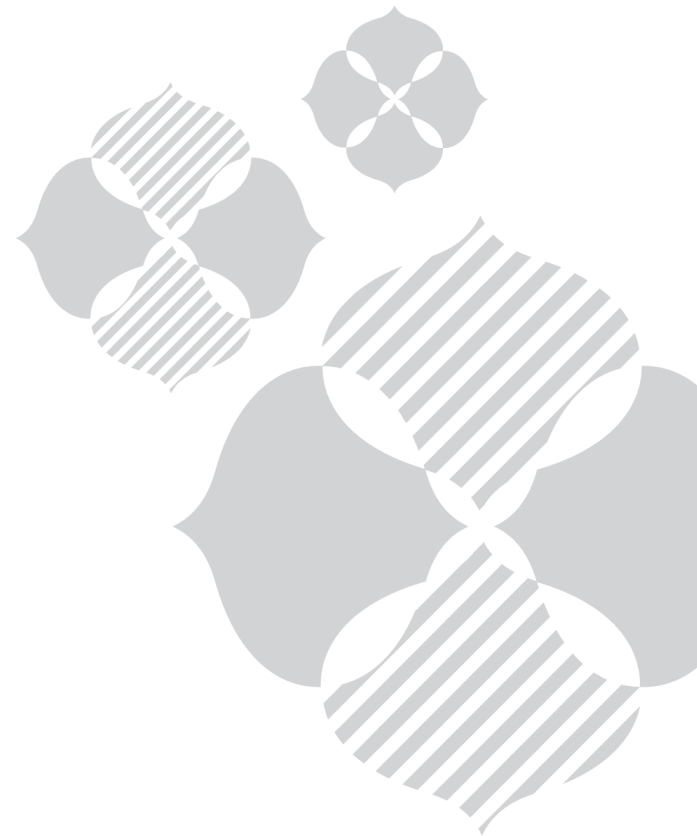


# DEVICE BINDING

## Frequently Asked Questions (FAQs)



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### Device Binding

1. **What is the Device Binding feature in the new BIBD NEXGEN Wallet app?**  
Device binding essentially creates a trusted i.e registered link between the BIBD NEXGEN Wallet App on your device such as your smartphone or tablet and your BIBD NEXGEN login credentials.
2. **How does Device Binding work?**
  - i. Install or update to BIBD NEXGEN Wallet App v3.9.8 or above;
  - ii. Login as per usual;
  - iii. You will receive a One Time Password (“OTP”) via SMS;
  - iv. Enter OTP on the screen;
  - v. You will receive a notification to inform you that you have bind your smartphone as a Primary Device.
3. **After I bind my smartphone as a Primary Device, can I login like usual without any OTP?**  
Yes, once you successfully bind your device, you can login using the same device.
4. **Can anyone login to their BIBD NEXGEN Wallet User ID with my device after I bind my device?**  
No, only you can login and use your BIBD NEXGEN Wallet User ID.
5. **How many devices can I bind?**  
You can bind a maximum of two (2) devices. These two (2) devices will be identified as the Primary Device and Secondary Device.
6. **Can I bind or unbind my device at any time?**  
Yes, you can. Navigate to Settings > Device Binding > choose your device > Unbind.
7. **Can I still use my BIBD NEXGEN Wallet if I factory reset my device?**  
Yes, you can. However, you will have to call Contact Centre at +673 223 8181 and request for the unbinding of the device to enable you to have access to your BIBD NEXGEN Wallet.
8. **If I wanted to sell my device, what should I do with my app if it is still bound?**  
You would need to unbind your device.
9. **If I lose my device or if my device is stolen, what should I do with my BIBD NEXGEN if it is bound to the device?**  
Please contact our BIBD Contact Centre at +673 223 8181 and request for your device to be unbound.
10. **If I bind a second device, what can I do with that device?**  
When you bind a second device, your new device will be the Secondary Device. With this, you can still do all the same functions and services as per your Primary Device.
  - Once you unbind the second Device, you can always change the device to either Primary or Secondary.
11. **If I share my Device with another person, can we both login to our BIBD NEXGEN User ID in the same Device?**  
No, only one BIBD NEXGEN Wallet User ID can be used per Device. For security purposes, do not to share your smartphone with another person.

## Bruneian at Heart

