

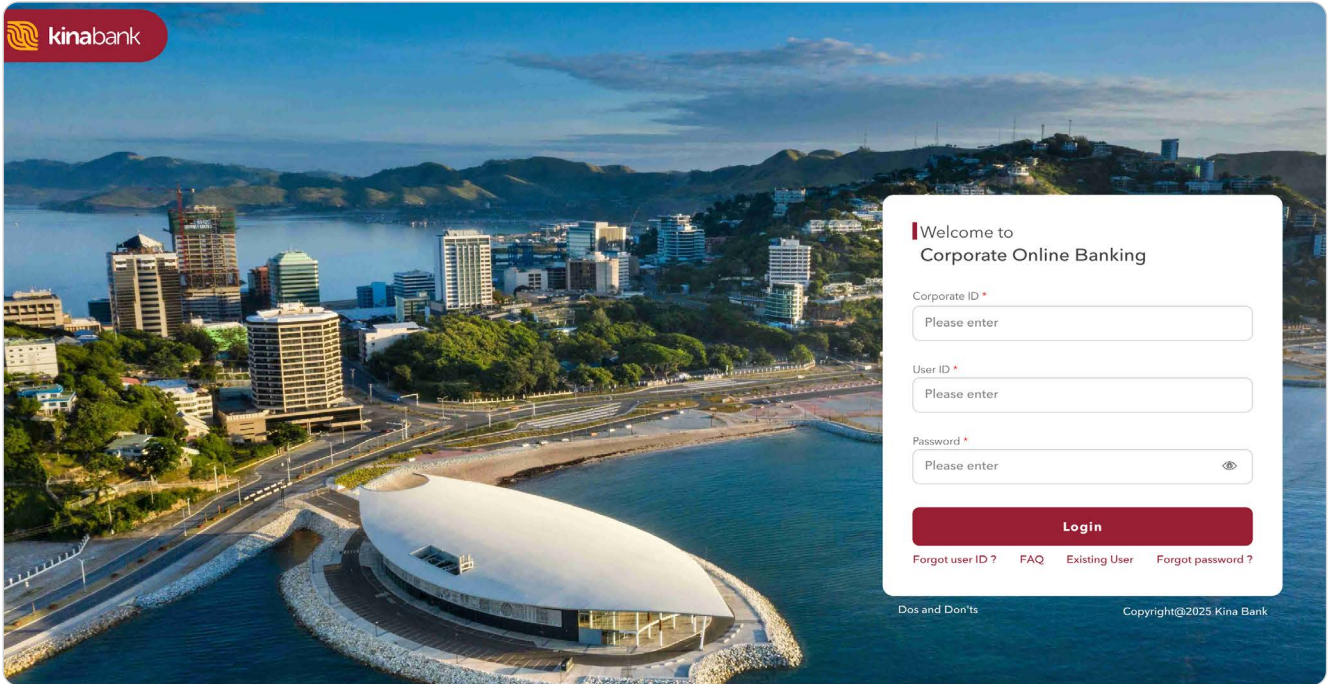
Existing First Time User Log In User Guide.



