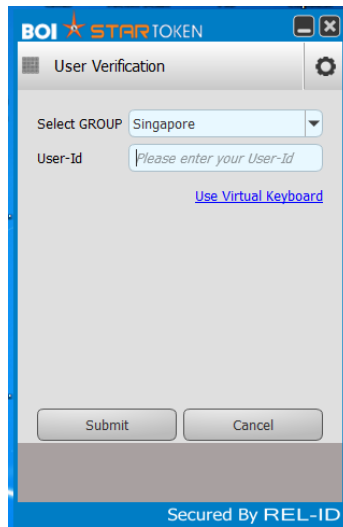


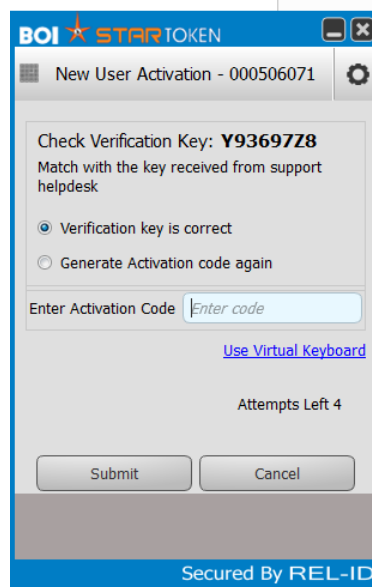
## Resetting of Secret question process

1. Click on the StarToken icon. Put your UserID.



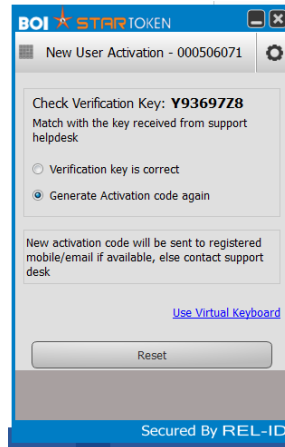
The screenshot shows a window titled "BOI STAR TOKEN" with a subtitle "User Verification". It features a dropdown menu for "Select GROUP" set to "Singapore", a text input field for "User-Id" with the placeholder "Please enter your User-Id", and a blue link "Use Virtual Keyboard". At the bottom are "Submit" and "Cancel" buttons. A footer bar reads "Secured By REL-ID".

2. Click on 'Generate Activation code again'

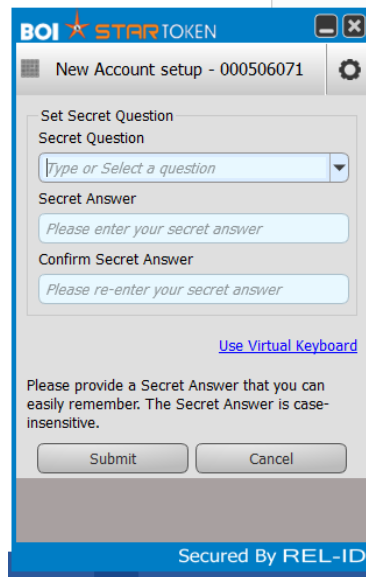


The screenshot shows a window titled "BOI STAR TOKEN" with a subtitle "New User Activation - 000506071". It displays a "Check Verification Key: Y93697Z8" and instructions to "Match with the key received from support helpdesk". There are two radio buttons: "Verification key is correct" (selected) and "Generate Activation code again". Below is an "Enter Activation Code" field with the placeholder "Enter code" and a blue link "Use Virtual Keyboard". It also shows "Attempts Left 4" and "Submit" and "Cancel" buttons. A footer bar reads "Secured By REL-ID".

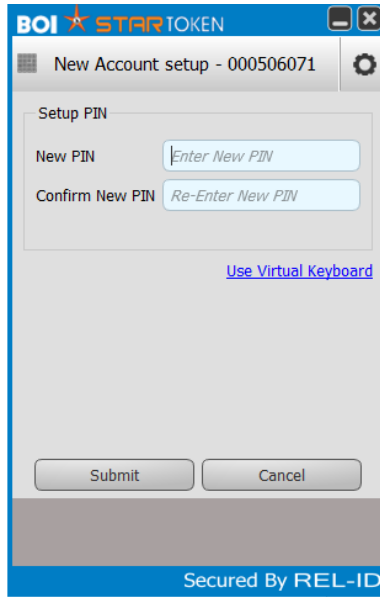
3. Click on 'Reset'.



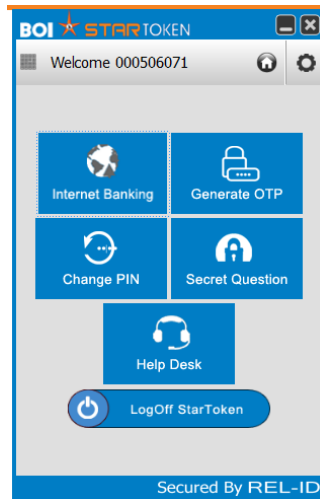
4. You will receive VERIFICATION KEY and ACTIVATION CODE on your mobile phone. Please check that the **VERIFICATION KEY** on your mobile phone tallies with that as shown on the computer screen. Please enter the **ACTIVATION CODE** received on Mobile phone.
5. Once the Activation Code is input, system will display Secret Question.



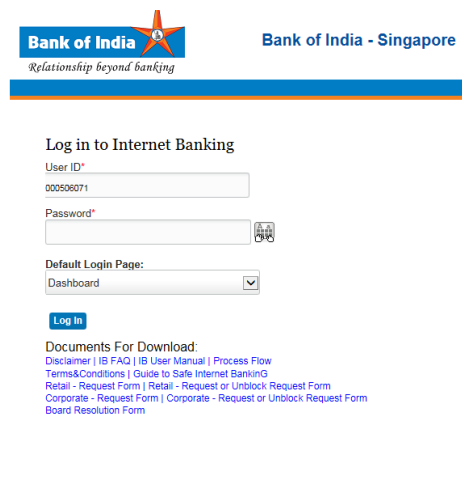
6. Now enter a new pin and confirm the same for Star-Token and click submit button.



7. The following screen appears, click on Internet Banking and you will be directed to the IB Screen.



8. The IB login-ID is prepopulated from Star-token screen, please enter the new password which you had changed under “**Point 5**”.



The screenshot shows the Bank of India Internet Banking login interface. At the top left is the Bank of India logo with the tagline "Relationship beyond banking". To the right, it says "Bank of India - Singapore". Below this is a blue horizontal bar. The main heading is "Log in to Internet Banking". There are three input fields: "User ID\*" with the value "00506071", "Password\*" (which is empty), and "Default Login Page:" with a dropdown menu set to "Dashboard". A "Log In" button is located below the password field. At the bottom, there is a section titled "Documents For Download:" with several links: "Disclaimer | IB FAQ | IB User Manual | Process Flow", "Terms&Conditions | Guide to Safe Internet Banking", "Retail - Request Form | Retail - Request or Unblock Request Form", "Corporate - Request Form | Corporate - Request or Unblock Request Form", and "Board Resolution Form".

9. You can start viewing your account details.

10. Use Logout button given on the top of the First page.