



## **Clarien iSecure and token registration FAQs**

**Q: May I use the Soft Token for both Personal and Corporate Banking user profiles?**

A: Yes. Clarien iSecure now allows you to maintain multiple profiles within the app on a single mobile device, enabling access to both Personal and Corporate Banking profiles.

**Q: Can I continue using my Hard Token if I have one?**

A: Yes. Clients may continue using their Hard Token if they prefer not to migrate to Clarien iSecure.

**Q: I want to convert from Hard Token to iSecure. What do I do?**

A: It depends on which user profile type you are adding to iSecure. This is explained below.

**Retail (Personal) Users– How do I obtain my Customer ID for token registration?**

A: Kindly contact our Client Services team at 441.296.6969 for assistance in obtaining your Customer ID number. Once obtained, go to the Clarien iBank login page, select the option ‘Security Token Registration’ and complete the self-guided steps for registration.

**Corporate Users – During token registration, the first step requires a User ID. What should be entered?**

A: Go to the Clarien iBank login page, select the option ‘Security Token Registration’ and enter the username that is used to access Online Banking. Then complete by following the self-guided steps for registration.

**Q: If I choose not to transition all tokens to Clarien iSecure, may I continue using my Hard Token?**

A: Yes. Clients may continue using their Hard Token if they prefer not to migrate to Clarien iSecure.

**Q: Is it necessary to unenroll my Hard Token before switching to Clarien iSecure?**

A: No, unenrollment of the Hard Token is not required prior to registration. Clients may transition to the Soft Token by completing the Soft Token registration process on the Clarien Online Banking login page.



Clarien Investments Limited

Point House  
6 Front Street

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**Q: I have lost my mobile device. What steps should I take?**

A: Please contact our Client Services team at 441.296.6969 to have all associated profiles unenrolled. Once this process is complete, you may re-register each token profile by completing the Soft Token registration process via the Clarien Online Banking login page.

**Q: I have purchased a new mobile device. What should I do?**

A: If you still have access to your previous device, please ensure it is connected to Wi-Fi and unenroll the tokens within the Clarien iSecure app. After this step is completed, you may register your token(s) on your new device by completing the Soft Token registration process through the Clarien Online Banking login page.



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