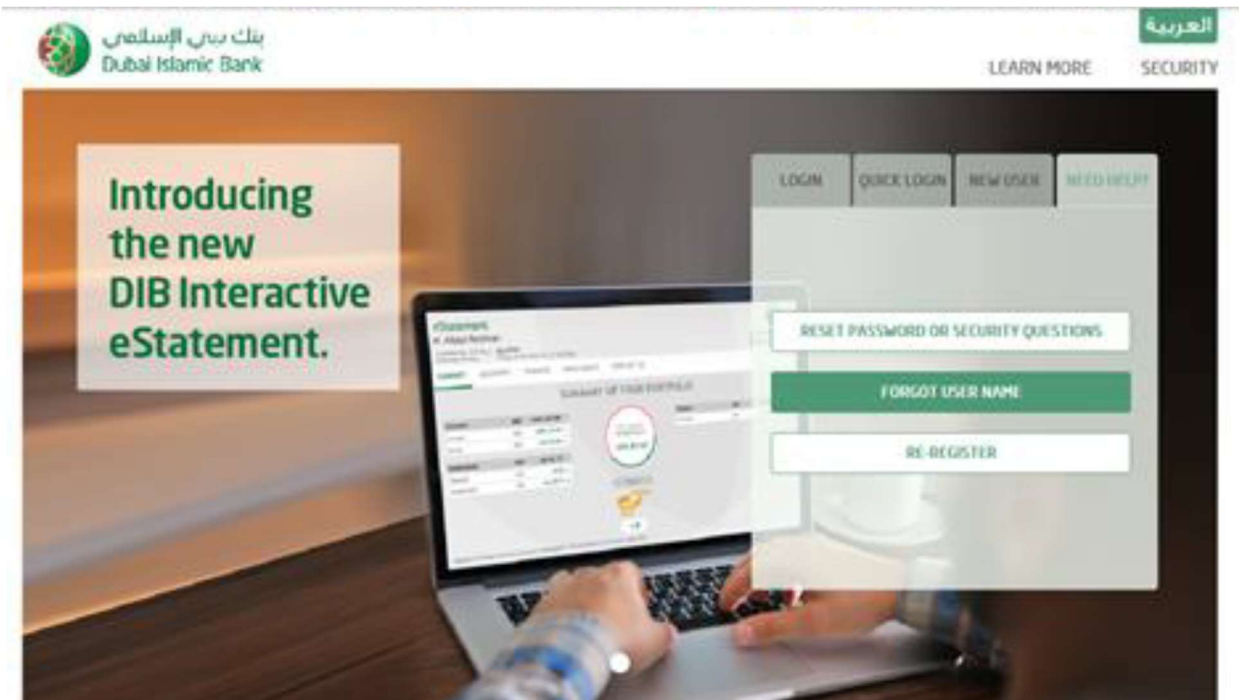


Go to 'online.dib.ae' → Select Need Help >> Forgot username



Select 'non-individual', 'non-card holder' and enter all the details

A screenshot of the 'Forgot / Retrieve User Name' form on the Dubai Islamic Bank website. The form is titled 'Forgot / Retrieve User Name' and includes the following sections:

- Select Customer Type:** Two buttons, 'INDIVIDUAL' and 'NON INDIVIDUAL'. The 'NON INDIVIDUAL' button is highlighted in green.
- Select Relationship Type:** Two buttons, 'CARD HOLDER' and 'NON CARD HOLDER'. The 'NON CARD HOLDER' button is highlighted in green.
- Enter below details to get your USER NAME:** Four input fields:
 - Mobile Number:*
 - Email Address:*
 - Account Number:*
 - A field with the QZADUC logo and a refresh icon.

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

Enter OTP and complete the transaction.
Username will be sent to the registered email id



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SECURITY

Forgot / Retrieve User Name

ENTER ONE TIME PASSWORD (OTP)

Remaining Time:05:59

- Please enter your Email address. Your User Name will be sent to the entered email address.

Email Address*

s*****4@gmail.com

CANCEL

PROCEED