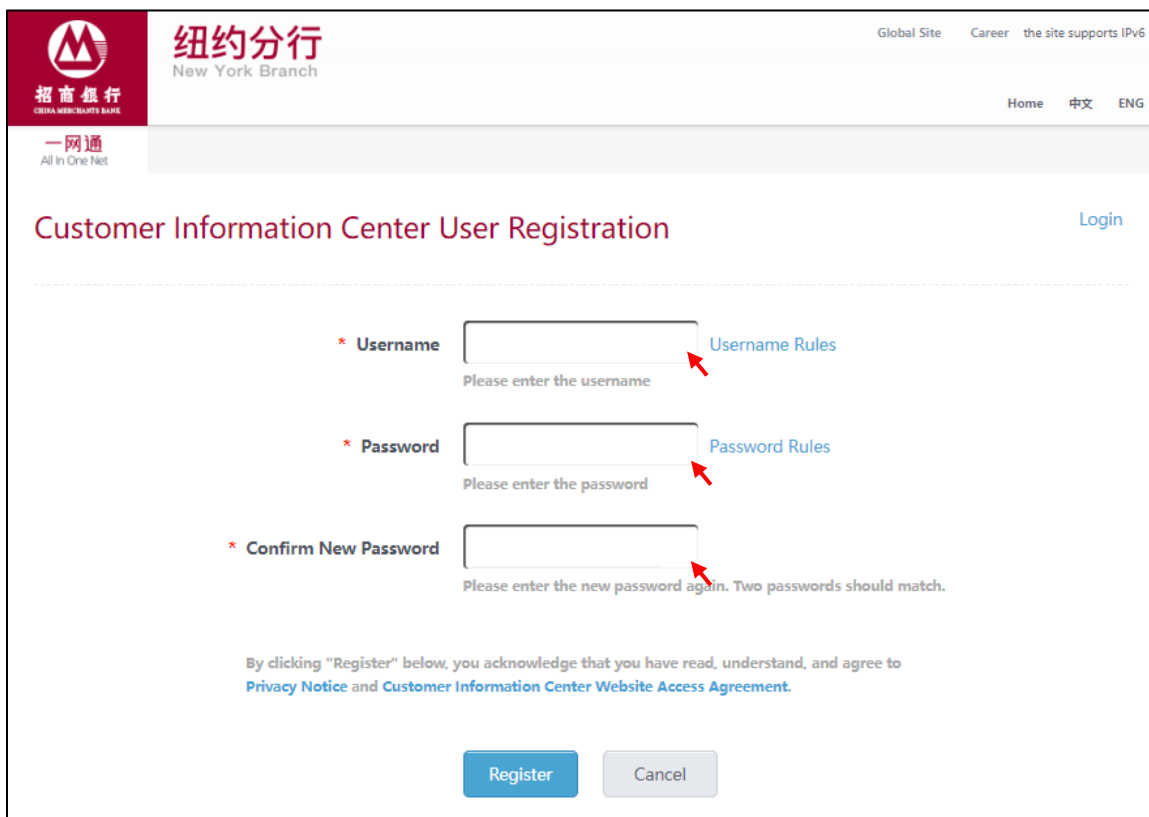
Confirm

- Click on "[click here](#)" in the registration email. The system will guide you to the page to setup your username and password.

Enter **Username**, **Password**, and **Confirm New Password**. The two passwords need to match. Review the [Username Rules](#) and [Password Rules](#) for the requirements.

**** Each Customer ID can be registered only once and has only one username and password. Once the Customer ID is registered, its unique username and password can be used by multiple users.**

- Click "**Register**". Please read the [Privacy Notice](#) and [Customer Information Center Website Access Agreement](#) for details before registering.



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Customer Information Center User Registration

[Login](#)

* Username [Username Rules](#)
Please enter the username

* Password [Password Rules](#)
Please enter the password

* Confirm New Password
Please enter the new password again. Two passwords should match.

By clicking "Register" below, you acknowledge that you have read, understand, and agree to [Privacy Notice](#) and [Customer Information Center Website Access Agreement](#).

[Register](#) [Cancel](#)

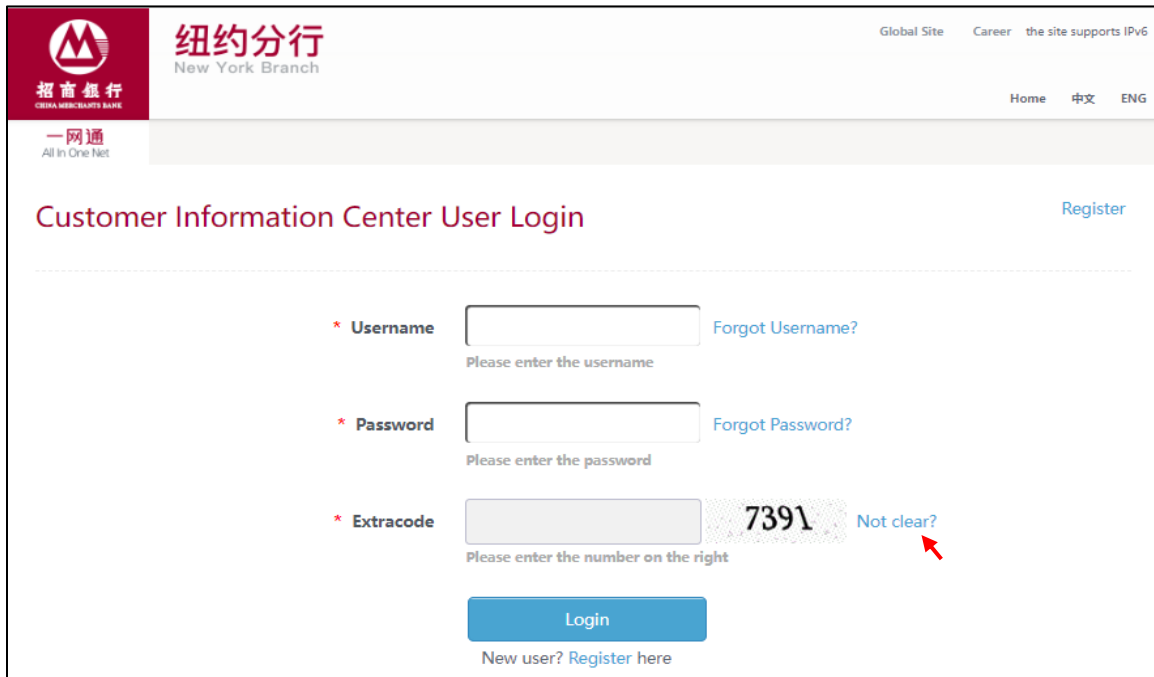
- If correct data is entered, a "Registration Succeed" pop-up box will appear to confirm that the registration is completed. The system will send a registration confirmation email to all the contact persons' email addresses that were retained at CMBNY.

