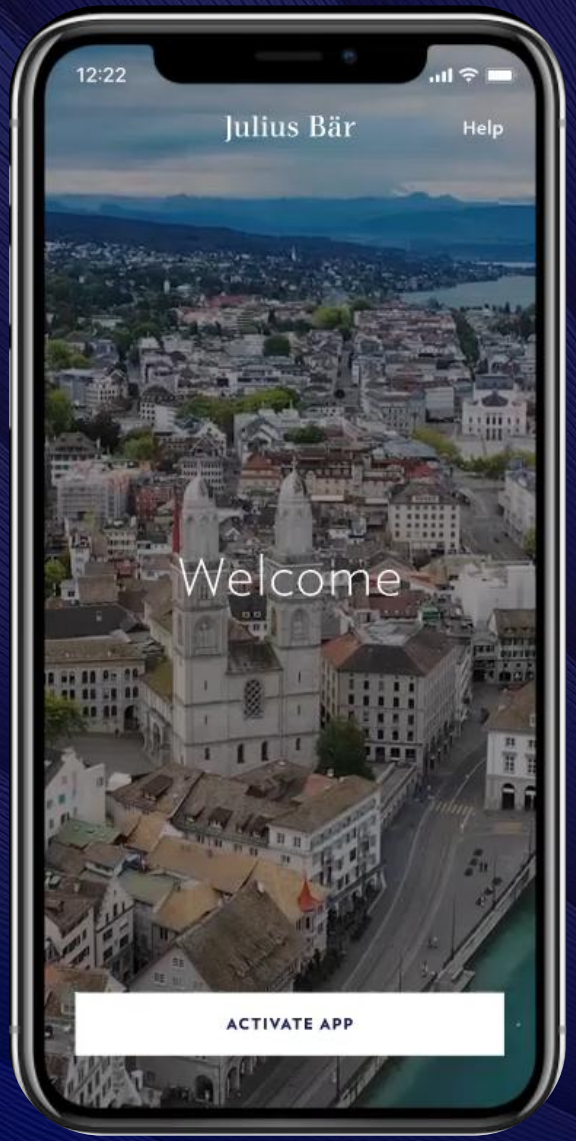


JB ONE Activation Guide Intermediaries

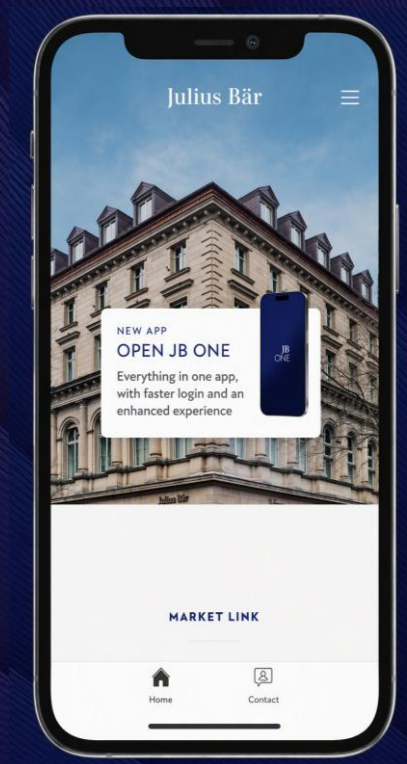
- ✓ Use existing credentials to log in to the new app
- ✓ Simple and straight forward activation process
- ✓ Smooth transition for our clients

Activate the JB One app

If you already have the existing Julius Baer Mobile app

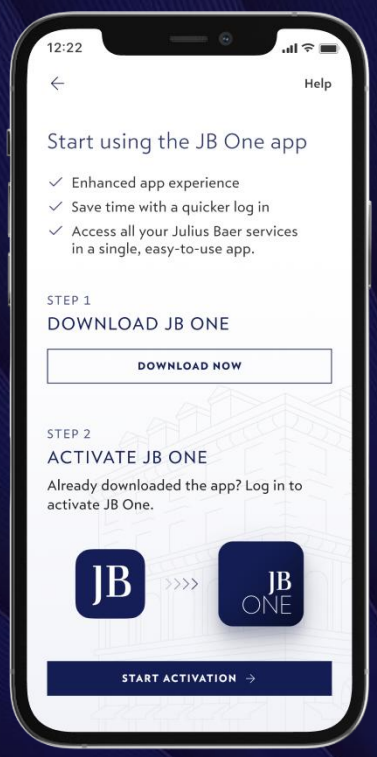
Begin by downloading the JB One app

1



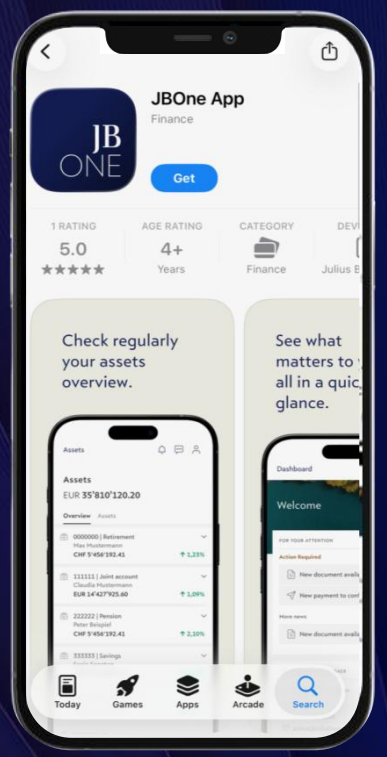
In the existing Julius Baer Mobile app, tap **Open JB One** on the Activation tile.

2



Tap **Download Now** to download the JB One app.

3



Download the JB One app from the App Store or Play Store*.

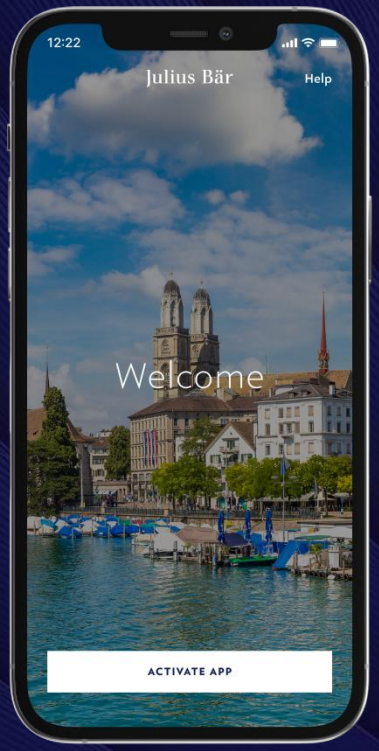
**Currently unavailable on Huawei App Gallery*

Activate the JB One app

If you already have the existing Julius Baer Mobile app

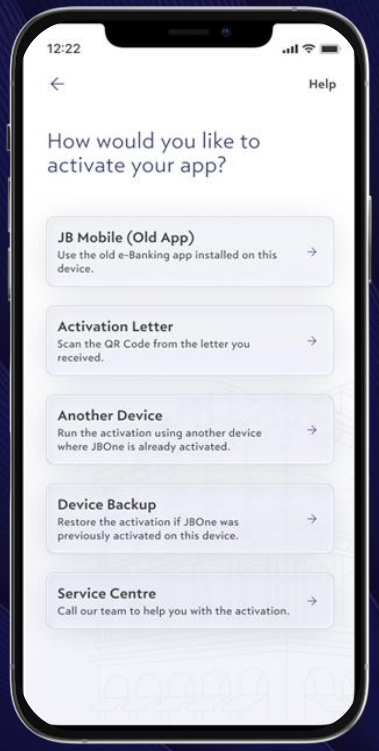
Open the JB One app to start the activation process

