



中國銀行 (巴西)

BANK OF CHINA (BRASIL) BANCO MÚLTIPLO S/A

NetBank

USER ACCESS GUIDE

NETBANK



In this guide, you will learn how to access **NetBank**, the new system for your current account.

If you have any questions or problems, please contact us through our customer service channels.

Customer Service: 0800 701 0224 | sac@bocbrasil.com.br

Customer Assistance Center: 0300 408 2333 | suporte.clientes@bocbrasil.com.br

Website: www.bocbrasil.com.br

Customer service hours are Monday through Friday, from 9:00 a.m. to 6:00 p.m. (except national holidays).

Initial Guidance: For what access the **NETBANK** it is yet more insurance to you, we added a two-step verification process.

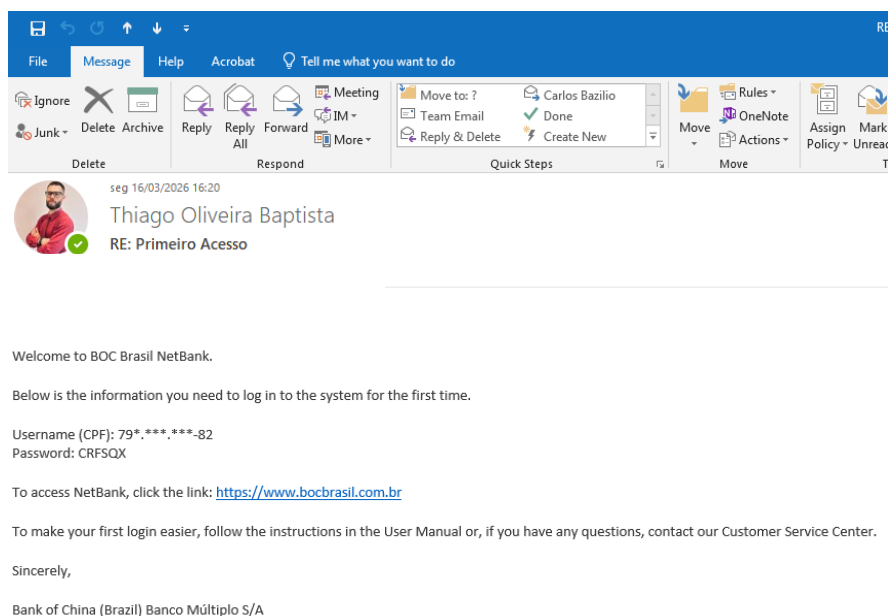
To that we will use you applications Google Authenticator or Microsoft Authenticator for iPhone users.

Step 01

After registration is completed by BOC Brazil, you will receive an email containing the following information:

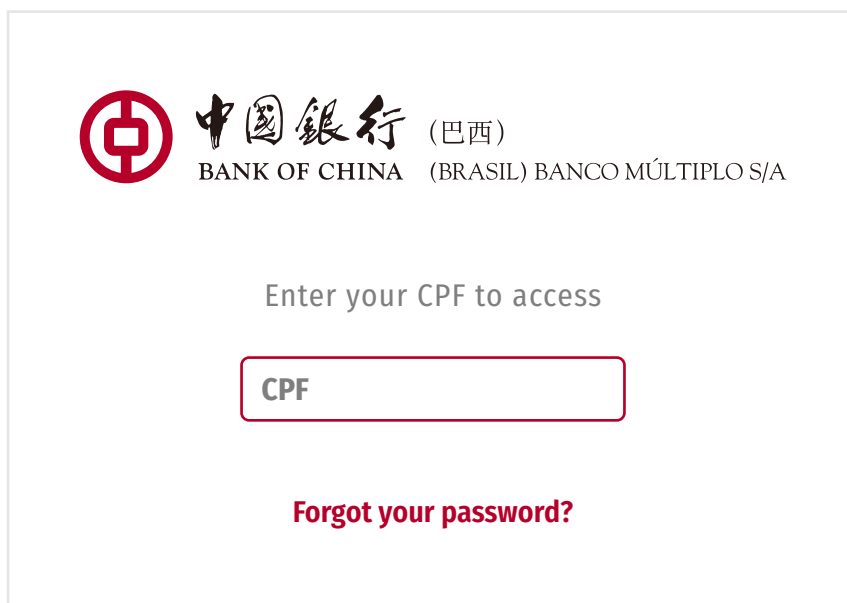
- Full name;
- Operator code; and
- Password.


Sample



Step 02

Access www.bocbrasil.com.br/eng and click in **NETBANK**, located in the main menu in the top-right corner of the page. Type your **CPF**.



