


ITEM 3 – Guidance to Unblock Account

Unblock Account

1. Go to <https://www.utrade.com.my/public/login>
2. Go to **Forgot Password / Unblock Account**

Log in

By logging in, you accept the Terms of use and agree to be bound by them.
[Forgot Password / Unblock Account](#)
[Forgot User ID?](#)

 Log in

3. Key in your **UTRADE User ID**

Reset Password/Unblock Account

Please complete the following data associated with your UOB Kay Hian account.
Contact your authorized Dealer's Representative if your registered Mobile or Email have changed.


UTRADE User ID : *

Email Address *

Malaysian NRIC No. * (Please enter numbers only without dash or space)

*Denotes compulsory fields

This page requires CAPTCHA Validation to proceed. Click [here](#) to check if your browser is supported.

I'm not a robot 
reCAPTCHA
Privacy - Terms

4. Key in your **Email Address** or **Malaysian Mobile Phone No.**

Reset Password/Unblock Account

Please complete the following data associated with your UOB Kay Hian account.
Contact your authorized Dealer's Representative if your registered Mobile or Email have changed.

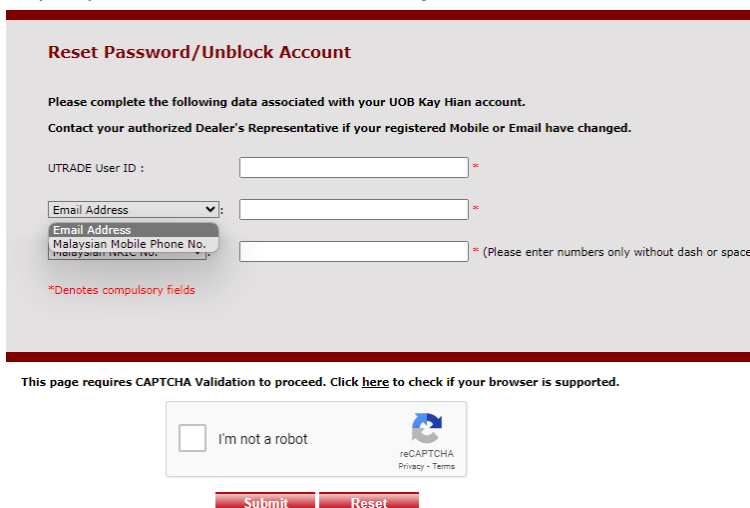
UTRADE User ID : *

Email Address *

Malaysian Mobile Phone No. * (Please enter numbers only without dash or space)

*Denotes compulsory fields

This page requires CAPTCHA Validation to proceed. Click [here](#) to check if your browser is supported.

I'm not a robot 
reCAPTCHA
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Malaysia Mobile Phone No – with country code 6 in front, eg. 60123334444

5. Key in your **Malaysian NRIC No** or **Passport No** or **Business Registration No**.

Reset Password/Unblock Account

Please complete the following data associated with your UOB Kay Hian account.
Contact your authorized Dealer's Representative if your registered Mobile or Email have changed.


UTRADE User ID : *

Email Address : *

Malaysian NRIC No. : * (Please enter numbers only without dash or space)

Malaysian NRIC No.
Passport No.
Business Registration No.


This page requires CAPTCHA Validation to proceed. Click [here](#) to check if your browser is supported.

I'm not a robot 
reCAPTCHA
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Malaysian NRIC No – enter numbers only without dash or space.

6. Ensure to tick “I’m not a robot”.

This page requires CAPTCHA Validation to proceed. Click [here](#) to check if your browser is supported.

I'm not a robot 
reCAPTCHA
Privacy - Terms

7. Click on “Request for TAC Number”.

 **Change Password**

*Your password must be between 8-15 characters.
*Your trading pin will automatically be changed to the new password.

UTRADE User ID :

Email Address : @gmail.com

Malaysian NRIC No. :

TAC : [Request for TAC Number](#)

The display message when using Email address

 **Change Password**

*Your password must be between 8-15 characters.
*Your trading pin will automatically be changed to the new password.

UTRADE User ID :

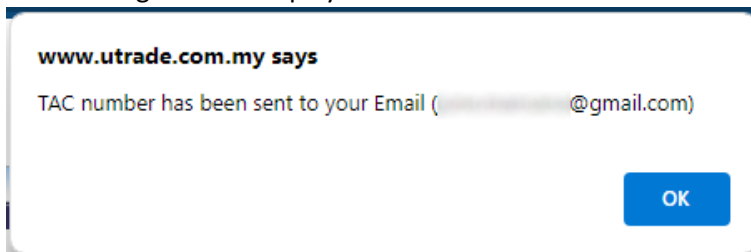
Mobile Phone No. : 601

Malaysian NRIC No. :

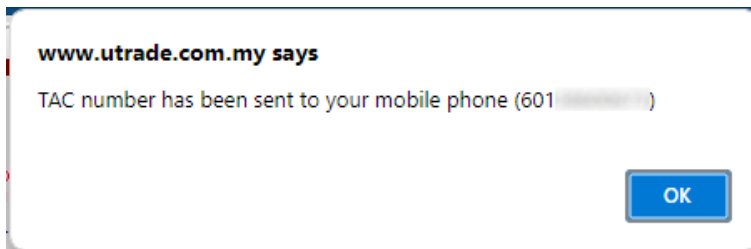
TAC : [Request for TAC Number](#)