4. Login

Customer can log into the system with the correct username, password and extracode. Customers can have multiple users login with the same username and password.

Instructions:

- On the login page, Enter the **Username**, **Password** and **Extracode**. If the Extracode is not clear, click "[Not clear?](#)" to get a new extracode.



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Customer Information Center User Login [Register](#)

* Username [Forgot Username?](#)
Please enter the username

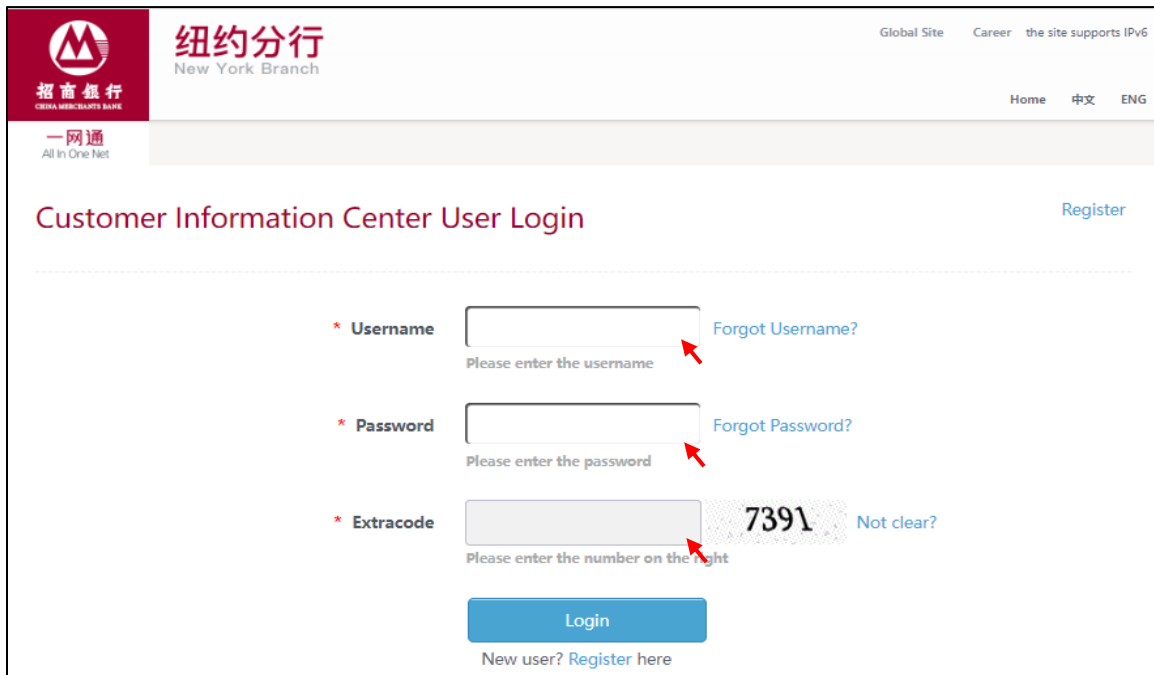
* Password [Forgot Password?](#)
Please enter the password

* Extracode 7391 [Not clear?](#)
Please enter the number on the right

Login

New user? [Register here](#)

- 2) Fill in the Username, Password, and Extracode, and Click “**Login**”. If you are using a new computer or one you have not used before, switching to a new browser or changed your browser settings, or your internet provider changed its system settings affecting ability to recognize the machine, Customer Information Center will require a Identification Code.



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Customer Information Center User Login [Register](#)