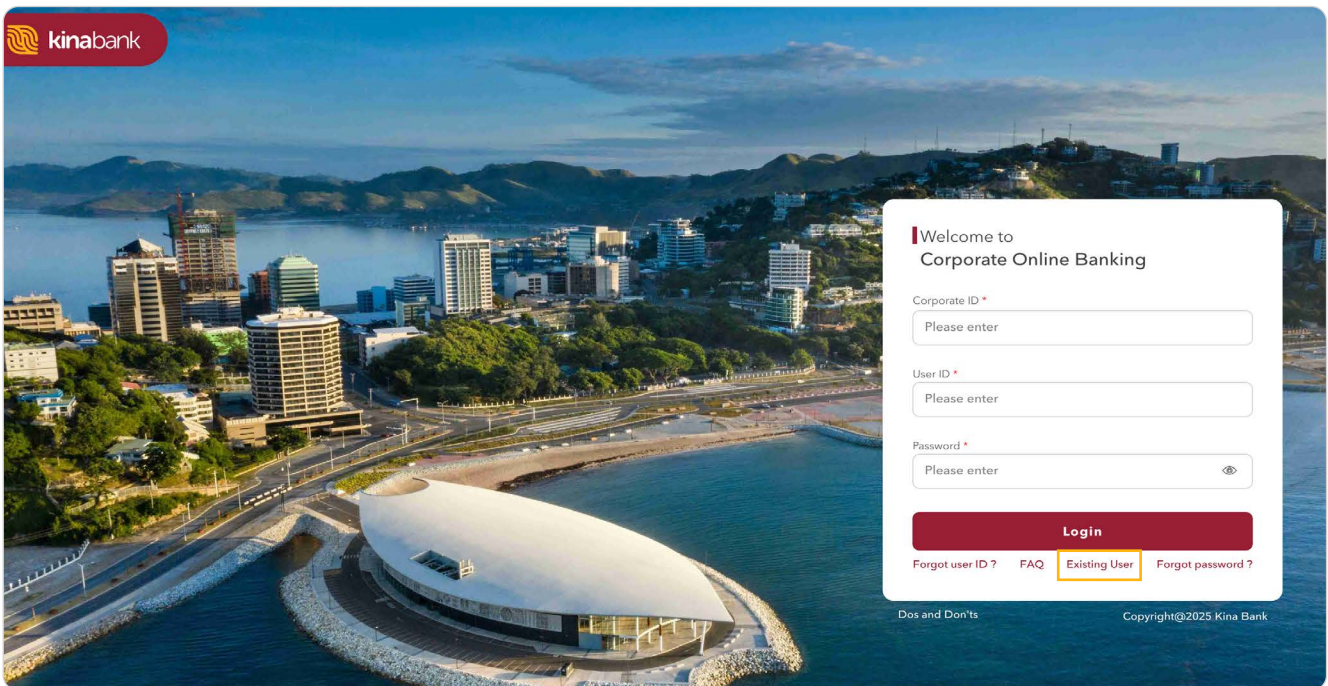
Purpose of the Document

This guide outlines the initial login process for existing customers after KINA Corporate Online Banking GO-LIVE.

