

ENABLE 2FA

WHY SET-UP 2FA?

Two-Factor Authentication (2FA) adds an extra layer of security to your Silver Bullion account.

When 2FA is enabled, you will also be asked to enter a one-time verification code sent to your mobile phone or generated by an authenticator app. This helps verify that it is you signing in. Even if someone knows your password, they cannot access your account without your verification code. Enabling 2FA greatly reduces the risk of unauthorised access to your account and helps protect your personal information and assets.

We strongly recommend enabling 2FA, as it is one of the simplest and most effective ways to keep your account secure.

CHOOSE YOUR 2FA METHOD

Authenticator Apps are recommended because they are more secure than SMS and continue to work even without an internet or mobile network connection. We recommend a trusted Time-based One-Time Password (TOTP) Authenticator app such as Google Authenticator and Microsoft Authenticator.

[I WANT TO ENABLE 2FA USING AUTHENTICATOR APP \(Recommended\)](#)

[I WANT TO ENABLE 2FA USING SMS](#)

[I WANT TO ENABLE 2FA USING PASKEY \(Available from 24 August 2026\)](#)

→ [HOW TO LOG IN WITH A PASKEY](#)

HOW TO ENABLE 2FA WITH AUTHENTICATOR APP

THE STEPS:

Step 1	Download your preferred Authenticator App. (Note: We recommend a trusted Time-based O Authenticator app such as Google Authenticator and Microsoft Authenticator).
Step 2	Visit our website at WWW.SILVERBULLION.COM.SG and Log-In with your Silver Bullion Accou
Step 3	As 2FA is required for all accounts, the 2FA Setup page will be displayed upon login. Select the Authenticator App option. Click CONFIRM to proceed to the next page.



TWO-FACTOR AUTHENTICATION SETUP

Enhance your account security by enabling two-factor authentication. This adds an extra layer of protection by requiring a second form of verification when signing in.

Choose your preferred authentication method below to get started.

Authenticator App (recommended)

- ☒ Generate secure time-based codes using apps like 2FAS, Microsoft Authenticator, Google Authenticator, or Authy.

SMS Text Message

- ☐ Receive verification codes via text message to your registered phone number.

CONFIRM

Step 4

A QR code and secret key will be displayed on the 2FA Setup page. Open your Authenticator App and scan the QR code using the **Scan QR Code** or **Add Account** option. If you cannot scan the QR code, choose **Enter Setup Key** (or **Enter Key Manually**) and enter the secret key.



TWO-FACTOR AUTHENTICATION SETUP

STEP 1: ADD SILVER BULLION TO YOUR AUTHENTICATOR APP

Use your authenticator app to scan the QR code below, or manually enter the secret key if scanning is not available.



Cannot scan the QR code? Copy and paste this secret key into your authenticator app.

Step 5

On the same page, enter the six-digit code generated by your Authenticator App into the **Authenticator App Code** field. If you chose SMS, enter the verification code sent to your registered email address into the **Email Verification Code** field.

STEP 2: VERIFY SETUP

Enter the 6-digit codes from your authenticator app and email to confirm the setup and activate two-factor authentication.

Authenticator Code



Email Verification Code



ENABLE TWO-FACTOR AUTHENTICATION

**Step
6**

When you are done, click **ENABLE TWO-FACTOR AUTHENTICATION**.



TWO-FACTOR AUTHENTICATION SETUP

TWO-FACTOR AUTHENTICATION ENABLED

Your Two-Factor Authentication has been successfully activated. From now on, you will be required to enter a verification code each time you sign in for added account protection.

You will be redirected to your profile in 2 seconds...

GO TO PROFILE

HOW TO ENABLE 2FA WITH SMS

THE STEPS:

**Step
1**

Visit our website at WWW.SILVERBULLION.COM.SG and Log-In with your Silver Bullion Account.

**Step
2**

As 2FA is required for all accounts, the 2FA Setup page will be displayed upon login. Select the **SMS Text Message** option. Click **CONFIRM** to proceed to the next page.



TWO-FACTOR AUTHENTICATION SETUP

Enhance your account security by enabling two-factor authentication. This adds an extra layer of protection by requiring a second form of verification when signing in.

Choose your preferred authentication method below to get started.

Authenticator App *(recommended)*

- ☐ Generate secure time-based codes using apps like 2FAS, Microsoft Authenticator, Google Authenticator, or Authy.

