DNBC*net*
Internet Banking
Userguide

Available on the **App Store**

ANDROID APP ON **Google play**

ONLINE PAYMENT WORLDWIDE
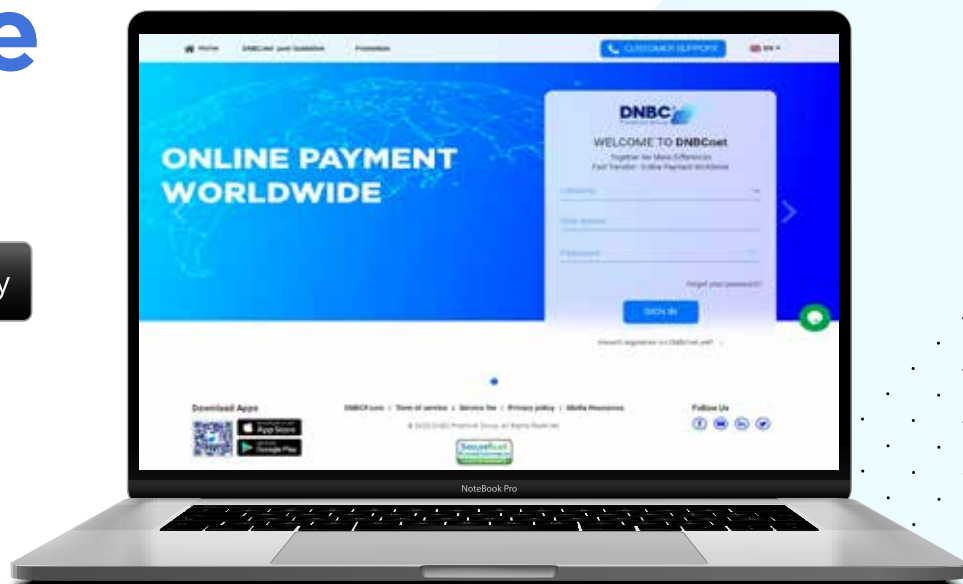
TABLE OF CONTENT

A   TECHNICAL REQUIREMENT

To access DNBC*net*, you will need the appropriate operating systems (recommended: Windows 7, 10; Mac OS Mojave or above) on your computer.

For other technical support, you can contact our hotline +1 (949) 508 0235 (or + 370 5 240 5555) or send an email to support@dnbcf.com.

B INTRODUCTION

DNBC*net* Overview

DNBC*net* is an internet banking website. It provides you with a quick and convenient way to manage your account, making wire transfer anywhere you want. All you need to do is going to the website www.secure.dnbcnet.com from your computer. Everything you need will be on your computer.

1 Condition of usage

To use the internet banking account and execute transactions, you need to at least:

- Have an activated current account registered with DNBC, it can either be a personal or a corporate account.
- Sign up with DNBC internet banking by applying on our website and using the username and password we sent you via your email address and SMS.
- You can apply for a DNBC*net* account on both the official website and DNBC*net* app on your mobile.

2 How to register your account on DNBC*net*?

If you haven't registered with DNBC*net* yet, access the site: www.secure.dnbcnet.com/login. Then, you can click on **"Haven't registered on DNBC*net* yet?"** button and this will lead you to our application page to open an account.
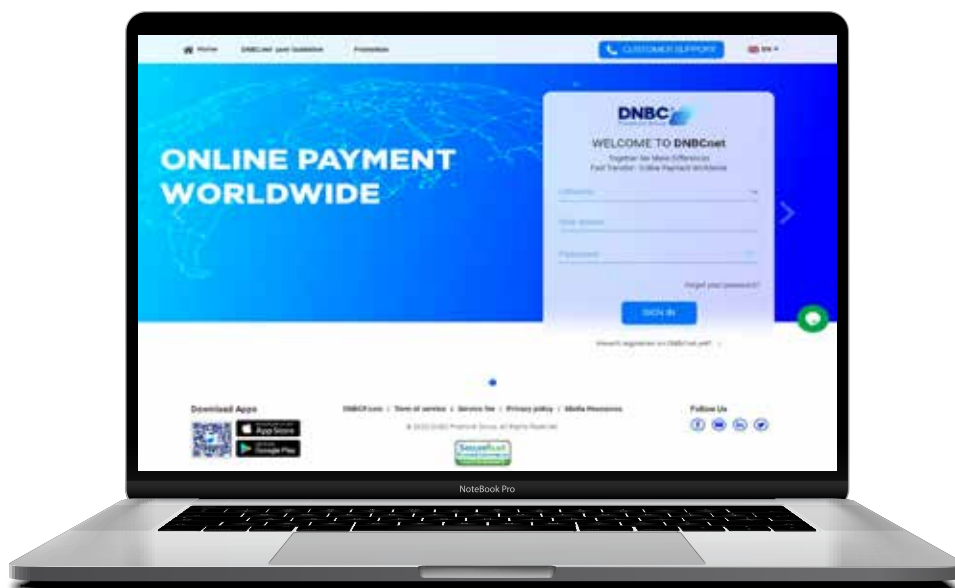
Choose which type of account (including prefered package) you want to register, then fill in all registration information. Follow the required steps for opening:

- **Personal Account:** There will be 3 simple steps for you to take. You will have to submit your personal information and wait for approval to get a personal account.
- **Corporate Account:** There will be 4 steps to create a corporate account. The process of registering for this account is similar to the personal account's one but requires your enterprise information.
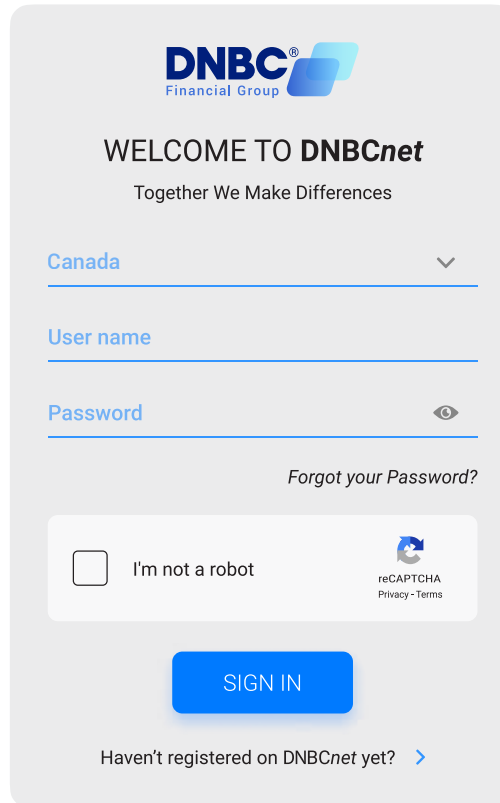
After your registration requirement is approved by our department. This process typically takes about 3-5 working days. Your password and ID will be sent to your email and via your phone.

Since you already own an account on DNBC*net*, it's ready to use our internet banking.
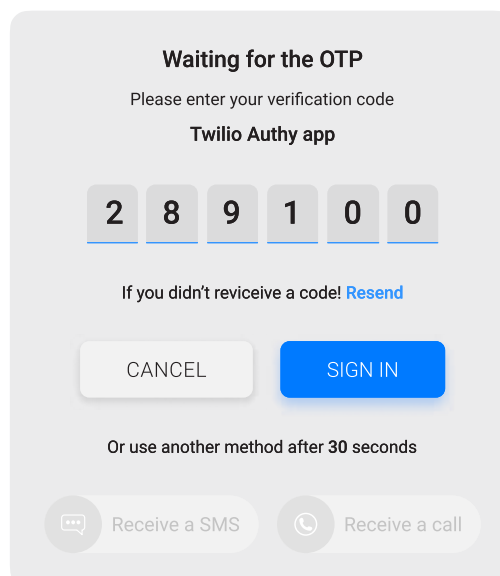
C   LOGIN SCREEN

1   Login Process

○ **Step 1:** Go to the page **www.secure.dnbcnet.com/login**

○ **Step 2:** Enter your name and password to login.

DNBC®
Financial Group

WELCOME TO **DNBC*net***

Together We Make Differences

Canada ⌄

User name

Password 👁

Forgot your Password?

☐ I'm not a robot

reCAPTCHA
Privacy - Terms

SIGN IN

Haven't registered on DNBC*net* yet? ❯

○ **Step 3:** Verify with **Twilio Authy 2-Factor Authentication.**

In order to access the internet banking, it is required to enter the code from the **Twilio Authy App** on your smartphone (or desktop). You can download and install the Authy App on your desktop for your login-verification. Otherwise, you can receive the OTP verification via SMS or call on the phone.

**Waiting for the OTP**

Please enter your verification code

Twilio Authy app

| 2 | 8 | 9 | 1 | 0 | 0 |

If you didn't reviceive a code! **Resend**

CANCEL   SIGN IN

Or use another method after **30** seconds

💬 Receive a SMS   📞 Receive a call

2   # Twilio Authy App (Available on App Stores)

DNBC Financial Group recommends you login to DNBCnet using the **Twilio Authy App**. After your registration, you can enable and use **Twilio Authy 2-Factor Authentication** to input the verification code. Here is the guide to installing the **Twilio Authy App**.

Step 1: Download Twilio Authy from or .

Step 2: Use your registered phone number with DNBC*net* account to complete the Twilio Authy registration.

Step 3: Choose the option to send the code via SMS or phone call.

Step 4: Enter the code sent to you.

Step 5: Check the **Authy 2-Factor Authentication** code for your login process.
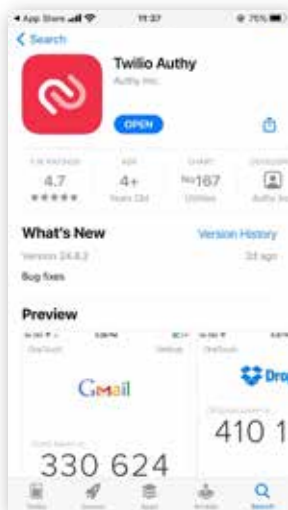
Download Twilio Authy.
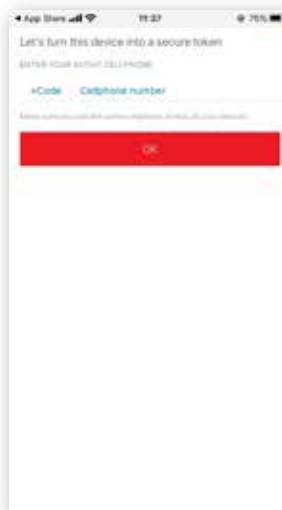
Use your registered phone number with DNBC*net* account to process the Twilio Authy registration.
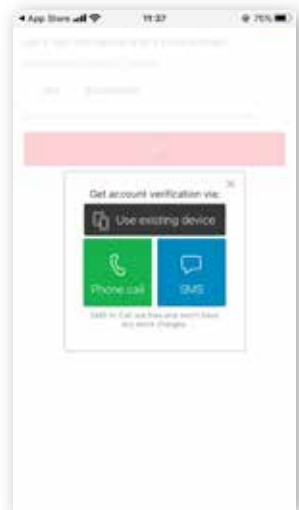
Choose the option to send the code via SMS or phone call for your account verification.

Enter the code sent to you via SMS or phone call.

Check the Authy 2-Factor Authentication code and enter it for your login process with DNBCnet.

3   Forgot password

In case of forgetting your password, you can request support for resetting the password.

Step 1: Click **"Forgot your Password?"** at the dashboard.

Step 2: Enter your Username, registered phone number and email address. Then, click **"CONFIRM".**

Step 3: We will send you an email to confirm your request, and it is being processed. Please check your email after **CONFIRM.**

Forgot your password?

We can help you now.
Enter your details to recover your password.

Canada ⌄

User name

🇨🇦 ▼ (506) 234-5678

Email address

CANCEL   CONFIRM

Or use another method after **30** seconds

Forgot your password?

We can help you now.
Enter your details to recover your password.

Canada ⌄

User name

🇨🇦 ▼ (506) 234-5678

Email address

Your request had been create successfully. We will contact you soon to support.

CANCEL   CONFIRM

Step 4: Your request has been approved, we will send you the new password through email.

Step 5: Login with your new password. Then, you can change your password later.

PERSONAL INFORMATION SETTING

This is where you check and **EDIT** all your personal information. You can also request for changing your OTP receiving method and phone number here.

⊙ **Step 1:** Click the icon ✎ near the avatar to check or **EDIT** your personal information.

DNBC*net*

☰

WELCOME
Cor Dulce
Last login: 15 May, 2021 - 12:30:38
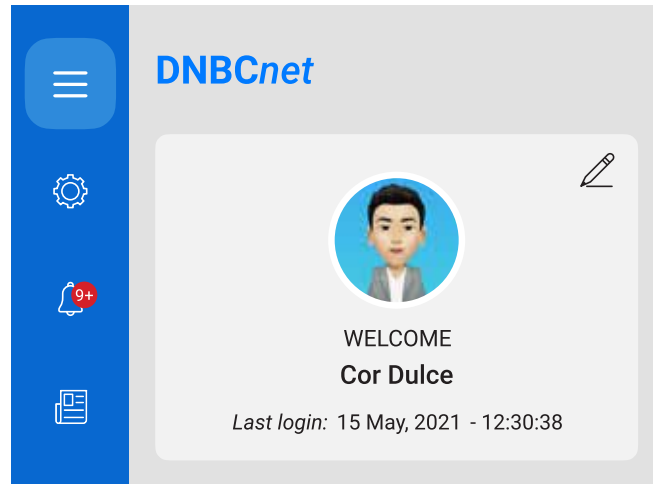
⊙ **Step 2:** Fill in all available information that you want to change. Then, click the **"SUBMIT"** button.

DNBC*net*

WELCOME
Cor Dulce
Last login: 15 May, 2021 - 12:30:38

SETTINGS
- Change background
- Manage devices
- OTP receiving method
- Change password

ACCOUNTS
- Account list
- E-statements
- Transaction history
- Refer friends

REMITTANCE
- Transfer within DNBC network
- Transfer to other EU banks
- Transfer history
- Incoming payment
- Transaction limit setup
- Beneficiary
- Live foreign exchange rates

Home > Person Information

Person Information

Last login: 15 May, 2021 - 12:30:38

CONTACT INFORMATION

Full name	Cor Dulce
Email address	cor.dulce586@gmail.com
OTP-Receiving Phone Number	▼ 07400 909979984

POSTAL ADDRESS

PO box or street	Lvovo str. 25, Mažoji bure, LT-09320, Vilnius, Lithuania
Postal / Zip code	15528
Town / City	Vilnius
Country / State	Choose country ⌄ State

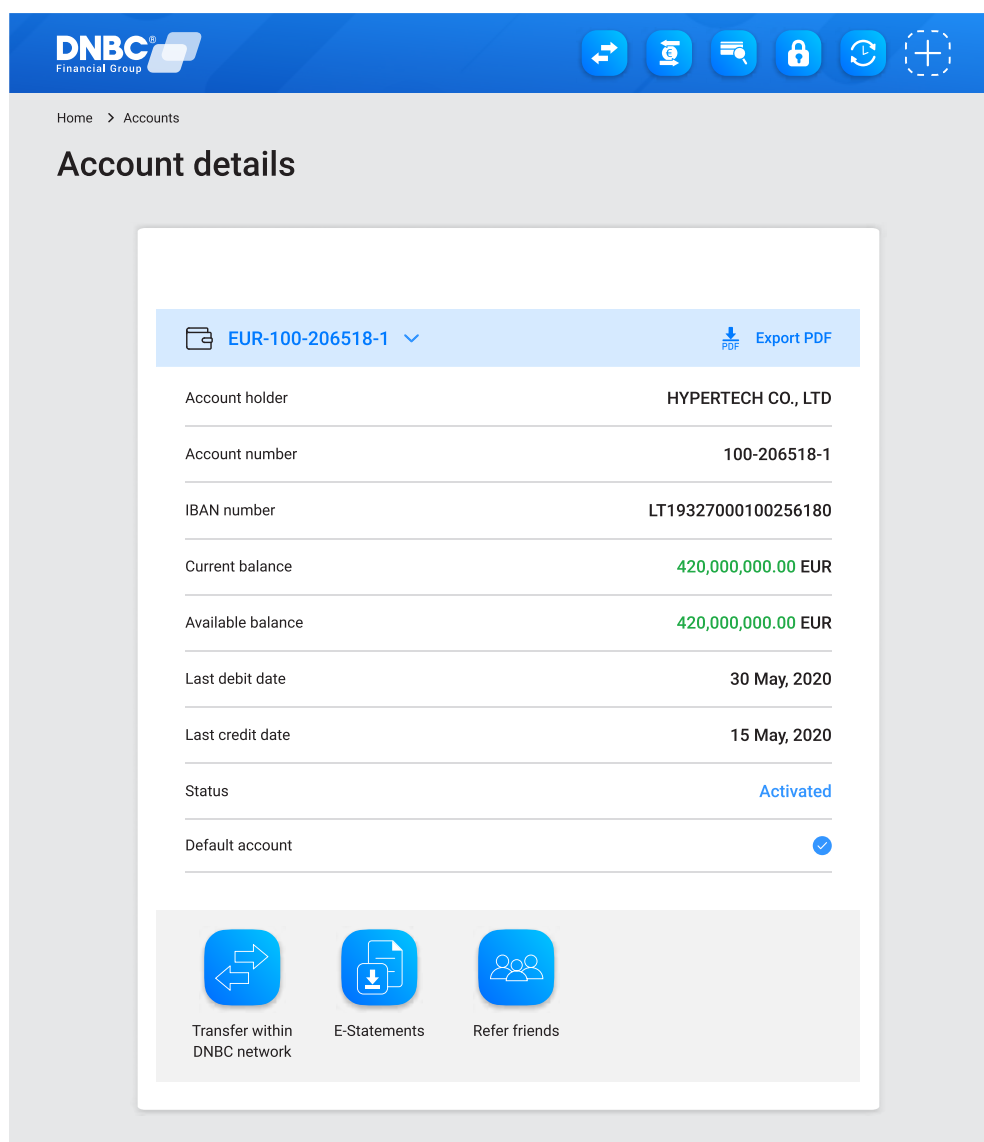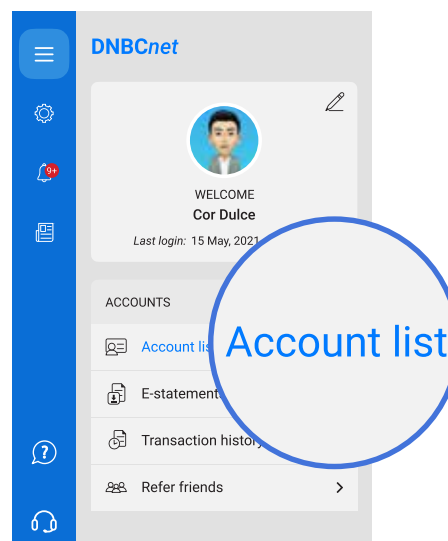BACK   SUBMIT

1 **Account list & details**

The account details is where you can manage all of your DNBC current accounts, including your accounts in different currencies.
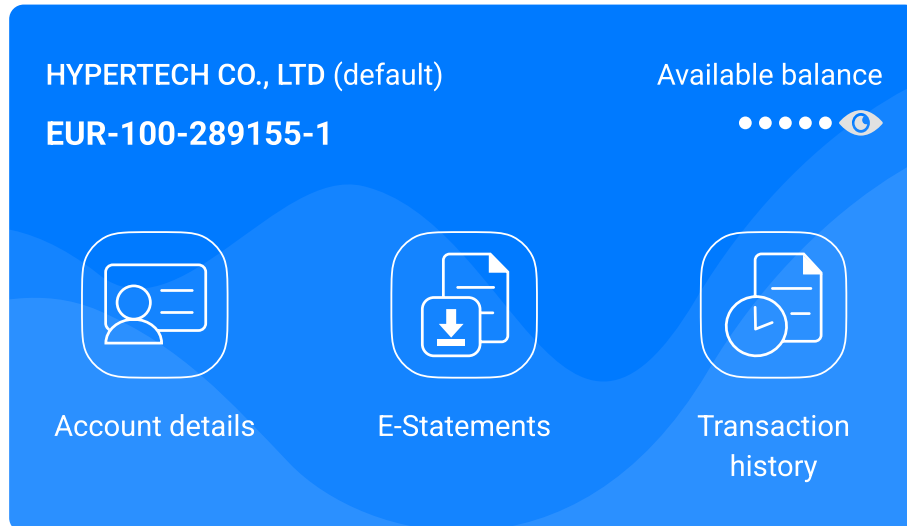
Manage account details

On the left menu, choose **"Account list".**
All your accounts will be shown in here, please choose the account you want to track in details.