4



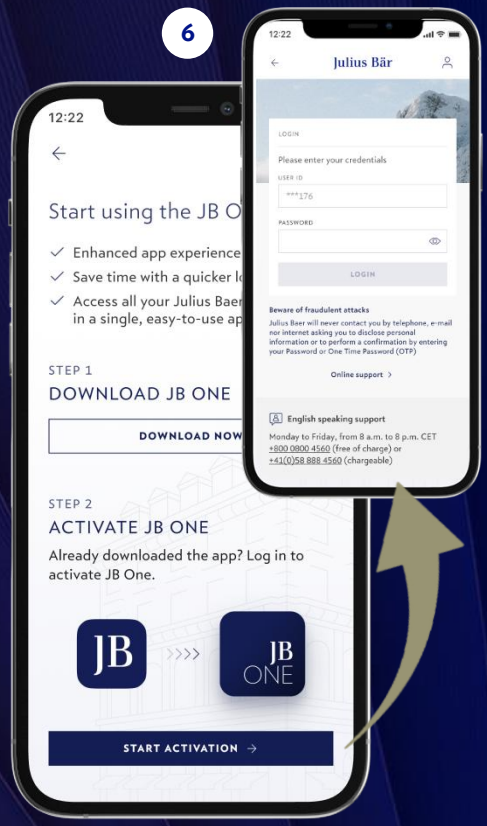
In the JB One app, tap **Activate App**.

5



Tap **JB Mobile (Old App)**.

6



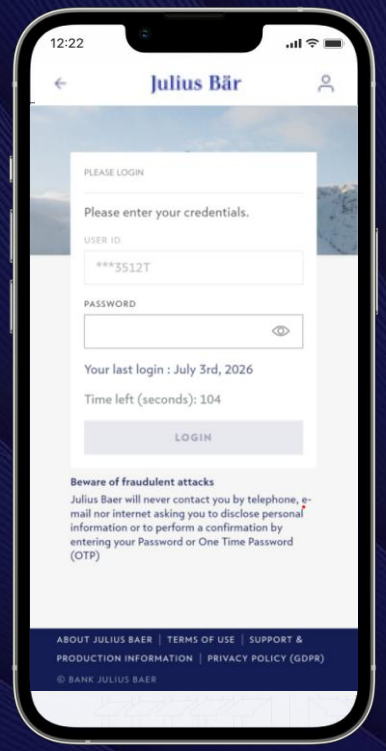
You will be navigated to the old Julius Baer Mobile app. Tap **Start Activation** and enter your login credentials when prompted.

Activate the JB One app

If you already have the existing Julius Baer Mobile app

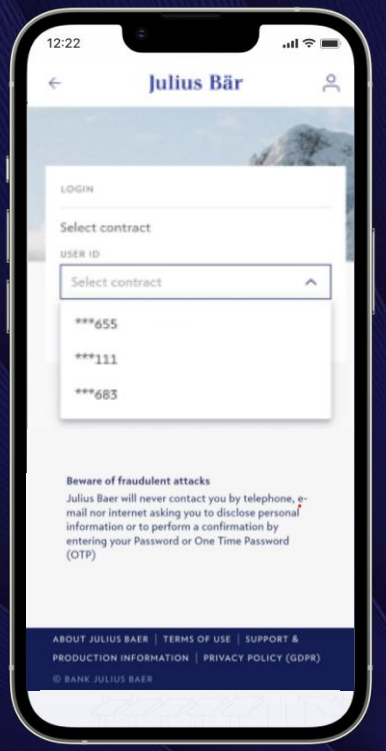
Enter your login credentials

7



If you only have one account, enter **your login password** or **biometric authentication**.

8



If you have **multiple accounts**, select the **user ID** of the account you want to enable, and enter your login password or biometric authentication.

Each account requires separate activation. Only user IDs that are enabled for activation are shown.

9



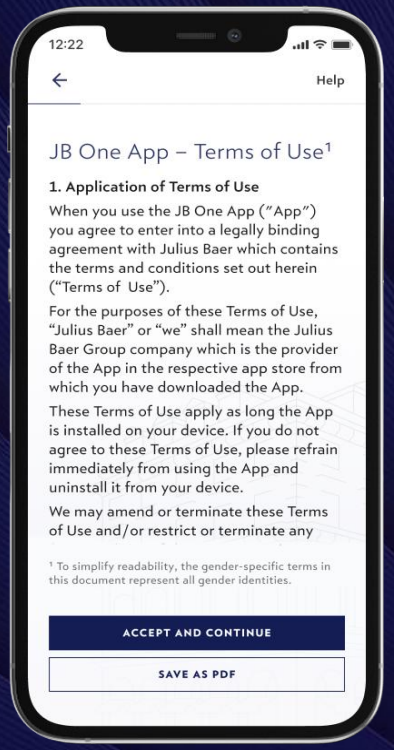
You will be navigated to the **JB One** app to complete the process.

Activate the JB One app

If you already have the existing Julius Baer Mobile app

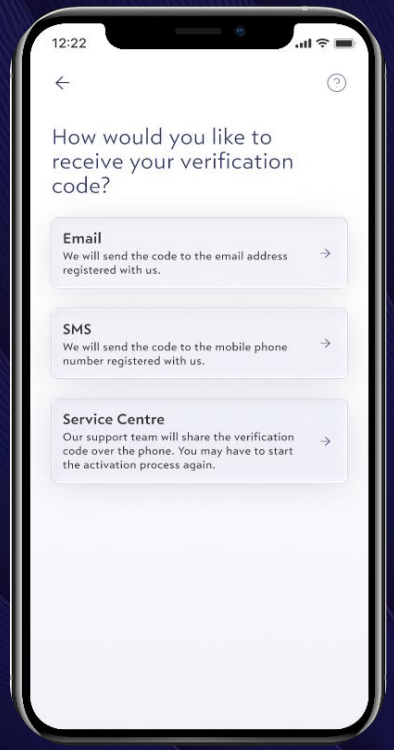
Accept the terms and conditions and start the verification process

10



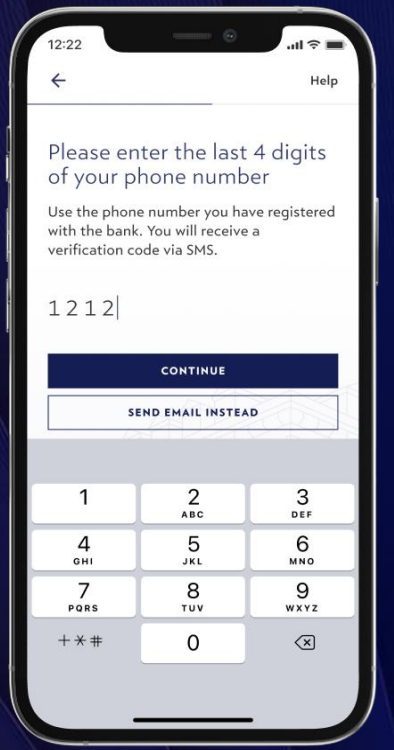
Tap **Accept and Continue** to accept the Terms of Use.

11



Select your registered verification method: **Email*** (recommended for SG-booked and advised clients) or SMS

12



Based on your previous selection, enter the **last 4 digits** of your registered **phone number** or complete **email address***.

