

INTERNET BANKING - HBZwebHBZweb Login/User name *(case sensitive)*

(Note: following Internet Banking requests are associated with HBZweb Login/Username specified here.)

- User ID/Password Not received Not activated Locked Other, specify details _____
- Reset Password
- HBZotp *(One Time Password)* Token Registration, specify details below.
- Mobile number _____ + _____
country code / area code
- Email ID _____ @ _____
- Secure Key Not received Not activated
- Requested functionality not appearing, specify details _____
- Transaction(s) not executed through internet service, specify details _____
- Other, specify details _____

SMS SERVICE - HBZgsm

- GSM banking alerts - change phone number, specify mobile number _____ + _____
country code / area code
- Alert/Message not received, specify details _____

FACSIMILE SERVICE - HBZfax

- Change in FAX number, specify fax number _____ + _____
country code / area code
- FAX not received, specify details _____

GENERAL BANKING

- Cheque book not received
- Returned cheque(s) not received, specify details _____
- Other, specify details _____

OTHER INQUIRIES

I/We agree to abide by all the Terms & Conditions applicable to the operations of the said account(s) products and services.

Yours faithfully.

authorized signatory(s)Place _____
city & countryDate _____
day month year**FOR OFFICE USE****Bank Representative's declaration,**I have verified the particulars of the Applicant(s) on the basis of his/her/their documents *(copies attached)* and I am satisfied with the identity of the Applicant(s) who were met in person.**Bank representative:**Name _____ Date _____ Signature _____
day month year**Relationship manager:**Name _____ Date _____ Signature _____
day month year**NOTE:**

- In the case of multiple signatories, authorized signatories must sign as per the account mandate
- The customer understands that the Bank shall not be held responsible for any erroneous transaction(s) arising out of incorrect, incomplete or illegible details provided by the Customer.