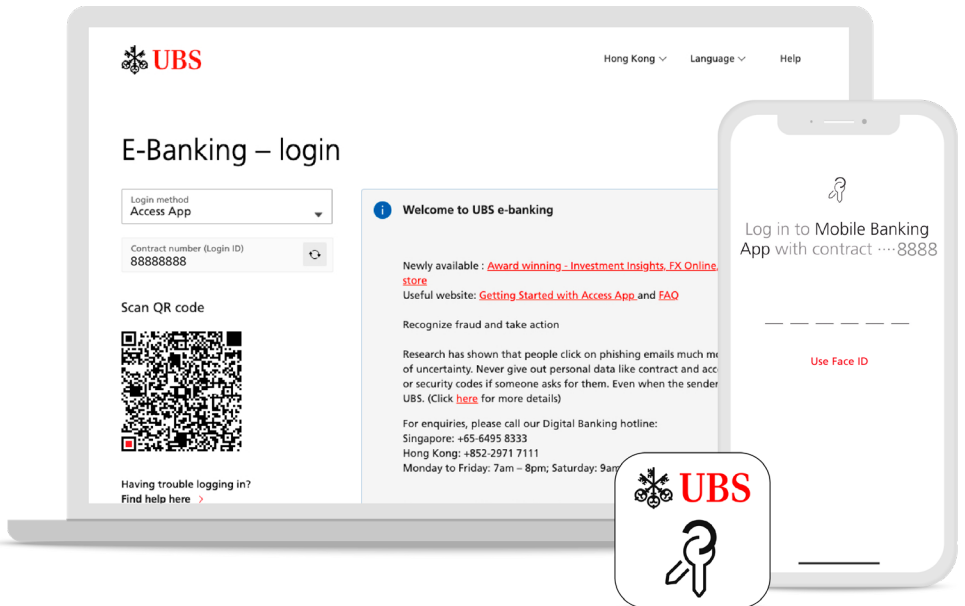




# Get activated on the Access App

via an **Activation Letter**.



The **Access App** is a login key with multiple uses for various digital functions that complete your digital banking experience.

Follow the steps below to activate your Access App via an Activation Letter.

### 1 Do you have a contract number?

A contract number is required to proceed with the activation.

Before proceeding, have your contract number ready. If you do not have it, please call the helpline at Singapore: +65-6495 8333 or Hong Kong: +852-2971 7111.

### 2 Do you have the Access App installed on your mobile device?


You will need the Access App to proceed with the next steps.

**a** Yes

You may proceed to step 3.

**b** No

Install the Access App from your mobile device's app store.

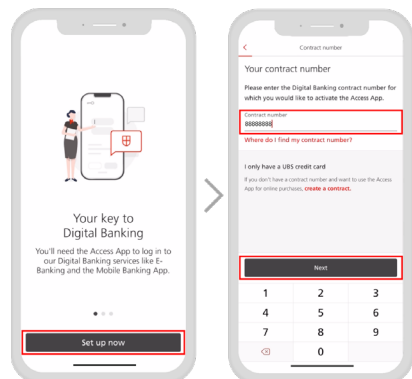


> [Download for iOS and Android](#)      > [Huawei AppGallery download guide](#)

### 3 Request for Activation Letter.

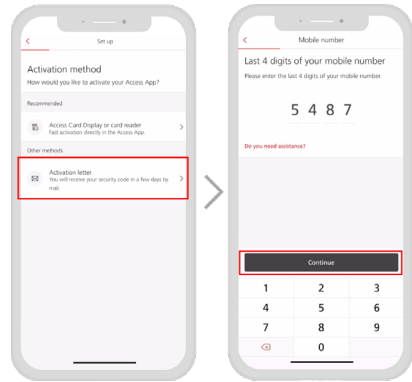
You need to request your Activation Letter to proceed to the next phase of the Access App activation.

1. Launch the Access App on your mobile device and select "Set up now".
2. Key in your contract number, and select "Next".



3. Select "Activation letter" under Other methods.
4. Then, input the last four digits of your registered mobile number and select "Continue".

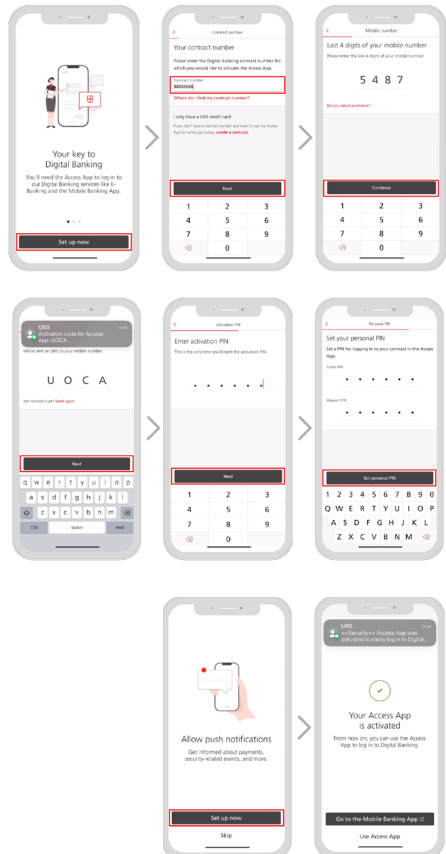
You should receive the Activation Letter via mail in the next few days.



## 4 Access App activation.

After receiving your Activation Letter, follow these steps to complete the activation.

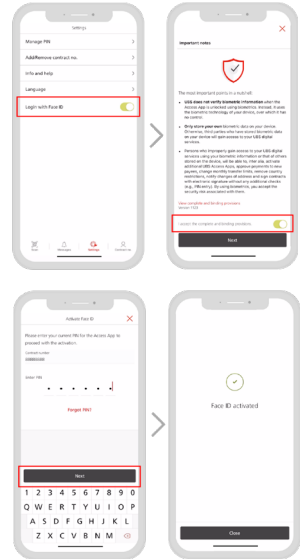
1. Open the Access App and select "Set up now".
2. Input the contract number. Then, select "Next".
3. Input the last four digits of your registered mobile number and select "Continue".
4. After, you will receive an SMS code. Input the SMS code in the blanks.
5. Input the PIN enclosed in the Activation Letter.
6. Set up a login PIN for logging in to your contract in the Access App.
  - <sup>1</sup> PIN must be alphanumeric, with at least one number and one letter.
7. Enable push notifications to learn the latest security-related events and confirmations first-hand.
8. Your Access App is successfully activated.



## 5 Activate biometric login.

The Access App is now activated. For a secure and convenient login moving forward, enable biometric login.

1. Launch the Access App and select "Settings". For iOS, switch on "Login with Face ID"; for Android, switch on "Biometrics".
2. Review the notes. Toggle the button to acknowledge the complete provisions, then select "Next".
3. Enter the PIN you use to log in to your Access App.
4. Your biometrics has been activated.



## 6 Your Access App is now ready to use.

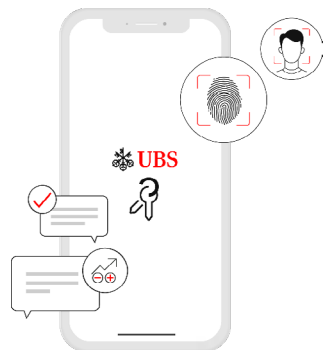
If you need assistance, contact the UBS helpline

Singapore: +65-6495 8333

Hong Kong: +852-2971 7111

Monday to Friday: 7am - 8pm;

Saturday: 9am - 5pm





[> Learn more about Access App activation.](#)

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