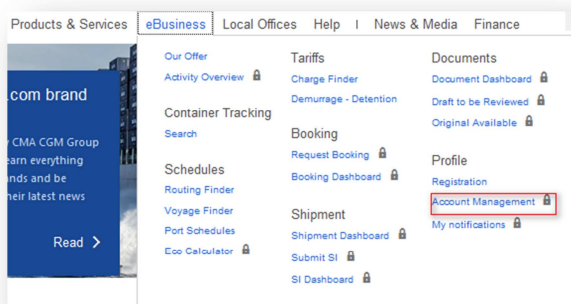


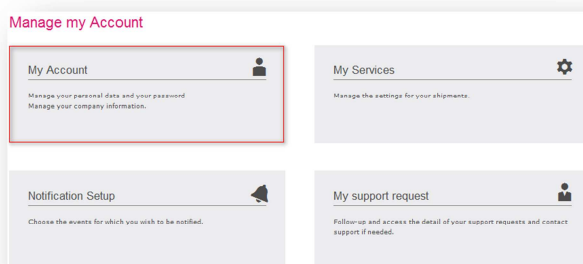
How do I modify my password or reset my forgotten password ? CMA CGM Group eBusiness

MODIFY PASSWORD

- Step 1: I am signed into the website and go to **eBusiness / Account Management**



- Step 2: I select **My account**



- Step 3: I select **Change Password and Save**

The screenshot shows the 'Account Setting' form. It has two columns of fields. The left column contains: 'V-A-T Number', 'Website', 'Corporate Head Quarter*', 'Corporate Head Quarter Address', and 'CMA CGM group reference'. The right column contains: 'Language*', 'Notification Language*', 'Login (email address)*', and 'Manage password'. The 'Change Password' button is highlighted with a red box. At the bottom right, there are 'Cancel' and 'Save' buttons.



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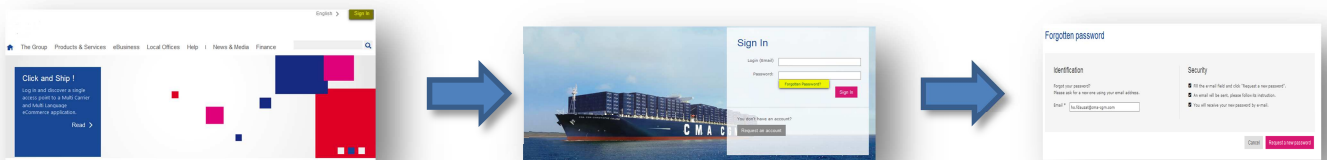
4. Step 4: I follow the steps and input my new password



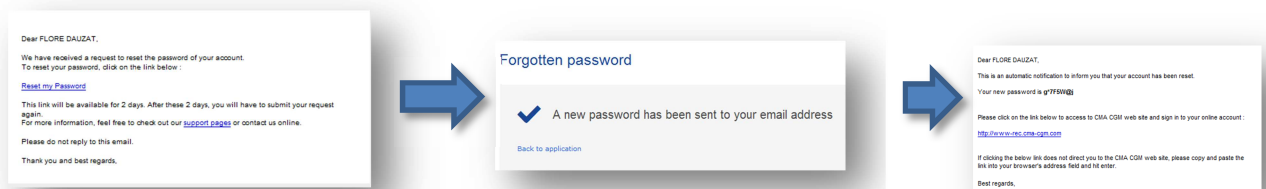
Passwords must respect the following rules:
 Password must not contain your login name
 Password must contain at least 8 characters
 Last 5 passwords cannot be used again
Passwords must contain characters from three of the following five categories:

- Uppercase characters of European languages (A through Z, with diacritic marks, Greek and Cyrillic characters)
- Lowercase characters of European languages (a through z, sharp-s, with diacritic marks, Greek and Cyrillic characters)
- Base 10 digits (0 through 9)
- Nonalphanumeric characters: ~!@#%&* _+~\|(){};'"<>.,?/
- Any Unicode character that is categorized as an alphabetic character but is not uppercase or lowercase. This includes Unicode characters from Asian languages.

FORGOTTEN PASSWORD



1. I click on **Sign in**
2. I click on **Forgotten Password**
3. Input your email address



4. Check your email box and click on the link **Reset Password**
5. A new password has been sent to you
6. Check your email box

For any question, please contact email ecustomersupport@cma-cgm.com

