

# ONE-TIME PASSWORD (OTP) FAQ

## Q1 What is One-Time Password (OTP)?

A One-Time Password (OTP), also known as one-time pin or dynamic password, is a password that is valid for only one login session or transaction, on a computer system or other digital device. For every new monetary transaction, a new OTP text message will be sent to the cell phone on file via Short Message Service (SMS).

## Q2 How soon will I receive my OTP, and once received how long is it valid?

Generally, you can expect to receive your OTP within 10 - 15 seconds of submitting the transaction. OTP is only valid for one (1) transaction and for use within five (5) minutes, inclusive of generation and delivery.

## Q3 What happens if I don't use my OTP within five (5) minutes?

Your OTP can become invalid due to inactivity, you will be required to press "submit" for another OTP.

## Q4 What happens if I don't get an OTP after several attempts?

Contact CB Call Centre for assistance at 502-5159. A list of verification questions will be asked by the call service agent before proceeding with personal information.

## Q5 How many times can I request a new OTP for the same transaction?

Currently, there is no limit to the number of times you can request a new OTP for each online transaction.

## Q6 What if I entered a wrong OTP for the transaction?

Once generated, entering the incorrect OTP five (5) or more times will result in your account profile being blocked, for security reasons. To unlock your account, please call the CB Call Centre at 502-6159 for assistance.

## Q7 How many transactions can I perform in a day using OTP?

While there is no limit to the amount of transactions that can be performed, there are dollar value limits for the various transaction types and each account will operate within its compliance risk management profile and its approved transaction activity parameters.

## Q8 How do I update my cell phone number to facilitate OTP numbers?

Customers should visit their home branch to update cell phone number; a valid ID must be presented.

## Q9 How do I find out more information regarding OTP?

Please contact your home branch for additional information regarding OTP and other security features to protect your account.

## Q10 How do I set up Security and Account Alert Set-Up via Online Banking?

Customers have the ability to set-up alerts once logged into their online banking to notify themselves via email or SMS text via cell phone.