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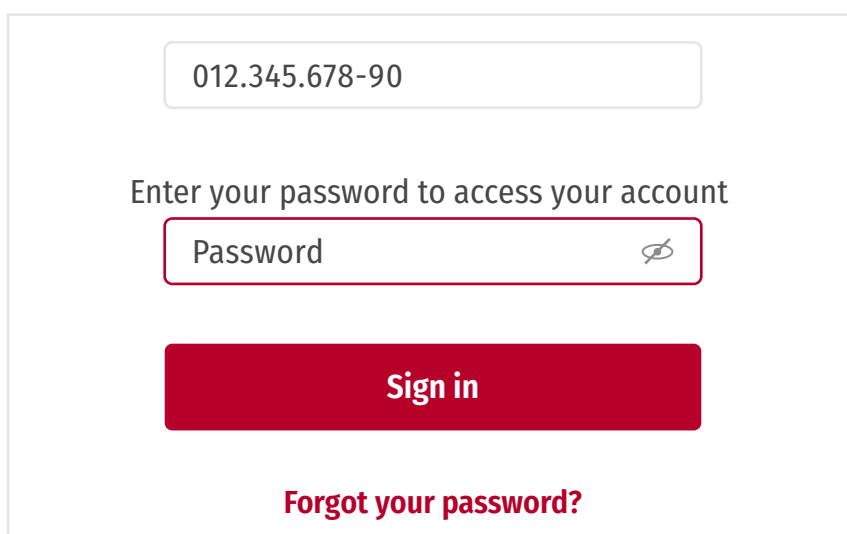
Enter your CPF to access

CPF

[Forgot your password?](#)


Step 03

The “**Password**” field will appear. Enter the password received in the email (step 01).



012.345.678-90

Enter your password to access your account

Password 

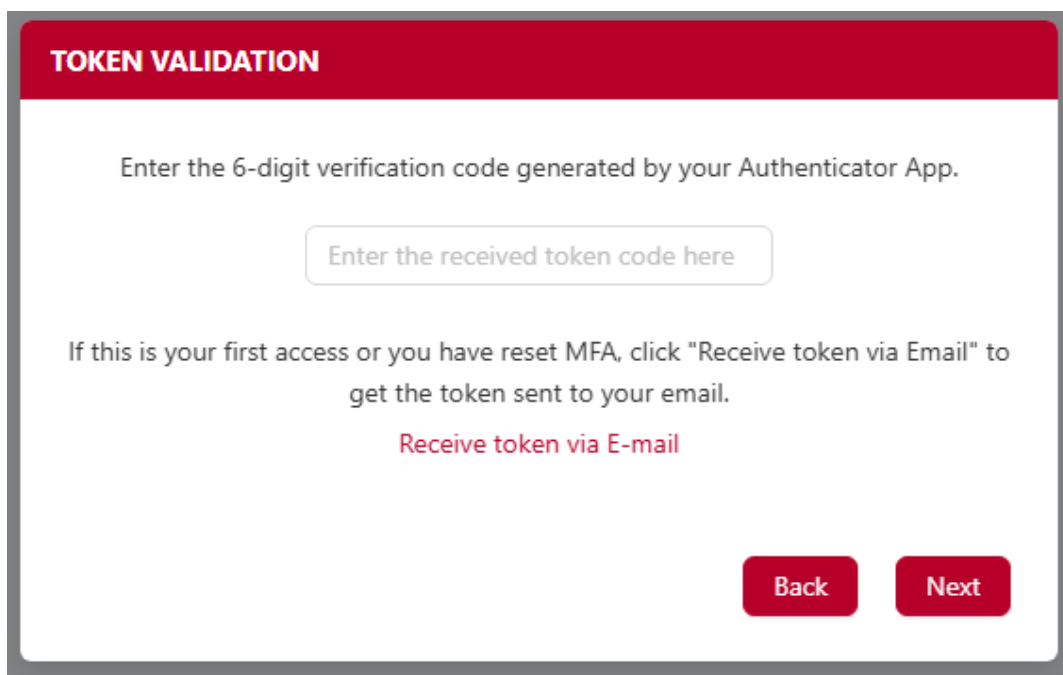
Sign in

[Forgot your password?](#)

Step 04

On your first access, it will be necessary enter the Token containing 06 (six) digits , as showed below:

On the “**Token Validation**” screen, click “**Receive token via email.**”



TOKEN VALIDATION

Enter the 6-digit verification code generated by your Authenticator App.

Enter the received token code here

If this is your first access or you have reset MFA, click "Receive token via Email" to get the token sent to your email.

[Receive token via E-mail](#)

Back Next

A 6-digit password will be sent to your email address, and you will have 30 seconds to enter it in the field “**Enter the received token code here**” on the “**Token Validation**” screen, then click **Next**.

If you are unable to enter the password within 30 seconds, please repeat this step.

Step 05

After entering the 6-digit (temporary) token received in your email, you will be directed to register your permanent password to access **NETBANK**.

To what the register from the To ensure your new password works, follow the rules below and click Change. *Note: In the "enter old password" field, you must enter the password you received in your email (Step 01).*

Welcome to Netbanking!

Set your password access.

