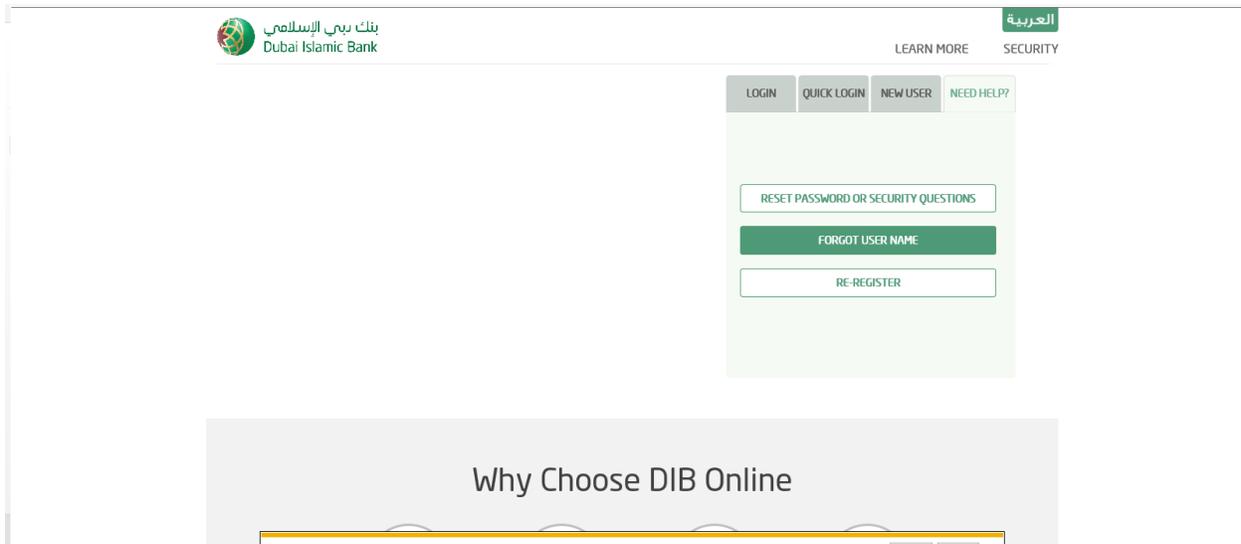
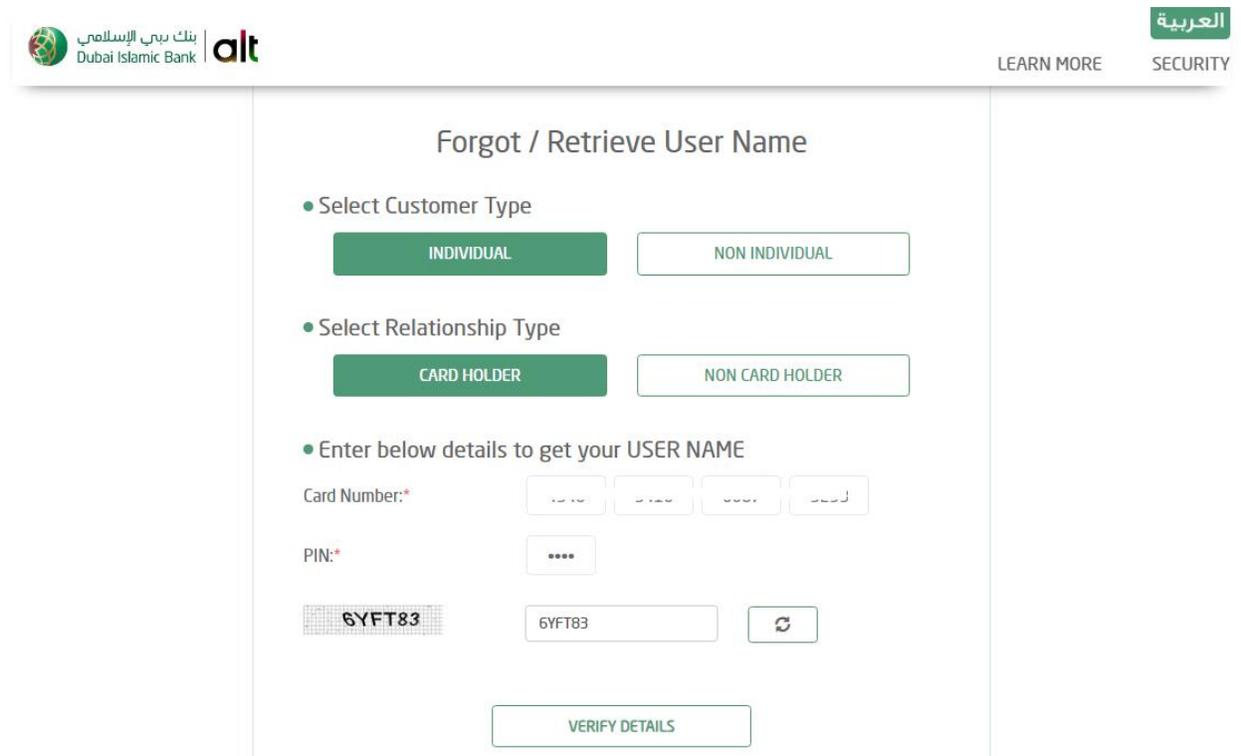


