**< On Company Letterhead >**

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_

To,

DCB Bank Limited,

\_\_\_\_\_ Branch

**Subject: Re-Generate Password to Access DCB Business Internet Banking**

Dear Sir / Madam,

My/ Our passwords to access DCB Business Internet Banking is/ are forgotten/ misplaced/ blocked /not received by me/ us.

I/ We request you to issue new password to enable access to my/ our DCB Business Internet Banking account for the user/s, whose names are mentioned hereunder.

**Customer ID**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Company Name**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |  |  |  |
| --- | --- | --- | --- |
| **Sl. No.** | **User Name** | **User ID** | **Type of Password** **(Please tick appropriate)**  |
| 1 |   |   |  Login Password  Transaction Password  |
| 2 |   |   |  Login Password  Transaction Password  |

**I/ We select the following mode of password delivery (Tick anyone. The default is green password):**

 Green password: Received electronically in the user’s email inbox and mobile number registered with

 DCB Bank for DCB Business Internet Banking.

 Paper based: At my/ our registered postal mailing address as per the Bank’s record.

I/ We understand that for green password to be generated successfully, my/ our mobile number/s and email ID/s is/ are correctly updated in DCB Business Internet Banking. In the absence of the same, a physical paper-based process to inform the user of the new password shall be used and sent to my/ our registered postal mailing address.

I/ We understand that in the case of green password, DCB Bank shall ensure the electronic delivery of the green password to my/ our DCB Business Internet Banking registered mobile number/s and email ID/s. The Bank shall not be responsible for non-receipt of the green password/ paper-based password or delay for reasons beyond its control. I/ We also understand that DCB Bank holds no responsibility for any losses occurred due to non-delivery/ mis-delivery of the password through SMS, email and physical modes. I/ We confirm having read the terms and conditions for DCB Business Internet Banking mentioned on the Bank’s website [www.dcbbank.com](http://www.dcbbank.com) and agree with the same.

Thank you

Sincerely

For **\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_ Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Designation: \_\_\_\_\_\_\_\_\_\_\_\_** **Designation: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**