1. Login to **Kina Corporate Online Banking** via <https://corporate.kinabank.com.pg/CorpUser/>

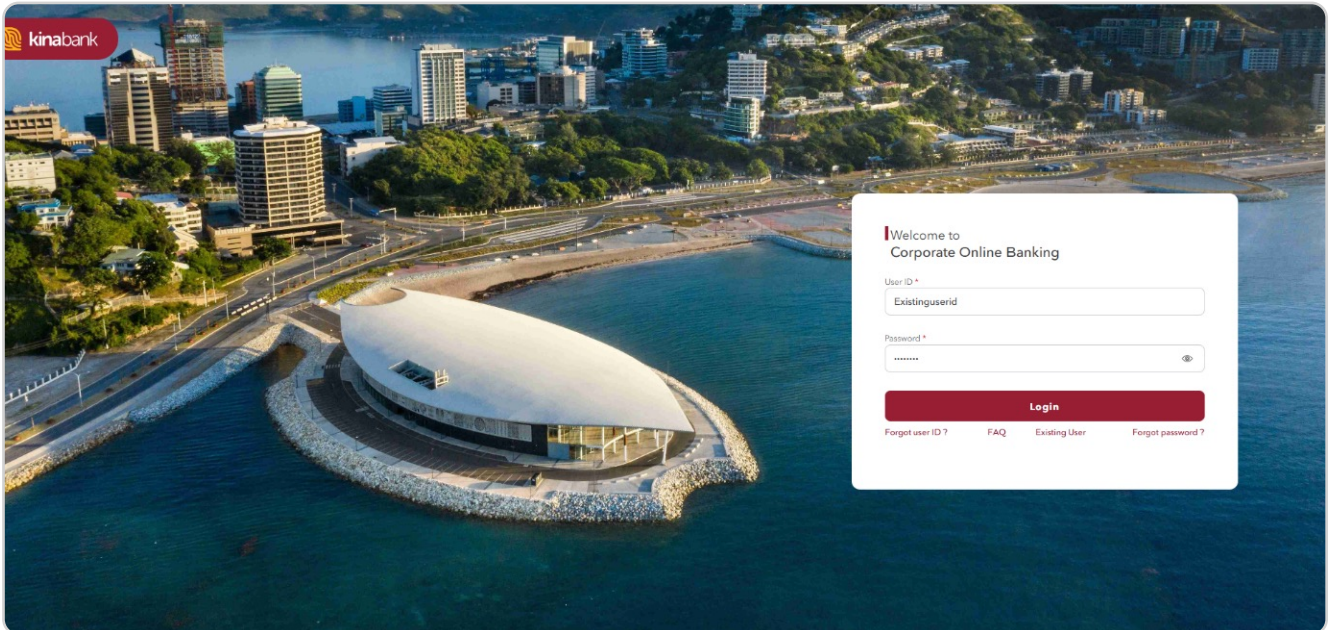


2. Click the **Existing User** link on the login page.

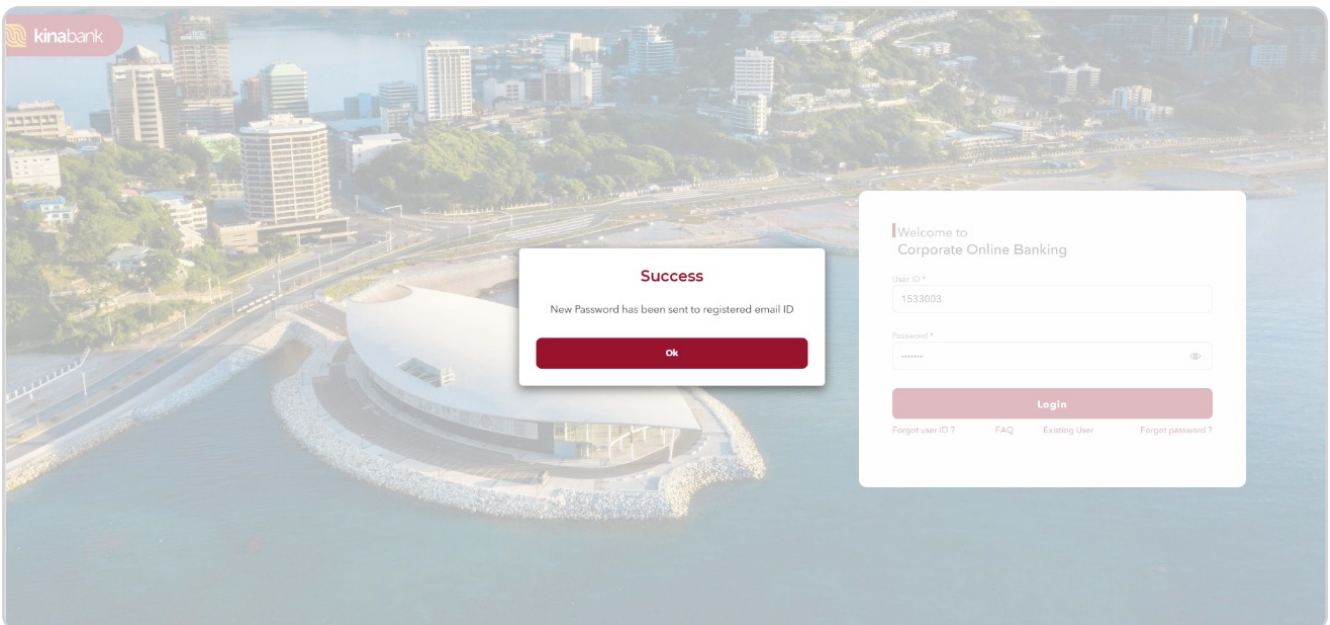


3. Enter your current Corporate Online Credentials:

- User ID