When you click on any account from your **"Account list",** all information of the account will be displayed such as client type, account number, available balance. You can also download PDF export from your current account.
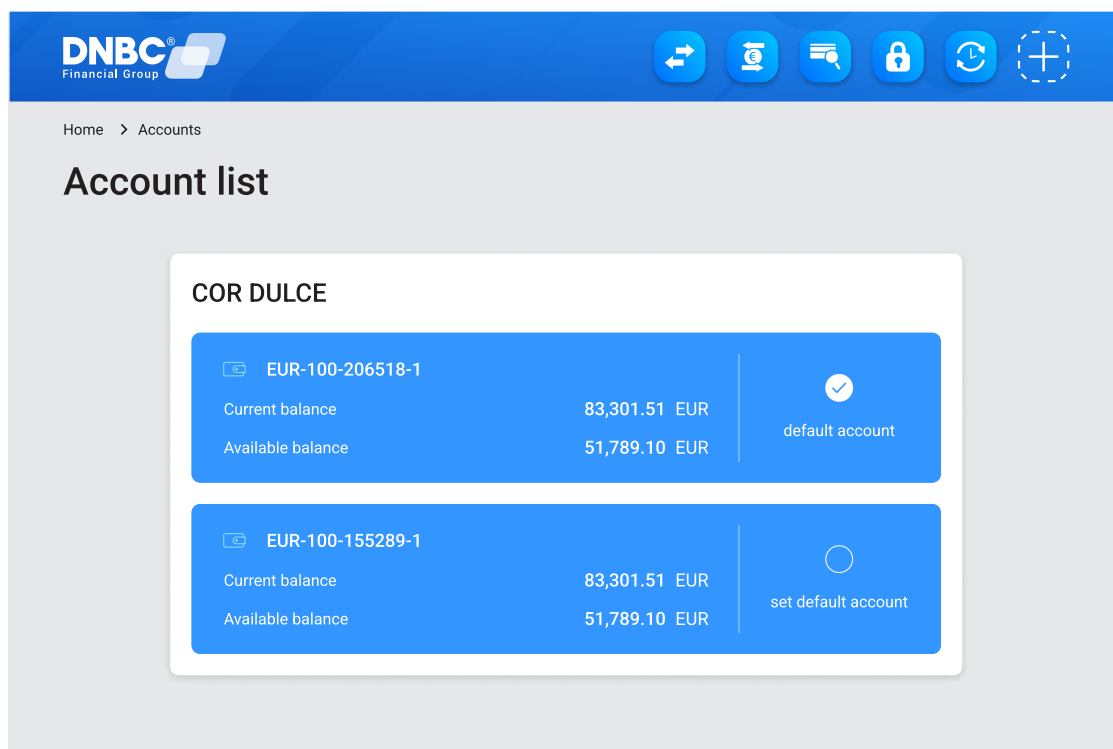
DNBC*net*

⚙

🔔 9+

📰

WELCOME
Cor Dulce
Last login: 15 May, 2021

ACCOUNTS

📇 Account list
📑 E-statement
📊 Transaction history
👥 Refer friends

Account list

Account details

Home > Accounts

| EUR-100-206518-1 ⌄ | 📄 Export PDF |

Account holder	HYPERTECH CO., LTD
Account number	100-206518-1
IBAN number	LT19327000100256180
Current balance	420,000,000.00 EUR
Available balance	420,000,000.00 EUR
Last debit date	30 May, 2020
Last credit date	15 May, 2020
Status	Activated
Default account	✓

🔄 Transfer within DNBC network

📥 E-Statements

👥 Refer friends

Otherwise, you can choose **"Account details"** from the central dashboard to immediately jump into your default account's details (or any account's details).

HYPERTECH CO., LTD (default)

EUR-100-289155-1

Available balance

Account details   E-Statements   Transaction history

You can instantly open the default account's **E-statements** and **Transaction history** right on the homepage.

Setting default account

When you are in the **"Account list",** you can set any of your accounts as default. Default account can provide you with many convenient features: You can quickly check the default account balance on the dashboard by clicking the icon.


Home > Accounts

Account list

COR DULCE

EUR-100-206518-1

| Current balance | 83,301.51 EUR |
| Available balance | 51,789.10 EUR |

default account

EUR-100-155289-1

| Current balance | 83,301.51 EUR |
| Available balance | 51,789.10 EUR |

set default account

Incoming instruction

In this section, you will find your ways to transfer money from outside DNBC to your account.

Step 1:
Choose **"Incoming instruction"** on the menu.

Step 2:
Choose the transfer ways that's applicable from the external account to your DNBC account.
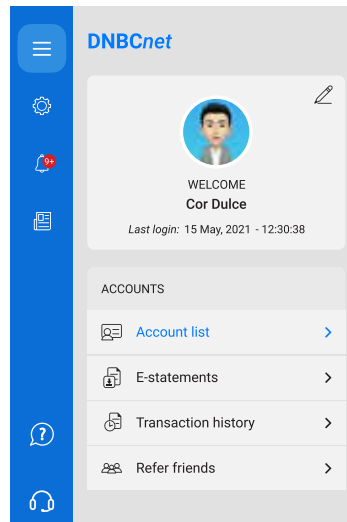
ACCOUNT INCOMING INSTRUCTION　　　　　　　　　　📄 Export PDF

Via InCore Bank correspondence bank
1. Instruction for incoming payment in EUR

FOR OTHER INWARD PAYMENTS (AFTER CLIENT'S ACCOUNT IS OPENED)

Field 57a (Account with Institution)	Beneficiary bank: Incore Bank AG SWIFT code: INCOCHZZXXX Address: Wiesenstrasse 17, 8952 Schlieren, Zurich
Field 59a (Beneficiary)	DNBC FINANCIAL CANADA LIMITED Bank Account (EUR): CH29 0879 9985 7001 0181 4 Address: Vancouver, BC, Canada
Field 70 (Payment details)	Bob Nguyen, Vietnam,124-101-00017-1, <\Purpose of payment>

2. Instruction for inward payment in GBP

FOR OTHER INWARD PAYMENTS (AFTER CLIENT'S ACCOUNT IS OPENED)

Field 57a (Account with Institution)	Beneficiary bank: Incore Bank AG SWIFT code: INCOCHZZXXX Address: Wiesenstrasse 17, 8952 Schlieren, Zurich
Field 59a (Beneficiary)	DNBC FINANCIAL CANADA LIMITED Bank Account (GBP): CH61 0879 9985 7001 0240 2 Address: Vancouver, BC, Canada

3

E-statement

Clients can download **E-statements** from DNBCnet for your convenience. You can export **E-statements** of your transactions for **a month** or **several months**.

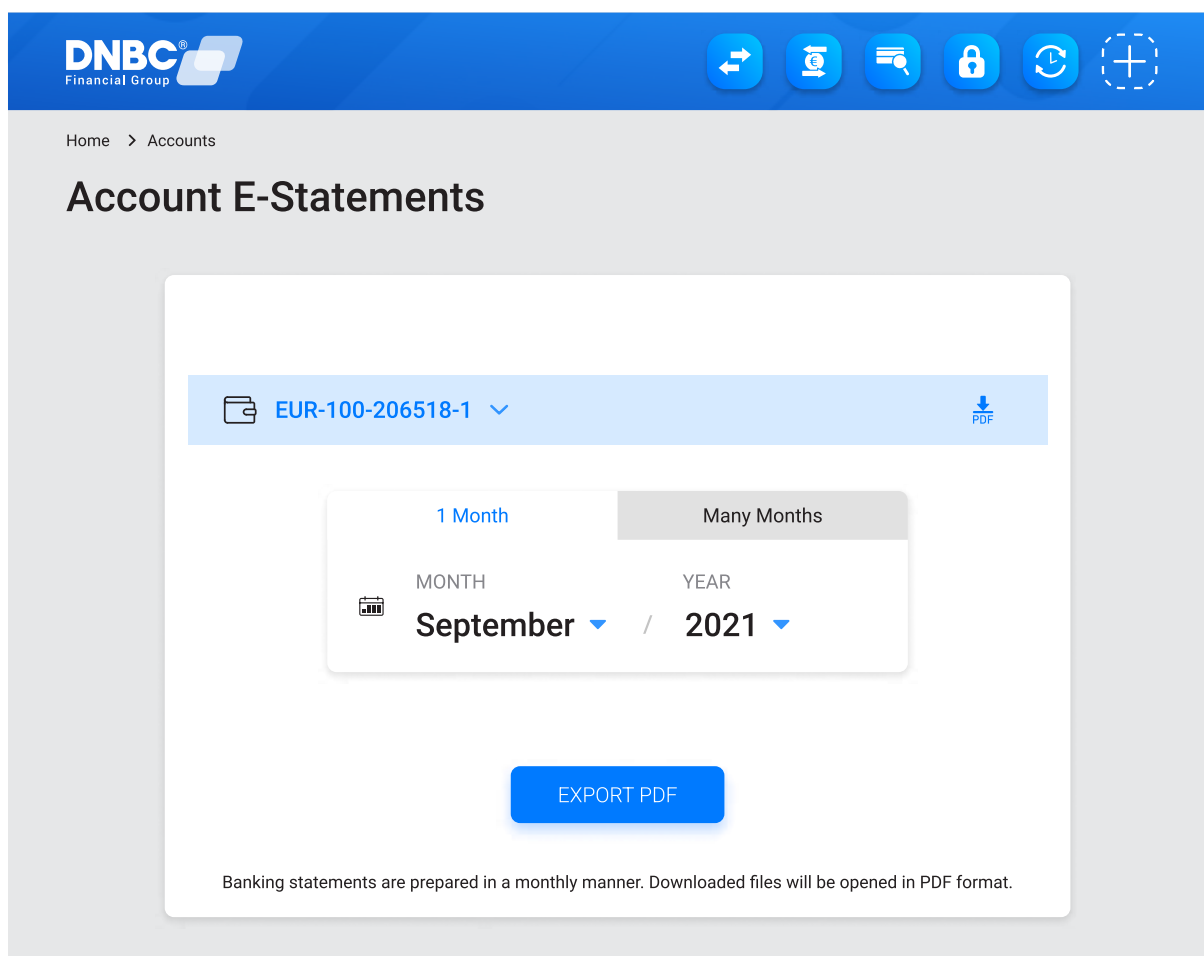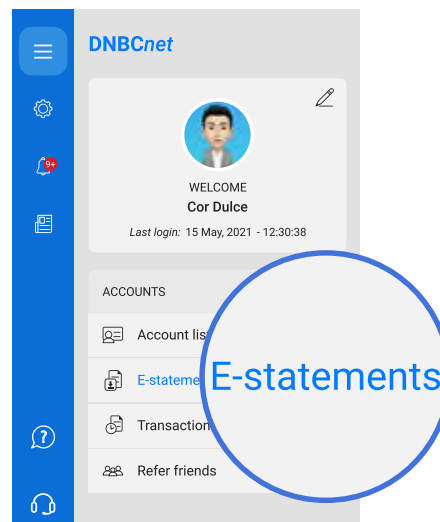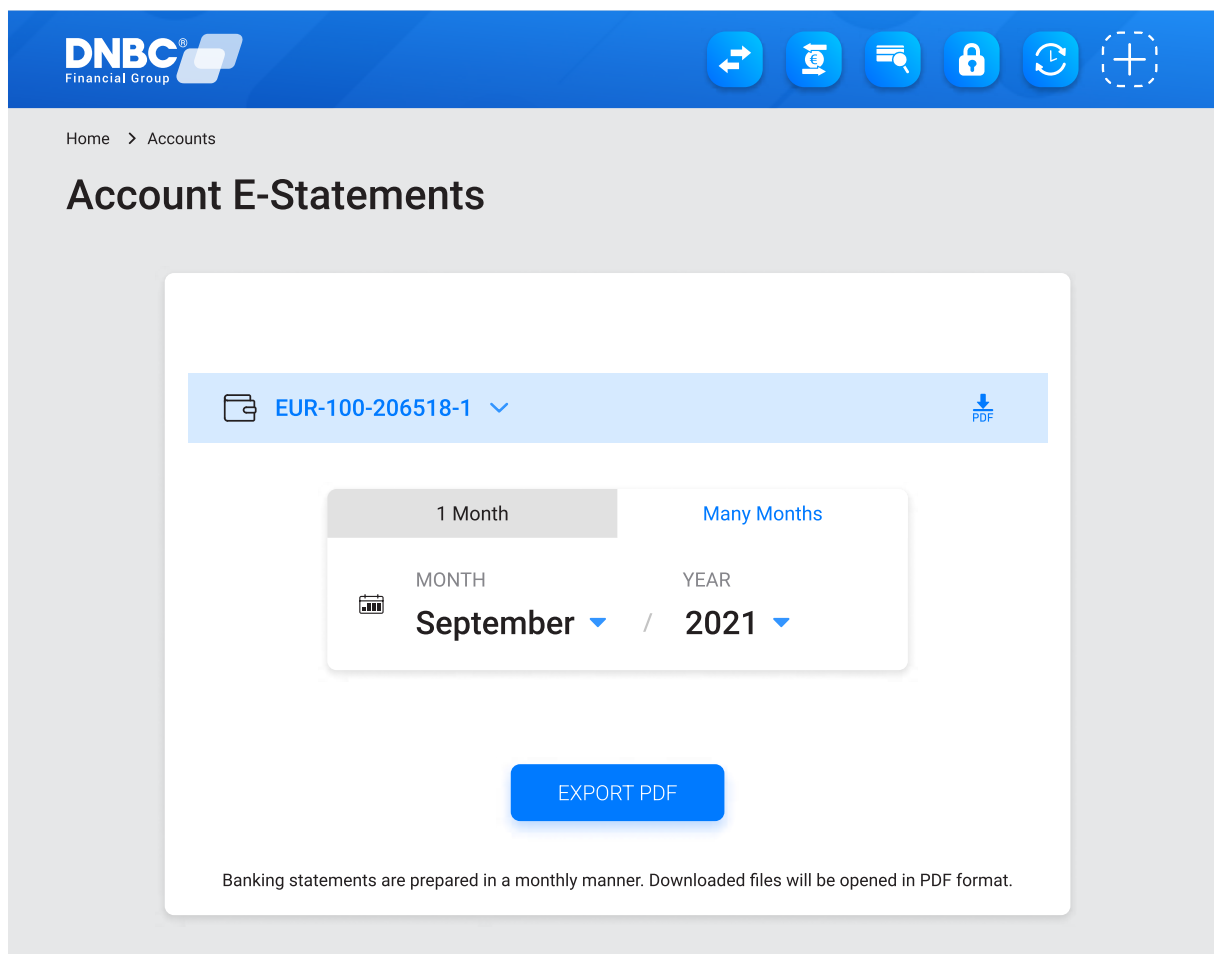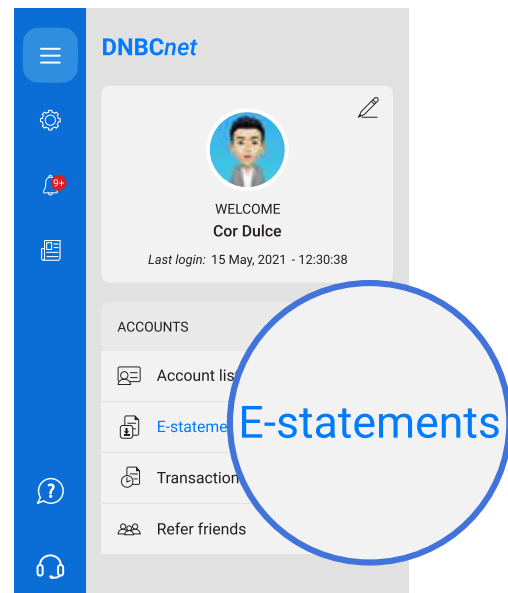**How to export E-statements in a particular month?**

Step 1:
Select **"E-Statements"** on the left menu.

Step 2:
Choose the **"Month"** section and choose the account that you want to export **E-statements**.

Step 3:
Select a specific month to export your **E-statements**. Then, click **"Export PDF"**.

DNBC*net*

WELCOME
Cor Dulce
Last login: 15 May, 2021 - 12:30:38

ACCOUNTS

Account list

E-statements

Transaction

Refer friends

E-statements

Home › Accounts

Account E-Statements

EUR-100-206518-1

| 1 Month | Many Months |

MONTH
September /

YEAR
2021

EXPORT PDF

Banking statements are prepared in a monthly manner. Downloaded files will be opened in PDF format.

How to export e-statements in many months?

Step 1:
Select **"E-Statements"** on the left menu.

Step 2:
Choose the **"Many Months"** section and choose the account that you want to export E-statements.

Step 3:
Select a specific month to export your E-statements. Then, click **"Export PDF"**.

DNBC*net*

WELCOME
Cor Dulce
Last login: 15 May, 2021 - 12:30:38

ACCOUNTS

Account list

E-statements

Transaction

Refer friends

E-statements

DNBC®
Financial Group

Home > Accounts

Account E-Statements

EUR-100-206518-1 ⌄   PDF

| 1 Month | Many Months |

MONTH   YEAR
September ⌄ / 2021 ⌄

EXPORT PDF

Banking statements are prepared in a monthly manner. Downloaded files will be opened in PDF format.

Transaction history

Transaction history is where you can track both **incoming** and **outgoing transactions**. Select an account you want to track, select the date and DNBCnet will process.

Step 1: From the left menu or from the dashboard of your account, choose **"Transaction history"**.

DNBC*net*

WELCOME
Cor Dulce
Last login: 15 May, 2021 - 12:30:38

ACCOUNTS

Account lis

E-stateme

Transaction

Refer friends

Transaction history

Step 2: Select the account and the period of time you want to track the transactions.
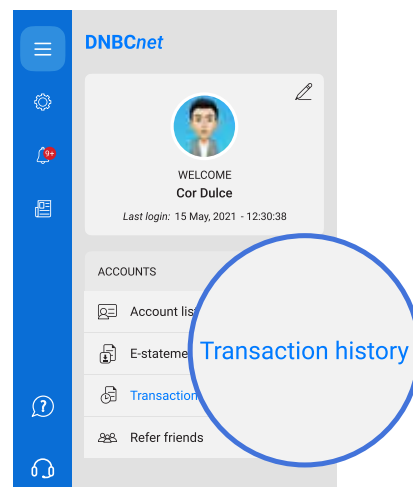
Home > Accounts

Account Transaction History

TRANSACTION HISTORY   Export PDF

From : 01 May, 2020 | To : 31 May, 2020   Submit

All   Credit   Debit

Opening Balance   Closing Balance
0.00 EUR   28,915.09 EUR

Travel bill payments   - 2,000.05 EUR
15 May, 2021   Saved ▶

Step 3: All transactions within the selected account or time period will be displayed, and you can click on any transaction to see more details.