* Username [Forgot Username?](#)
Please enter the username

* Password [Forgot Password?](#)
Please enter the password

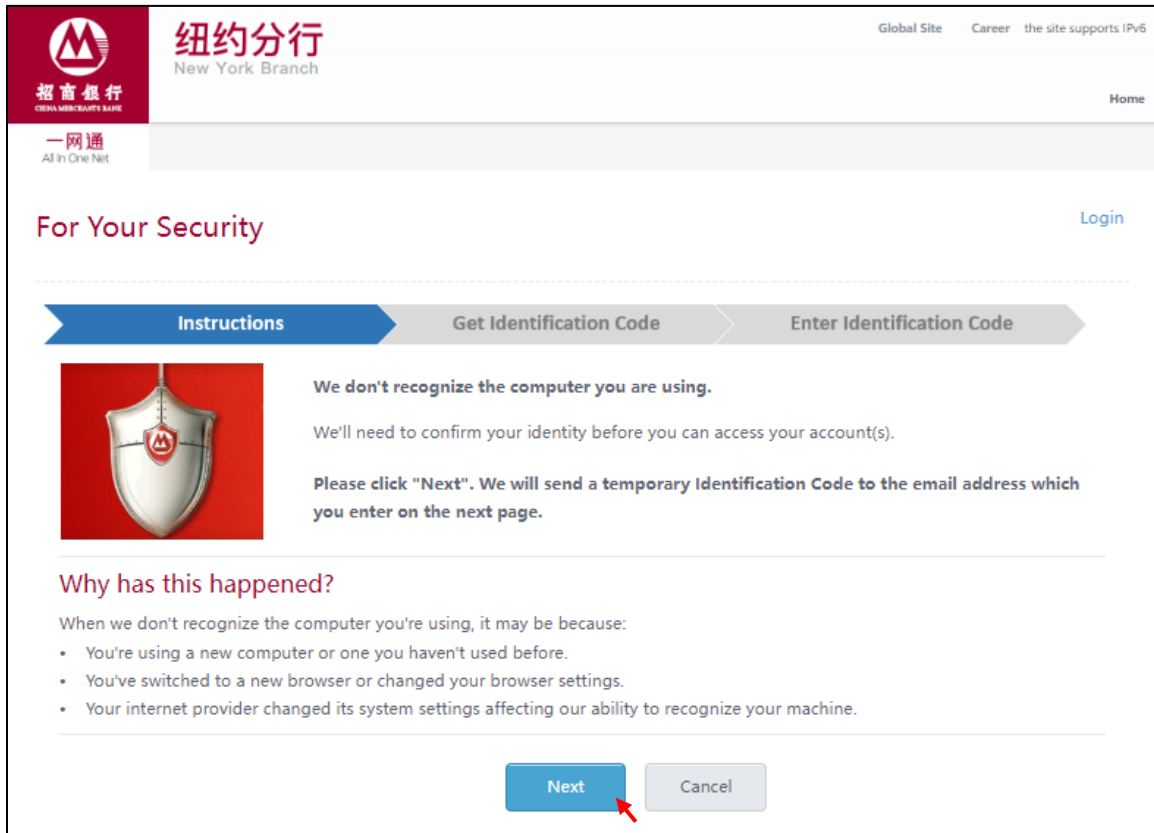
* Extracode 7391 [Not clear?](#)
Please enter the number on the right

Login

New user? [Register here](#)

** An error message will appear when you are **locked out** because of too many invalid login attempts. Please follow the error message and wait before attempting to login again.

- 3) Review all the instruction, and click “Next”.



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For Your Security [Login](#)

Instructions Get Identification Code Enter Identification Code


 We don't recognize the computer you are using.
 We'll need to confirm your identity before you can access your account(s).
 Please click "Next". We will send a temporary Identification Code to the email address which you enter on the next page.


Why has this happened?

When we don't recognize the computer you're using, it may be because:

- You're using a new computer or one you haven't used before.
- You've switched to a new browser or changed your browser settings.
- Your internet provider changed its system settings affecting our ability to recognize your machine.

Next Cancel

- 4) On the “Get Identification Code” page, enter the Customer ID and the email address which you would like to receive the Identification Code. This email address has to be one of the contact persons’ email addresses retained at CMBNY. Go on “[Click to get Identification Code](#)” to receive a identification code on the email.



For Your Security

55.11.53.41 says

Identification Code has been sent successfully, please check your E-mail.

OK

[Login](#)

Instructions
Get Identification Code
Enter Identification Code

We need to confirm your identity to ensure your accounts are secure by sending a temporary Identification Code to you. Please enter your Customer ID and an email address that has been retained at New York Branch. This email address will be used to receive the Identification Code.

* Customer ID

Customer ID is the first 6 digits of customer account number.

* Email Address

Please enter an e-mail address that has been retained at New York Branch.

Click to get Identification Code


Please check your email. After you receive your temporary Identification Code, please click "Next".

Haven't received Identification Code?

We email Identification Codes immediately, but many factors may influence how fast you receive them. Please check your spam folder to determine if it was delivered there.

Back
Next
Cancel

5) Enter the Identification Code from the email and the password accordingly.



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For Your Security

Instructions
Get Identification Code
Enter Identification Code

Please fill in below fields to certify your identity. After doing so, please click "Confirm" to access your account(s).

* Identification Code

Please enter the temporary Identification Code you received.

* Password

Please enter the login password.