The password must contain at least:

- one uppercase letter
- one lowercase letter
- one special character
- one number

Step 06


After completing the registration to access **NETBANK**, you will also need to register a new **Transaction** password that will be used to confirm TED, transfer, and payment transactions.

To do this, enter the password in the “**Enter your transaction password**” field and click **Change**.

Remember that the rules are the same as in the previous step. *(You will not need to enter the old password, as in the previous step).*


Welcome to Netbanking!

Set your transaction password.

Enter your transaction password 

The password must contain at least:

- one uppercase letter
- one lowercase letter
- one special character
- one number

Confirm the password 

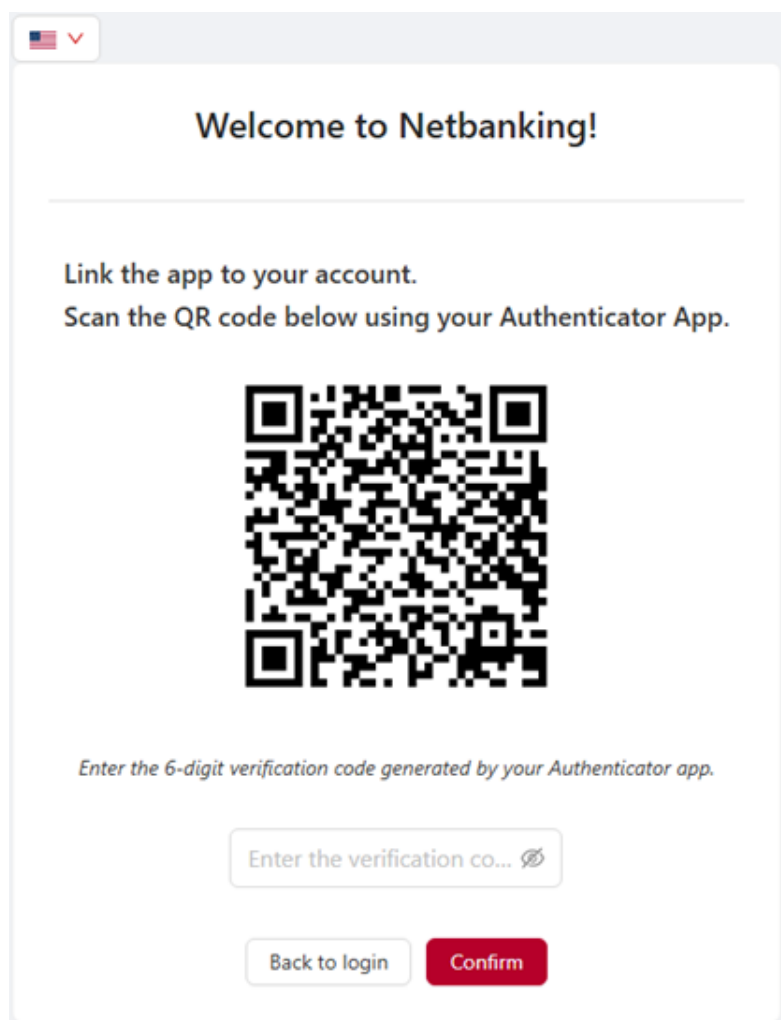
[Back to login](#) [Change](#)

Step 07

As per initial instructions: Download the Google app. Google Authenticator is available for iPhone users via the Apple Store or Microsoft Authenticator, and Google Authenticator is available on the Play Store.

It will be displayed one QR Code what should to be scanned using the application mentioned above.

You will then see a 6-digit code that you must enter in the **"Type de verification code"**, and then click **"Confirm"**.



You will receive a message informing you that you will be redirected to the login screen. Click **"OK"**.

Step 08

Once the password and token registration process are completed , you will be able to access the home screen **NETBANK** and perform consultations and transactions.

The screenshot displays the NETBANK user interface. At the top, it shows the user's name 'CLIENTE NETBANK LTDA' and operator 'Jose da Silva'. The branch/account is '0009 - 014105201-2'. A session timer indicates '41 minutes'. A notification states: 'Your last access to Netbanking was on: 03/06/2026 at 09:48:31 am'.

BALANCE

Current balance	R\$ 34.188.281,01
Blocked balance	R\$ 0,00
Future transactions	R\$ 0,00
Limit	R\$ 0,00
Available balance	R\$ 34.188.281,01

INVESTMENTS

Application type	Amount (R\$)	Concentration	Amount of total	
Titles	*** **	***%	0,00	<input type="button" value="Detail"/>

MOVEMENTS OF THE LAST 15 DAYS

03/06/2026 Balance of the day: R\$ 34.188.281,01

Description	History	Document	Amount (R\$)	Details
001 8513 0000000177021 FAVORECIDO	TED 08 TRANSF.CT	0000188	- 500,00	<input type="button" value="Q"/>
	TAR.TED ELIB PJ	9000000	- 18,10	<input type="button" value="Q"/>

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Thank You

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