

Frequently asked questions and troubleshooting for Access Card users

Your UBS Access Card – getting started

1. Why do I need to use an Access Card to log in?

To safeguard online banking data and transactions, many government agencies around the world have published (or are in the final phase of drafting) regulations requiring the use of two-factor authentication. UBS has issued the UBS Access Card to all clients using UBS KeyLink in order to meet these new regulations.

2. How do I log in using the Access Card?

Please refer to the UBS Access Card login instruction manual sent with the Access Card, which is also available online in different languages, for a step-by-step guide. Visit <http://www.ubs.com/global/en/keylink/technical.html>

3. I have received my Access Card package but not the PIN.

As the PIN letter is sent out 48 hours after issuing the Access Card package, it should arrive within a week after the Access Card package.

The PIN letter is sent via registered mail, so please check with your mail delivery service or mail room if the letter is waiting to be picked up. If you do not receive the PIN letter after a week, please contact the UBS KeyLink Helpdesk for assistance. *(Please refer to the Support contacts section below for the Helpline number.)*

4. I already have one Access Card package. Why do I need another Access Card package and PIN?

The purpose of the back-up Access Card and PIN is to enable you to access UBS KeyLink should your primary Access Card be damaged or lost. It will be sent to you after your initial successful login with the primary card. Please keep your back-up card and PIN in a safe location.

To activate the back-up card, please contact the UBS KeyLink Helpdesk for assistance.

5. What is my Login ID and PIN?

Please refer to the personal UBS KeyLink User Identification code (KLXXXXXX) on the Access Card letter for your Login ID. The PIN letter with your initial PIN will be sent separately by registered mail to you.

Access Card user login problems

1. I have lost the PIN letter that contains my initial PIN. How can I get it replaced?

For security reasons, the PIN letter for a specific card number cannot be replaced. A new Access Card package and PIN letter will be generated for you. Please contact

the UBS KeyLink Helpdesk to request a new Access Card package and PIN letter.

2. I changed my PIN but now I have forgotten it. How can I have it changed?

For security reasons, the PIN for an Access Card cannot be reset by the Helpdesk. If you have your Backup Access Card and PIN letter with you, please contact the UBS KeyLink Helpdesk to activate the Backup Access Card before use. You will be asked to authenticate yourself and verify the Backup Access Card number.

If you have lost your Backup Access Card or Backup Access Card PIN letter, please contact the UBS KeyLink Helpdesk to request a new Access Card and PIN letter.

3. Why is my Access Card shown as BLOCKED on the Card Reader?

Your Access Card will be BLOCKED after three incorrect attempts to enter your PIN. If this happens, please contact the UBS KeyLink Helpdesk to either 1) activate the Backup Access Card before use, or 2) request a new Access Card and PIN letter. To activate the Backup Access Card you will be asked to authenticate yourself and verify the Backup Access Card number.

4. I have the Backup Access Card and PIN letter with me, but I am unable to log in. Why?

Before you can use your Backup Access Card it must first be activated with the UBS KeyLink Helpdesk. If you cannot log in using the Backup Access Card, it is most likely that it has not been activated. Please contact the UBS KeyLink Helpdesk to check if this is the case. You will be asked to authenticate yourself and verify the Backup Access Card number.

5. Can I change my User Identification number?

No. The personal User Identification number is linked to the Access Card number. Hence, it cannot be changed.

6. I have entered my PIN correctly and proceeded to the codeword, but User Login failed on the KeyLink Login page. The Login page says "ID blocked".

If you see "ID blocked, invalid or unknown", please check the User Identification you have used. If you see "ID blocked temporarily", your User Identification is now blocked for two hours due to too many unsuccessful login attempts. Please check the User Identification you have used and log in again after two hours.

If you see "ID blocked permanently", please contact the UBS KeyLink Helpdesk for assistance.

7. I have BLOCKED my first card. What do I do now?

Please contact the UBS KeyLink Helpdesk to either
1) activate the Backup Access Card before use or
2) request a new Access Card package and PIN letter.

To activate the Backup Access Card you will be asked to authenticate yourself and verify the Backup Access Card number.

8. I have lost my main Access Card and Backup Access Card. What do I do now?

Please contact the UBS KeyLink Helpdesk to have a new Access Card package and PIN letter sent to you.

9. I have the Backup Access Card with me, but I have lost the initial PIN. How can I get it replaced?

Please contact the UBS KeyLink Helpdesk to have a new Access Card package and PIN letter sent to you.

Support contacts

Call the UBS KeyLink Helpdesk number for your region:

Asia Pacific

Singapore
+65-6495 8740

EMEA

Zurich
+41-44 239 0607

United States

Stamford
+1-203 719 3800

Email: SH-KeyLink@ubs.com

Technical assistance

1. For a system requirement guide to using KeyLink, please go to: <http://www.ubs.com/global/en/keylink/technical.html>
Select "System requirements".
2. For a quick KeyLink web installation guide, please go to: <http://www.ubs.com/global/en/keylink/technical.html>
Select "Quick installation guide".
3. If you have log in problems related to a Java issue, please contact the UBS KeyLink Helpdesk for assistance.