- Password
- Click **Login**



4. You will receive a notification that your credentials have been sent to your **registered email**.

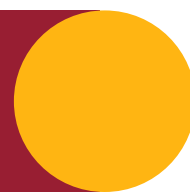
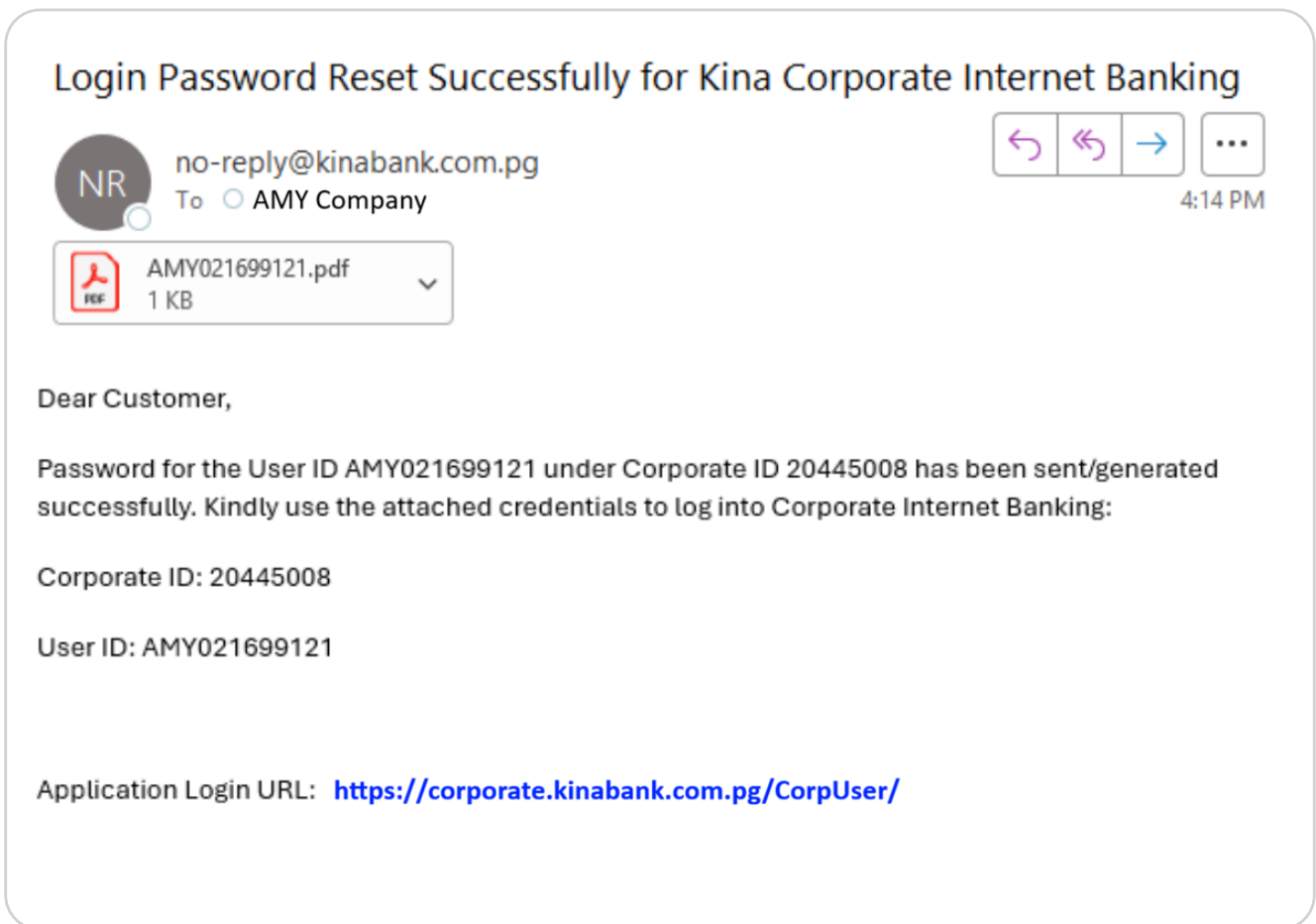


- 5.** Check your registered email for your credentials, sent by no-reply@kinabank.com.pg