**Only SMS option available for HK-booked or advised clients.*

Activate the JB One app

If you already have the existing Julius Baer Mobile app

Complete the verification process

**Only SMS option available for HK-booked or advised clients.*

13

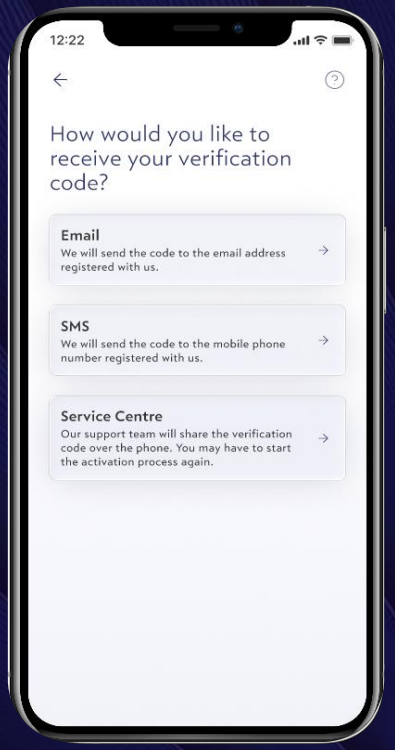


Enter the **6 digit code** sent to your phone or email* and tap **Continue**.

Didn't receive the code? Try another registered email or mobile number. Alternatively tap '**Code not received**' for assistance.*

Code validity: 10 mins for SG-Booked clients, 100 sec for HK-Booked or advised clients.

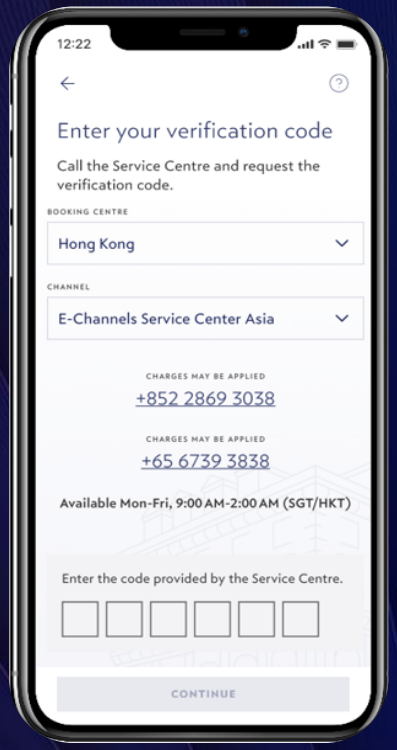
14



Alternative to email* or SMS, you can tab '**Service Centre**' to receive immediate assistance.

If you tab 'Code not received' you will be redirected to this screen.

15



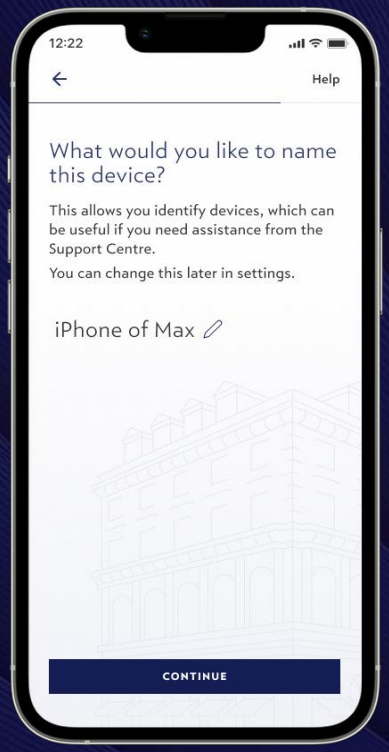
Select your Booking Centre (SG or HK) and choose 'E-Channels Service Centre Asia', then tap the phone number to connect with our Service Centre for immediate assistance.

Activate the JB One app

If you already have the existing Julius Baer Mobile app

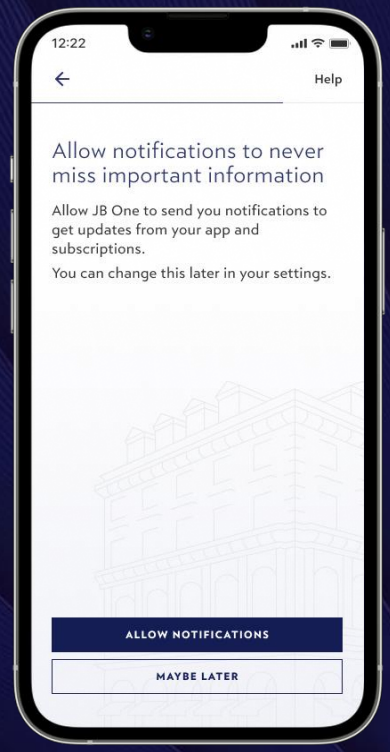
Carry out the following optional steps

16



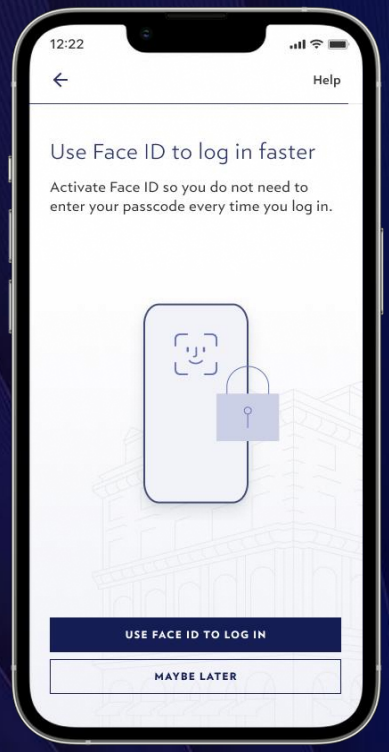
Rename your device (optional).

17



Enable notifications (optional).

18



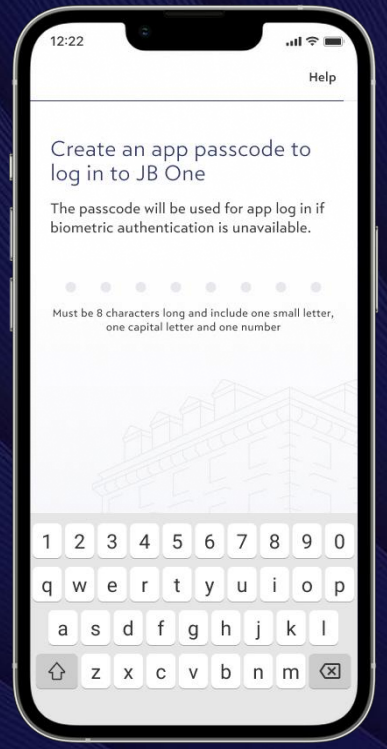
Enable biometrics to log in (optional).

Activate the JB One app

If you already have the existing Julius Baer Mobile app

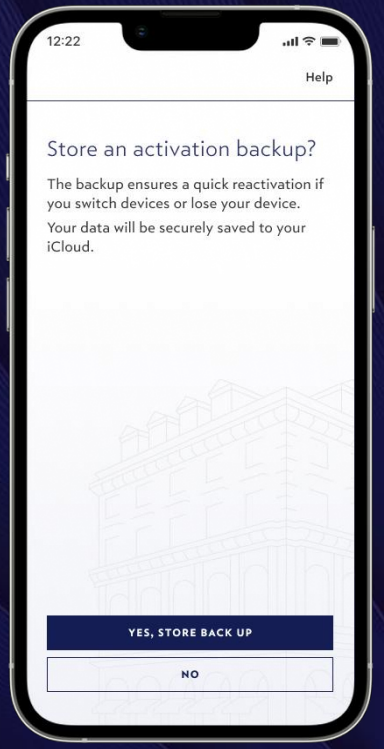
Complete the activation process

19



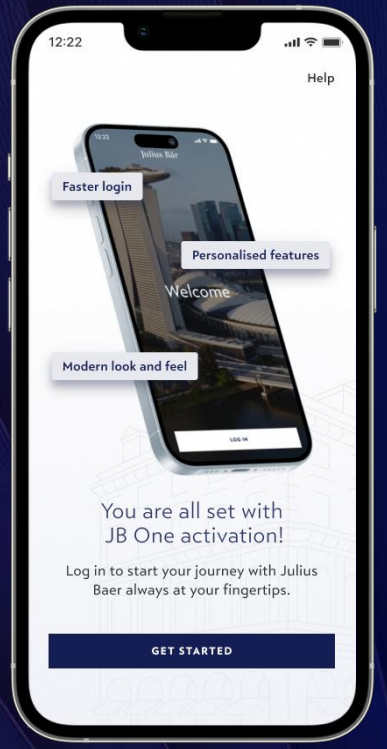
Create a device passcode to log in. You will be prompted to re-enter the passcode.