SMS Text Message

- ☒ Receive verification codes via text message to your registered phone number.

CONFIRM

Step
3

A verification code will be sent to your registered mobile phone. If you do not receive the SMS, we recommend using an [Authenticator App](#) instead.

Step
4

Enter the SMS verification code into the **SMS Verification Code** field. Then, enter the verification code sent to your registered email address into the **Email Verification Code** field.



TWO-FACTOR AUTHENTICATION SETUP

ENABLE SMS TWO-FACTOR AUTHENTICATION

Enter the 6-digit verification codes sent to your registered phone number and email address to complete SMS-based two-factor authentication.

SMS Verification Code



Email Verification Code



ENABLE TWO-FACTOR AUTHENTICATION

Step
5

When you are done, click **ENABLE TWO-FACTOR AUTHENTICATION**.



TWO-FACTOR AUTHENTICATION SETUP

TWO-FACTOR AUTHENTICATION ENABLED

Your Two-Factor Authentication has been successfully activated. From now on, you will be asked to enter a verification code each time you sign in for added account protection.

You will be redirected to your profile in 2 seconds...

[GO TO PROFILE](#)

HOW TO ENABLE 2FA WITH PASSKEY

THE STEPS:

Step 1

Visit our website at WWW.SILVERBULLION.COM.SG and Log-In with your Silver Bullion Account.

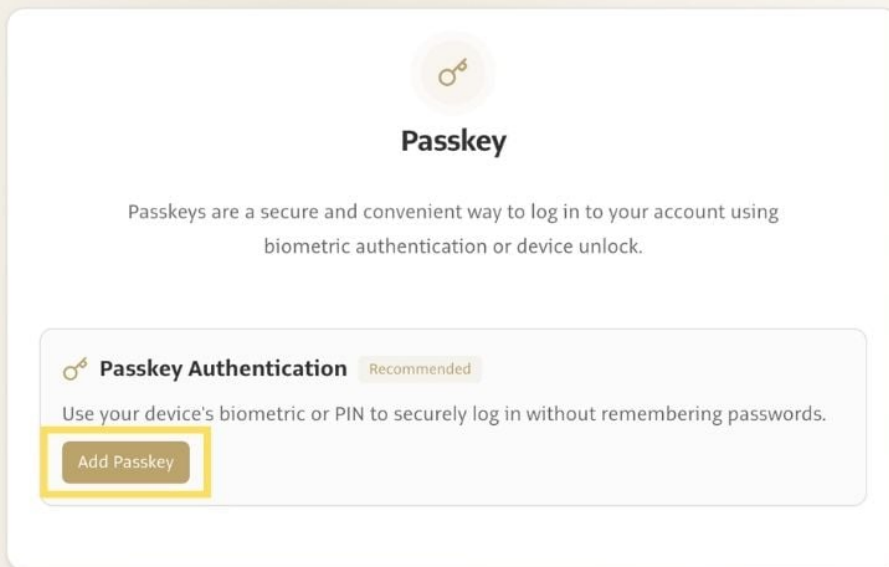
Step 2

Click on your **PROFILE** (top right corner of the page), then select **PASSKEY**.

The screenshot displays the Silver Bullion user interface. At the top, there's a header with market data (SGD, Platinum, USD/SGD) and navigation links (Retail Shop, SBT, Silver Bullion Singapore). Below the header, the user's profile is shown with a 'Secure Your Wealth' tagline. The profile is divided into three main sections: 'VERIFIED ACCOUNT' (with a green checkmark), 'STATUS' (showing Tier 3 and points earned), and 'USER SETTINGS'. The 'USER SETTINGS' section includes links for 'User Profile', 'Passkey' (highlighted with a yellow box and a 'New' tag), 'Two Factor Authentication', 'Change Password', and 'Create New Account'. A 'LOG OUT' button is also present at the bottom right of the settings section.