The display message when using Malaysian Mobile Phone No

8. This message will be displayed. Click **OK**.



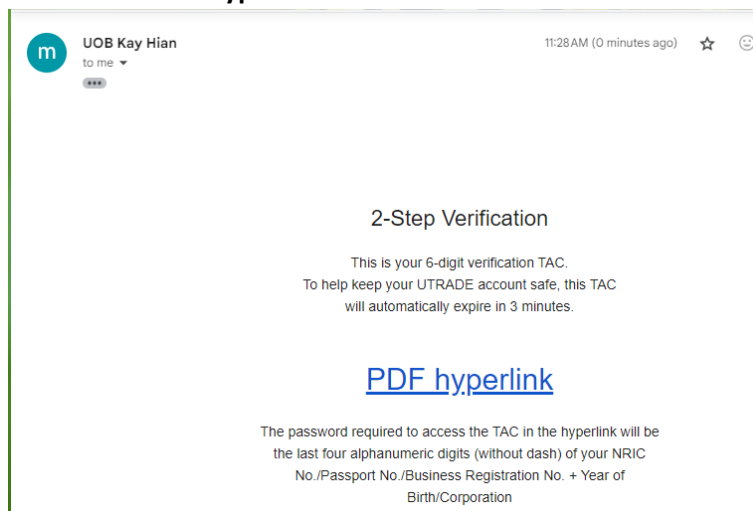
The display message when using Email address



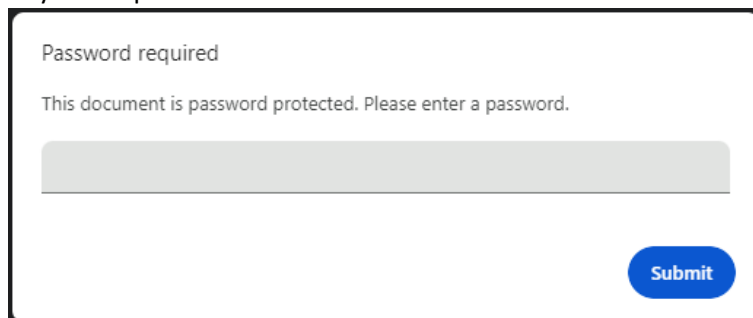
The display message when using Malaysian Mobile Phone No

9. If you chose to reset password using your Email Address, check your email. Else, skip to Step 10.

- a. Click on the **PDF hyperlink**.



- b. Key in the password.

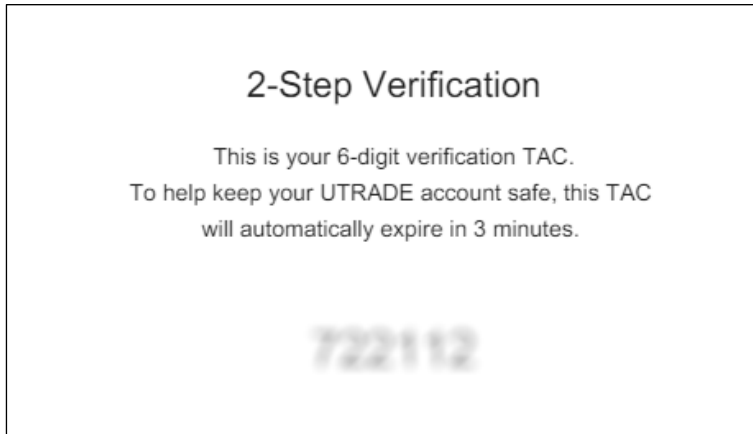


The password is the last 4 digit of your NRIC No./Password No./Business Registration No. + Year of Birth/Incorporation.

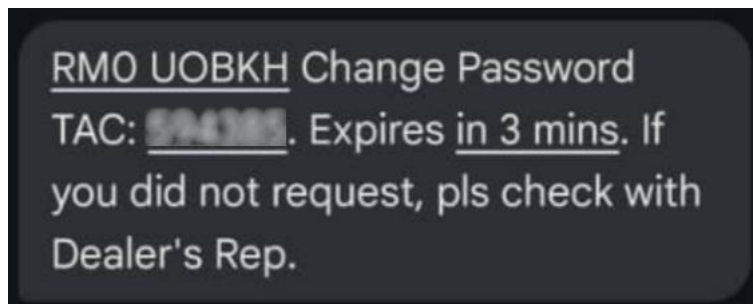
For example,

Business Registration No: 199001003423
Year of Incorporation: 1992
Password: 34231992

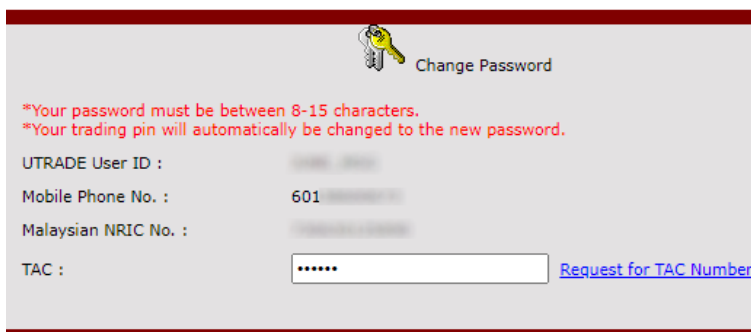
c. Your **TAC** will be displayed.



10. If you choose to reset password using your Malaysian Mobile Phone No, check your SMS for the TAC.



11. Key in the **TAC**, and click **Confirm**.



Confirm **Reset**

12. Choose **Unblock my UTRADE Account**.

I want to

Change Password

Unblock my UTRADE Account

Confirm **Cancel**

13. Unblock Account successful. Click **OK** to continue.

Successful!

Your account is unblocked. Please re-login with your existing password.

OK