20



Store an activation backup (recommended).

21

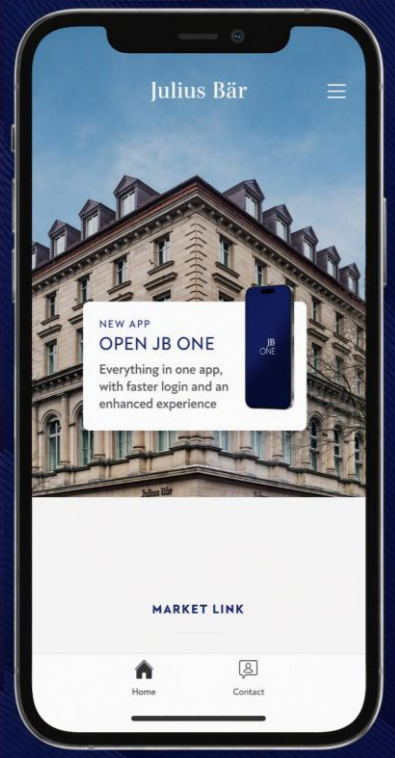


You have successfully activated the JB One app. Tap **Get Started** to log in. You may use the following link to access the intermediaries portal: https://intermediaries.juliusbaer.com/

Activate an additional account

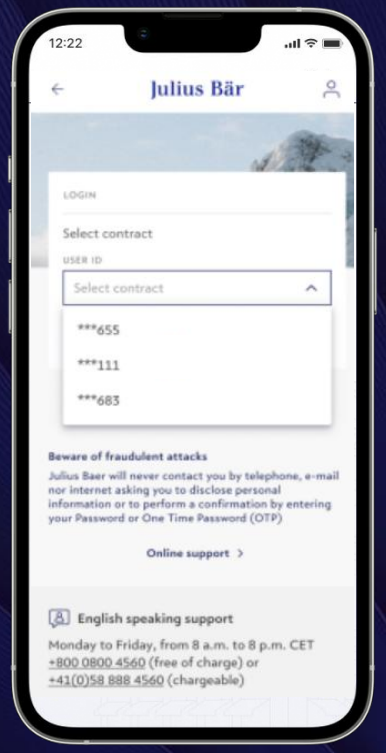
If you already have an active account in JB One

1



Open the JB Mobile (old app). Tap on **Open JB One** on the activation tile.

2



Select the **user ID** of your additional account and enter your login password or biometric authentication.

3

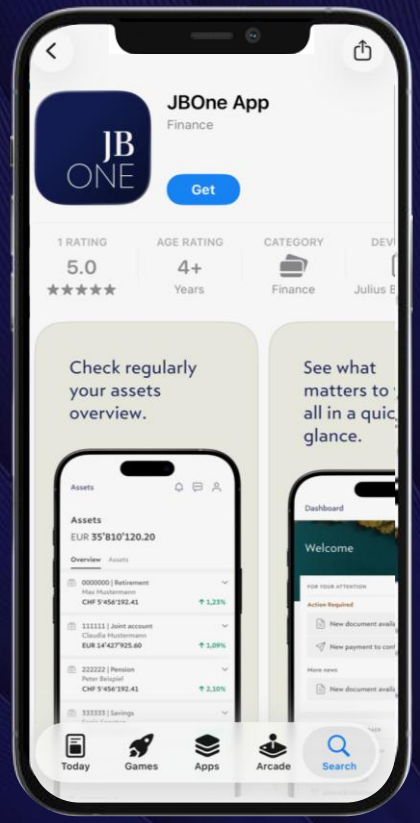


You will be navigated to the **JB One** app to complete the activation process for your additional account.

Activate the JB One app

If you do not have the existing Julius Baer Mobile app

Begin by downloading the JB One app directly from the App Store or Play Store*



Download the JB One app*

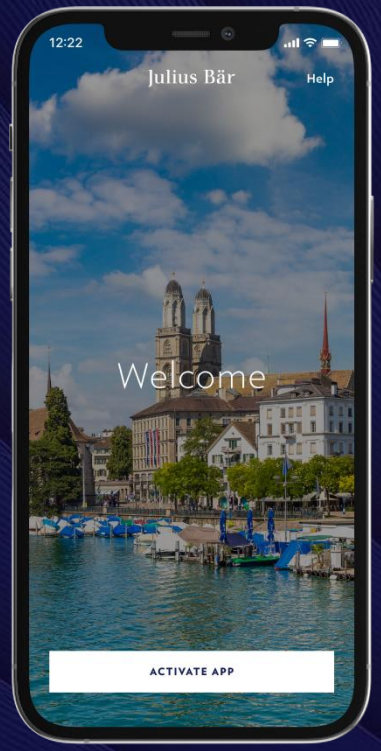
*Currently unavailable on Huawei App Gallery

Activate the JB One app

If you do not have the existing Julius Baer Mobile app

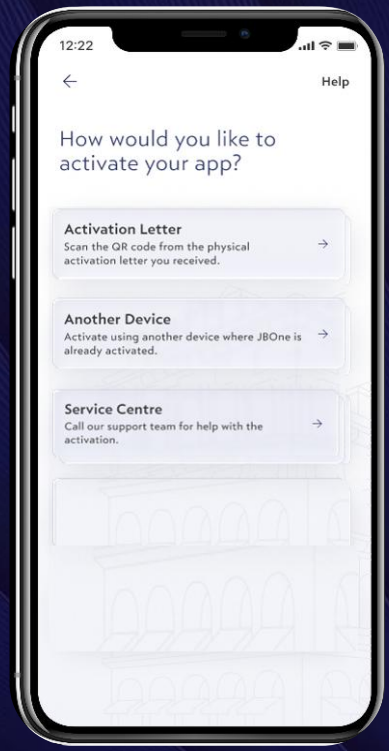
Open the JB One app to start the activation process

1



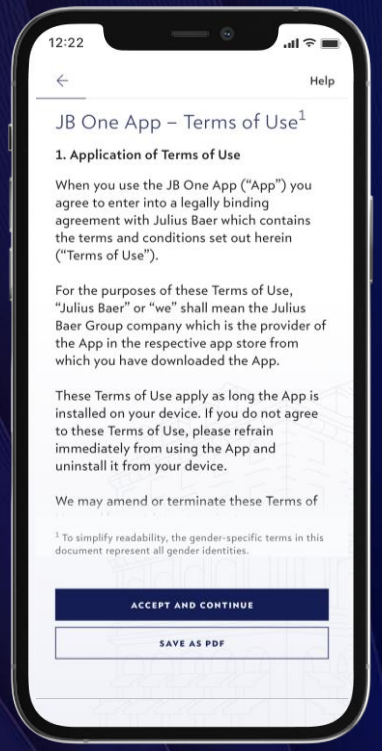
After downloading the app, tap **Activate App**.