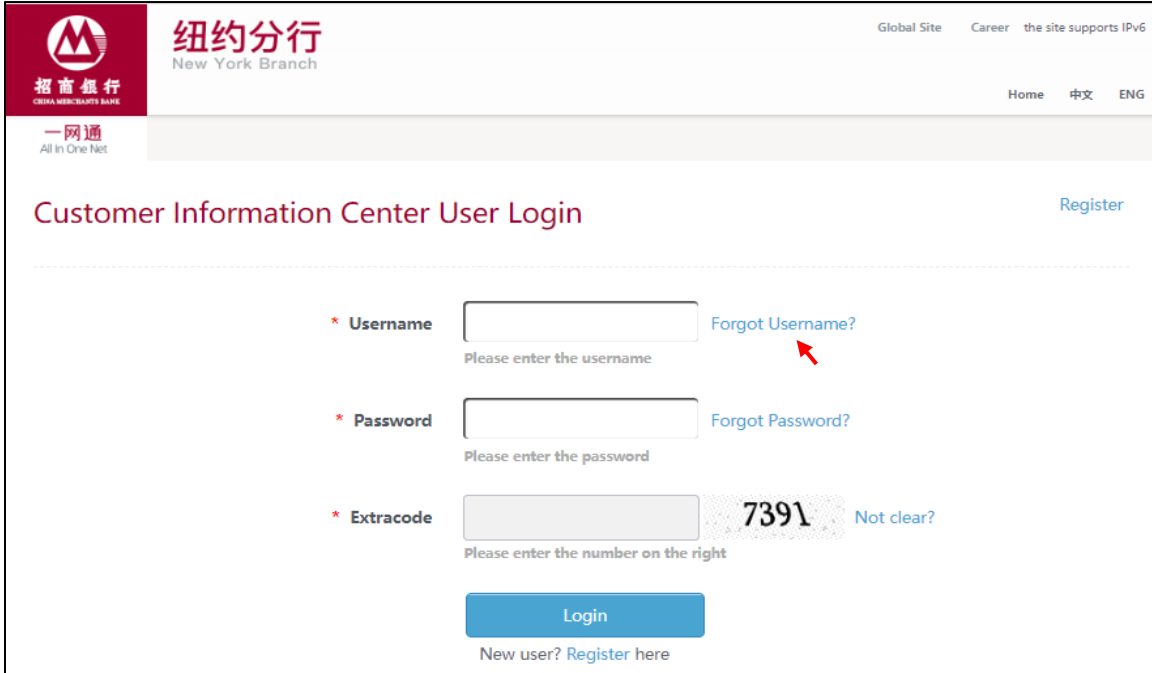
Back
Confirm
Cancel

5. Forgot Username

If you forgot the username, you can find it out on Customer Information Center.

Instructions:

- 1) Click “**Forgot Username?**” On the Login page, system will lead you to Username Retrieval Page.



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Customer Information Center User Login [Register](#)

* Username [Forgot Username?](#)
Please enter the username

* Password [Forgot Password?](#)
Please enter the password

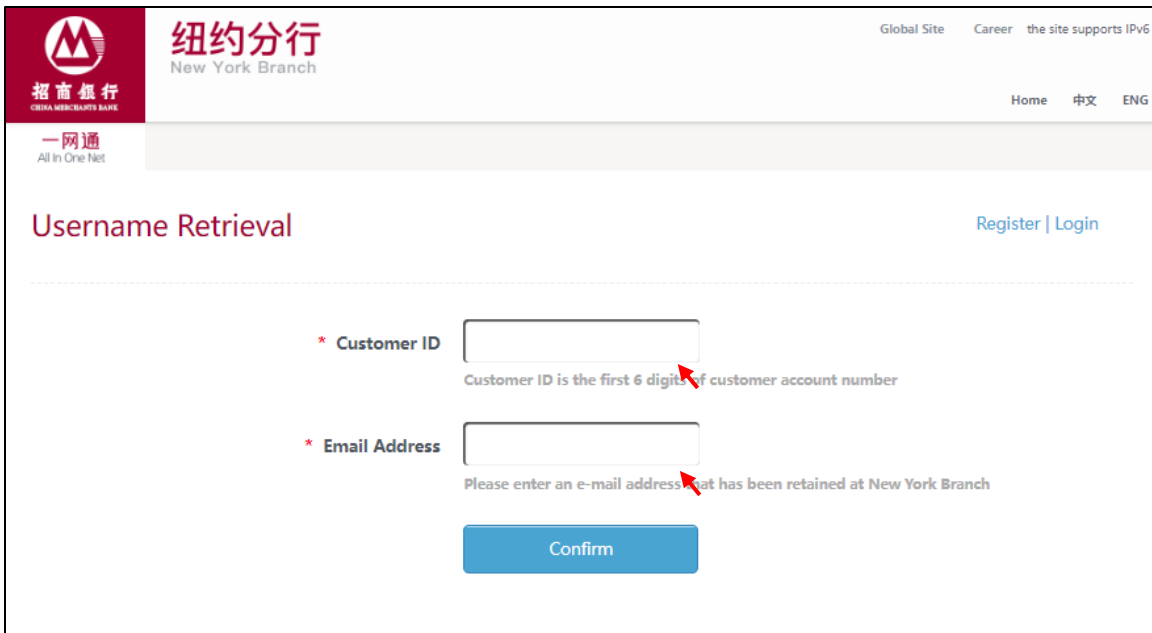
* Extracode 7391 [Not clear?](#)
Please enter the number on the right

Login

New user? [Register here](#)

- 2) Enter **Customer ID** and **Email Address** and click “**Confirm**”. If correct data is entered, an email with the username will be sent to the email address just entered.

**** The email address has to be one of the contact persons’ email addresses retained at CMBNY.**



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Username Retrieval [Register](#) | [Login](#)

* Customer ID
Customer ID is the first 6 digits of customer account number

* Email Address
Please enter an e-mail address that has been retained at New York Branch

