



Update your password *now* to avoid the inconvenience!



### **HNB Mobile/Online Banking Password RESET**

On February 27, 2024, all HNB Mobile/Online Banking passwords will require a reset IF you have not changed your password within the last six months. While this change will take effect in a couple of weeks, we strongly encourage you to consider updating your password now to avoid any inconvenience when logging in on or after February 27th.

#### **To reset your password via a desktop browser, please follow these instructions:**

1. Log in with your current password.
2. Click on "Profile" located in the top right corner.
3. Under the "Password" section, click on "Edit".

#### **To reset your password via the mobile app, please follow these steps:**

1. Log in with your current password.
2. Click on "More" located in the bottom right corner.
3. Under "Settings", select "Change password".

#### **When creating your new password, please ensure it meets the following criteria:**

- Between 10 and 17 characters in length
- Contains at least one number
- Includes at least one uppercase letter
- Includes at least one lowercase letter
- Includes at least one special character

We appreciate your cooperation in ensuring the security of your online banking experience. Should you have any questions or concerns, please do not hesitate to contact us during regular business hours.

Thank you for choosing HNB!