2



Tab **Activation Letter** if you have received a letter from the bank containing a QR code. Existing clients can alternatively contact our Service Centre for immediate activation support.

3



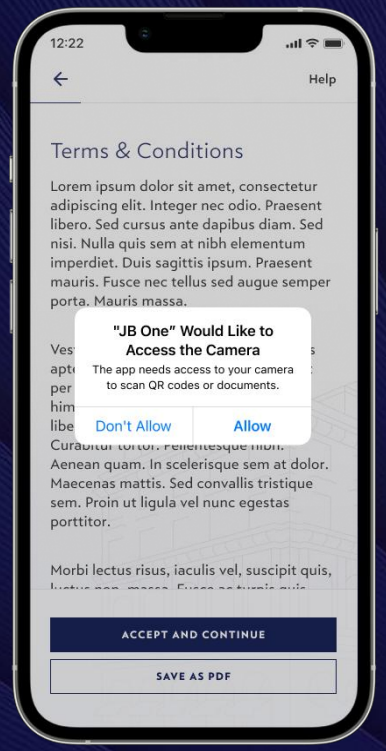
Tap **Accept and Continue** to accept the Terms of Use.

Activate the JB One app

If you do not have the existing Julius Baer Mobile app

Scan the QR code

4



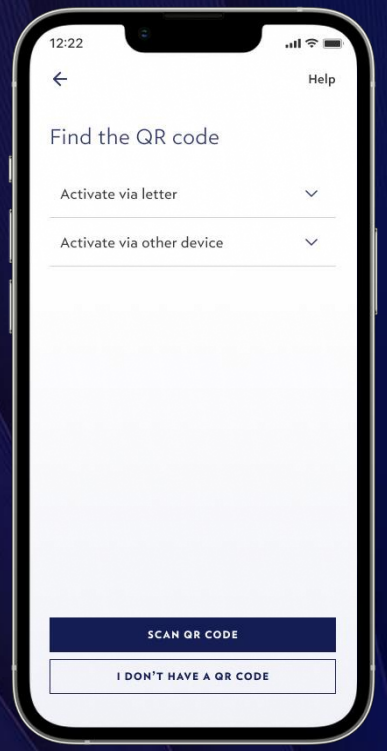
Allow the app to access your camera.

5



Scan the QR code in your **activation letter**.
If you are not sure where to locate the QR code, tap **Find the QR Code**.

6



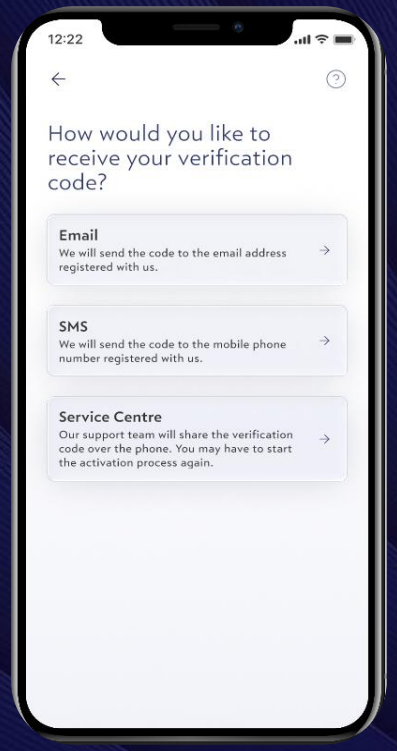
Tap **Activate via letter**.
If you have logged in to JB One on another device, tap **Activate via other device** and follow the on-screen instructions.

Activate the JB One app

If you do not have the existing Julius Baer Mobile app

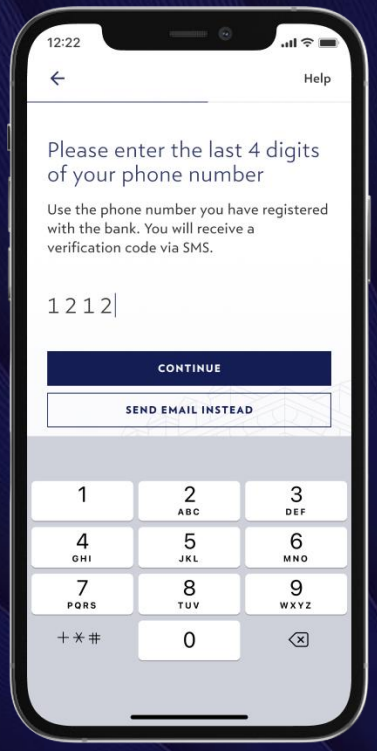
Complete the verification process

7



After scanning the QR code, select your registered verification method: **Email** (recommended for SG-booked and advised clients) **or SMS***

8



Based on your previous selection, enter the **last 4 digits** of your registered **phone number** or complete **email address***.

9



Enter the **6 digit code** sent to your phone or email* and tap **Continue**.

Didn't receive the code? Try another registered email or mobile number. Alternatively tap '**Code not received**' for assistance.*

Code validity: 10 mins for SG-Booked clients, 100 sec for HK-Booked or advised clients.

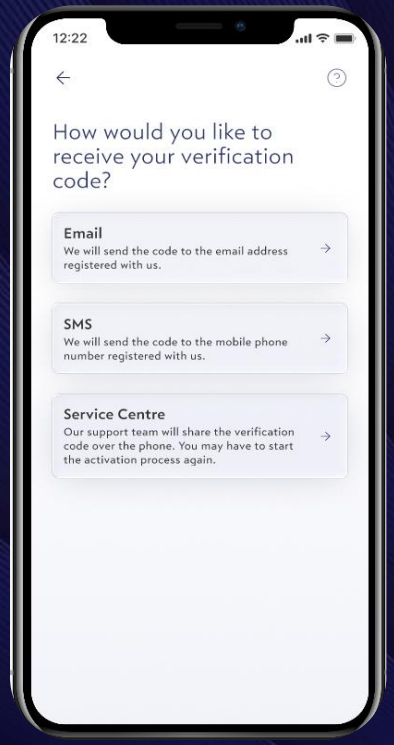
**Only SMS option available for HK-booked or advised clients.*

Activate the JB One app

If you do not have the existing Julius Baer Mobile app

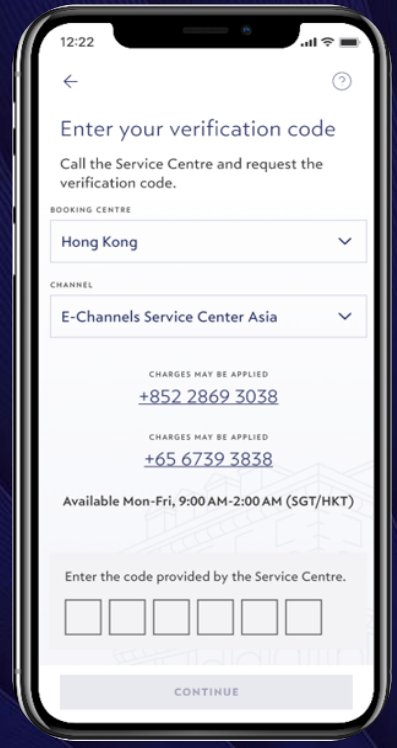
Complete the verification process

10



Alternative to email* or SMS, you can tab '**Service Centre**' to receive immediate assistance.
If you tab 'Code not received' you will be redirected to this screen.

11



Select your Booking Centre (SG or HK) and choose 'E-Channels Service Center Asia', then tap the phone number to connect with our Service Centre for immediate assistance.