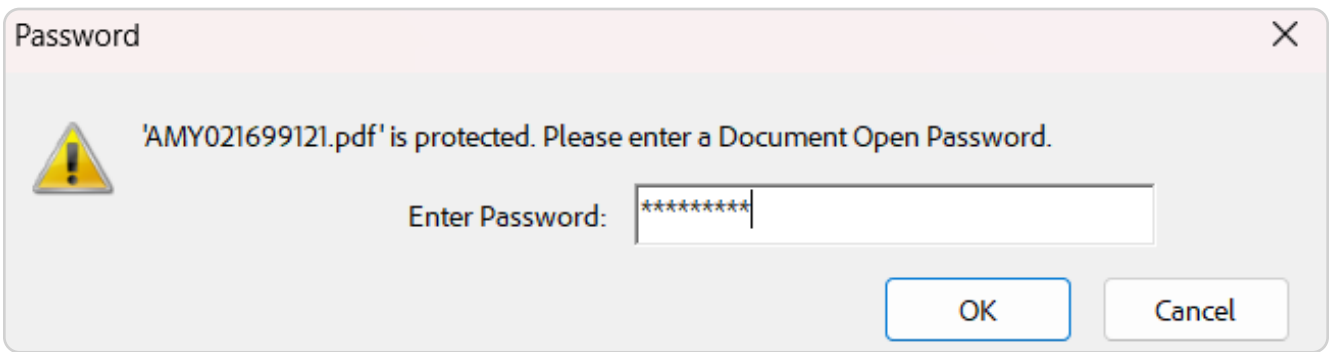
The email will contain:

1. A password protected PDF document, containing a temporary login password
2. Your new Corporate ID
3. Your new User ID
4. Steps on how to access the password protected PDF.

Tip: Check your Spam or Junk mail if you're unable to locate the credentials in your primary inbox.



6. Unlock the password protected PDF to retrieve temporary **login password**:



The screenshot shows a 'Password' dialog box with a yellow warning icon. The text inside reads: "'AMY021699121.pdf' is protected. Please enter a Document Open Password." Below this is a text input field labeled 'Enter Password:' containing ten asterisks. At the bottom right are 'OK' and 'Cancel' buttons.

Note: Once you click **OK**, the PDF will open and display your temporary login password. The image below is an example of a temporary login password.

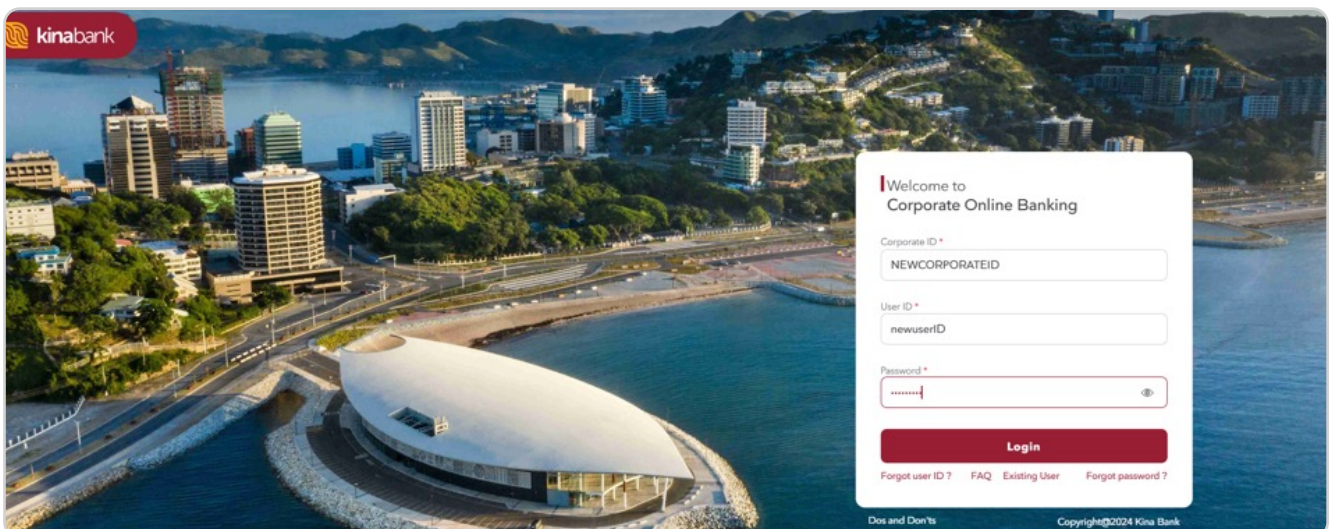
Password: pbloQ2yillxmbwvhqvdony\$nnhsmlemb

7. Click on the Corporate Online Banking link <https://corporate.kinabank.com.pg/CorpUser/> and enter the following details:

1. Your New Corporate ID
2. Your New User ID
3. Your Temporary Password

Tips:

- The same link is provided in the email containing your credentials
- Copy and paste your new credentials and temporary password into the login page to avoid errors.
- When copy-pasting the temporary password, ensure there are no spaces before or after the temporary password.