Steps for Individual Users to retrieve user name

1. Go to <https://online.dib.ae> >> Need help.



2. Select Individual , Card Holder – Enter Card number , PIN and Captcha. Click on verify details..

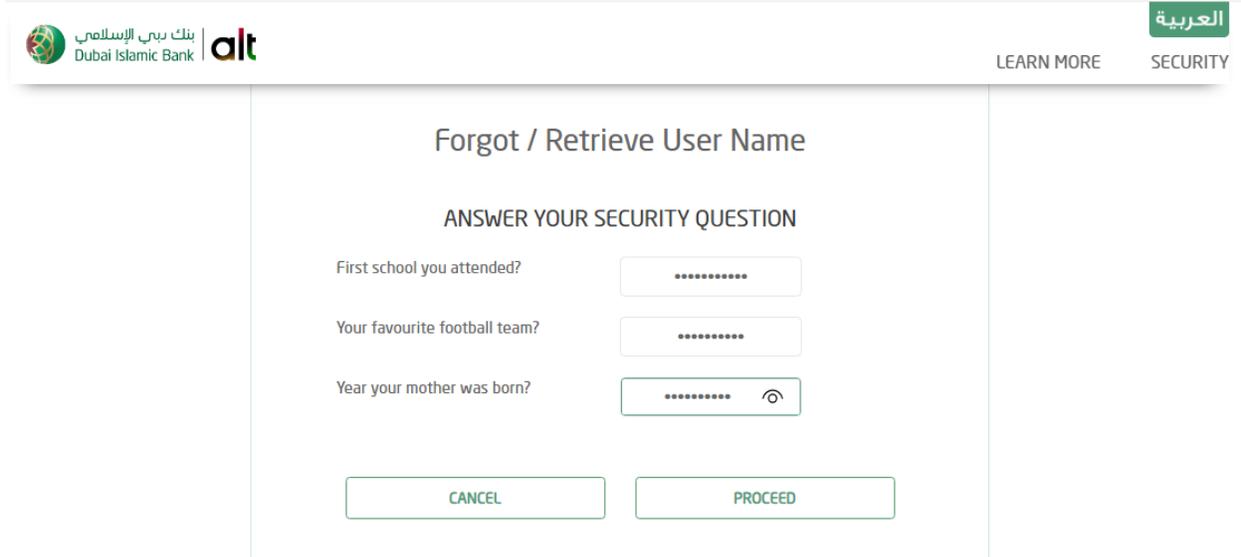


The screenshot shows the 'Forgot / Retrieve User Name' form on the Dubai Islamic Bank website. The form is titled 'Forgot / Retrieve User Name' and has three main sections:

- Select Customer Type:** Two buttons, 'INDIVIDUAL' (highlighted) and 'NON INDIVIDUAL'.
- Select Relationship Type:** Two buttons, 'CARD HOLDER' (highlighted) and 'NON CARD HOLDER'.
- Enter below details to get your USER NAME:**
 - Card Number:*** A field with a masked card number '6YFT83' and a refresh button.
 - PIN:*** A field with a masked PIN '****' and a refresh button.
 - Captcha:** A field with a masked captcha '6YFT83' and a refresh button.

