



Internet Banking Manual for Retail Customer

Version – 1.0

(Retrieve User ID)

Table of Contents

FORGOT USER ID PROCESS FOR CONSUMER BANKING2

- 1. Forgot / Loss of User ID..... 3
- 1.1 Approach 3
- 1.2 Forgot User ID Functionality 3

Forgot User ID Process for Consumer Banking

1. Forgot / Loss of User ID

1.1 Approach

To retrieve your User ID you will have to select the **“Forgot your user id?”** option on our e-Banking login page.

Forgot Your User Id

1.2 Forgot User ID Functionality

Once you will select ‘Forgot ***your User Id***’ link, following screen will be displayed where you will be prompted to enter the following

- a) Account Number or Debit Card Number or Credit Card Number
- b) IVR Pin * (**TPIN – Telephone PIN**) Mandatory

Case - 1

If the entered details are correct below screen will appear for you, In case you already chosen the “Security Question” & “Answer” at the time of registration.

- a) Mobile No. (Registered Mobile Number)
- b) E-Mail Id (Registered Email ID)

- a) Secret Question (Which was displayed at the time of registration)
- b) Secret Answer (Which was selected at the time of registration)

The screenshot shows the NBO verification interface. At the top is the NBO logo with the text 'بنك أم القيوين' and 'NBO'. Below the logo, it says 'Enter verification details to retrieve User id'. There are four input fields: 'Mobile Number *' with the value '00971501234567' and a note '(In Format 00971xxxxxxxx)', 'Email Id *' with the value 'abcde@nbq.ae', 'Security Question' with a dropdown menu showing 'What is your favourite food', and 'Your Answer' with masked characters '*****' and a note '(Case Sensitive)'. A red box highlights the Security Question and Your Answer fields, and a red arrow points from the text 'Secret Answer' in the list above to the 'Your Answer' field. At the bottom, there are 'RETRIEVE' and 'Back' buttons. A 'Note' section contains two bullet points: '- Please call us on 600 56 56 56 for any assistance' and '- Retrieved user id will be sent to registered Mobile number & Email Id.'

Case – 2

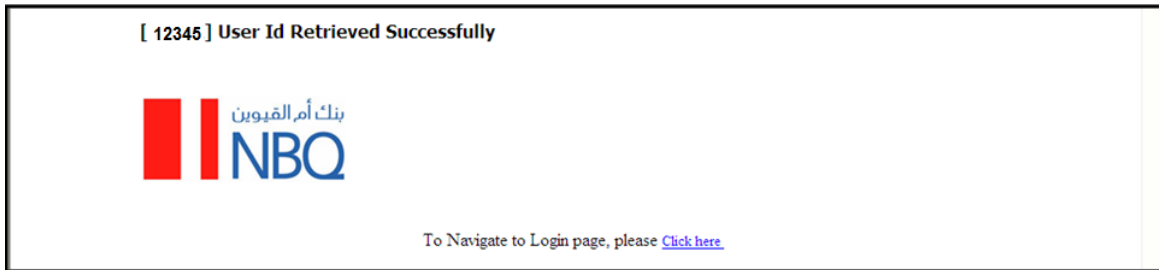
In case you have not chosen the “Security Question” & “Answer” at the time of initial stage you will enter following mandatory fields.

- a) Mobile No. (Registered Mobile Number)
- b) E-Mail Id (Registered Email ID)

The screenshot shows the NBO verification interface for Case 2. It features the NBO logo and the text 'بنك أم القيوين' and 'NBO'. Below the logo, it says 'Enter verification details to retrieve User id'. There are two input fields: 'Mobile Number *' with the value '00971501234567' and a note '(In Format 00971xxxxxxxx)', and 'Email Id *' with the value 'abcde@nbq.ae'. The 'Security Question' and 'Your Answer' fields are absent. At the bottom, there are 'RETRIEVE' and 'Back' buttons. A 'Note' section contains two bullet points: '- Please call us on 600 56 56 56 for any assistance' and '- Retrieved user id will be sent to registered Mobile number & Email Id.'

You will have to click on the **'Retrieve'** user ID button.

Upon authentication **USER ID** will be sent to you SMS on your mobile number registered with the Bank.



Retrieve User ID SMS on mobile

For Example;

Dear Customer

You have successfully retrieved your NBQ Online Banking User ID 12345. You can now login to NBQ Online with this User ID.