

*Dear Esteemed Customer*

➤ **Internet Banking system upgrade**

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We are pleased to announce that we have **launched a new and improved Internet Banking system**. You now have a quick access module from the hamburger menu on the home page of the Internet Banking System enabling you to efficiently navigate through the system. Furthermore, the security of our Internet Banking system is enhanced using Two Factor Authentication process to secure your access and use of Internet Banking.

In order to encourage you to use the system more, and as an appreciation for your support to us, we have waived charges on all your transactions made between **15<sup>th</sup> December 2019 to 31<sup>st</sup> January 2020**.

Using the login details that you will receive through an email from the bank, please log into **www.cdhib-online.com**. You will immediately be prompted to change your password. After that you will now be ready to enjoy the new Internet Banking experience.

CDH Investment Bank will shortly introduce a mobile banking app to enable you to do your banking in a snap with the smart phone app. We will update you accordingly. Should you have any questions or concerns, please feel free to contact us at **internetbanking@cdh-malawi.com**.

Yours sincerely,

*Jean Rene Ngando Moukala*

Acting Chief Executive Officer



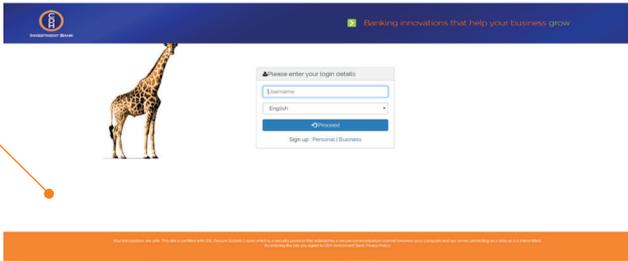
# Instructions

## ▶ How to log for logging into the new Internet Banking system

With the upgrade, all of your account details will be carried over. You will have to enter on the link to the new Internet Banking system: [www.cdhib-online.com](http://www.cdhib-online.com) you will be prompted to reset your password and other security information.

### Step 1

Enter your username and click proceed



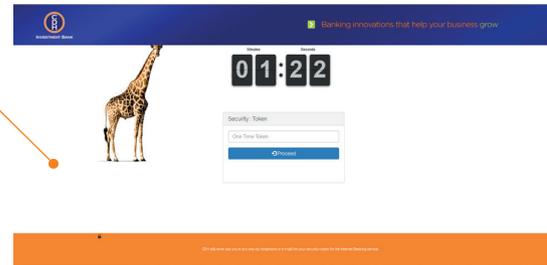
### Step 2

Enter the password that you received from the bank. You will be prompted to change it immediately.



### Step 3

Enter One Time Password or token (OTP) received from both mobile phone and e-mail.



### Step 4

You are now ready to transact on the new and improved dashboard of the Internet Banking System.