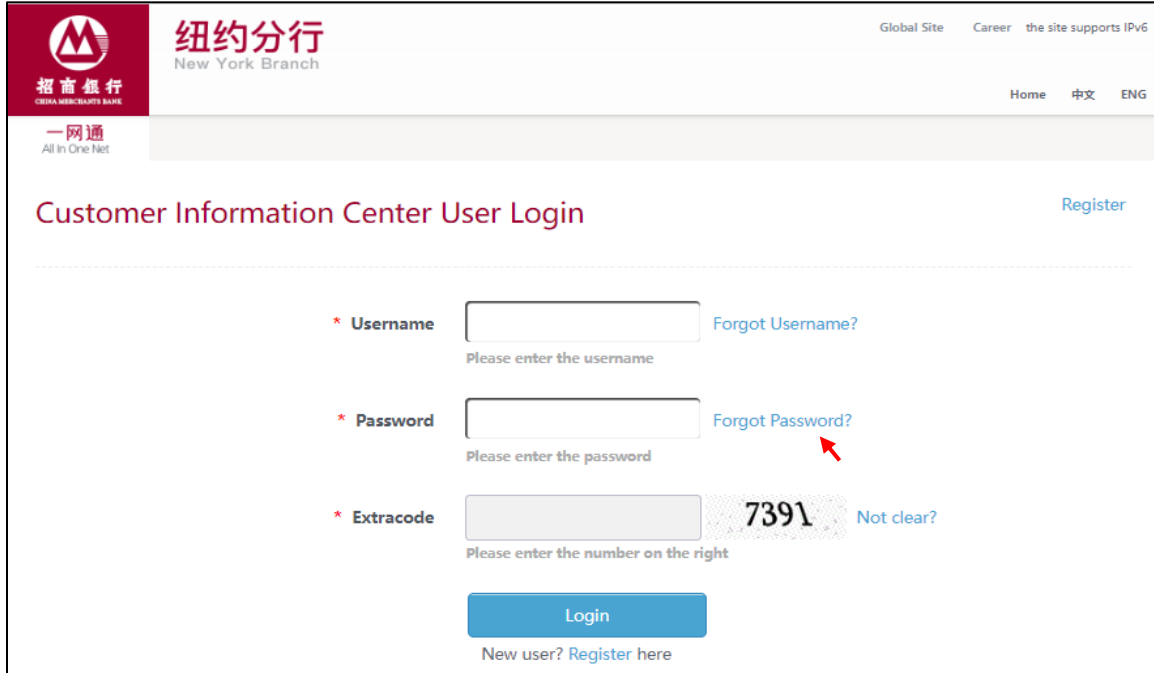
Confirm

6. Forgot Password

If you forgot the password, you can reset it through Customer Information Center.

Instructions:

- 1) Click “**[Forgot Password?](#)**” on Login page, then system will lead you to Password Retrieval Page.



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Customer Information Center User Login

[Register](#)

* Username [Forgot Username?](#)
Please enter the username

* Password [Forgot Password?](#)
Please enter the password

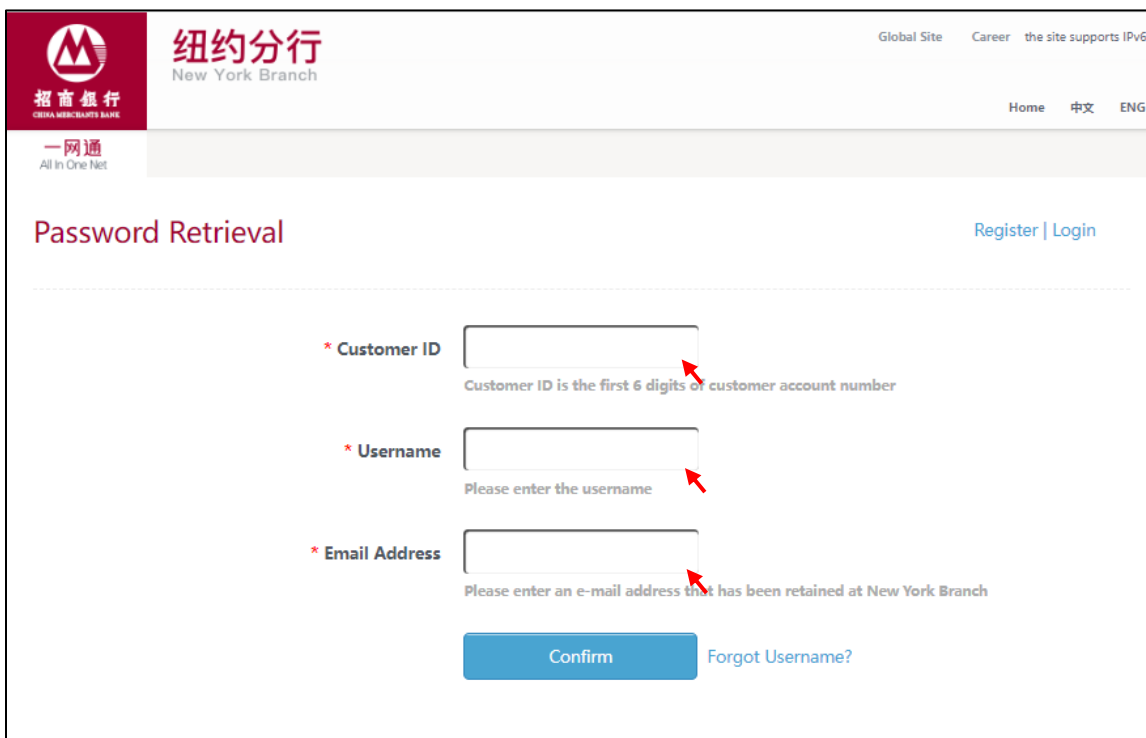
* Extracode 7391 [Not clear?](#)
Please enter the number on the right

Login

New user? [Register here](#)

- 3) Enter **Customer ID**, **Username** and **Email Address**, and click “**Confirm**”. If correct data is entered, an email with the password reset link will be sent to the email address just entered.

**** The email address has to be one of the contact persons’ email addresses retained at CMBNY.**



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Password Retrieval

[Register | Login](#)