The screenshot shows the Kinabank Corporate Online Banking login page. The background is an aerial view of a coastal city. The login form is white and contains the following fields: 'Corporate ID*' with the value 'NEWCORPORATEID', 'User ID*' with the value 'newuserID', and 'Password*' with a masked password. A red 'Login' button is at the bottom. Below the button are links for 'Forgot user ID?', 'FAQ', 'Existing User', and 'Forgot password?'. The Kinabank logo is in the top left corner. At the bottom, it says 'Ddos and Den'is' and 'Copyright©2024 Kina Bank'.



8. Enter the 6-digit One Time Password (OTP) sent to your **registered Email address**.
Tips: Your Initial Login will require the email verification with the OTP, sent via no-reply@kinabank.com.pg

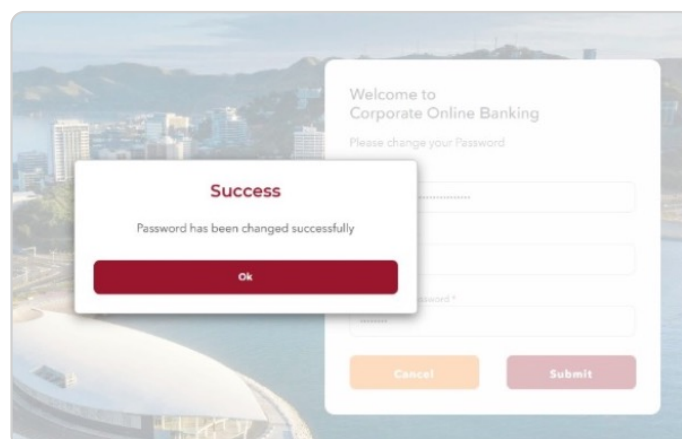
The first screenshot shows an email notification titled "Login OTP" from "no-reply@kinabank.com.pg" to "Bridgette Griffin". The message states: "Your OTP is 614258." The second screenshot shows the "Enter the OTP" form. It prompts the user to "Please enter the 6-digit OTP sent to your preferred communication channel." There is a 6-digit input field with dots, a "Time left: 02:46" timer, and two buttons: "Cancel" and "Continue".

9. Enter the **Temporary Password** and set your **New Login Password** and click **Submit**.

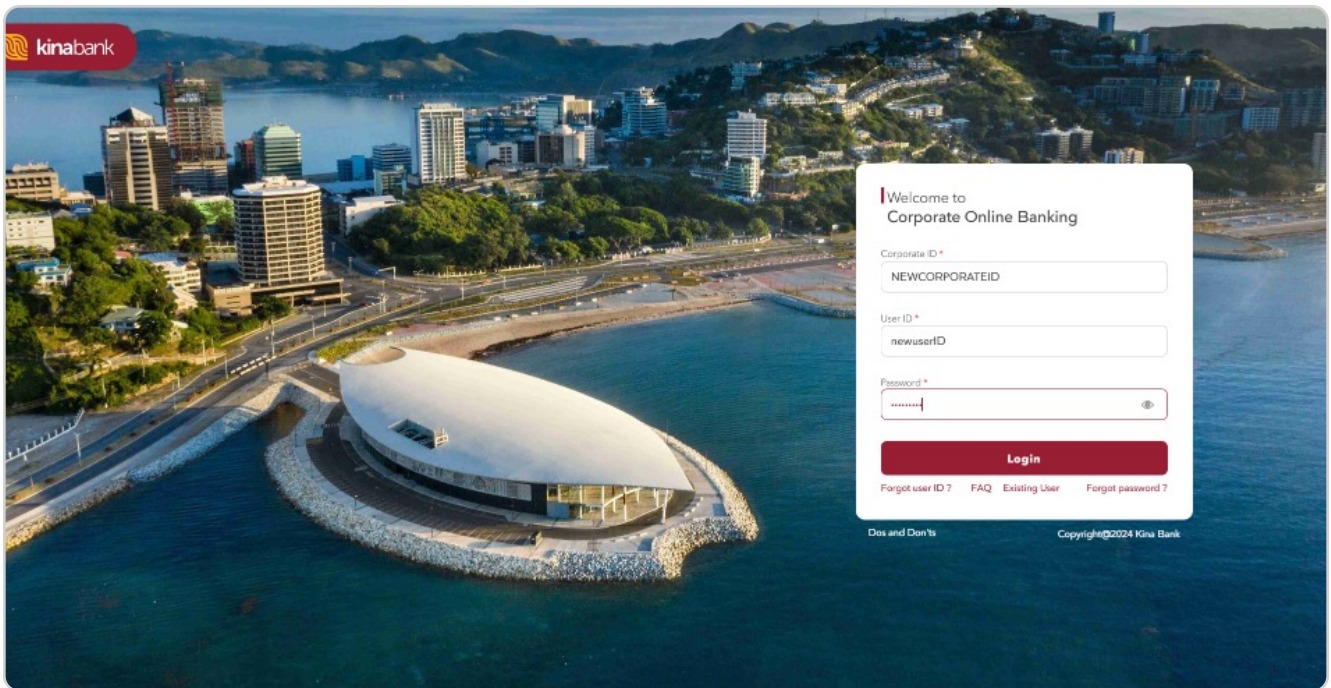
The screenshot shows the "Welcome to Corporate Online Banking" form. It prompts the user to "Please change your Password". There are three input fields: "Old password *", "New password *", and "Re-enter new password *". At the bottom, there are "Cancel" and "Submit" buttons.

