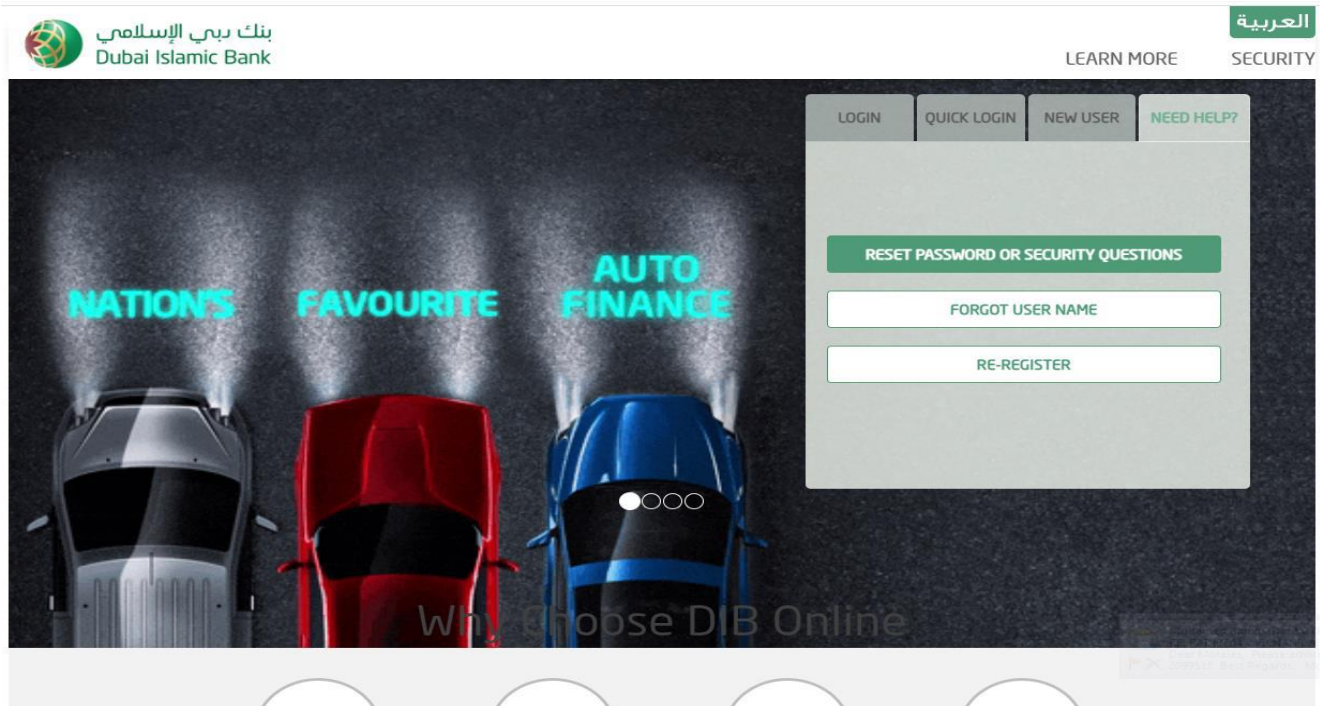


Need Help → Reset Password or Security questions



User should select the relation type and enter the required data

The screenshot shows the 'Reset Password and Security Questions' form on the Dubai Islamic Bank website. The form is titled 'Reset Password and Security Questions' and contains the following sections:

- Select Customer Type:** Two buttons: 'INDIVIDUAL' and 'NON INDIVIDUAL' (highlighted in green).
- Select Relationship Type:** Two buttons: 'CARD HOLDER' and 'NON CARD HOLDER' (highlighted in green).
- I would like to reset my:** Three buttons: 'PASSWORD', 'SECURITY QUESTIONS', and 'BOTH' (highlighted in green). A fourth button, 'TEMPORARY PASSWORD', is also present but not highlighted.
- Enter below details to reset your credentials:** Three input fields: 'User Name:*' with 'USER NAME', 'Mobile Number:*' with 'MOBILE NUMBER', and 'Email Address:*' with 'EMAIL'.

• I would like to reset my

PASSWORD

SECURITY QUESTIONS

BOTH

TEMPORARY PASSWORD

• Enter below details to reset your credentials

User Name:*

USER NAME

Mobile Number:*

MOBILE NUMBER

Email Address:*

EMAIL

Account Number:*

ACCOUNT NUMBER



VERIFY DETAILS



User will receive SMS in his mobile number

Reset Password Or Security Question

VERIFY YOUR MOBILE NUMBER

0097155****48

If this is not your mobile number please visit your nearest branch to change it. If it is right, generate OTP to proceed.

GENERATE OTP

ENTER ONE TIME PASSWORD (OTP)

Please type the OTP you will receive by SMS (valid for only 10 minutes).

Remaining Time:09:14



YOUR LOGIN PASSWORD HAS BEEN SUCCESSFULLY CHANGED. THE NEW PASSWORD HAS BEEN SENT TO YOUR MOBILE NUMBER.