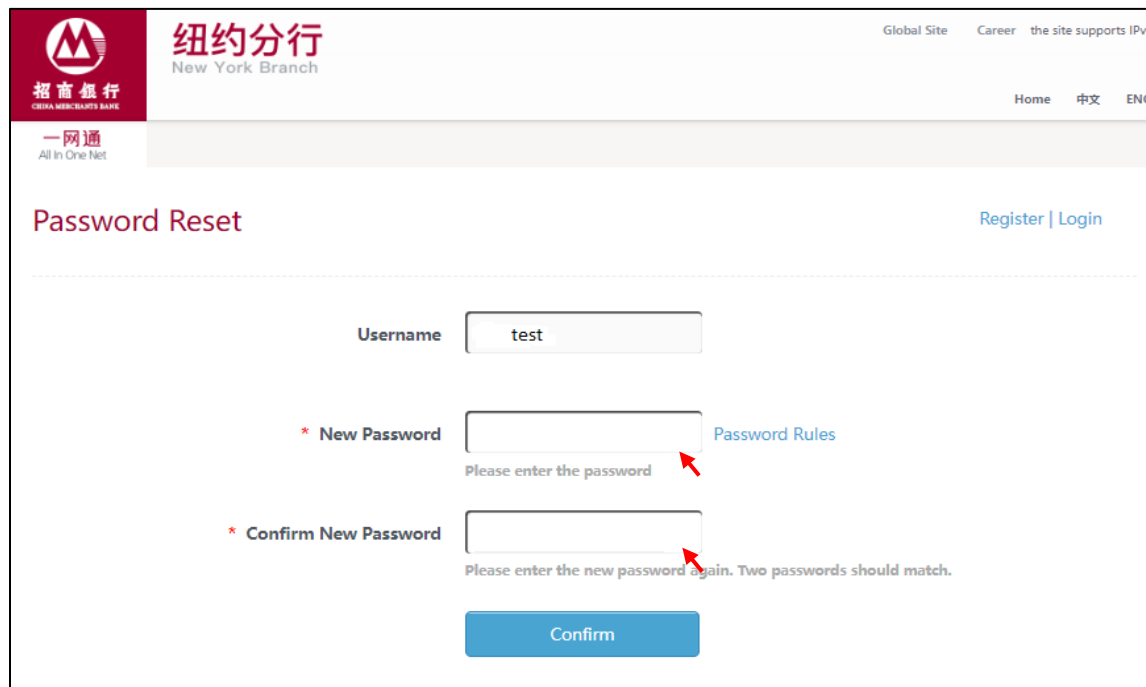
* Customer ID
Customer ID is the first 6 digits of customer account number

* Username
Please enter the username

* Email Address
Please enter an e-mail address that has been retained at New York Branch

Confirm [Forgot Username?](#)

- Click "[click here](#)" in the password reset email. The system will lead you to the Password Reset page.



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Password Reset

[Register | Login](#)

Username

* New Password
Please enter the password [Password Rules](#)

* Confirm New Password
Please enter the new password again. Two passwords should match.

Confirm

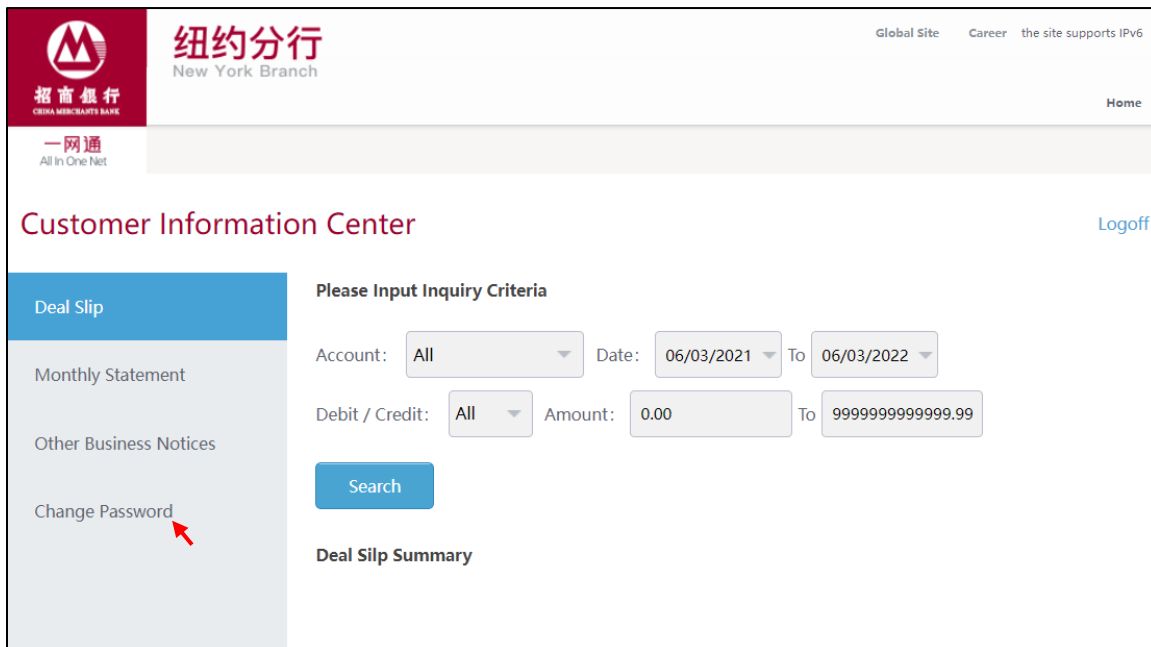
- Enter **New Password** and **Confirm New Password**, click “**Confirm**”. The two new passwords should match. Click “[Password Rules](#)” for the requirements.
- If qualified data is entered, a “Password Reset Succeed” pop-up box will appear to confirm that the password reset is completed. The system will send a password reset confirmation email to all the contact persons’ email addresses retained at CMBNY.

