

【eTrust】 First-Time Use Notification

1. “eTrust” is Chinatrust Commercial Bank’s new internet banking platform. Your existing Net Banking account information will be integrated into the new eTrust platform beginning **2010/3/1**. From **2010/3/1** onward, please use the following URL to login to your account: (<https://corporate.chinatrust.com/vn/>) It is suggested that you bookmark this URL for future reference and convenience.
2. Some important changes to your existing login and password information are as follows: *(For demonstration purposes, the below reference table uses a User ID of [2010021001]. Please use your own User ID instead.)*

Old net banking		eTrust	
n/a	n/a	Customer ID	Exp→2010021 **It should be the first 7 digits from your current User ID.
User ID	Exp→2010021001	User ID	Exp→2010021001 **Same as current User ID.
Password	XXXXXXXX	Password	XXXXXXXX ** Same as current password.

3. When you login to eTrust for the first time, the system will prompt you to change your password for security purposes. You can change your password or re-enter your current password.
4. For your convenience Chinatrust offers 24/7 eTrust service.
5. eTrust’s inquiry user manual can be found and downloaded from the following path in eTrust.
Customer Service » Download » User Manuals » Help
6. The account balance in eTrust’s Account Activity displays end-of-day balances of past days and current balance of today at the moment of enquiry compared to running balance in previous Net banking.
7. eTrust VN does not provide Vietnamese language support for the first phase. The language setting is changed to English if the previous setting in Net banking was Vietnamese. We are sorry for the inconvenience caused and will provide Vietnamese language support as soon as possible.

A. Inquiry functions

- When a search query yields more than 200 results, you may click on the ‘download’ button to receive your results via email in Excel format.
- Your existing account information will be copied over to the new eTrust system. You may also save your account statements from the old Net Banking system before 2010/3/1. If you need further assistance, please call customer service at 84-8-39 101 888 Ext: 301 - 303.

B. Others

- Languages Supported : Traditional Chinese, Simplified Chinese, and English. Vietnamese will be provided later.
- All email notifications to you from the eTrust system will be delivered through IP 61.63.22.6 and 203.66.191.146 servers. Please forward and notify your IT department of this information in order to ensure you receive important messages regarding your eTrust account.
- System Requirements:

Items	Requirements	Items	Requirements
OS	Win 98 CHT/CHS/EN	Browser	IE 5.00.2900 or Newer
	Win 2000 SP4 CHT/CHS/EN		
	Win XP SP2/SP3 CHT/CHS/EN	CPU	P III 333 or Newer
	Win Vista CHT/CHS/EN	RAM	256MB