Home > Accounts

Transaction details

Client	Bob Nguyen
Account number	CAD-124-101-00017-1
Date	08 Jun, 2022
Amount	5.00 CAD
Credit / Debit	Credit
Description	Transfer from Hau Ng - 101-80503163-1
Notes	**abcd**

Refer friends

Earn extra rewards by referring our services to your friends. With every 3 new people successfully joining DNBC, you will earn a certain reward and there is no limit to how much you can earn through this program. You can learn more about our program here. You can easily invite your friends by following these steps:

Step 1: Choose the **Refer friends** icon on the menu to access this feature.

Step 2: Choose the account you want to get the benefits from this program.

DNBC*net*

WELCOME
Cor Dulce
Last login: 15 May, 2021 - 12:30:38

ACCOUNTS

Account list

E-statements

Transaction

Refer friend
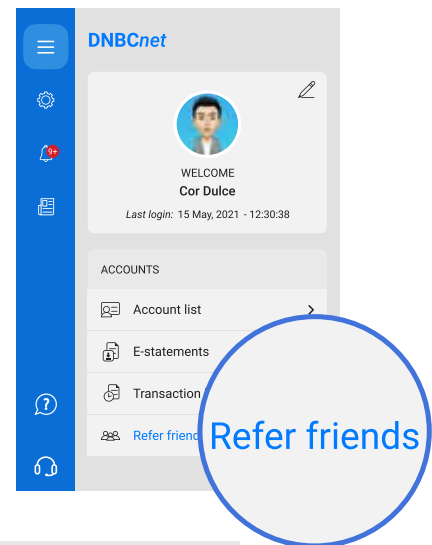
Refer friends

Home > Accounts

Refer friends & Enjoy cash rewards

Choose account   EUR-100-456789-1

THOMAS LEE ANTHONY

✓   I agree to the Terms and Conditions of this program.

GENERATE UNIQUE LINK

Step 3: Now you can copy the referral link and send the invitation via **Email** or **SMS** to everyone you know.

Home > Accounts

Copy & Share your invite link

EUR - 100-285051-1 - Cor Dulce

https://dsbcf.com/open-account?action=step1&ref=xWIqohbCbBINxyZaBC

OR

✉ Sent to email   💬 Receive a SMS

F   REMITTANCE

DNBC Financial Group supports transactions everywhere such as internal networks or international countries of the EU and SWIFT. The feature is also used for transferring money between internal DNBC's entities.

1   Transfer within DNBC network

Step 1: Select **"Transfer within DNBC network"** on the menu.

Step 2: Select the type of account you wish to transfer. Select **"Other Client"** (default) if transferring to another DNBC account (e.g. Lithuania and Canada). if transferring to your account in your **"Account list"**, choose **"Own Account"** . The option of **"Own Account"** is only available when you own more than one account in your **"Account list"**.

Step 3: Choose which account to transfer from **"From account"**. Select a beneficiary account in **"Beneficiary"**. If the recipient's account has not been added, choose **"New beneficiary"**. Enter the recipient's account number in the **"To account"** section.

REMITTANCE

⇄	Transfer within DNBC network	›
🏦	Transfer to other banks	›
🕐	Transfer history	›
🧾	Incoming payment	›
⇄	Transaction limit setup	›
👤	Beneficiary	›
🔄	Live foreign exchange rates	›

Home › Remittance

Transfer within DNBC network

1 Input — **2** Confirm — **3** Verify — **4** Result

TRANSFER INFORMATION

Type	Own account
From account	EUR-100-206518-1 - Cor Dulce
	Available balance — 83,301.51 EUR
To account	EUR-100-456789-1
	THOMAS LEE ANTHONY
Amount	155,000,000.00 — EUR
Message	Please enter your message

Step 4: Enter the amount of transfer and choose the currency.

Home > Remittance

Transfer within DNBC network

1	2	3	4
Input	Confirm	Verify	Result

TRANSFER INFORMATION

Type	Own account
From account	EUR-100-206518-1 - Cor Dulce
	Available balance 83,301.51 EUR
To account	EUR-100-456789-1
	THOMAS LEE ANTH...
Amount	155,000,000.00 EUR
Message	Please enter your message

PAYMENT SUPPORTING DOCUMENTS

EUR

Step 5: Upload your payment supporting documents (if necessary) and click on **"CONFIRM"** to continue the following OTP-authentication steps to complete the transaction.

To account	EUR-100-456789-1
	THOMAS LEE ANTHONY
Amount	155,000,000.00 EUR
Message	Please enter your message

PAYMENT SUPPORTING DOCUMENTS

Attach files   Choose file   5 files

You can upload to 5 files with maximum size 5 MB each. The type of files should be pdf, jpg, gif or png.

Files uploaded

1. eBancoBankingApp_20201010_285105.gif
2. eBancoBankingApp_20201010_285105.jpg
3. eBancoBankingApp_20201010_285105.png
4. eBancoBankingApp_20201010_285105.pdf
5. eBancoBankingApp-dmo_285105.png

CONFIRM

Step 6: Choose the method and enter the OTP code sent to your registered phone number (SMS) or Authy app to complete the transaction.

The option "Email" is only available when you do not input SMS or Authy code after 30 seconds.

Step 7: Check the Outgoing payment report via your registered email.

2 **Transfer to other banks**

○ **Step 1:** Select **"Transfer to other banks"** on the menu.

REMITTANCE

⇄ Transfer within DNBC network ›

Transfer to other banks ›

Transfer history ›

Incoming payment ›
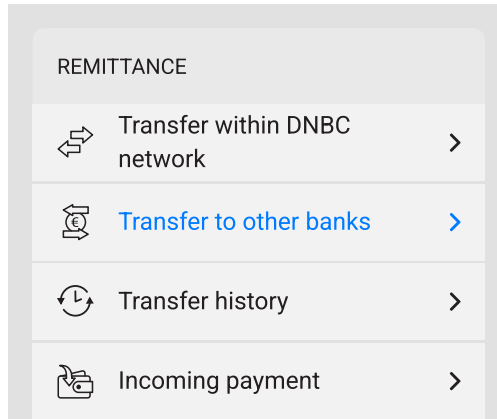
○ **Step 2:** Choose the account that you want to transfer.

DNBC
Financial Group

Home › Remittance

Transfer to other banks

① ——— ② ——— ③ ——— ④
Input   Confirm   Verify   Result

ORDERING ACCOUNT DETAILS

From account   EUR-100-206518-1 - Cor Dulce   ⌄

Current balance	20,155.28 EUR
Available balance	15,058.20 EUR
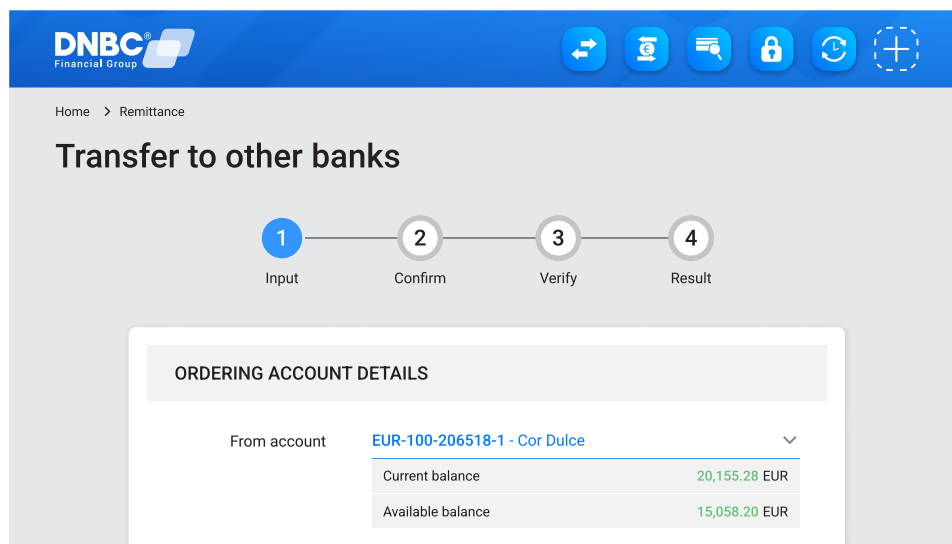
○ **Step 3:** Enter the **"Account Number/IBAN"** and the **"SWIFT/BIC code"**.

IBAN	CY2100200195000357001234567
SWIFT / BIC	DSFELT21XXX
Bank number	28915051
Bank name	Barclays UK
Bank address	48 Regent street
	London

Step 4: Choose identification's type **(Personal or Organization)**. Fill in all of your personal or business details.

BENEFICIARY DETAILS		
Beneficiary	New beneficiary	⌄
Type	Personal	Corporate
Full name	First name	Last name
Statement name	Hypertech Co., ltd	
Country / State	Choose country ⌄	State
City	Vilnius	
Post code (Optional)	15528	
Address	Lvovo str. 25, Mažoji bure, 15th floor, LT-09320, Vilnius, Lithuania	
Beneficiary phone	🇬🇧 ▾ 07400 909979984	
Message	Please enter your message	
Payment reason	Please enter your payment reason	

Step 5: Choose your transfer details. Enter the transfer amount, currency, payment reason, and message.

TRANSFER DETAILS		
Amount	0.00	EUR ⌄
Processing time	Standard D+2 (25 EUR + 0.25%)	⌄
Value date	15 May, 2021	🗓

BENEFICIARY DETAILS		
Beneficiary	New beneficiary	⌄
Type	Personal	Corporate
Full name	First name	Last name
Statement name	Hypertech Co., ltd	
Country / State	Choose country ⌄	State
City	Vilnius	

Step 6: Attach documents if necessary and click **"CONFIRM"**.

PAYMENT SUPPORTING DOCUMENTS

Attach files   Choose file   5 files

You can upload to 5 files with maximum size 5 MB each. The type of files should be pdf, jpg, gif or png.

Files uploaded

1. eBancoBankingApp_20201010_285105.gif
2. eBancoBankingApp_20201010_285105.jpg
3. eBancoBankingApp_20201010_285105.png
4. eBancoBankingApp_20201010_285105.pdf
5. eBancoBankingApp-dmo_285105.png

☑ The required documents are not available or have been provided previously.

Attention: Please kindly be informed that the transaction without supporting documents might be rejected due to our internal policy or returned by the correspondent payment service provider on your own expenses.

CONFIRM

Step 7: Review your transfer details and choose your **OTP receiving method**.

CHARGES

Processing Fees	Standard D+2 (25 EUR + 0.25%)
Total Charges	10,500.00 EUR
Amount to be debited (Ordering account)	25,500.00 EUR
Amount to be credited (Receiving account)	15,000.00 EUR

OTP METHODS

OTP receiving method	SMS
OTP receiving phone number	+84****518

Save this beneficiary to payeelist ☐

CHANGE   CONFIRM

Step 8: Enter the **OTP verification code** sent to your mobile phone number (SMS) or registered email.

OTP METHODS

OTP receiving method	**SMS**
OTP receiving phone number	**+84****518**

Please check the OTP sent to your mobile phone! (Ref. 868954)

OTP	Enter OTP
Do not received OTP code **30 seconds** remaining	✉ Sent to email 💬 Receive a SMS

CANCEL   CONFIRM

Step 9: You have successfully requested transfer to another international account.

DNBC Financial Group

Home > Remittance

Transfer to other banks

✓ Input — ✓ Confirm — ✓ Verify — ④ Result

You have REQUESTED transfer to other local EU banks successfully!

ORDERING ACCOUNT DETAILS

From account	**EUR-100-206518-1**
Account name	**Cor Dulce**
Current balance	**420,000,000.00 EUR**
Available balance	**155,000.00 EUR**

TRANSFER DETAILS

Amount	**155,000.00 EUR**
Details of Charges	**Charges are shared (SHA)**
Value date	**15 May, 2021**

BENEFICIARY DETAILS

3 Transfer History

Step 1: Click on **"Transfer history"** on the menu.

Step 2: Click on the **"Filter"** to search for a specific beneficiary. Enter all the information about the transaction and click on **"Find"**. A list of transactions with your selected period of time will be displayed. Otherwise, you can scroll down the screen to look for a specific transaction.

REMITTANCE

	Transfer within DNBC network	›
	Transfer to other banks	›
	Transfer history	›
	Incoming payment	›
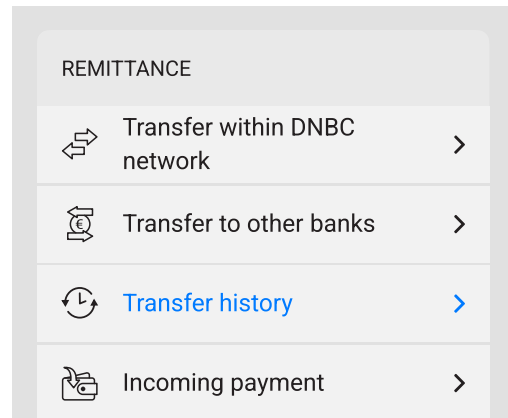
Home › Accounts

Transfer history

Total: 155 record(s)   Filters ▾

| All | Processed | In-process | Rejected |

DATE	TYPE	AMOUNT	PAY FROM ACCOUNT	PAY TO ACCOUNT	STATUS
30 May, 2020	Internal Transfer	1,505.28 EUR	Vu Le EUR-100-826489-1	Cor Dulce AT483200025389780012345864	Pending
29 May, 2020	Wire Transfer	150,500.28 EUR	Vu Le EUR-100-826489-1	Thomas Lee Anthony 3750567898650123155	Send Failed
28 May, 2020	Internal Transfer	50.15 EUR	Vu Le EUR-100-826489-1	Cor Dulce AT483200025389780012345864	In Process

Step 3: Choose the transaction you want to check its transfer information such as status, payment date, or payment number.

TRANSFER INFORMATION

Payment number	1505
Status	PENDING (waiting for approval)
Value date	15 May, 2021
Payment date	13 May, 2021
Transfer type	Transfer to other bank
From account	EUR-100-050842-1 - Cor Dulce
Amount	420,000,000.00 EUR
Details of Charges	Charges are shared (SHA)
Message to Beneficiary	Bill payment
Payment reason	Bill payment
Supporting Documents	No documents uploaded
OTP Method	SMS

4 **Incoming payment**

You can check the status or any information of money that was transferred to your account **(incoming payment)** by this feature.

Step 1: Select **"Incoming payment"** on the dashboard.

Step 2: Click on **"Filter"** and Select the account you want to track transaction details.

Step 3: Click on **"Filter"** on the right corner to choose the period of time, currency, or a specific account you want to track transaction details. Then, click **"Find"**. A list of filtered incoming transactions will be displayed.

REMITTANCE

⇄	Transfer within DNBC network	›
€	Transfer to other banks	›
◷	Transfer history	›
🗂	Incoming payment	›
⇄	Transaction limit setup	›
📇	Beneficiary	›
↻	Live foreign exchange rates	›

DNBC Financial Group
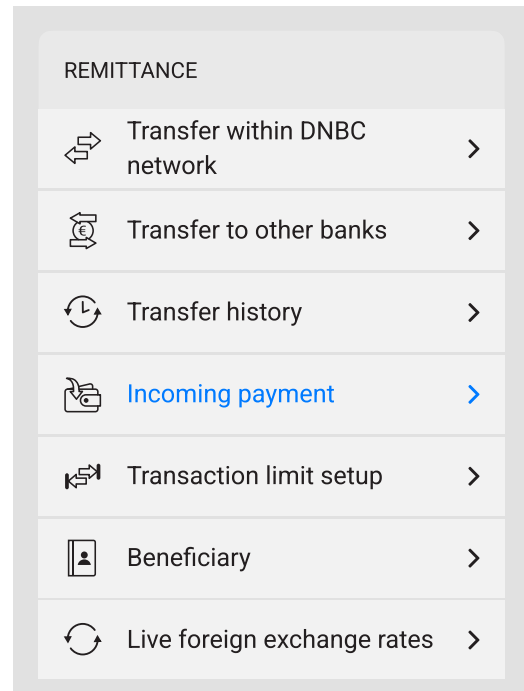
Home › Accounts

Incoming payment

🗂 EUR-100-206518-1 ∨

Total: 155 record(s)   Filters ▲

DATE	AMOUNT	PAY FROM A				T
15 May 2021	1,505.28 EUR	Robert Cooper I EUR-100-826				
15 May 2021	1,505.28 EUR	Robert Cooper I EUR-100-826				
15 May 2021	1,505.28 EUR	Robert Cooper I EUR-100-826				
15 May 2021	1,505.28 EUR	Robert Cooper I EUR-100-826				
15 May 2021	1,505.28 EUR	Robert Cooper I EUR-100-826				
15 May 2021	1,505.28 EUR	Robert Cooper Lee Bevan EUR-100-826489-1	Cor Dulce AT4832000253897800015052891	Successfully Processed	Need update	
15 May 2021	1,505.28 EUR	Robert Cooper Lee Bevan EUR-100-826489-1	Cor Dulce AT4832000253897800015052891	Successfully Processed	Need update	
15 May 2021	1,505.28 EUR	Robert Cooper Lee Bevan EUR-100-826489-1	Cor Dulce AT4832000253897800015052891	Successfully Processed	Need update	

📅 From : 23 May,2022 ▾ | To : 23 Jun,2022 ▾

Pay from   Pay from ∨

Pay to   Please select an account ∨

Currency   CAD

CLEAR ALL   FIND

Transaction limit setup

"Transaction limit" is the setting that limits your amount of transfering money during a day. Transaction limits may change depending on the application process when opening an account.

Step 1: Click **"Transaction limit setup"** on the menu.

Step 2: Click on the drop-down list to change the current transaction limit of your accounts. Remember that you may have only one time to change the limit for your account.

🏦 Transfer to other banks		>
🕐 Transfer history		>
📥 Incoming payment		>
⤨ Transaction limit setup		>
👤 Beneficiary		>
🔄 Live foreign exchange rates		>

Transaction limit setup

Daily Limit - Maximum amount you can transfer per day

LIMIT TYPE	MAXIMUM LIMIT	CURRENT LIMIT	NEW LIMIT
Corporate: EUR-100-206518-2 - Sample Limited			
Transfer within DNBC Network	100,000,000.00 EUR	500,000.00 EUR	20,000.00 EUR ▼
Transfer to other local bank	500,000.00 EUR	100,000.00 EUR	0.00 EUR Waiting for approval...
Transfer to international account - via SWIFT	20,000.00 EUR	10,000.00 EUR	No change ▼
Corporate: EUR-100-206518-1 - Sample Limited			
Transfer within DSNC Network	50,000,000.00 EUR	800,000.00 EUR	20,000.00 EUR ▼
Transfer to other local bank	10,000,000.00 EUR	500,000.00 EUR	50,000.00 EUR Waiting for approval...
Transfer to international account - via SWIFT	0.00 EUR	0.00 EUR	No change ▼

You can change transaction limits one time for one account upon your request.

Step 3: In order to change your transaction limit, you must complete the Transaction Limit Change Form, which can be located on that page. After uploading the files, click **"Confirm"** to continue.

TRANSACTION LIMIT DOCUMENTS

As part of the changing process, you must fill out the Transaction Limit Change Form, which can be downloaded here.
Please complete the form, scan, and re-upload it in the section below.