7. Change Password

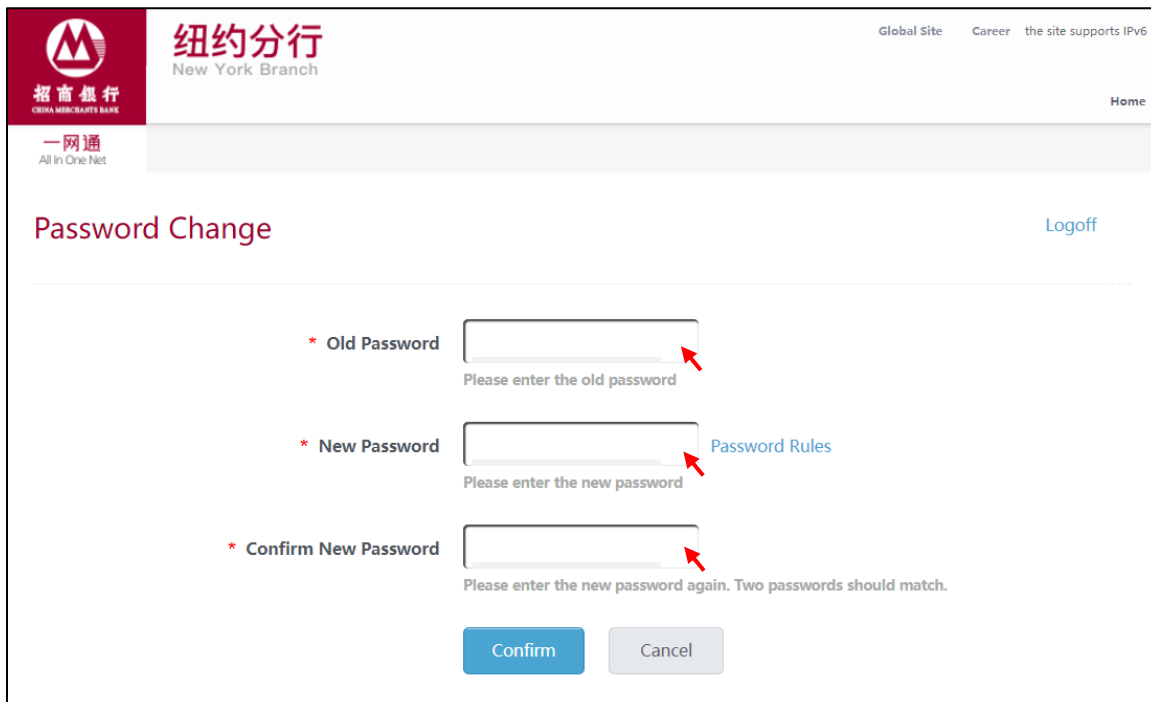
Customer can change password through Customer Information Center at any time.

Instructions:

- 1) Click “**Change Password**” on the left side of the page after login. You will be presented with the Password Change page.



- 2) Enter **Old Password**, **New Password** and **Confirm New Password**, click “**Confirm**”. The two new passwords should match. Click “**Password Rules**” for the requirements.



- 3) If qualified data is entered, a “**Password Change Succeed**” pop-up box will appear to confirm that the password change is completed. The system will send a password change confirmation email to all the contact persons’ email addresses retained at CMBNY.

**** We strongly recommend changing passwords regularly to prevent fraudulent activities.**

8. Operations at Customer Information Center

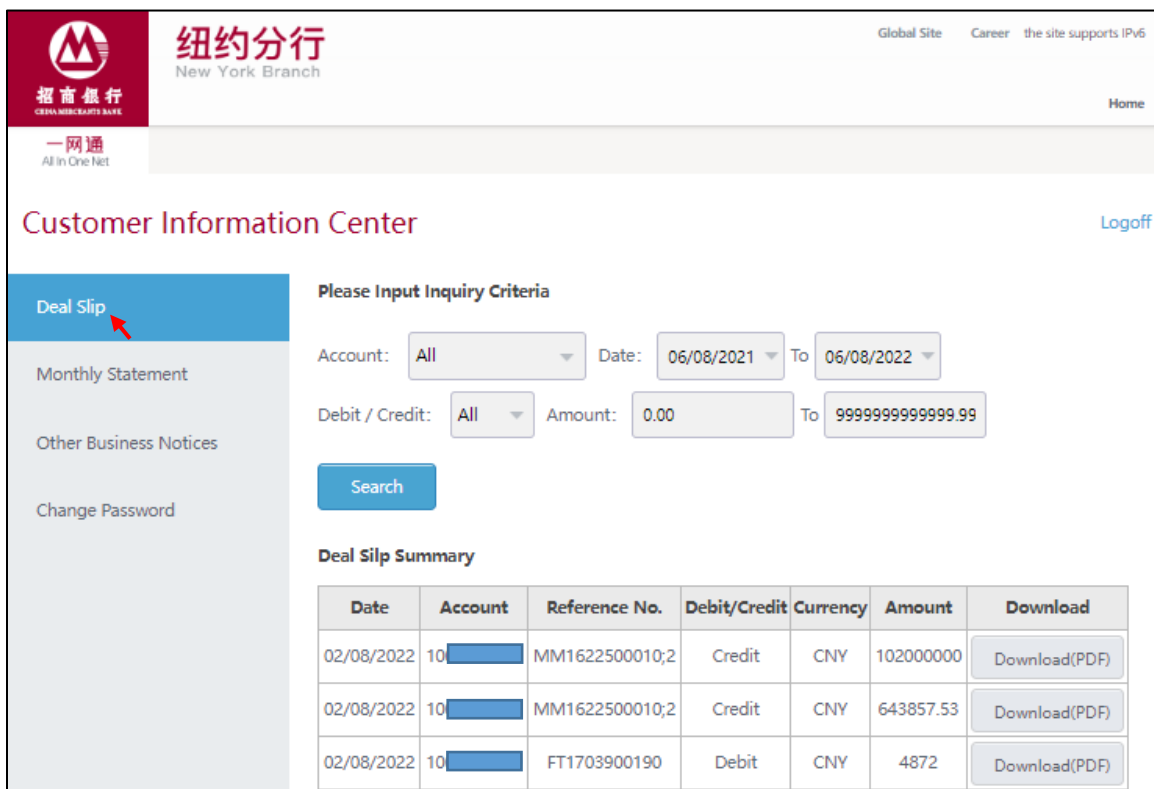
Customers will receive an email notification when Deal Slips, Monthly Statements or other business notices are available in Customer Information Center. Customer can view the information by clicking on “[click here](#)” in the notification email to login Customer Information Center or directly through the CMBNY website.

Upon successful login, customers can view, download and print Deal Slips, Monthly Statements, other business notices in their accounts.

8.1 Deal Slip

Instructions:

- 1) Click “**Search**” directly to view all available Deal Slips or select/input certain criteria such as **Account**, **Date**, **Debit / Credit**, and/or **Amount** to search specific Deal Slips.
- 2) If there is any record meets the search criteria, the record will be displayed.
- 3) Click “**Download (PDF)**” of the selected Deal Slip to view, download or print.