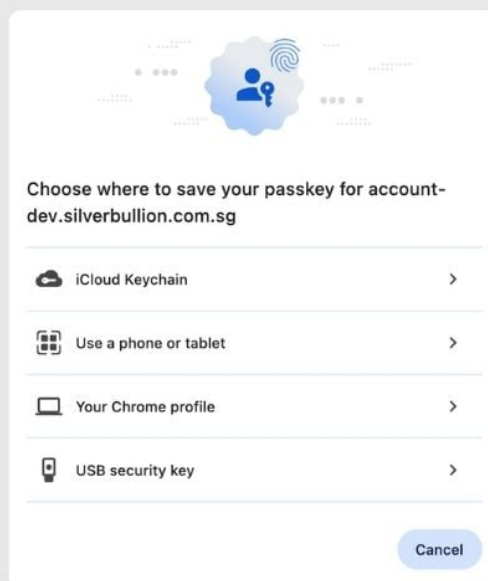
Step 3

Under **Passkey Authentication**, select **ADD PASSKEY**.



**Step
4**

Choose where you would like to save your passkey. The options and instructions displayed may vary depending on your device, browser and operating system.



**Step
5**

Follow the instructions displayed by your device or browser to create and save your passkey. If you select **Use a phone or tablet**, scan the QR code using the camera on the device where you want to save the passkey. Then, follow the instructions displayed on that device.



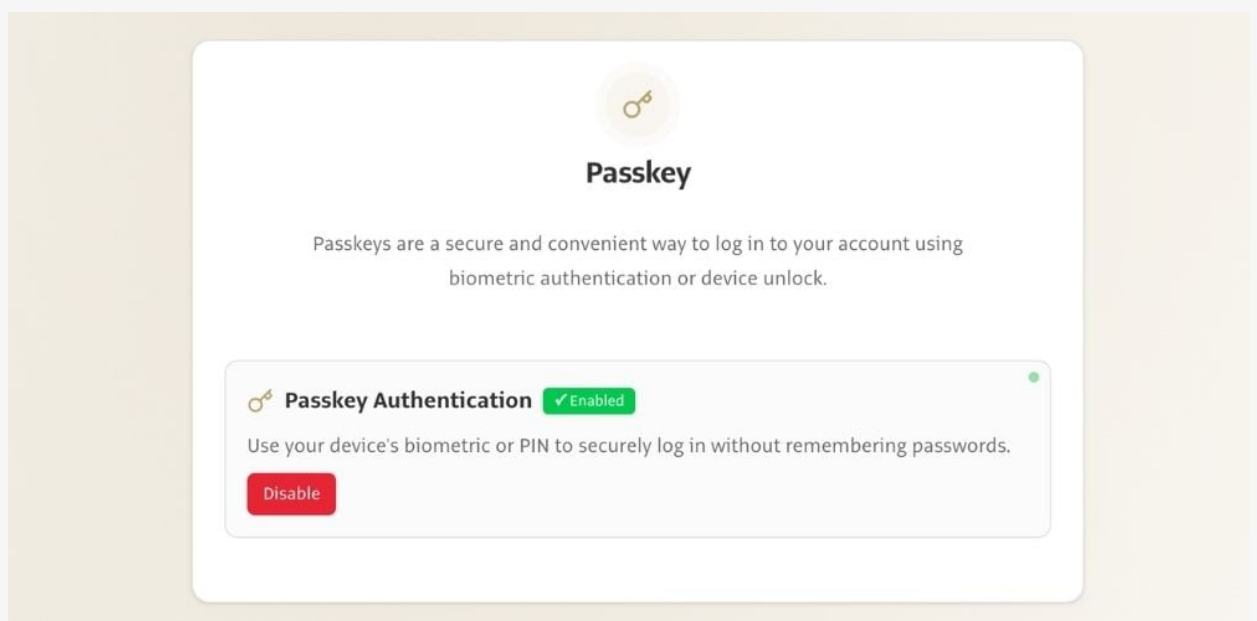
Step 6

Verify your identity using your device's fingerprint recognition, facial recognition, PIN, screen lock or compatible security key. The available verification methods may vary depending on your device, browser and operating system.

Step 7

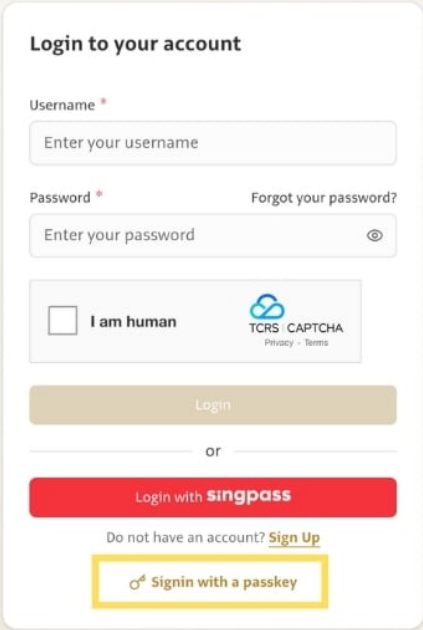
Once the setup is complete, **Passkey Authentication** will display **ENABLED**.