Attach files	Choose file	5 files	**Files uploaded**

You can only upload 1 file (in pdf, jpg, gif or png format) with the maximum size of 5MB.

1. eBancoBankingApp_20201010_285105.gif

CONFIRM

6 Beneficiary

You can easily set up new beneficiaries and ease your money remittance process. It only takes seconds to start transferring to recipients once added in your beneficiary list (whether they are within DNBC networks or international).

Adding a new beneficiary within DNBC network:

Step 1: Select "Beneficiary" on the menu.

Step 2: Click the **"ADD"** button to save a new beneficiary.

REMITTANCE

	Transfer within DNBC network	>
	Transfer to other banks	>
	Transfer history	>
	Incoming payment	>
	Transaction limit setup	>
	Beneficiary	>
	Live foreign exchange rates	>

DNBC Financial Group

Home > Remittance > Beneficiary

Beneficiary

Total: 155 record(s)   Search   Search   Add new

All   DNBC Network   SWIFT

	BENEFICIARY NAME	TYPE	ACCOUNT INFORMATION	ACTION			
	Arlene McCoy	SWIFT	AT483200025389780012345864 Fleischmarkt 20, 1010 Vienna, Austria	Pending	Edit	Confirm	Delete
	Savannah Nguyen	DNBC Network	100-651663-2	Pending	Edit	Confirm	Delete
	Jacob Jones	DNBC Network	100-651663-2	Pending	Edit	Confirm	Delete
	Guy Hawkins	SWIFT	AT483200025389780012345864 Fleischmarkt 20, 1010 Vienna, Austria	Pending	Edit	Confirm	Delete
	Eleanor Pena	SWIFT	AT483200025389780012345864 Fleischmarkt 20, 1010 Vienna, Austria	Pending	Edit	Confirm	Delete
	Jerome Bell	DNBC Network	100-651663-2	Pending	Edit	Confirm	Delete
	Arlene McCoy	SWIFT	AT483200025389780012345864 Fleischmarkt 20, 1010 Vienna, Austria	Pending	Edit	Confirm	Delete
	Savannah Nguyen	DNBC Network	100-651663-2	Pending	Edit	Confirm	Delete
	Jacob Jones	DNBC Network	100-651663-2	Pending	Edit	Confirm	Delete

Step 3: Choose beneficiary **"Type"** (DNBC network or SWIFT). If you are adding a personal **IBAN/Bank Account**, choose **"Personal"**. Otherwise, choose **"Corporate"** to add a corporate **IBAN/Bank Account**. Fulfill the beneficiary's personal/corporate details and **IBAN/Bank Account**. Then, click **"SAVE"**.

Step 4: A pop-up is going to notify you that **"Create new receiver successfully"**, and you have done the process of adding a new international beneficiary.

Edit or Delete a beneficiary:

Step 1: Click on "Beneficiary" on the menu. A list of beneficiaries will be displayed.

Step 2: Click on the **"EDIT"** button on the account you want to edit the information.

Step 3: Edit the information you need such as account number, memorable name, ect. Choose **"SAVE"** to confirm editing the beneficiary.

Type	DNBC Network	SWIFT

BENEFICIARY INFORMATION

Account number	CY2100200195000357001234567 ⌄
Beneficiary name	Cor Dulce
Memorable name	Flores, Juanita

SAVE

Otherwise, you can choose a specific beneficiary and click **"DELETE"** to remove the saved beneficiary.

Total: 6 record(s)   Search   Search   Add new

All	DNBC Network	SWIFT

☐ BENEFICIARY NAME	TYPE	ACCOUNT INFORMATION	ACTION
☐ SHINE	DNBC Network	100-124-10000015	Edit Delete
☐ OCEAN WIND	DNBC Network	124-101-23456-1	Edit Delete
☐ HOPE	DNBC Network	826-101-80503163-1	Edit Delete
☐ OCEAN WIND	DNBC Network	826-101-23456-1	Edit Delete
☐ HELLY BEAUTY	DNBC Network	124-101-00005-1	Edit Delete
☐ BOB DYLAN	DNBC Network	124-101-00017-1	Edit Delete

Live foreign exchange rates

This part is for customer's reference about the exchange rate of the money that DNBC buys from customers. This table will be updated real time on a daily basis.

Step 1: You can click on **"Live foreign exchange rates"** to access the full table of exchange rates with DNBC.

Step 2: Check out the latest updates of DNBC selling and buying exchange for your reference.

Live foreign exchange rates

CODE	UNIT	DNBC BUYING	DNBC SELLING
CHF	1 EUR	9.7379	N.A
GBP	1 EUR	1.3407	1.3207
HKD	1 EUR	1.0480	1.0192

* Disclaimer: This table is for referential purposes. The final exchange rates as well as the transaction fees are charged as of the value date.

View more

DNBC Financial Group live foreign exchange rates

Home > Live foreign exchange rates

Foreign Exchange involving euro (€)

CODE	UNIT	CURRENCY	DNBC BUYING	DNBC SELLING
CHF	1 EUR	Swiss Franc	9.7379	N.A
CHF	1 EUR	Sterling Pound	1.3407	1.2407
CHF	1 EUR	HongKong Dollar	1.0480	1.0180
CHF	1 EUR	Canadian Dollar	9.7379	N.A
CHF	1 EUR	African Rand	21.2774	20.2774
CHF	1 EUR	Argentine Peso	9.7379	N.A
CHF	1 EUR	Swiss Franc	9.7379	N.A
CHF	1 EUR	Sterling Pound	1.3407	1.2407
CHF	1 EUR	HongKong Dollar	1.0480	1.0180
CHF	1 EUR	Canadian Dollar	9.7379	N.A
CHF	1 EUR	African Rand	21.2774	20.2774
CHF	1 EUR	Argentine Peso	9.7379	N.A
CHF	1 EUR	Swiss Franc	9.7379	N.A
CHF	1 EUR	Sterling Pound	1.3407	1.2407
CHF	1 EUR	HongKong Dollar	1.0480	1.0180
CHF	1 EUR	Canadian Dollar	9.7379	N.A
CHF	1 EUR	African Rand	21.2774	20.2774
CHF	1 EUR	Argentine Peso	9.7379	N.A

* Disclaimer: This table is for referential purposes. The final exchange rates as well as the transaction fees are charged as of the value date.

G CARD

Clients will have two types of card: **Physical** and **Digital**. DNBC payment cards are prepaid and globally accepted. You can top-up prepaid amounts to your card and use it to pay anywhere.

Menu With No Card Request

CARD	
⊞ Request new card	>
🗒 Card order history	>

Menu With Card

CARD	
💳 Card list	>
📄 E-statements	>
🕐 Transaction history	>
🔒 Block card	>
📥 Top-up	>
📤 Withdraw	>
💳 Activate card	>
🔐 Change passphrase	>
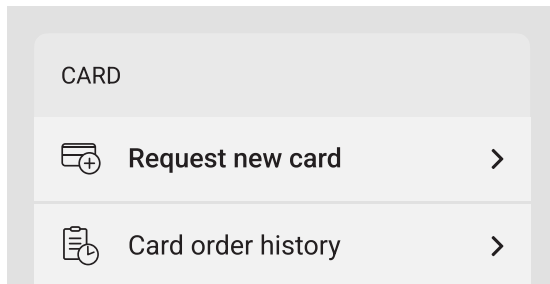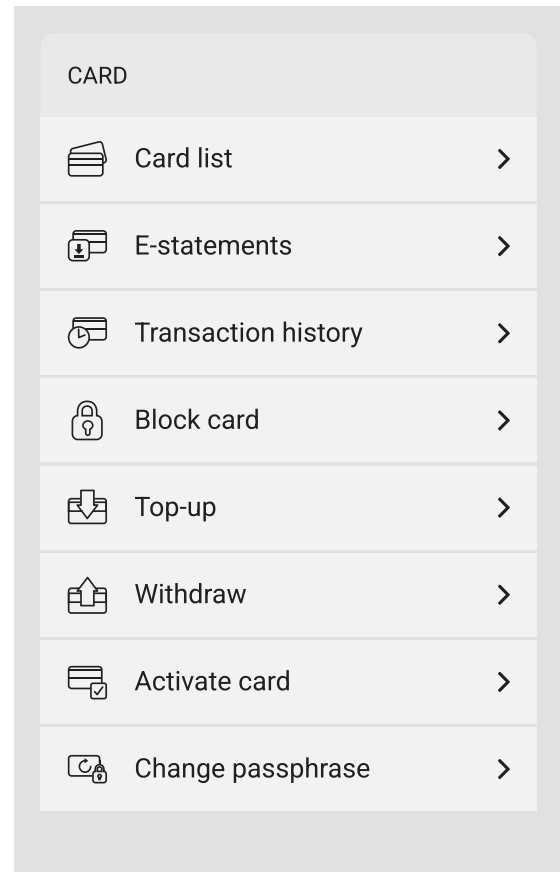
1 **Request a new card**

If you haven't owned a DNBC card, you can easily do so by applying for one via the **"Request new card"** feature.

Step 1: Click on **"Request new card"** from the menu.

CARD	
⊞ **Request new card**	>
🗒 Card order history	>
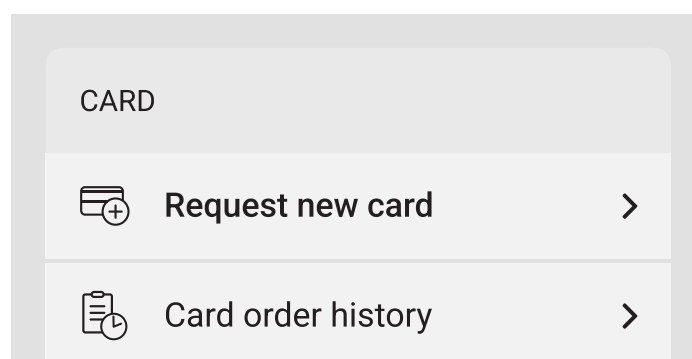
Step 2: Select the account you want to fund the prepaid amount to your card.

Step 3: Choose your type of card (**Physical** or **Digital**). Fill out carefully all the **"CARD HOLDER"** information (**OTP phone**, your **Passphrase**, ect).

Note: Card passphrase is a new security practice that helps customers protect their payment card information and prevent frauds, cyberattacks.

Fill in the correct delivery address and your current address for your card shipping.
Make sure to choose the appropriate method of shipping for your convenience.

DELIVERY ADDRESS

First name	Ben
Last name	Ng
Phone	🇬🇧 ▼ 0740909979984
Street	1192 Cedan Height Manon
City	Brussels
Country	Lithuania - LT ⌄
ZIP code	
Shipping mode	DP tracked (EUR 15.00) ⌄

Step 4: Upload at least a document for your card application. Then click **"CONFIRM"** to continue.

UPLOAD ADDRESS PROVE DOCUMENTS

Attach files   Choose file   5 files

You can upload to 5 files with maximum size 5 MB each. The type of files should be pdf, jpg, gif or png.

Files uploaded

1. eBancoBankingApp_20201010_285105.gif
2. eBancoBankingApp_20201010_285105.jpg
3. eBancoBankingApp_20201010_285105.png
4. eBancoBankingApp_20201010_285105.pdf
5. eBancoBankingApp-dmo_285105.png

☆ Key Features   ❯

€ FEES Card Fees & Limits   ❯

CONFIRM

Step 5: Carefully read the terms and conditions for card use before checking the box to protect your rights. Then, click on **"CONFIRM"** to continue.

Request new card

① —— ② —— ③ —— ④
Input   Confirm   Verify   Result

BASIC CONCEPTS
1.1. ATM - an electronic-mechanic device for provision of information about the Account and for withdrawing funds from the Account.
1.2. General agreement - General payment service agreement, applied to the Client.
1.3. Contactless payment functionality - authorization (confirmation) of a payment operation by holding a card to a card reader.
1.4. CVV2 number - a Card confirmation number; last three numbers in the signature field on the back side of the Card.
1.5. Issuer - the Card issuer.
1.6. Card - a payment instrument used to manage funds of the Client held on the Account.
1.7. Cardholder - a natural person, whose data is imprinted on the card and who is granted by the Client the right to use the card to perform payment operations, withdraw cash, pay for goods or services at points of sale or via the Internet and other media. The Cardholder and the Client may be the same person or two different persons.
1.8. Payment operation - payment for goods or services at Points of sale or on the Internet, or funds withdrawal.
1.9. Institution: **DNBC Financial Group or Services Provider of DNBC Financial Group Card processing.**
1.10. System: **DNBC Financial Group (including but not limited to card Issuer or Partner related card issuing if any) Information software, application to record, monitor clients accounts.**
1.11. Point of sale - a physical location where the merchant or service provider accepts payments for goods and/or services by the Card.
1.12. DNBC Financial Group - a DNBC Financial Group account of the Client linked with the Card, accessible and managed via an Account of the Client in the System.
1.13. Identification tools - data of the Cardholder imprinted on the Card, Card number, CVV2 number, Card validity period and PIN code.

Full **Terms of Service** of card issuance and use is public on our website

☑ Full **Terms of Service** of card issuance and use is public on our website

CONFIRM   CONFIRM

Step 6: Check your details and enter the OTP verification code sent to your registered phone number. Then, click on **"CONFIRM"** to continue.

OTP VERIFICATION

OTP receiving method   SMS ⌄

OTP receiving phone number   +84****518

Please check the OTP sent to your mobille phone (Ref. 945277)

OTP   Enter OTP

Do not received OTP code
22 seconds remaining   ✉ Sent to email

CANCEL   CONFIRM

Step 7: Check the confirmation of a successful card request. You will also receive a confirmation email for your card request submission.

You have REQUESTED new Payment Card successfully!

ORDERING NEW CARD DETAILS

Request ID	#820700
Order status	Pending (Waiting for approval)

CLIENT INFORMATION

Client	826542 - Ben Ng
Account	EUR-100-826542-1 - Ben Ng

2   Card order history

You can easily track the status of your card request after submitting your request.

Step 1: Choose **"Card order history"** from the menu.

Request new card   >

Card order history   >

Step 2: Click on any Card Order of the list to track details such as status, request information, delivery address, and funding information. You can also see a list of cards you have ordered with different statuses.

- **Completed:** This status refers to payment cards leaving the manufacturer and currently on the way to their owner.
- **Processing:** This status means that we have received your request and are currently working on it.
- **Reject:** This status consists of rejected cards due to many causes. To find out exactly the reason for this rejection, please call our Relationship Manager.

Card order history

CARD ORDER HISTORY

REQUEST ID	DATE TIME	CLIENT	CARD TYPE	STATUS
#820700	20 May, 2022 07:51:59	826542 - Ben Ng	Physical - MasterCard	Pending
#820679	20 Mar, 2022 06:21:10	826542 - Ben Ng	Physical - MasterCard	Pending

Card list

"Card list" is the list of your cards that have been successfully requested. The list can be shown with digital or physical cards. You can track the statuses of activated/inactive cards and manage your cards with this feature.

Step 1: Click on **"Card list"** on the menu

Step 2: Check and manage the cards by clicking on any card from the list.

CARD

	Card list	>
	E-statements	>
	Transaction history	>
	Block card	>
	Top-up	>

DNBC Financial Group

Home > Card

Card list

DIGITAL

Inactive

5 3 3 8   1 5 x x   x x x x   3 0 1 2

Card holder   Expires
Thomas Lee Anthony   01/22

Current balance   -- EUR
Available balance   -- EUR

PHYSICAL

Activated

5 3 3 8   1 5 x x   x x x x   1 5 0 5

Card holder   Expires
Cor Dulce   05/25

Current balance   83,301.51 EUR
Available balance   51,789.10 EUR

DIGITAL

Blocked

5 3 3 8   1 5 x x   x x x x   3 0 1 2

Card holder   Expires
Thomas Lee Anthony   01/22

Current balance   83,301.51 EUR
Available balance   51,789.10 EUR

PHYSICAL

Permanently blocked

5 3 3 8   1 5 x x   x x x x   1 5 0 5

Card holder   Expires
Cor Dulce   05/25

Current balance   83,301.51 EUR
Available balance   51,789.10 EUR

Step 3: Check out the card management dashboard. Here, you can check card balance, block/unblock your card, top-up money from the chosen account, withdraw money, and check the card statement.

HYPERTECH CO., LTD

EUR-100-206518-1 ⌄   📄 Export PDF

DIGITAL

Activated

5 3 3 8   1 5 x x   x x x x   3 0 1 2

Card holder   Expires
Thomas Lee Anthony   01/22

Last transaction date: 15 May, 2021

Current Balance	Available Balance
0.00 **EUR**	28,915.09 **EUR**

Forgot card number and CVV?

Block card   Top up   Withdraw   E-Statements   Manage card PIN

---
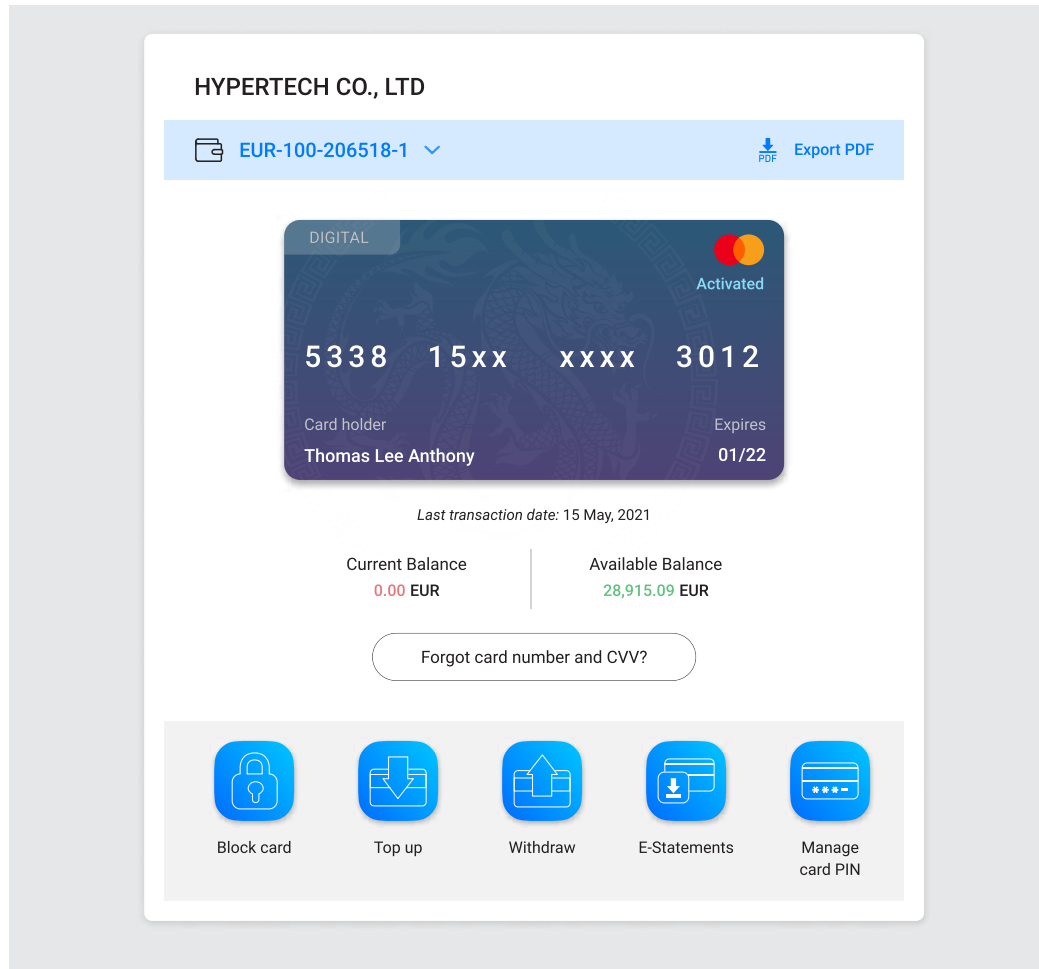
4   **Activate card**

4.1. Physical card

After the client successfully requested to create and received the card, the next stage is to activate the card.