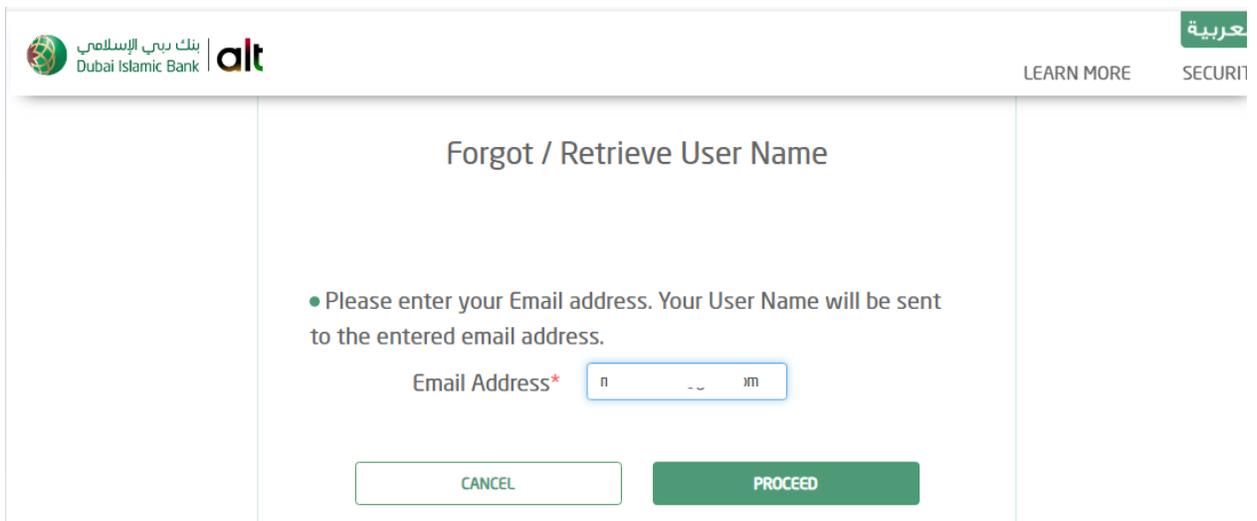
At the bottom of the form is a 'VERIFY DETAILS' button.

3. Enter Security Answers to the questions and click on proceed.



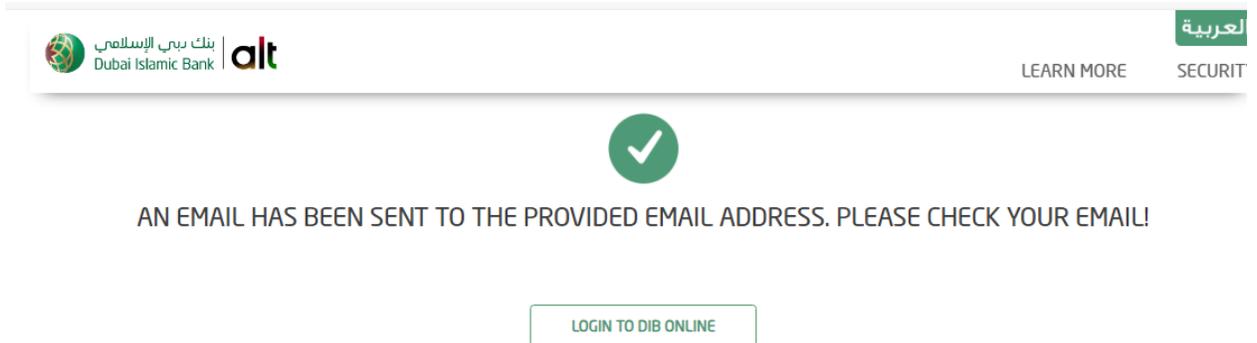
The screenshot shows the 'Forgot / Retrieve User Name' page. At the top left is the logo for 'بنك دبي الإسلامي | alt Dubai Islamic Bank'. At the top right, there is a green button labeled 'العربية' and a link for 'SECURITY'. Below the header, the title 'Forgot / Retrieve User Name' is centered. Underneath, the instruction 'ANSWER YOUR SECURITY QUESTION' is displayed. Three security questions are listed with corresponding input fields: 'First school you attended?' with a text box containing '.....'; 'Your favourite football team?' with a text box containing '.....'; and 'Year your mother was born?' with a text box containing '.....' and a visibility toggle icon. At the bottom, there are two buttons: 'CANCEL' and 'PROCEED'.

4. Enter the email id to which user id to be received and click on proceed.



The screenshot shows the 'Forgot / Retrieve User Name' page. At the top left is the logo for 'بنك دبي الإسلامي | alt Dubai Islamic Bank'. At the top right, there is a green button labeled 'عربية' and a link for 'SECURITY'. Below the header, the title 'Forgot / Retrieve User Name' is centered. Underneath, the instruction 'Please enter your Email address. Your User Name will be sent to the entered email address.' is displayed. Below the instruction, there is a label 'Email Address*' followed by a text input field containing 'n @ .com'. At the bottom, there are two buttons: 'CANCEL' and 'PROCEED'.

5. User ID will be sent to the mail id.



The screenshot shows a confirmation message. At the top left is the logo for 'بنك دبي الإسلامي | alt Dubai Islamic Bank'. At the top right, there is a green button labeled 'العربية' and a link for 'SECURITY'. Below the header, a green checkmark icon is centered. Underneath, the message 'AN EMAIL HAS BEEN SENT TO THE PROVIDED EMAIL ADDRESS. PLEASE CHECK YOUR EMAIL!' is displayed. At the bottom, there is a button labeled 'LOGIN TO DIB ONLINE'.