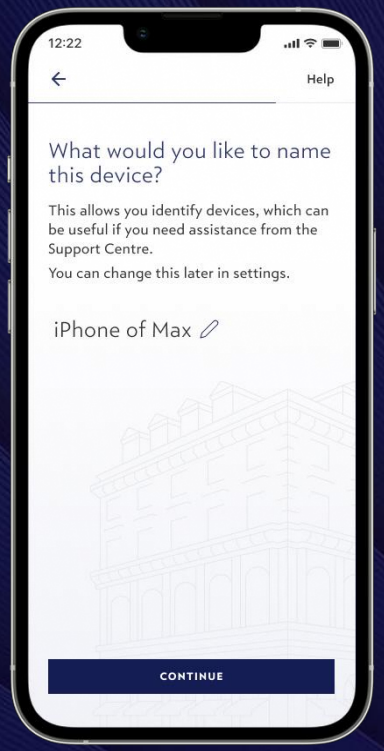
**Only SMS option available for HK-booked or advised clients.*

Activate the JB One app

If you do not have the existing Julius Baer Mobile app

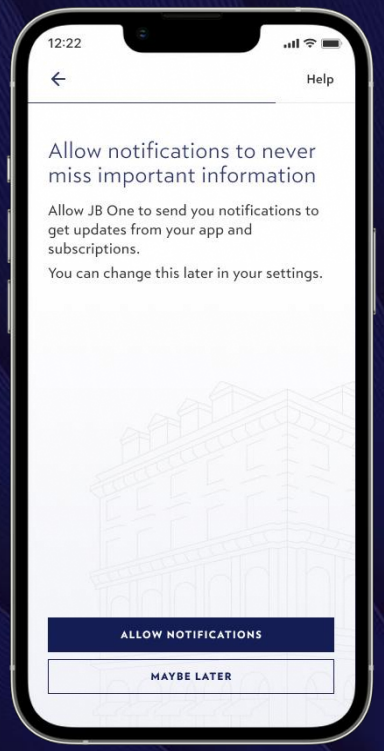
Carry out the following optional steps

12



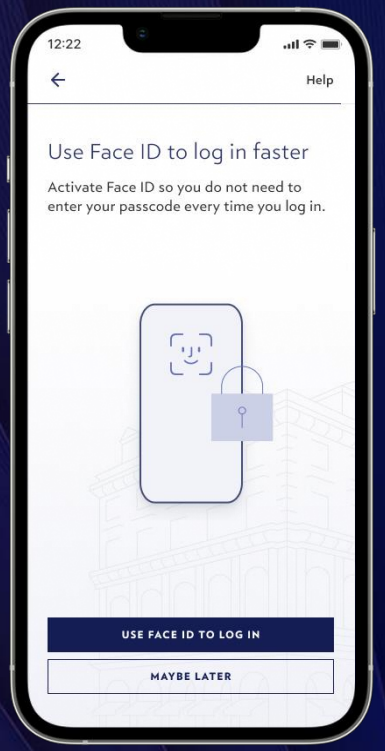
Rename your device (optional).

13



Enable notifications (optional).

14



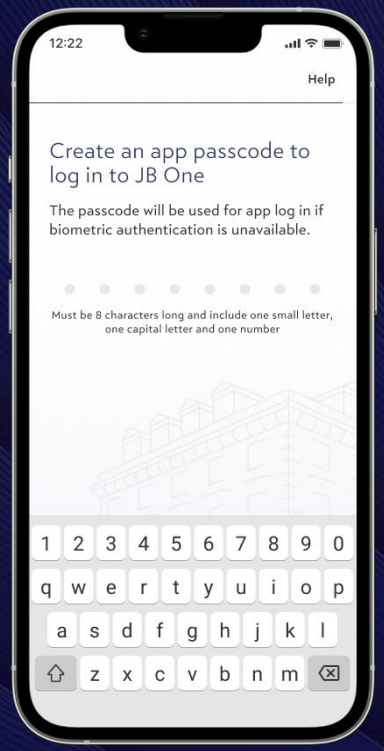
Enable biometrics to log in (optional).

Activate the JB One app

If you do not have the existing Julius Baer Mobile app

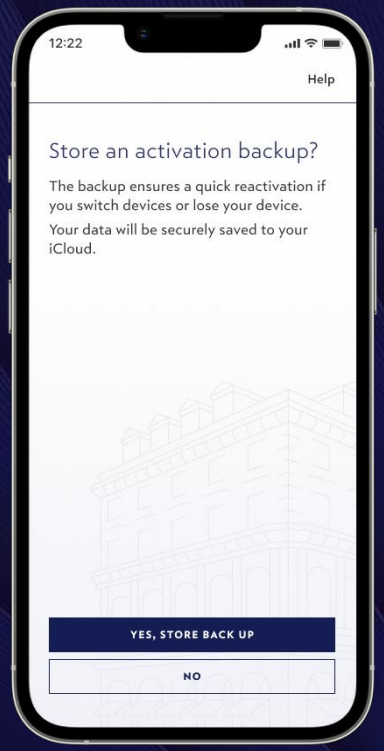
Complete the activation process

15



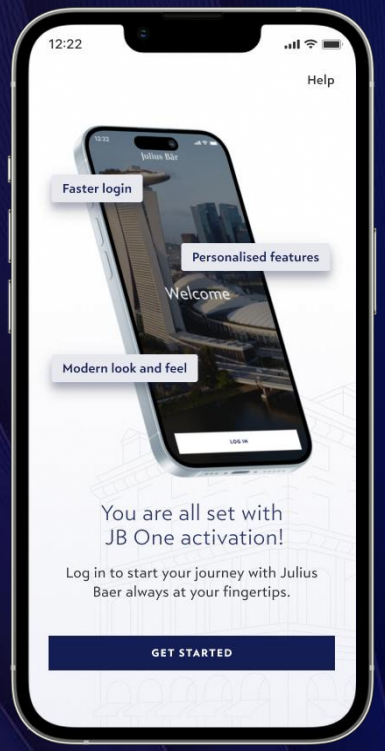
Create a device passcode to log in. You will be prompted to re-enter the passcode.

16



Store an activation backup (recommended).

17

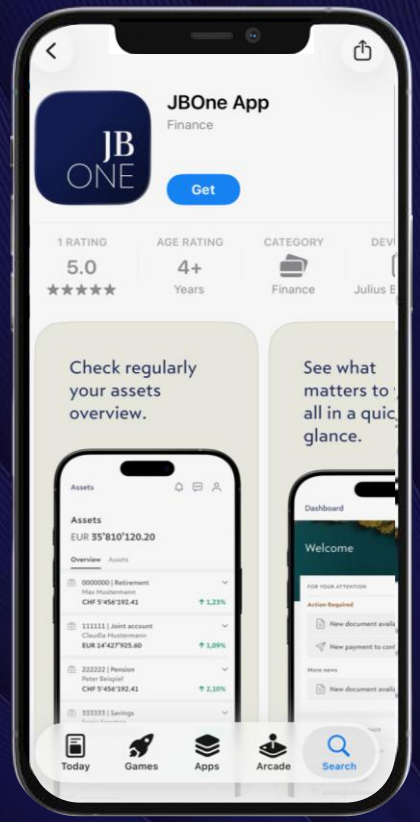


You have successfully activated the JB One app. Tap **Get Started** to log in. You may use the following link to access the intermediaries portal: https://intermediaries.juliusbaer.com/

Activate the JB One app

On an additional device, if you already have an active JB One mobile app

Begin by downloading the JB One app directly from the App Store or Play Store on your second device*