Step 1: Click on **"Activate card"** of the card section on the menu.

Transaction history   ›

Block card   ›

Top-up   ›

Withdraw   ›

Activate card   ›

Request new card   ›

Step 2: Click on the **"Activate Your Card"** button for any physical card you want to activate.

Home > Card

Activate card

PHYSICAL
Inactive

5 3 3 8   1 5 x x   x x x x   1 5 0 5

Card holder   Expires
Cor Dulce   05/25

ACTIVATE YOUR CARD

DIGITAL
Inactive

5 3 3 8   1 5 x x   x x x x   3 0 1 2

Card holder   Expires
Thomas Lee Anthony   01/22

ACTIVATE YOUR CARD

PHYSICAL
Inactive

5 3 3 8   1 5 x x   x x x x   3 8 9 1

Card holder   Expires
Thomas Lee Anthony   05/25

ACTIVATE YOUR CARD

DIGITAL
Inactive

5 3 3 8   1 5 x x   x x x x   2 8 9 1

Card holder   Expires
Cor Dulce   01/22

ACTIVATE YOUR CARD

Step 3: Confirm to activate your card by inputting the last 6 digits of the card you have just received, then click **"YES"**, and your card is activated successfully for use.

PHYSICAL
Inactive

5 3 3 8   1 5 x x   x x x x   1 5 0 5

Card holder
Cor Dulce

ACTIVA

DIGITAL
Inactive

5 3 3 8   1 5 x x   x x x x   3 0 1 2

Expires
01/22

CARD

Confirmation to activate your card

Activation code: *   Input last 6 digits of card

NO   YES

PHYSICAL
Inactive

5 3 3 8   1 5 x x   x x x x   3 8 9 1

Card holder   Expires
Thomas Lee Anthony   05/25

DIGITAL
Inactive

5 3 3 8   1 5 x x   x x x x   2 8 9 1

Card holder   Expires
Cor Dulce   01/22

Step 4: Check the status of your card.

Home > Card

Activate card

PHYSICAL	Inactive
5 3 3 8 1 5 x x x x x x 1 5 0 5	
Card holder	Expires
Cor Dulce	05/25

ACTIVATE YOUR CARD

DIGITAL	Inactive
5 3 3 8 1 5 x x x x x x 3 0 1 2	
Card holder	Expires
Thomas Lee Anthony	01/22

ACTIVATE YOUR CARD

PHYSICAL	Inactive
5 3 3 8 1 5 x x x x x x 3 8 9 1	
Card holder	Expires
Thomas Lee Anthony	05/25

ACTIVATE YOUR CARD

DIGITAL	Inactive
5 3 3 8 1 5 x x x x x x 2 8 9 1	
Card holder	Expires
Cor Dulce	01/22

ACTIVATE YOUR CARD

4.2. Digital card

Step 1: Click on **"Activate card"** on the menu.

Transaction history >

Block card >

Top-up >

Withdraw >

Activate card >

Request new card >

37

Step 2: Click on the **"Activate Your Card"** button for any digital card you want to activate.
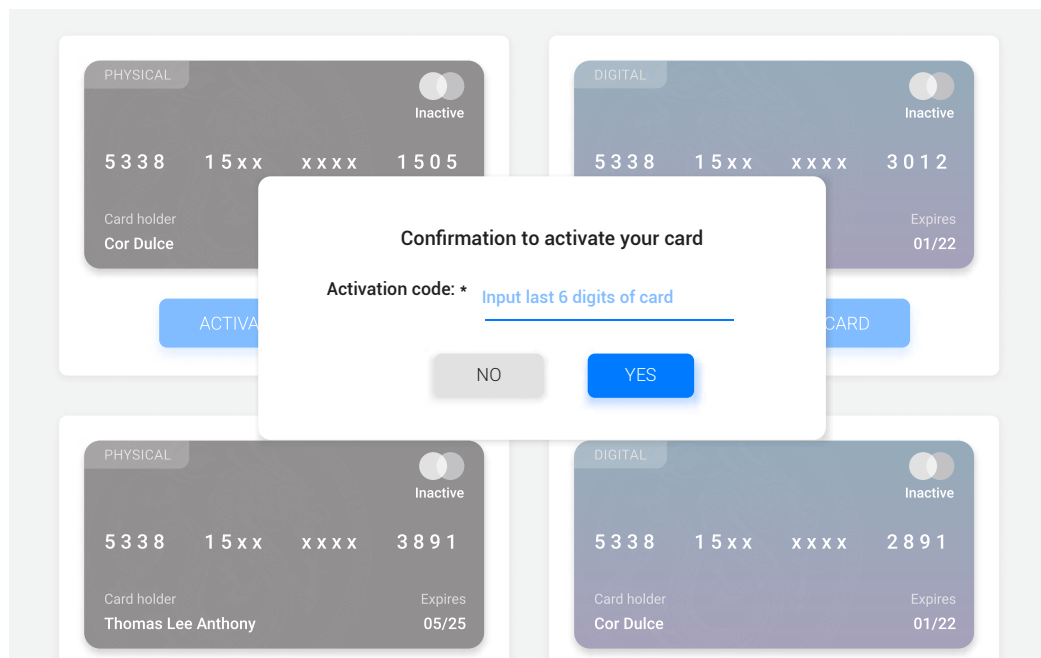
Step 3: Check the status of your card.
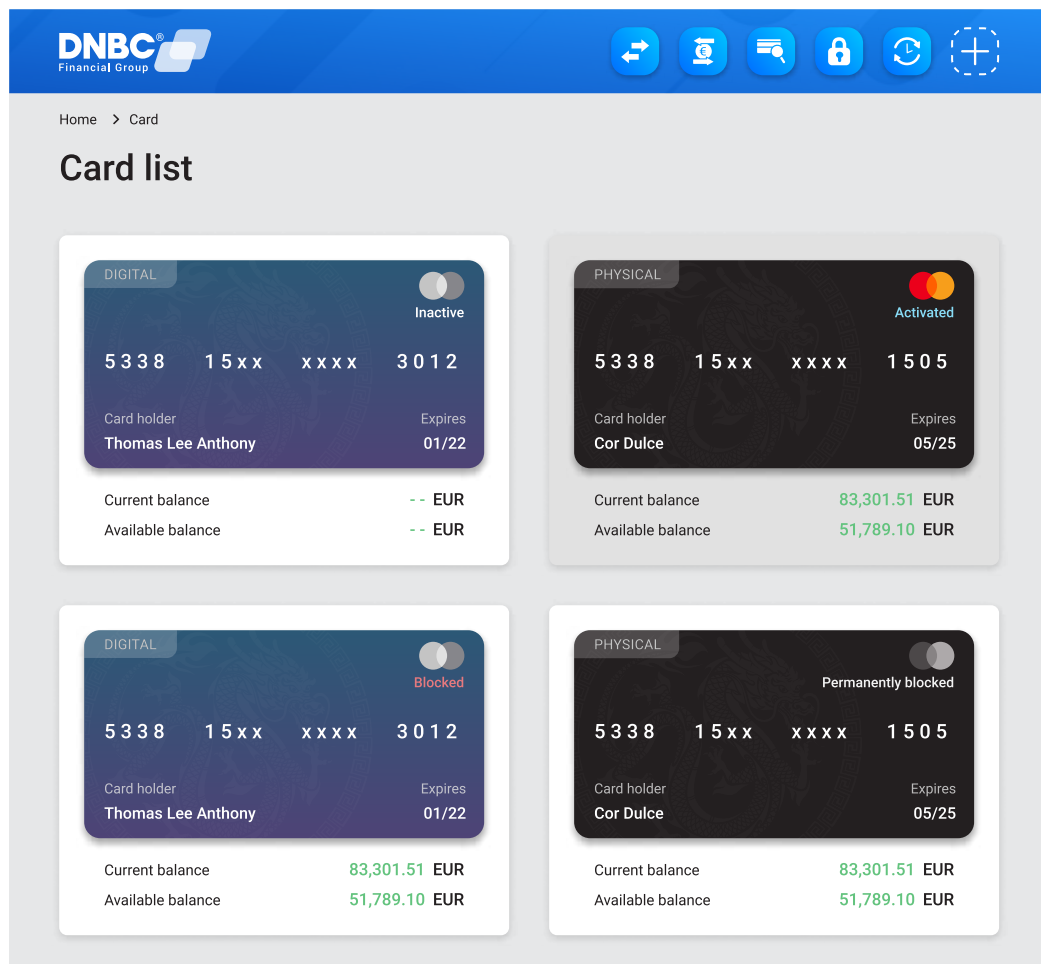
E-statements

Customers can download e-statements from DNBC*net* for your cards. You can also export e-statements of your transactions within 1 month or in many months.

Step 1: Click on **"E-statements"** on the menu.

CARD

	Card list	>
	E-statements	>
	Transaction history	>
	Block card	>
	Top-up	>
	Withdraw	>

Step 2: Select the card you want to track.

DNBC Financial Group

Home > Accounts

Account E-Statements

EUR-100-206518-1 ∨

PDF

| 1 Month | Many Months |

MONTH
September ▾ / YEAR
2021 ▾

You can obtain E-Statements for a maximum period of 2 years.

EXPORT PDF

Banking statements are prepared in a monthly manner. Downloaded files will be opened in PDF format.
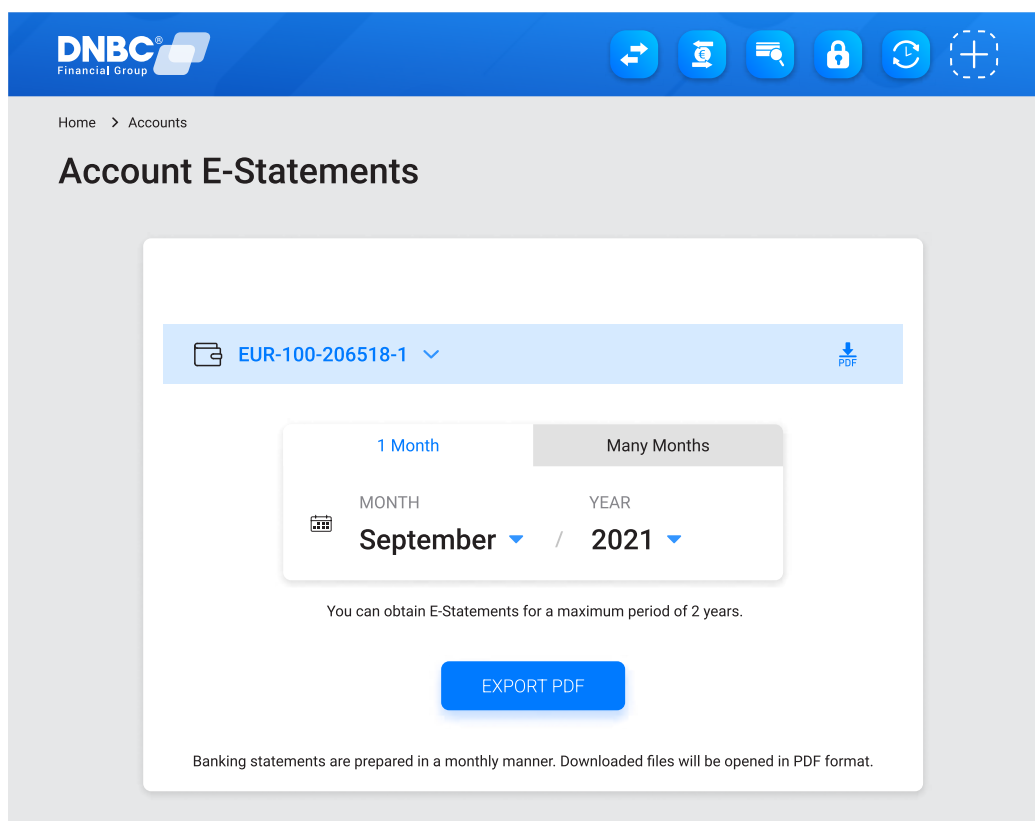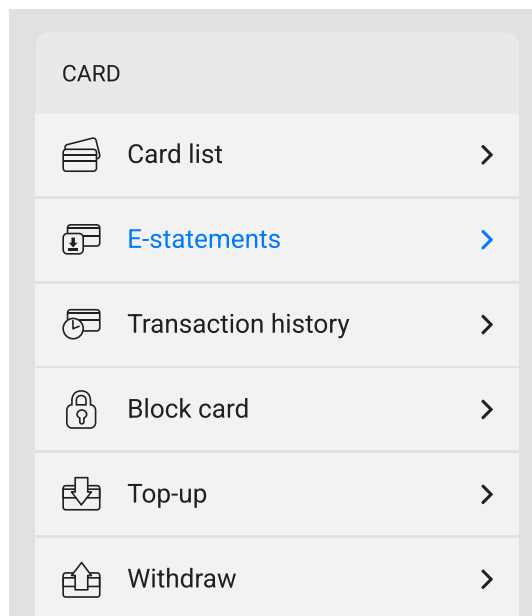
Step 3: Select the time to export your e-statements in a specific month or many months. Then, select **"Export PDF"**.

5338-15xx-xxxx-4139 - Hau Ng

5338-15xx-xxxx-4139 - Hau Ng

| 1 Month | Many Months |

MONTH   YEAR

September ▾   /   2022 ▾

You can obtain E-Statements for a maximum period of 3 months.

EXPORT PDF

Banking statements are prepared in a monthly manner. Downloaded files will be opened in PDF format.

---

6   Transaction history

Transaction history of your card is where you can track both incoming and outgoing transactions of your payment cards. Select a card you want to track, select the date and DNBC*net* will process.

Step 1: From the card section on the dashboard, choose **"Transaction history"**.

Step 2: Select the card you want to track.

CARD

🖻 Card list	❯
🖂 E-statements	❯
🖻 Transaction history	❯
🔒 Block card	❯

Account Transaction History

TRANSACTION HISTORY   📄 Export PDF

📅   From : 01 May, 2020 ▾ | To : 31 May, 2020 ▾   Submit

| All | Credit | Debit |

Opening Balance   Closing Balance
0.00 EUR   28,915.09 EUR

Step 3: Select the period of time you want to track. Then, transactions within the selected time period will be displayed. You can easily export the PDF file for these transactions.

Transaction History

| | 5338-15xx-xxxx-4139 ∧ | | PDF Export PDF |

From : 01 May, 2022 ▾ | To : 31 May, 20220 ▾   Submit

April 2022
SUN	MON	TUE	WED	THU	FRI	SAT
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

Debit

Openi...   Closing Balance
0.0   28,915.09 EUR

---

7   **Block/Unblock card**

7.1. Block card

Step 1: From the menu, click on **"Block/Unblock card".**

Step 2: Choose a specific active/blocked card from the **"Accessible cards"** list

Transaction history ›
Block card ›
Top-up ›
Withdraw ›

Unblock card

Accessible card   Inaccessible card

ACTIVE

5338-15xx-xxxx-3012
Cor Dulce
BLOCK

BLOCKED

5338-15xx-xxxx-1505
Cor Dulce
UNBLOCK

Step 3: Choose **BLOCK** any card from the **"ACTIVE CARDS"** list you want and choose your reason to block the payment card. Then, choose **CONFIRM**.
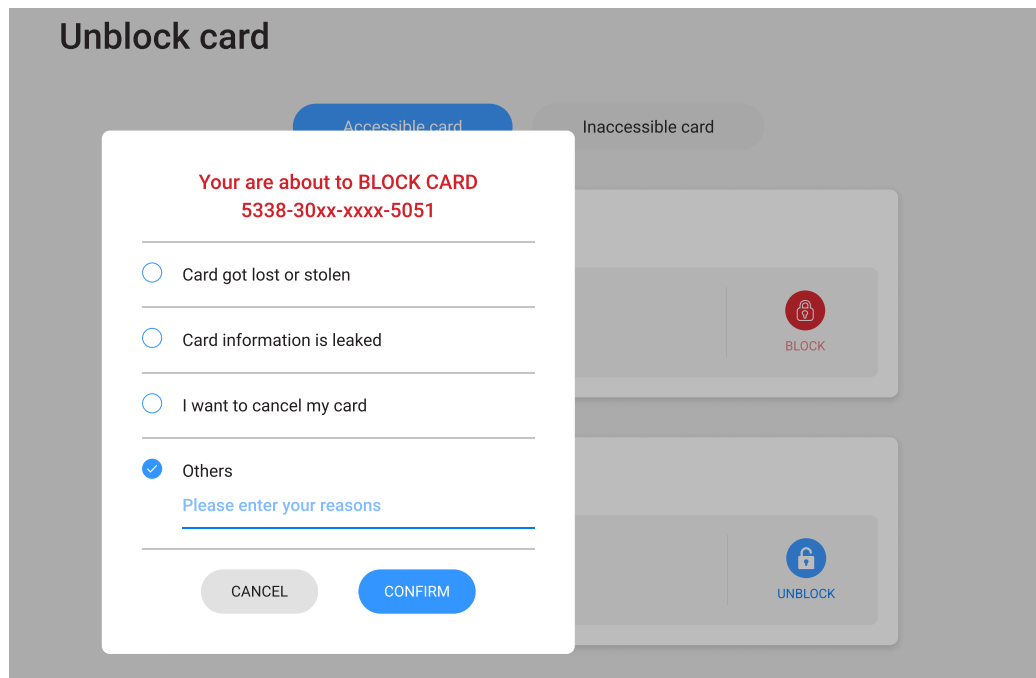
Step 4: Your card is now blocked and some features are unavailable until you unblock the card.

7.2. Unblock card

Step 1: From the menu, click on **"Block/Unblock card"**.

🗂 Transaction history	›
🔒 Block card	›
📥 Top-up	›
📤 Withdraw	›
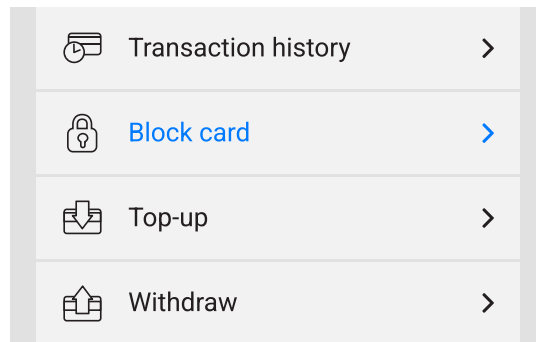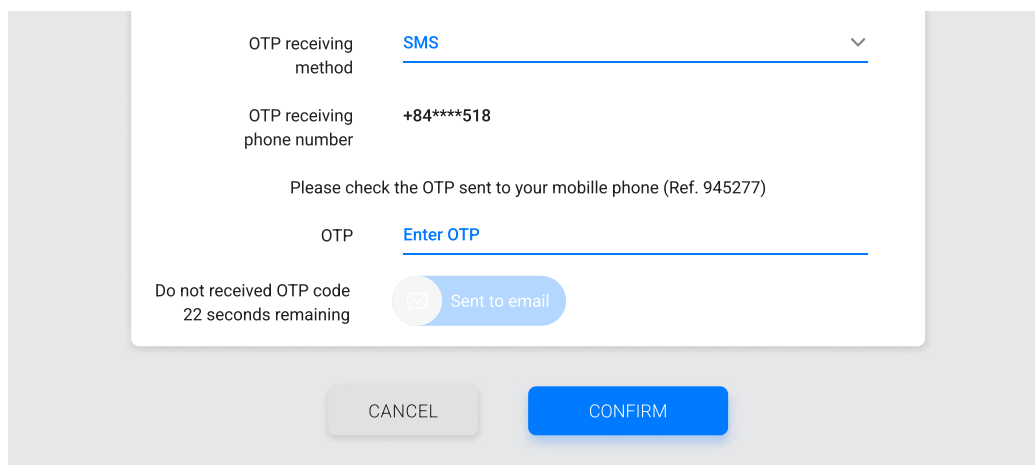
Step 2: Choose the card you want to unblock by clicking **"UNBLOCK"**.