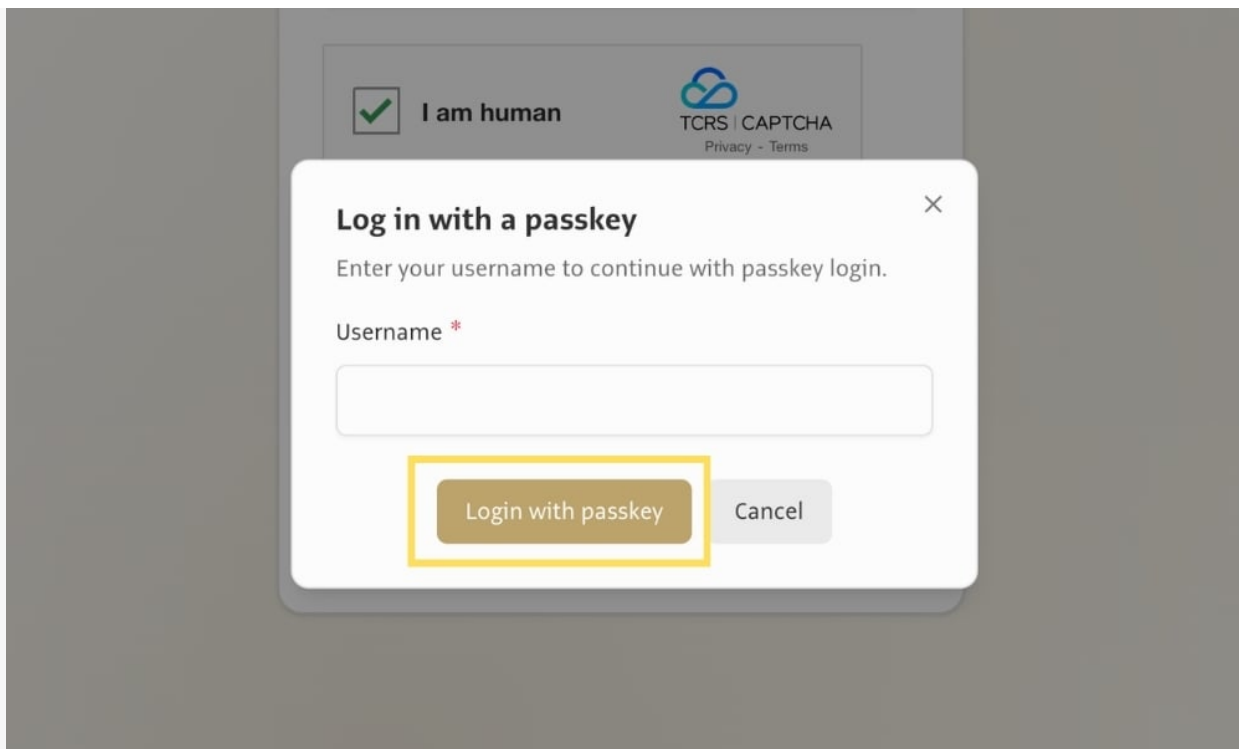
Pro-tip: Only create and save a passkey on a personal or trusted device. Do not save a passkey on a shared or public device.