Download the JB One app*

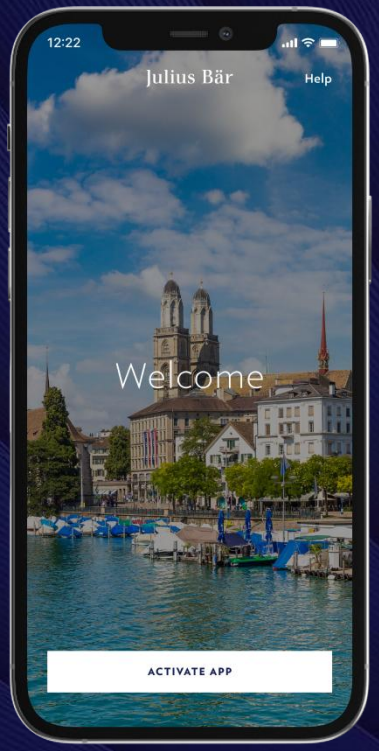
*Currently unavailable on Huawei App Gallery

Activate the JB One app

On an additional device, if you already have an active JB One mobile app

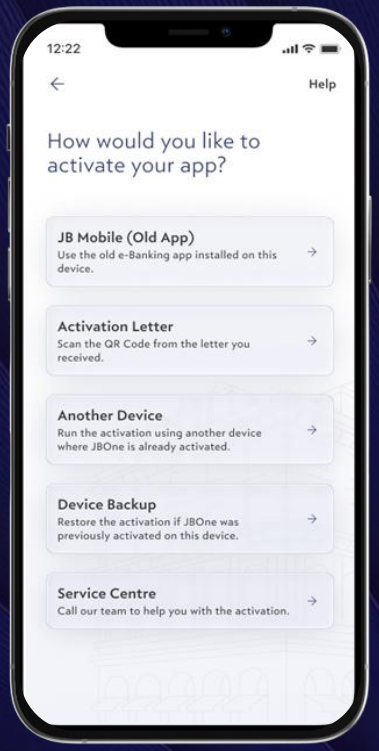
Open the JB One app to start the activation process

1



After downloading the app, tap **Activate App**.

2



Tab **Device Backup*** or **Another Device.**
**Device Backup must have been previously enabled on your active JB One Mobile app.*

3



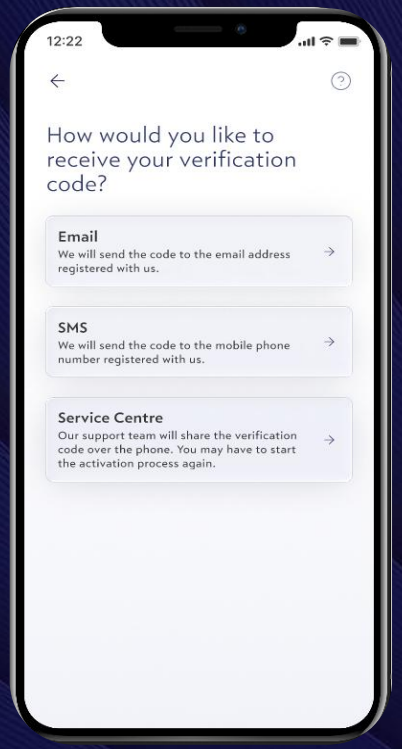
Select your User ID and Tap **Continue**.
If you have selected Another Device, simply follow the instructions in the screen.

Activate the JB One app

On an additional device, if you already have an active JB One mobile app

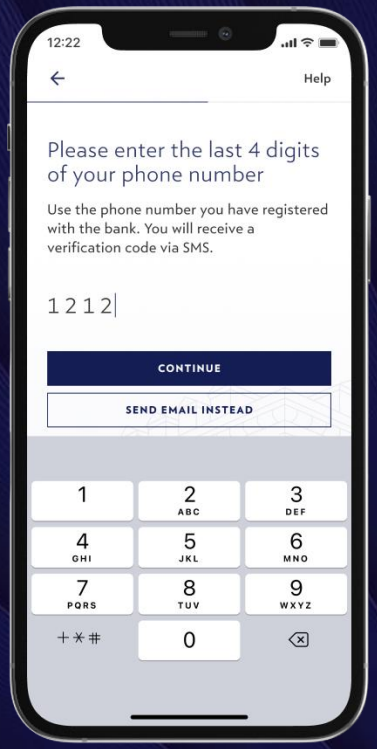
Complete the verification process

4



Select your registered verification method: **Email** (recommended for SG-Booked and advised clients) **or SMS***

5



Based on your previous selection, enter the **last 4 digits** of your registered **phone number** or complete **email address**.

6



Enter the **6 digit code** sent to your phone or email* and tap **Continue**.

Didn't receive the code? Try another registered email or mobile number. Alternatively tap '**Code not received**' for assistance.*

Code validity: 10 mins for SG-Booked clients, 100 sec for HK-Booked or advised clients.

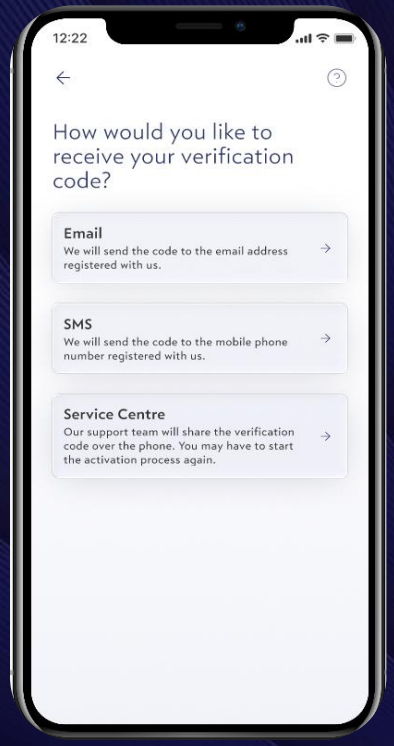
**Only SMS option available for HK-booked or advised clients.*

Activate the JB One app

On an additional device, if you already have an active JB One mobile app

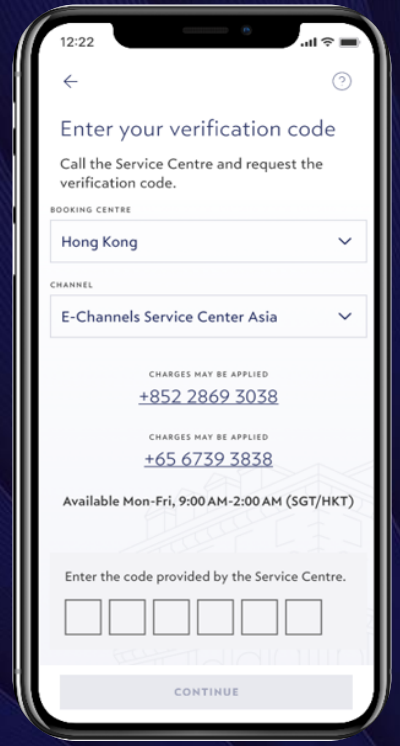
Complete the verification process

7



Alternative to email* or SMS, you can tab '**Service Centre**' to receive immediate assistance.
If you tab 'Code not received' you will be redirected to this screen.

8



Select your Booking Centre (SG or HK) and choose 'E-Channels Service Center Asia', then tap the phone number to connect with our Service Centre for immediate assistance.