Unblock card

Accessible card   Inaccessible card

ACTIVE

BLOCKED

5338-15xx-xxxx-1505
Cor Dulce
🔒 UNBLOCK

5338-15xx-xxxx-1528
Cor Dulce
🔒 UNBLOCK
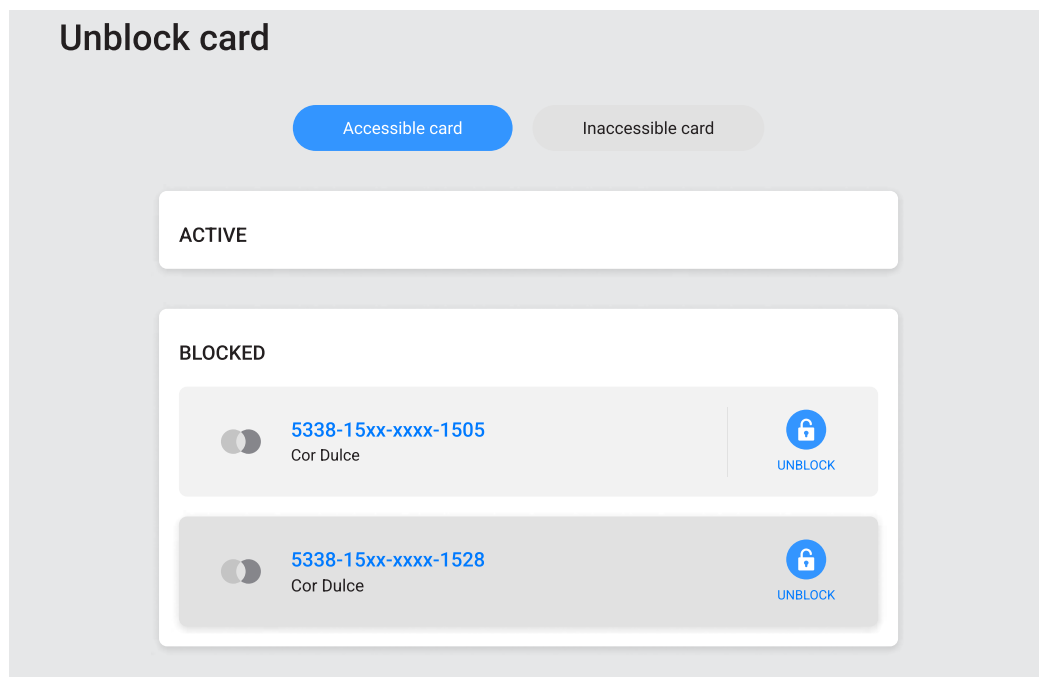
Step 3: Fill in your reason to unblock the payment card. Then, click Unblock.

Unblock card

Card number	5338-30xx-xxxx-5051 - Cor Dulce
Valid to	15 May, 2021
Status	Blocked
Brand	MasterCard (Virtual card)
Reason	Please enter your reasons to unblock

UNBLOCK
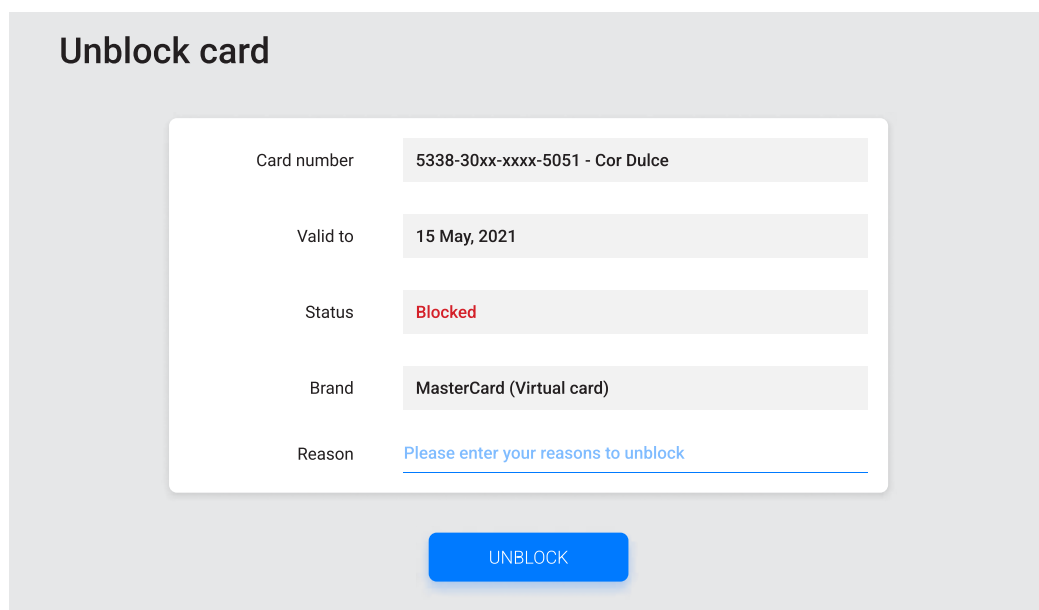
Step 4: Enter the OTP sent to your phone number (or email) after that.

OTP receiving method	SMS
OTP receiving phone number	+84****518
	Please check the OTP sent to your mobille phone (Ref. 945277)
OTP	Enter OTP
Do not received OTP code 22 seconds remaining	✉ Sent to email
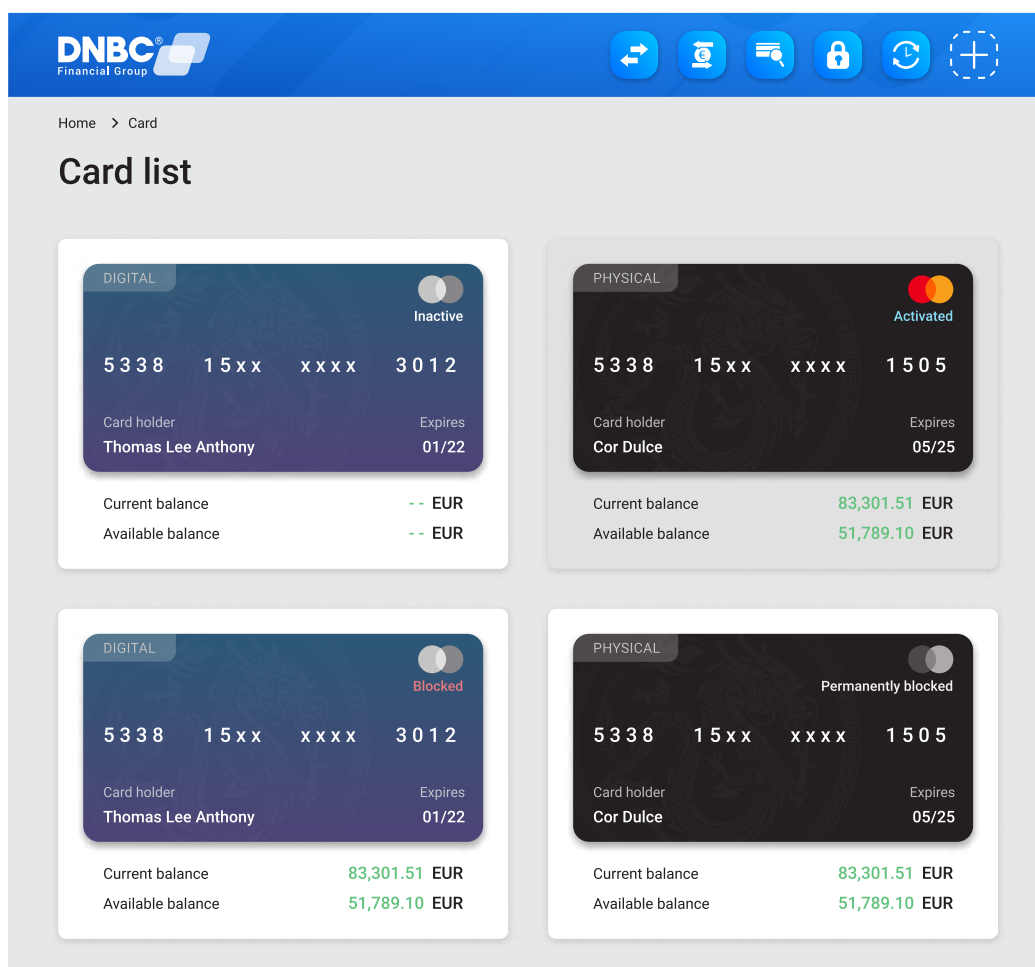
CANCEL   CONFIRM

Your card will be unblocked and all features are available. Click OK or wait for 10s to go back to the homepage.

Note: The unblocking process may take up to a few minutes before you can use your card like usual.

Home > Card

Card list

DIGITAL   Inactive
5 3 3 8   1 5 x x   x x x x   3 0 1 2
Card holder   Expires
Thomas Lee Anthony   01/22
Current balance   - - EUR
Available balance   - - EUR

PHYSICAL   Activated
5 3 3 8   1 5 x x   x x x x   1 5 0 5
Card holder   Expires
Cor Dulce   05/25
Current balance   83,301.51 EUR
Available balance   51,789.10 EUR

DIGITAL   Blocked
5 3 3 8   1 5 x x   x x x x   3 0 1 2
Card holder   Expires
Thomas Lee Anthony   01/22
Current balance   83,301.51 EUR
Available balance   51,789.10 EUR

PHYSICAL   Permanently blocked
5 3 3 8   1 5 x x   x x x x   1 5 0 5
Card holder   Expires
Cor Dulce   05/25
Current balance   83,301.51 EUR
Available balance   51,789.10 EUR

8   Top-up

You can add/deposit your card from your current account with the top-up function.

Step 1: Click the **"Top-up"** button of the card section on the menu.

Step 2: Select the card you want to top-up, and choose the account you want to withdraw from. Fill in the amount of money you need to top-up, then click **"CONFIRM"**.

🗂 Transaction history	›
🔒 Block card	›
⬇ Top-up	›
⬆ Withdraw	›
💳 Activate card	›
💳 Request new card	›
📇 Card order history	›

DNBC Financial Group

Home › Card

Top-up

From account	EUR-100-206518-1 - Cor Dulce ⌄
	Available balance 83,301.51 EUR
To card	5338-15xx-xxxx-5051 - Cor Dulce ⌄
	Available balance 0.00 EUR
Amount	155.00 EUR ⌄
OTP receiving method	SMS ⌄
OTP receiving phone number	+84****518

SEND

Step 3: Enter the OTP sent to your phone number, then click **"CONFIRM"**.

Top-up

Input — 2 Verify — 3 Result

OTP has been sent to your registered emails

TOP UP INFORMATION - OTP VERIFICATION

To card	5338-15xx-xxxx-4139 - Hau Ng (407.00 EUR)
From account	EUR-100-206518-1 - Hau Ng
Available balance	420,000,000.00 EUR
Amount	420,000,000.00 EUR
OTP receiving method	Email
Email address receiving OTP	tha****com

Please check the OTP sent to your mobile phone! (Ref. 868954)

OTP	4879856
Ready to sent	💬 Receive a SMS

CANCEL   CONFIRM

Step 4: Your top-up request is done successfully. Now you just wait for the approval from DNBC's system.

Input — Verify — 3 Result

You have PROCESSED top up card successfully

TOP UP CONFIRMATION

Payment number	4445
Payment date	08 Jun, 2022
Status	PROCESSED
From account	EUR-100-206518-1 - Hau Ng
To card	5338-15xx-xxxx-4139 - Hau Ng
Amount	420,000,000.00 EUR

MAKE ANOTHER TOP UP

9 Withdraw

You can also deposit your current account from your cards with this function.

Step 1: Click the **"Withdraw"** button of the card section on the menu.

Step 2: Select the card you want to withdraw, then choose the account you want to deposit. Fill in the amount of money you need to transfer, then click **"CONFIRM"**.

🔒	Block card	›
📥	Top-up	›
📤	Withdraw	›
💳	Activate card	›
💳	Request new card	›
📋	Card order history	›
🔐	Change passphrase	›

DNBC Financial Group

Home > Card > Withdraw

Withdraw

1 — 2 — 3
Input   Verify   Result

WITHDRAWAL INFORMATION

Select Card	5338-15xx-xxxx-5051 - Hau Ng (407.00 EUR) ⌃
To account	5338-15xx-xxxx-4139 - Hau Ng (507.00 EUR)
Amount	155.00 EUR ⌄
OTP receiving methods	SMS
OTP receiving phone number	+84****814

CONFIRM

Step 3: Enter the **OTP** sent to your phone number via SMS or email, then click "CONFIRM".

Step 4: Your money has been withdrawn successfully from your chosen card.

10 **Change card passphrase**

You can easily change the passphrase of your card for convenience with this feature.

Step 1: Click on **Change card passphrase** on the menu.

🖥 E-statements		›
💳 Transaction history		›
🔒 Block card		›
📥 Top-up		›
📤 Withdraw		›
💳 Activate card		›
💳 Request new card		›
📋 Card order history		›
🔐 Change passphrase		›

Step 2: Choose the card you want to change its passphrase. Type a **New passphrase** in the New passphrase field. Then, re-enter the new passphrase in the next field to confirm it. Finally, click **"CONFIRM"**.

DNBC
Financial Group

Home › Card › Change card passphrase

Change card passphrase

CHANGE CARD PASSPHRASE

Select Card   5338-15xx-xxxx-5051 - Hau Ng (407.00 EUR)

New passphrase   5338-15xx-xxxx-4139 - Hau Ng (Digital - Mastercard)

Confirm new passphrase   Enter your new passphrase carefully

OTP receiving methods   SMS

OTP receiving phone number   +84****814

CONFIRM

Step 3: Enter the OTP verification code sent to your phone number and click "CONFIRM" again to complete changing your card passphrase.

OTP receiving method	SMS
OTP receiving phone number	+84***814

Please check the OTP sent to your mobile phone! (Ref. 868954)

OTP	4879856
Ready to sent	✉ Sent to email

CANCEL   CONFIRM

Step 4: You have successfully changed the passphrase of your card. You may continuously change your passphrase again by repeating the previous steps.

DNBC Financial Group

Home > Card > Change card passphrase

Change card passphrase

You have changed passphrase successfully

CHANGE CARD PASSPHRASE

Select Card	5338-15xx-xxxx-5051 - Hau Ng (407.00 EUR)
New passphrase	Enter your new passphrase carefully
	Requirement for a passphrase from 4 to 20 characters, only Latin letters, numbers and spaces
Confirm new passphrase	Enter your new passphrase carefully
OTP receiving methods	SMS
OTP receiving phone number	+84****814

CONFIRM

H SETTINGS

1 External account

This section will show the customer's other backup account. When you first open an account, you can provide this information.

Step 1: Click on the **"External account"** button of the setting section on the menu.

DNBC*net*

WELCOME
Cor Dulce

Last login: 15 May, 2021 - 12:30:38

SETTINGS

Change background >

Manage devices >

OTP receiving method >

Change password >

Step 2: You can view your external account's information such as account name, account number, bank's name, ect. If you want to edit the information, you can click on the information and change it. Then, click **"SUBMIT"** to send the updated information to DNBC's system. When there is an emergency or problem, DNBC can send money to customers through this external account.

External account

EXTERNAL ACCOUNT

Client   826489 - Cor Dulce

Account name

Account number

With Bank

Branch (Optional)

Bank address

2   Change background
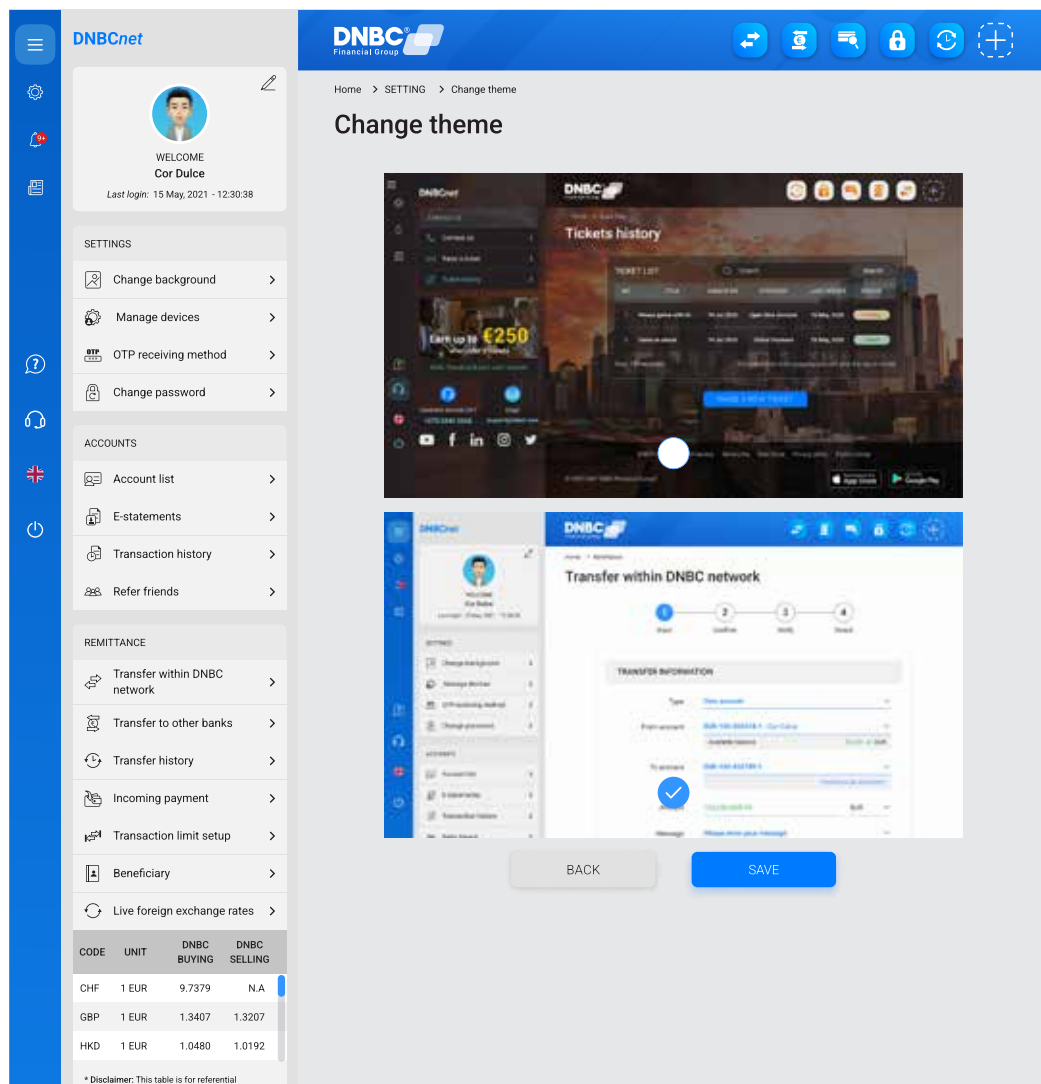
You can change the background of internet banking according to your personal preferences. There are different backgrounds for you to choose.

