Prime Bank

PUTTING YOU FIRST

PrimeNet Banking

PASSWORD RESET REQUEST/TOKEN PIN RESET/USER RESET

The Branch Manager,
Prime Bank Limited,

Branch		Date	

I/We hereby request you to reset the log in and transaction PIN/ token PIN for my/our PrimeNet Internet Banking.
Details of the account/s are furnished herein below:

GENERAL DETAILS

Customer Name:		
ID/Passport Number:	**Postal Address:**	
CORP ID: _For corporate clients_	**CIF ID:** _To be filled by Branch_	
USER ID:	**Mobile Number:**	
Email address:		

ACCOUNT DETAILS	Branch:
Account Number:	Account Name:

PASSWORD/TOKEN PIN RESET REQUEST : Please Tick where Applicable

Select desired PIN to be reset

☐ PrimeNet Token PIN Reset   ☐ Transaction password

☐ Login password

Please mention the reason for reset request (tick appropriate box)

☐ I/We have forgotten my/Our PIN   ☐ I/We have never logged in previously   ☐ I/We have been disabled

☐ I/We have not received the PIN till date   ☐ The PIN received is illegible

I/We request you to regenerate my/our PIN Mailer and send to my/our parent branch for collection.

Completed 'PASSWORD RESET REQUEST/TOKEN PIN RESET' forms should be handed over to the branch where the account is held.

TERMS AND CONDITIONS

User is aware that Prime Bank will never ask for any Login ID/User ID, Log in, Transaction Passwords, Token Pin and the Bank's Staff members are not authorized to ask for the same either orally or written. User is aware that the Bank Record regarding Address, Phone/Mobile Numbers, e-Mail address should remain updated and the customer will inform the Bank upon any change. Bank is not responsible for maintaining the same if the customer has not advised the Bank through the Change Request Form.

On receipt of the Password Reset Request/Token PIN reset form, Prime Bank can seek any clarification from the customer in order to process the request. In case the user wishes to change/update the email id, please send a letter to your Branch. We will be unable to act on the request if an email id is not available on the records of Prime Bank.

In the event that user instruction/s cannot be carried out owing to any discrepancy or otherwise, Prime Bank may inform the user by e-mail, provided the users e-mail id has been provided to Prime Bank. The bank is not responsible for non-receipt of such e-mail on account of any incorrect e-mail id or system error or non-acceptance by the customer's email server for the Prime Bank domain. User agrees that he / she shall be solely responsible for the details given in the Password Reset Request/Token PIN reset form and shall indemnify Prime Bank for any loss or damage suffered by the customer consequent to the bank acting on such information.

CUSTOMER ACCEPTANCE OF THE TERMS AND CONDITIONS

I/We have read and understood the Terms and Conditions of the Password Reset Request/Token PIN reset form and the PrimeNet Application Form submitted earlier, and undertake to abide by them. I/We also accept that any instruction sent through Internet Banking Channel will be deemed to be made by authorized Account signatories as per Account mandate.

AUTHORIZED SIGNATORY 1

Name:

ID/Passport:

Signature:

AUTHORIZED SIGNATORY 2

Name:

ID/Passport:

Signature:

AUTHORIZED SIGNATORY 3

Name:

ID/Passport:

Signature:

AUTHORIZED SIGNATORY 4

Name:

ID/Passport:

Signature:

FOR BANK USE:

Branch

We have verified the details furnished in the application and confirm that the Signatures and the details furnished are as per the mandate and recommend regeneration of the Internet Banking PIN Mailer as requested by the Customer:

ASSISTANT MANAGER

Name:

ID/Passport:

Signature:

BRANCH MANAGER

Name:

ID/Passport:

Signature:

FOR E-BANKING TEAM USE ONLY:

Request Serial No:

Application Received On:

PIN Reset On:

PIN Authorized On:

Signature:

Signature:

Date:

Date:

Reset confirmation and PIN Mailer (if any) sent to branch on

Sent by

Email Confirmation to the branch sent by and on

Signature:

Date:

(Head of Internet Banking)