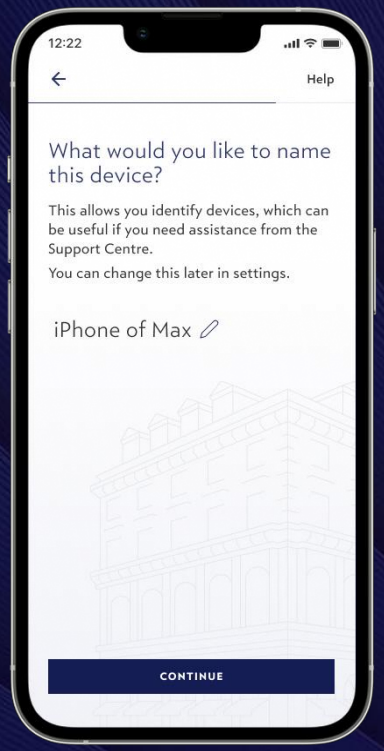
**Only SMS option available for HK-booked or advised clients.*

Activate the JB One app

On an additional device, if you already have an active JB One mobile app

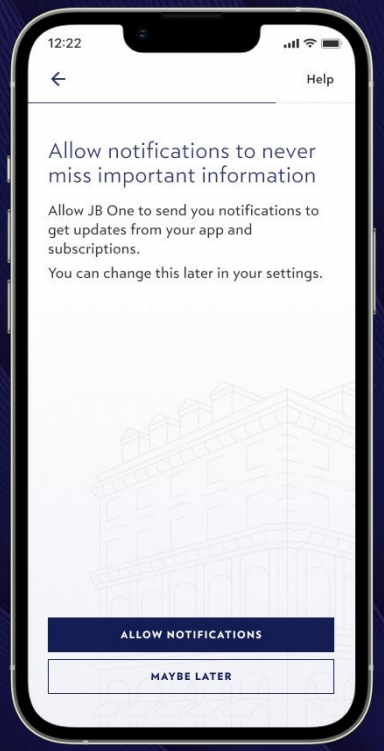
Carry out the following optional steps

9



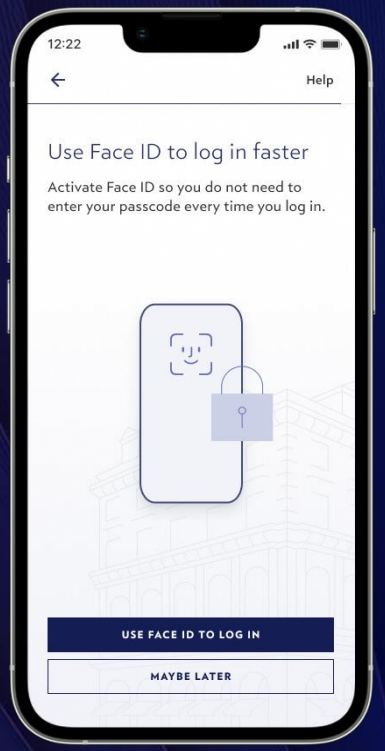
Rename your device (optional).

10



Enable notifications (optional).

11



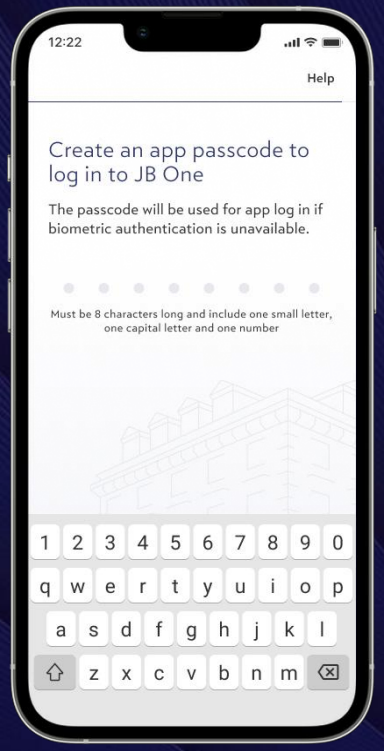
Enable biometrics to log in (optional).

Activate the JB One app

On an additional device, if you already have an active JB One mobile app

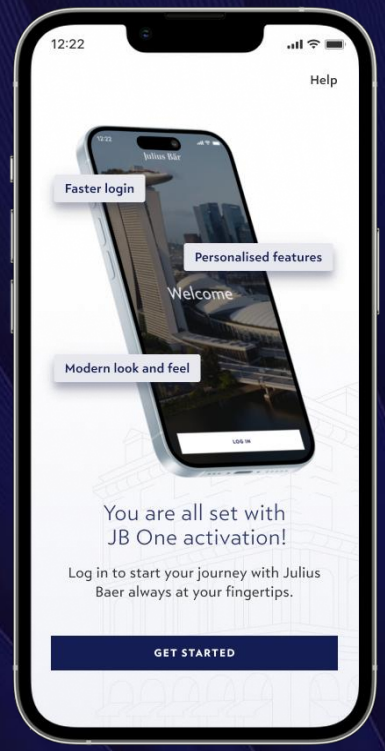
Complete the activation process

12



Create a device passcode to log in. You will be prompted to re-enter the passcode.

13



You have successfully activated the JB One app. Tap **Get Started** to log in. You may use the following link to access the intermediaries portal: https://intermediaries.juliusbaer.com/

Login

Digital Intermediaries Platform

A simpler login with the new JB One app

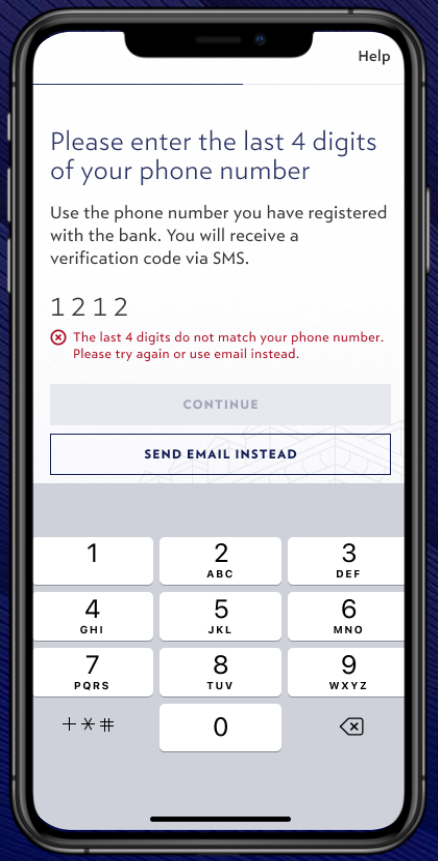
Scan the QR code with your JB One app upon successful migration



You may use the following link to access the intermediaries portal:
https://intermediaries.juliusbaer.com/

In your JB One app Tap on Web Login. Scan the QR code.

General error: Incorrect phone number



What is the cause of the issue?

- The phone number you have entered is **not registered with the bank**. You may use any phone number **registered with the Bank.**

How to fix it?

- ✓ Try an **alternative phone number** or chose verification via **email* instead**
- ✓ Should the issue persist, please contact your Relationship Manager or the **Service Centre.**

Service Centre

Monday to Friday, 9 a.m. to 2 a.m. (SGT/HKT)
HK +852 2869 3038
SG +65 6739 3838
Toll-free

**Only SMS option available for HK-booked or advised clients.*

General issue: OTP not received



What is the issue?

- You did not receive the OTP for verification.

How to fix it?

- ✓ Use any alternative Bank registered **mobile number or email*** address.
- ✓ Should the issue persist, please tap '**Code not received**' to connect with **Service Centre**. They will be able to assist.

Service Centre

Monday to Friday, 9 a.m. to 2 a.m. (SGT/HKT)
HK +852 2869 3038
SG +65 6739 3838
Toll-free

**Only SMS option available for HK-booked or advised clients.*

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