Step 1: Select **"Change background"** on dashboard.

Step 2: Given backgrounds will be displayed, you can click to choose the theme that you like.

SETTINGS

 Change background ›

 Manage devices ›

 OTP receiving method ›

 Change password ›

Step 3: Click on the **"SAVE"** button and **"YES"** to save the new background.

Step 4: You have successfully changed your theme background.
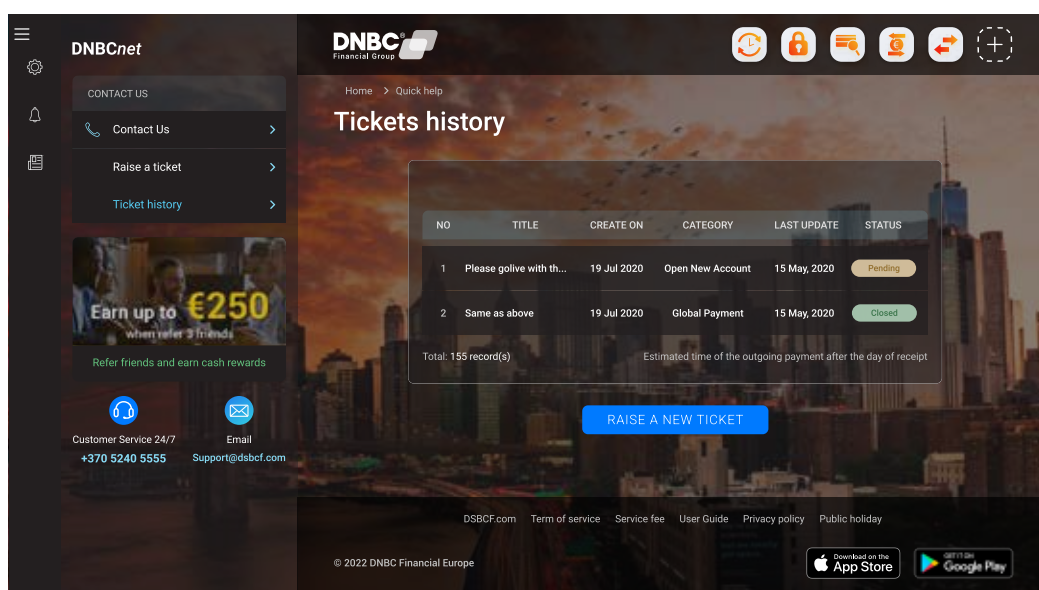
3 OTP receiving method

OTP code of DNBCnet will be sent via your SMS or email. You can go to the "OTP receiving method" section to check your registered phone number information.

Step 1: Select **"OTP receiving method"** button of the settings section on the menu.

Step 2: Check and request to change the OTP receiving method by choose ✎ on the top menu.

SETTINGS

Change background   >

Manage devices   >

OTP receiving method   >

Change password   >

DNBC Financial Group

Home > SETTING > OTP receiving methods

OTP receiving methods

OTP RECEIVING METHODS

OTP receiving methods   SMS   ⌄

OTP phone number   +84****814

CONFIRM

---
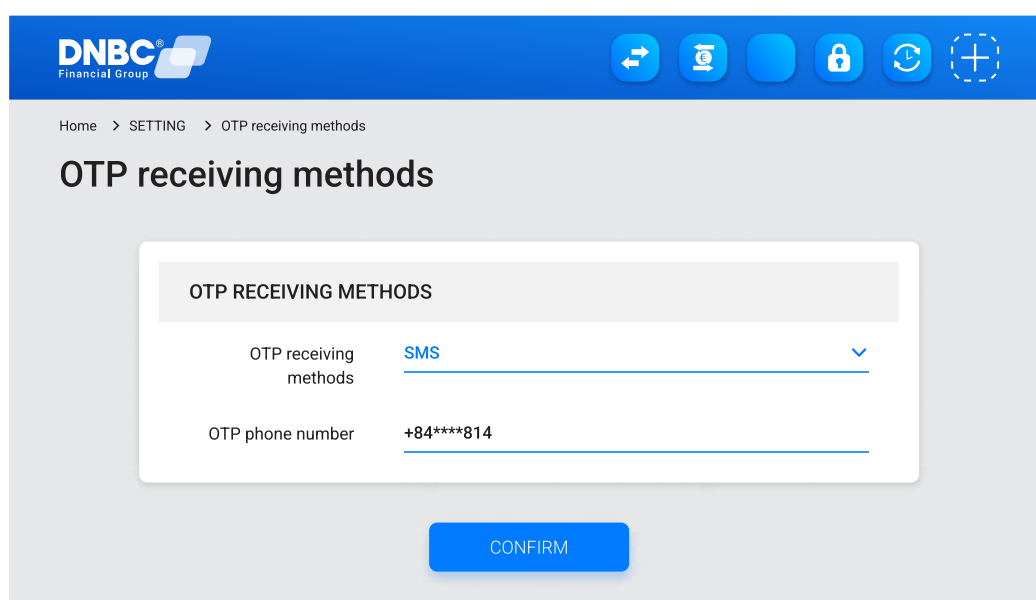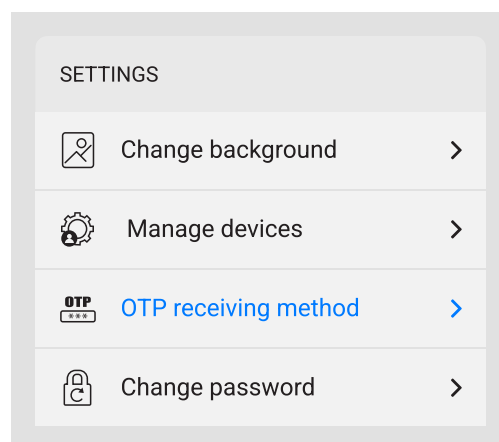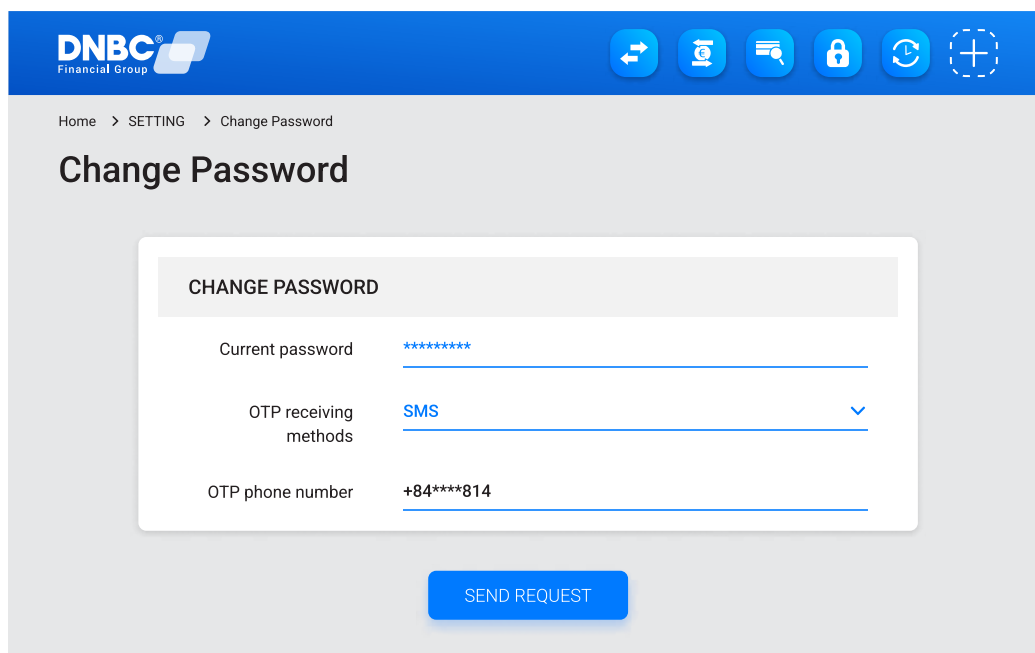
4 Change password

You are encouraged to change your password periodically via this feature to protect your account.

Step 1: Click on the **"Change password"** button of the setting section on the menu.

SETTINGS

Change background   >

Manage devices   >

OTP receiving method   >

Change password   >
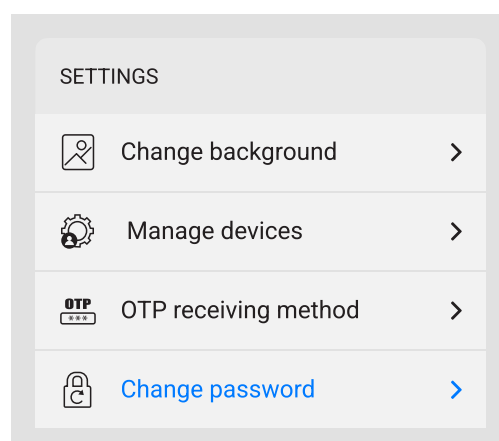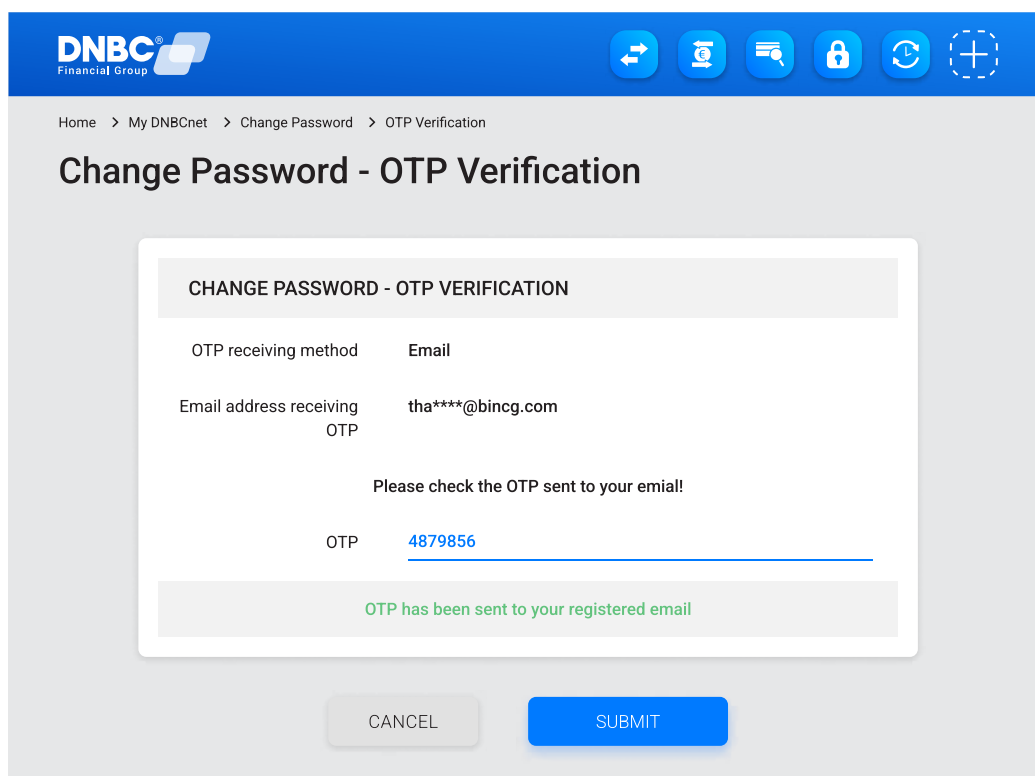
Step 2: Input your current password and click **"SEND REQUEST"**.

Step 3: Enter the OTP sent to your mobile phone. Then your request will be sent to us for approval.

Step 4: Then, after your request has been approved, you will see the dashboard of **"Change password"** allow you to change your password. Enter your current password again and create your new password. Then, click **"CONFIRM"**.

CHANGE PASSWORD

Your requested password changes its APPROVED by customer service!

Current password	Enter your current password
New password	Enter your new password carefully
Confirm new password	Enter your new password carefully
OTP receiving methods	SMS
OTP phone number	+84****814

CONFIRM

Step 6: Enter the OTP sent to your phone then click **"CONFIRM"** and your password will be changed successfully.

Change Password - OTP Verification

CHANGE PASSWORD - OTP VERIFICATION

OTP receiving method	Email
Email address receiving OTP	tha****@bincg.com
	Please check the OTP sent to your emial!
OTP	4879856

OTP has been sent to your registered email

CANCEL   CONFIRM

Step 7: You have changed your password successfully

You have changed passphrase successfully

CHANGE PASSWORD

Current password	*********

1   **Notifications**

By clicking on the bell icon [bell 9+] on the menu, your left lenu will switch to the "Notifications" section and help you to track your activities.

1.1. All record

This section will show all the activities the customer has done on the account so far. To be able to track the customer's past activities, follow these steps:

◉ **Step 1:** Click **"All"** on the menu.

NOTIFICATIONS

🔔 All   ›

💬 Balance alerts   ›

≡ Latest activity   ›

◉ **Step 2:** A record of all past activities such as transfer information, login time, or changing password will be displayed. You can track back for reference.

DNBC Financial Group
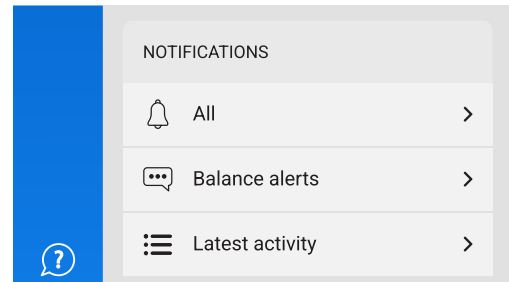
Home › Notifications

Notifications

Total: 155 record(s)

DATE TIME	DESCRIPTION	IP ADDRESS
15 May, 2020 15:05:28	2020-05-15 - 15:05 EUR 10.00 debited from account 100******9601 - Cor Dulce. Top up to 5338-15xx-xxxx-9574 - Cor Dulce. Balance: EUR 502,162.43	
15 May, 2020 00:30:12	Export PDF Account Statement Account Number: 100-636960-1- From: 2020-05-01 To: 2020-05-15	115.73.214.145
14 May, 2020 15:05:28	Export PDF Card Statement Card Number: - From: 2020-04-20 To: 2020-05-14	115.73.214.145
13 May, 2020 10:05:00	Login	115.73.214.145
12 May, 2020 08:08:08	Create new beneficiary - Cor Dulce............... Cor Dulce.................. - LT183270001015064751	115.73.214.145
12 May, 2020 08:00:00	Request Card Order #800241	115.73.214.145
11 May, 2020 15:05:28	Your payment #2697 in DSBCnet made on 2020/05/11 has failed. Reason: Fraud detection by our Compliance Team	
11 May, 2020 10:00:28	Your account balance EUR 0.00, account number 102-636960-1, ending on 08 Jul 2020 has been below our minimum limit (EUR 20.00).	
10 May, 2020 19:05:00	2020-05-10 05:56 USD 109.89 debited from account 101******9421 - Cor Dulce. Balance: USD 35,257.37	

1.2. Balance Alert

This section will display notifications about money transactions in and out of your account.

Step 1: Click on **"Balance Alert"** on the menu to access the feature.

Step 2: Check the information of outgoing/incoming transactions that affect your balances.

NOTIFICATIONS

🔔 All 〉

💬 Balance alerts 〉

☰ Latest activity 〉

Total: 155 record(s)

DATE TIME	DESCRIPTION	IP ADDRESS
15 May, 2020 15:05:28	2020-05-15 - 15:05 EUR 10.00 debited from account 100******9601 - Cor Dulce. Top up to 5338-15xx-xxxx-9574 - Cor Dulce. Balance: EUR 502,162.43	
15 May, 2020 00:30:12	Export PDF Account Statement Account Number: 100-636960-1- From: 2020-05-01 To: 2020-05-15	115.73.214.145
14 May, 2020 15:05:28	Export PDF Card Statement Card Number: - From: 2020-04-20 To: 2020-05-14	115.73.214.145
13 May, 2020 10:05:00	Login	115.73.214.145

1.3. Latest activities

This section will show you the activities you have done most recently.

Step 1: Click on **"Latest Activity"** to access the feature.

Step 2: You can track the latest activities you have done.

NOTIFICATIONS

🔔 All 〉

💬 Balance alerts 〉

☰ Latest activity 〉

Total: 155 record(s)

DATE TIME	DESCRIPTION	IP ADDRESS
15 May, 2020 15:05:28	2020-05-15 - 15:05 EUR 10.00 debited from account 100******9601 - Cor Dulce. Top up to 5338-15xx-xxxx-9574 - Cor Dulce. Balance: EUR 502,162.43	
15 May, 2020 00:30:12	Export PDF Account Statement Account Number: 100-636960-1- From: 2020-05-01 To: 2020-05-15	115.73.214.145
14 May, 2020 15:05:28	Export PDF Card Statement Card Number: - From: 2020-04-20 To: 2020-05-14	115.73.214.145
13 May, 2020 10:05:00	Login	115.73.214.145

2   Support

This part is where you can ask for support from DNBC. You can raise any questions, contact DNBC through a direct call, email, or send a ticker.

2.1. Contact us

Step 1: click on the icon   to get to the support section. Then, click on **"Contact us"** on the menu to access this feature.

Step 2: View the details and make contacts corresponding to your demand.

Customer Service 24/7
+370 5240 5555

Email
Support@dsbcf.com
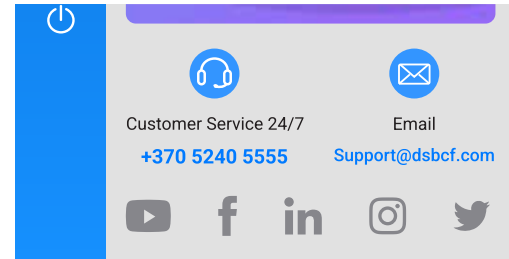
Supports

CONTACT POINTS

Global Payment (Incoming-outgoing transactions)

Language(s) supported	**English, French**
Telephone	**+1 (949) 508 0235**
Opening hours	**Monday - Friday: 09:00 - 17:00 (GMT +3)**
Contact us by e-mail	inquiry@dnbcf.com

Open new accounts

Language(s) supported	**English, French**
Telephone	**+1 (949) 508 0235**
Opening hours	**Monday - Friday: 09:00 - 17:00 (GMT +3)**
Contact us by e-mail	support@dnbcf.com

Other services

Language(s) supported	**English, French**
Telephone	**+1 (949) 508 0235**
Opening hours	**Monday - Friday: 09:00 - 17:00 (GMT +3)**
Contact us by e-mail	support@dnbcf.com

OFFICE ADDRESS

Address	**Suite 1480 HSBC Building 885 West Georgia Street Vancouver, Bc, Canada V6C3E8**

2.2. Raise a ticket

Step 1: Click on the icon to get to the support section. Click on "Raise a ticket" on the left menu to access this feature. This section is for customers to raise issues or opinions using the service on DNBC*net* Internet Banking.

Customer Service 24/7
+370 5240 5555

Email
Support@dsbcf.com
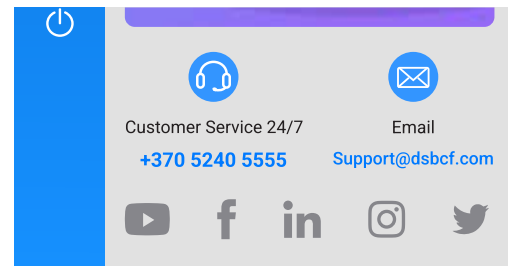
Step 2: Enter the details of your inquiry, and attach the necessary document. Then, click **"SUBMIT"**.