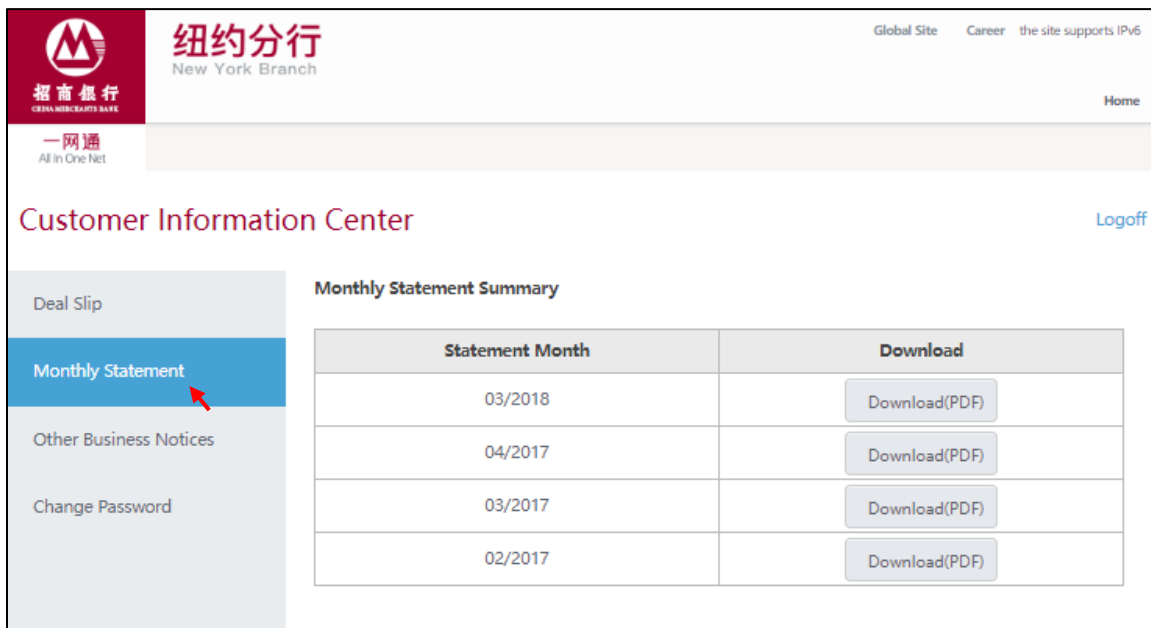
The screenshot shows the Customer Information Center interface. On the left is a navigation menu with options: Deal Slip (highlighted with a red arrow), Monthly Statement, Other Business Notices, and Change Password. The main area is titled 'Please Input Inquiry Criteria' and contains search filters for Account (All), Date (06/08/2021 to 06/08/2022), Debit / Credit (All), and Amount (0.00 to 99999999999.99). A 'Search' button is located below these filters. Below the search area is a 'Deal Slip Summary' table with columns: Date, Account, Reference No., Debit/Credit, Currency, Amount, and Download. The table contains three rows of data, each with a 'Download(PDF)' button.

Date	Account	Reference No.	Debit/Credit	Currency	Amount	Download
02/08/2022	10[REDACTED]	MM1622500010;2	Credit	CNY	102000000	Download(PDF)
02/08/2022	10[REDACTED]	MM1622500010;2	Credit	CNY	643857.53	Download(PDF)
02/08/2022	10[REDACTED]	FT1703900190	Debit	CNY	4872	Download(PDF)

8.2 Monthly Statement

Instructions:

- 1) Click “**Monthly Statement**” on the left side of the page, all available Monthly Statement will be shown on the right of the webpage.
- 2) To view, download or print by clicking the “**Download (PDF)**” button.




The screenshot shows the Customer Information Center interface. On the left, a sidebar contains links: Deal Slip, Monthly Statement (highlighted with a red arrow), Other Business Notices, and Change Password. The main content area is titled 'Monthly Statement Summary' and contains a table with the following data:

Statement Month	Download
03/2018	Download(PDF)
04/2017	Download(PDF)
03/2017	Download(PDF)
02/2017	Download(PDF)

8.3 Other Business Notices

Instructions:

- 1) Click “**Other Business Notices**” on the left side of the page, you will be presented with Other Business Notices Section.
- 2) Click “**Search**” to view all available Business Notices, or select **Date** to search for specific Business Notice(s). There are options for **Last 1 month**, **Last 3 months** or **Last 6 months** to broaden your search.
- 3) The records will be displayed if the record(s) meet the search criteria. Click “**Download (PDF)**” of the selected Business Notice to view, download or print.



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Home

Customer Information Center

Logoff

Deal Slip

Monthly Statement

Other Business Notices

Change Password

Please Input Inquiry Criteria

Date: 06/08/2021 To 06/08/2022 Search

Quick Search: Last 1 month Last 3 months Last 6 months

Other Business Notices Summary

Other Business Notices generated before April 10th, 2017 are not available in Customer Information Center.

Date	Business Notice Name	Reference No.	Download
02/09/2022	Loan Business Notice	LD1501600008	Download(PDF)
02/09/2022	Loan Business Notice	MM1734500015;9	Download(PDF)
03/09/2022	Loan Business Notice	MM1734500014;9	Download(PDF)
05/01/2022	Loan Business Notice	LD1501600009	Download(PDF)
05/09/2022	Loan Business Notice	LD1501600018	Download(PDF)

Last Page

9. Contact Us

China Merchants Bank New York Branch

Address: 535 Madison Avenue, 18th floor, New York, NY 10022

Tel: (212) 753 1801

Please feel free to contact your relationship manager if you have any questions during the use of Customer Information Center.