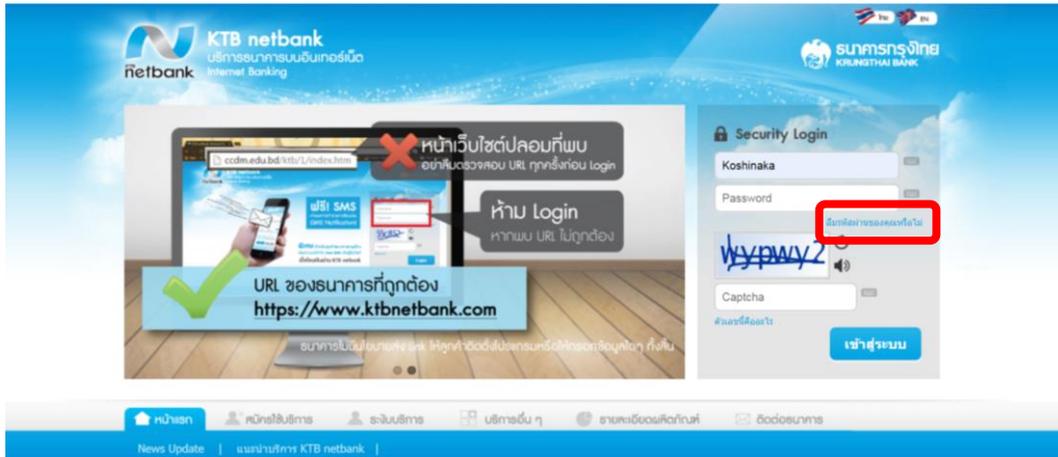


Steps to Reset Password System at www.ktbnbank.com
(In case the customer forgot the password to use the system)

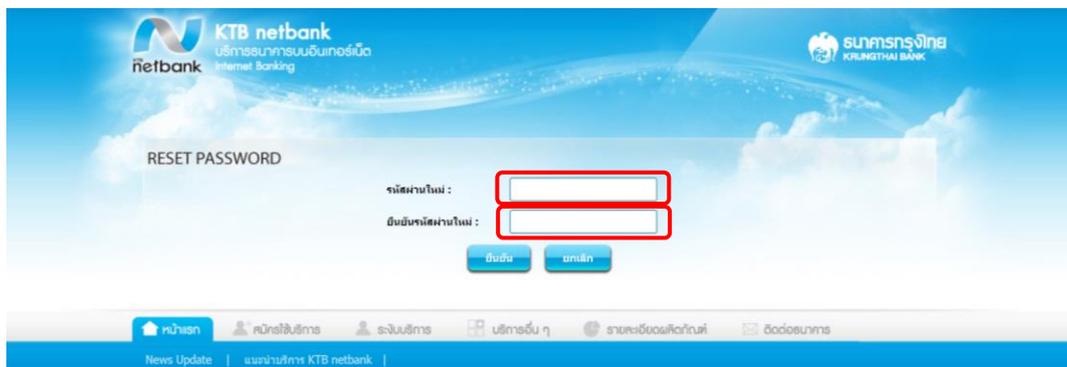
1. Enter www.ktbnbank.com. Click "Forgot your password?"



2. Enter the details of the ID card, User Name, 16 - digit ATM card number, ATM card number and the letter specified by the system. Click "OK".



3. Enter a new password and click "Confirm".



In case of customers forget both of User Name and Password, please contact 02-111-1111 for advice.