Raise a ticket

RAISE A TICKET

Ticket Title	Please enter ticket title
Category	Card
Description of issue	Describe your problem

UPLOAD ATTACHMENT

Attach files   Choose file   5 files

(.zip, .pdf, .doc, .docx, .png, .jpg, .jpeg <= 20MB/file in size, limit 7 files)

Files uploaded
1. eBancoBankingApp_20201010_285105.gif
2. eBancoBankingApp_20201010_285105.jpg
3. eBancoBankingApp_20201010_285105.png
4. eBancoBankingApp_20201010_285105.pdf
5. eBancoBankingApp-dmo_285105.png

CANCEL   SUBMIT

Step 3: You have successfully sent your ticket to the DNBC Support Department.

Raise a ticket

Your raise a ticket successfully

RAISE A TICKET

Ticket Title	Please enter ticket title
Category	Card
Description of issue	Describe your problem

2.3. Raise a ticket

Step 1: Click on the icon [icon] to get to the support section. Click on **"Ticket history"** on the left menu to access this feature.

Customer Service 24/7
+370 5240 5555

Email
Support@dsbcf.com
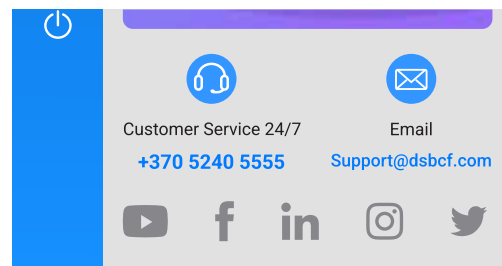
Step 2: View and track all tickets for raising issues. Otherwise, you can search for a specific ticket following its title or choose to make a new ticket.

Home > Quick help

Raise a ticket

NO	TITLE	CREATE ON	CATEGORY	LAST UPDATE	STATUS
1	Please golive with th...	19 Jul 2020	Open New Account	15 May, 2020	Pending
2	Same as above	19 Jul 2020	Global Payment	15 May, 2020	Closed

Total: 155 record(s)   Estimated time of the outgoing payment after the day of receipt

RAISE A NEW TICKET
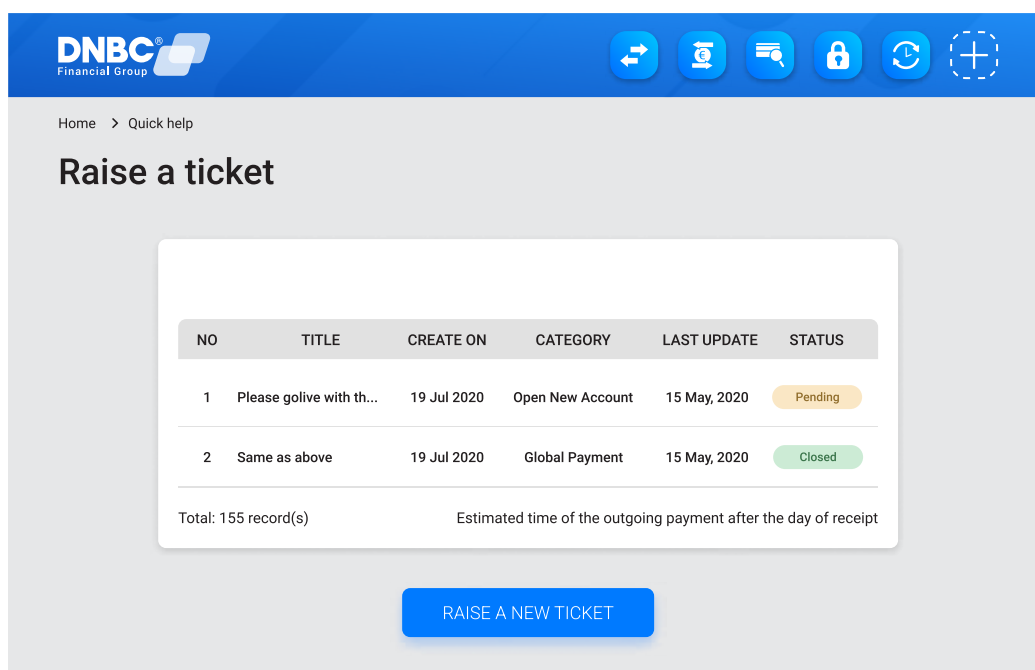
3 Change language

DNBC Financial Group is an international financial institution that offers payment services worldwide. We also provide many languages so that customers can enjoy a better experience while using our mobile banking app. New languages are being updated regularly to provide customers with the best experience. English is currently the first language.

At the login dashboard, you can adjust your preferred language.

Customer Services 24/7: **+ 370 5 240 5555**

EN

WELCOME TO **DNBC*net***

Together We Make Differences

Please select your Country

User name

Password

Otherwise, login to your current account and follow the instructions:

Step 1: Log in to your account in DNBC*net* Internet Banking. Click the icon 🇬🇧

Step 2: Search the language you want to change into, then click **"YES"**.
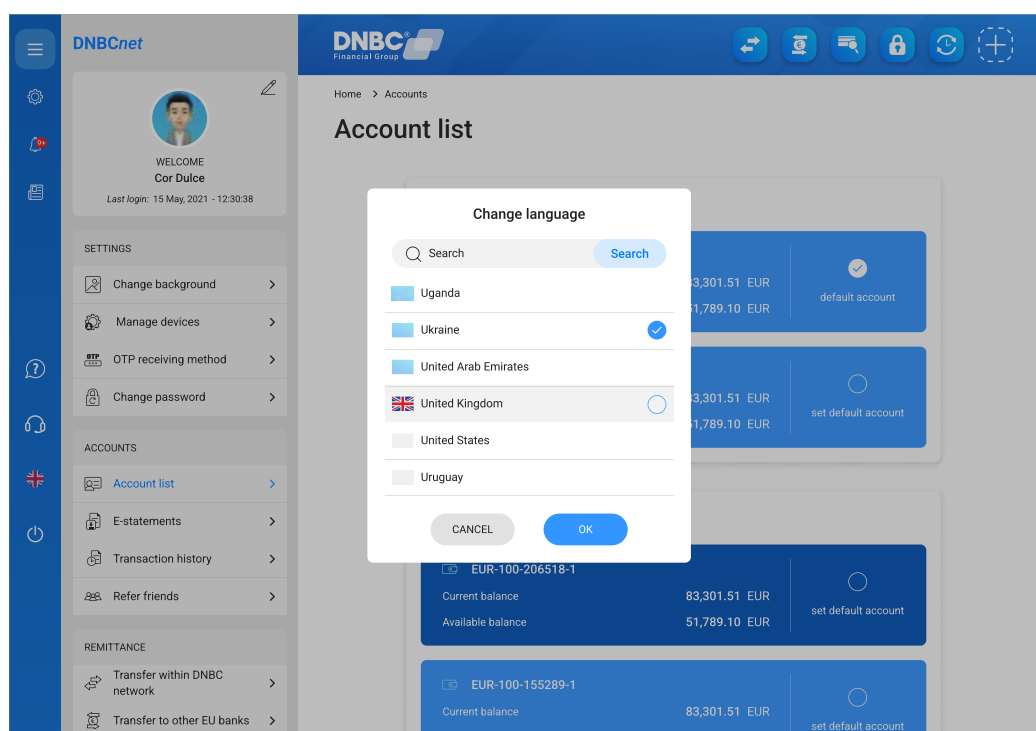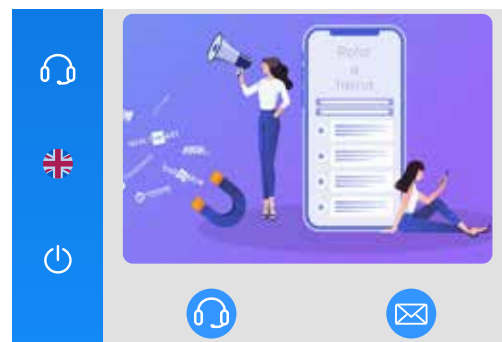
| 4 | Quick help |

Step 1: Click on the button ❓ to access the **"Quick help"** feature.

Step 2: Then, you can search for tips or any questions. Furthermore, you can choose **"RAISE A TICKET"** for DNBC to answer your question.

5   Log out

You can easily log out to your current account by clicking the button

Step 1: Click on the button ⏻ on the left menu.
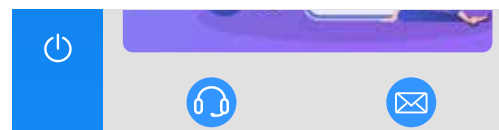
Step 2: Click **"YES"** to confirm your logging out process or **"NO"** to return to the current dashboard.
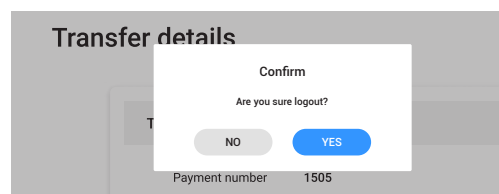
Step 3: You have successfully logged out to your current account.
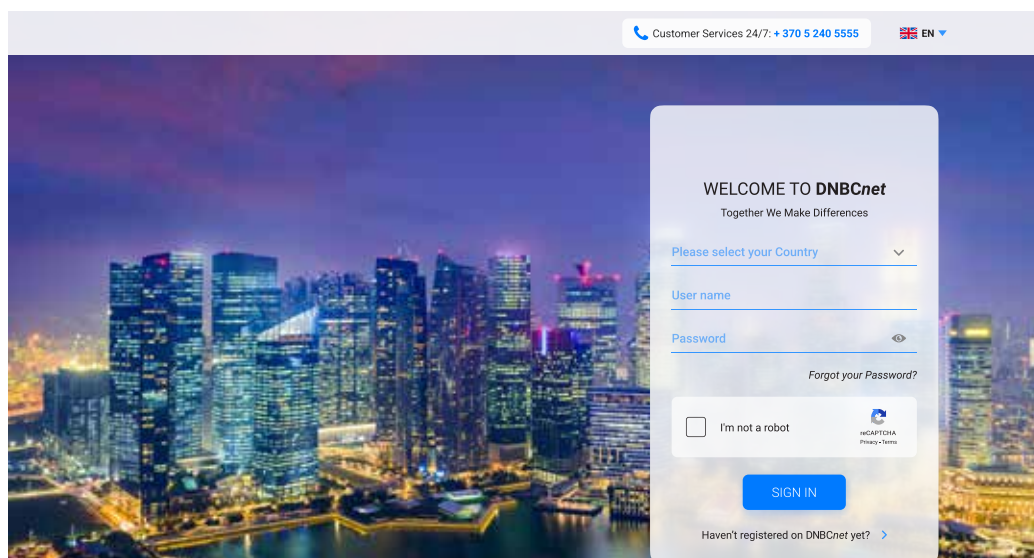
1   User guid

Step 1: You can view the instruction file of using DNBCnet Internet Banking in detail by clicking on the **"User guideline"** section on the menu.

You can also download the file for later use by clicking on the download button.

Step 2: Scroll down to the **Table of Content (TOC).** Find the section you want to be answered and the page from the **TOC**.

HELPS

☑ User guide   ›

[FAQ] FAQs   ›

⚙ Raise a ticket   ›

TABLE OF CONTENT

FAQs

This section will show you the questions that users often ask when using the service at DNBC.

First, click on the **"FAQs"** section on the dashboard.

By clicking on **"FAQs"** you will be directed to DNBC's website with a list of frequently asked questions for references.

HELPS

User guide 〉

FAQs 〉

Raise a ticket 〉

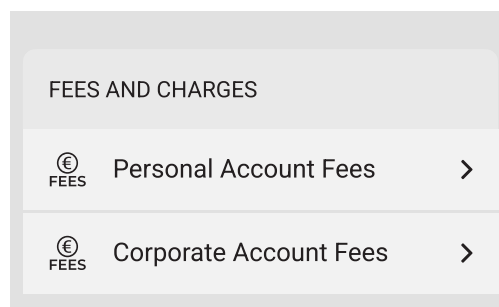# K   MORE

1 **Fees and charges**

This section will show you the fees of services at DNBC.

⦿ **Step 1:** On the menu, click on the **"Fees and Charges"** button.

> MORE
>
> €FEES   Fees and Charges   ›
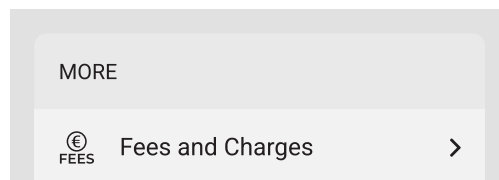
⦿ **Step 2:** The fees usually include service fees at DNBC. Here, you can also check your current account and service fees updates.

> FEES AND CHARGES
>
> €FEES   Personal Account Fees   ›
>
> €FEES   Corporate Account Fees   ›

⦿ **Step 3:** Click on the service group you want to check the fees. After clicking on the service group, you will be redirected to the fee page on DNBC's official website.

2   About us

This section will help you to understand about DNBC business footsteps and more.

⦿ **Step 1:** On the menu, click on the **"About us"** button.

⦿ **Step 2:** It will lead you to the introduction page that describes DNBC businesses.

MORE

€FEES Fees and Charges >

ⓘ About us >

▤ News >

3   News

⦿ **Step 1:** On the menu, click on the **"About us"** button.

MORE

€FEES Fees and Charges >

ⓘ About us >

▤ News >

Step 2: It will lead you to the insight page that introduces you to read the publications, service articles, and announcements from DNBC.
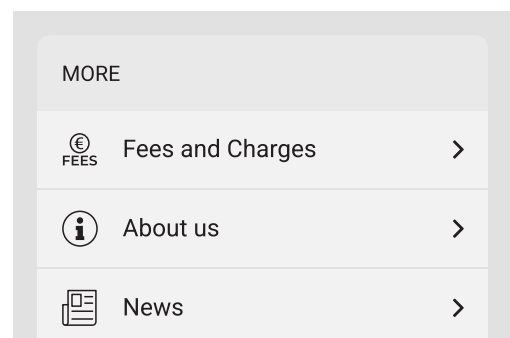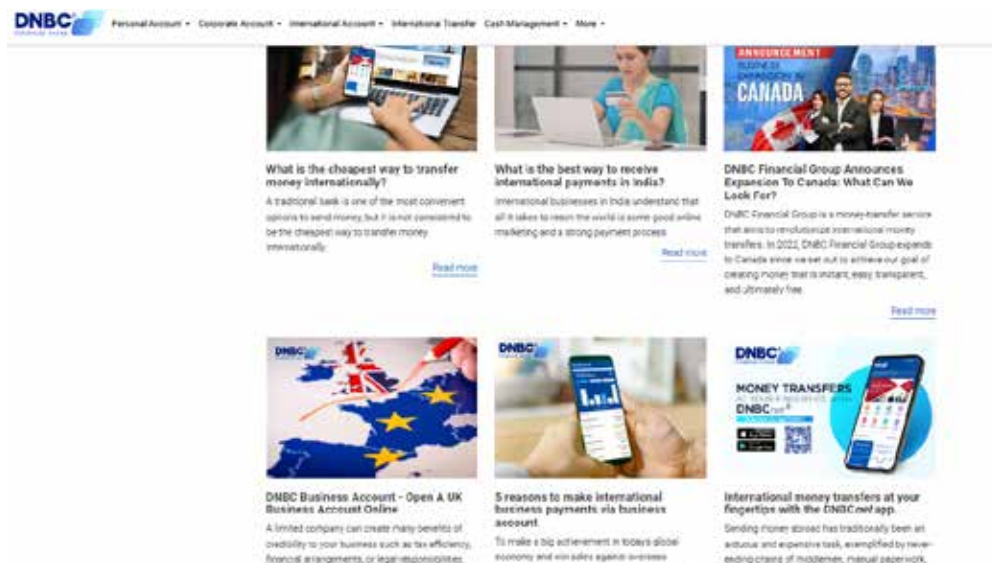

<div style="page-break-after: always;"></div>

4 Quick Contact

In addition, you can check out the customer support number, support email, and social media platforms for your convenience. We are now publicizing all information on these social platforms (Facebook, Linkedin, Twitter, Instagram, and Youtube) to help you get a better overview about DNBC Financial Group. If you need help, please contact our **Customer Support**.

NOTIFICATIONS

All

Balance alerts

Latest activity

Customer Service 24/7

+1 (949) 508 0235

Service 24/7

08 0235

Email

Support@dsbcf.com

L   LEGAL AGREEMENTS
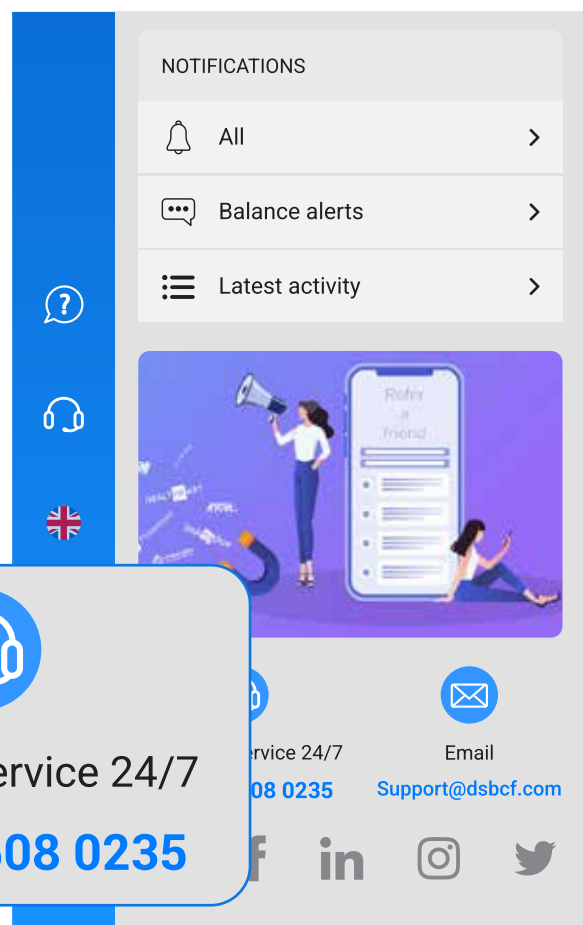
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PRIVACY POLICY AND TERMS OF USE

Information that you provide or that we collect about you and your businesses through your access to and use of the internet banking is subject to our **Privacy Policy**, and the terms of which are hereby incorporated to **Terms of Use** as references. We encourage you to read and become familiar with our privacy practices.

SECURITY

DNBC Financial Group takes such commercially reasonable measures as it deems appropriate to secure and protect information transmitted to and from our internet banking platforms. Nevertheless, we cannot and do not guarantee that any such transaction conducted on or through our internet banking, are or will be totally secure from on the behalf of one side. You are responsible for maintaining the confidentiality of your account and account number and any other user identifier or unique name or number identifying you (all of the foregoing, collectively, your "Username") and any password used in connection with your use of the internet banking, and you are fully responsible for all access and any activity that occurs through use of your Username or Password. You agree to immediately notify DNBC Financial Group of any unauthorized use of your Username or Password, or of any breach of security or of which you become aware. DNBC Financial Group cannot be liable for any loss or damage arising from any unauthorized access or use of your Username or Password.

CANADA HEAD OFFICE

Address: Suite 1480 HSBC Building 885 West Georgia Street Vancouver, Bc, Canada V6C3E8

Email: support@dnbcf.com   **Hotline:** + 1 (949) 508 0235

Website: www.dnbcnet.com