HOW TO LOG IN WITH A PASSKEY

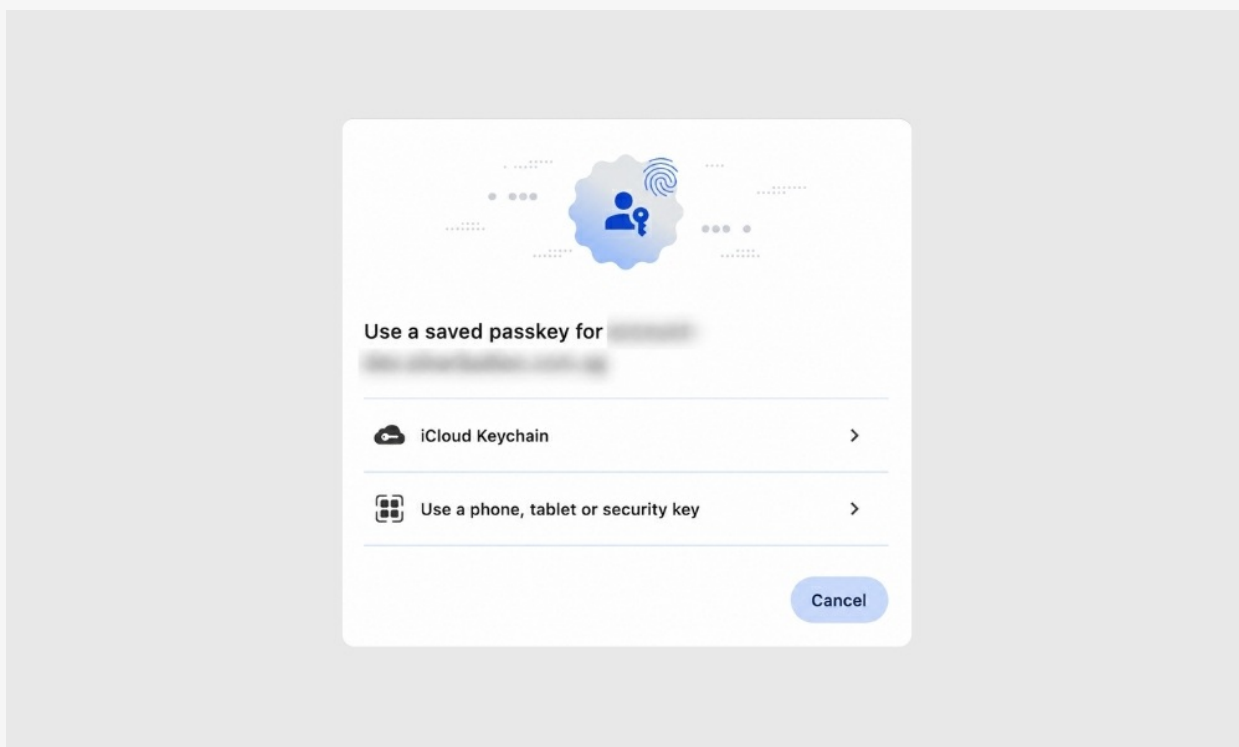
THE STEPS:

Step 1	Visit our website at WWW.ACCOUNT.SILVERBULLION.COM.SG to log in to your Silver Bullion Account.
Step 2	On the login page, select SIGNIN WITH A PASSKEY. Pro-tip: You will be prompted to tick the I am human checkbox to proceed. 
Step 3	Enter your username, then select LOGIN WITH PASSKEY .



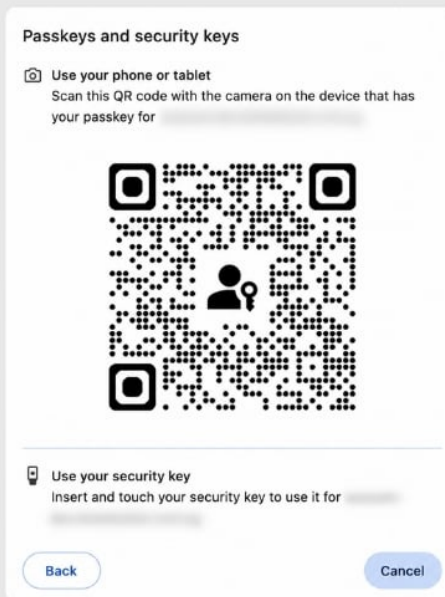
**Step
4**

Choose where your passkey is saved. The options and instructions displayed may vary depending on your device, browser, operating system and where your passkey is saved.



**Step
5**

Follow the instructions displayed by your device or browser to verify your identity. If you select **Use a phone or tablet**, scan the QR code using the camera on the device where you want to save the passkey. Then, follow the instructions displayed on that device.



**Step
6**

Once your identity has been successfully verified, you will be logged in to your Silver Bullion Account.

If you encounter any problems while following this procedure, please contact us for assistance at support@silverbullion.com.sg or call us at +65 6100-3040, +1 (848) 285-5466 (US callers), +44 114 697 7458 (UK callers), +31 970 102 57458 (EU callers), +61 480 097 458 (AU callers).