You will receive a **Success** notification, and for future logins your credentials will now be:

- Your New Corporate ID
- Your New User ID
- Your New Password



- 10.** Return to the login page and enter the credentials below:
1. Your New Corporate ID
 2. Your New User ID
 3. New Password



- 11.** Enter the **6-digit One-Time Password (OTP)** sent to your preferred channel (SMS, WhatsApp or Email).

Enter the OTP

Please enter the 6-digit OTP sent to your preferred communication channel.

• • • • • •

Time left: 02:46

Cancel **Continue**



12. Agree with Terms and Conditions to successfully Login to Kina Corporate Online Banking and click **Confirm**.

The screenshot displays the Kina Corporate Online Banking interface. A modal window is open, presenting the following text:

Credit reporting or debt collecting agencies, and any credit provider to help you avoid a default on your obligations, or to inform them of your default to participants in the payments system (including financial institutions, merchants and payments organizations);

any of its branch, subsidiary, affiliate or agent of, including its employees, auditors and legal advisors

other parties which is authorized, required by law or compelled by court order to disclose information to

Your authorized agents or executor, administrator or legal representative;

Any person where in Kina's view the disclosures are necessary or desirable for the purpose of allowing to perform its duties and exercise its powers and rights under the Terms and Conditions;

Assignment

You shall not transfer and/or assign any or all or part of your rights, benefits and/or obligations under these Terms and Conditions or any document related thereto without the prior written approval of Kina.

If Kina transfers or assigns under this clause, you acknowledge that it is authorized to disclose any relevant information to such subsidiary or affiliate and you agree to take such actions and sign such documents as Kina may reasonably require to complete any approval, filing or registration formalities which are necessary for such transfer and/or assignment.

Complaint & Dispute Resolution

If for any reason you register a complaint with us, you can do so at any Branch or by emailing through our website www.kinabank.com.pg.

We will make every effort to answer your query or resolve your complaint quickly and fairly. If you think your enquiry has not been dealt with properly, please notify us through our Branches or by emailing us through our website www.kinabank.com.pg.

Disclaimer of Warranties

You expressly understand and agree that use of the Electronic Banking Service is at your sole risk subject to these Terms and Conditions. Subject to these Terms and Conditions KINA expressly disclaims all warranties of any kind, whether expressed or implied, including, but not limited to the implied warranties of merchantability, fitness for a particular purpose and non-infringement.

I agree to terms & conditions

Confirm

The background interface shows the following sections:

- Available balance:** NA
- Transactions:** Total credit PKK, Total debit PKK, Net change PKK 0.00
- Approval status:** Transactions (0 Approved, 0 Rejected), Beneficiaries (0 Approved, 0 Rejected)
- Exchange rate:**

Currency	Buy
USD	0.2446 / 0.2296
EUR	0.2127 / 0.1977
GBP	1.7434 / 1.6174

Footer: Terms of use | All rights reserved © 2025

