



DNS BANK

डॉबिवली नागरी सहकारी बँक लि.
(मल्टी-स्टेट शेड्यूल्ड बँक)
अर्थात्ला विश्वास मिळे अन् विश्वासाला अर्थ मिळे!

DNS Bank

New Internet Banking Portal Document

User Guidelines

Dear Customer,

We are happy to announce that Dombivli Nagari Sahakari Bank Ltd. (Multi-scheduled Bank) has launched new and improved version of Internet Banking for all our customers.

This document will be a Login guide for all the 'Active ' and 'New' Customer who are using/opt to use, Internet Banking services.

For any concern with respect to Login or applying for Internet Banking users/customer can call to our Toll free number : **1800 233 1700** or write to us at enquiry@dnsb.co.in



By clicking on "Continue to Login" button, you agree to the Terms of Service (Terms & Conditions) of usage of Internet Banking of Dombivli Nagari Sahakari Bank Ltd. (Multi-Schedule Bank).

Important Security Tips for Safe Online Banking

- Access your bank website only by typing the URL in the address bar of your browser.
- Be aware of downloading any malicious application from mobile application stores (Google Playstore, Apple App Store, Blackberry App World, Ovi Store, Windows Marketplace etc) that are offering Online Banking. Kindly check their authenticity before downloading, by contacting your Bank.
- Do not click on any links in any e-mail message to access the site.

DNS BANK or any of its representatives never sends you email/SMS or calls you over phone to get your personal information, password or one time SMS (high security) password. Any such e-mail/SMS or phone call is an attempt to fraudulently withdraw money from your account through Internet Banking. Never respond to such email/SMS or phone call. Please report immediately on enquiry@dnsbank.in if you receive any such e-mail/SMS or Phone call. Please lock your user access immediately, if you have accidentally revealed your credentials.

- Do not be lured if you receive an e-mail/SMS/phone call promising reward for providing your personal information or for updating your account details in the bank site.
- Having the following will improve your internet security:
 - Newer version of Operating System with latest security patches.
 - Latest version of Browsers (IE 8.0 and above , Mozilla Firefox 3.1 and above, Opera 9.5 and above, Safari 3.5 and above, Google chrome,etc.)
 - Firewall is enabled.
 - Antivirus signatures applied
- Scan your computer regularly with Antivirus to ensure that the system is Virus/Trojan free.
- Change your Internet Banking password at periodical intervals.
- Always check the last log-in date and time in the post login page.
- Avoid accessing Internet banking accounts from cyber cafes or shared PCs.
- After you have logged in, you will **not** be asked to provide your username and login password again. Also, you will **not** be asked to provide your DEBIT CARD details while using internet banking. If you get a message (such as through a pop-up) asking for such information, please do not provide this information no matter how 'genuine' the page appears to be. Such pop-ups are most likely the result of malwares infecting your computer. Please take immediate steps to disinfect your device.

For Active user:

Step I : User needs to visit www.dnsbank.in and click on Internet Banking link, which will direct user to Secured New DNS Bank's Internet Banking Portal , user needs to use **Forgot Your Password /Unlock User ID** link to set his/her login and transaction password .

(DNS Bank's New Internet Banking Portal)

Step II : Once user click **Forgot Your Password /Unlock User ID**, user need to enter customer id and clicked on submit to receive OTP to their register mobile number. If Mobile number is not registered for Internet banking User have to contact branch to **update Mobile and Email address** which is as per RBI mandatory Internet Banking Guidelines.

Step III : OTP received to the user must be entered and verified by the user. Once the OTP is verified, user will be directed to the screen where he/she can set there login/transaction password.

Step IV : Login and transaction password to be set as per policy by the user. Once the passwords are set, user needs to re-login to the internet banking using set password.

For New user:

Step I: User needs to apply for internet banking with mobile number and email address (Mandatory for internet banking) to branch.

Step II : User needs to collect Login and transaction password from branch to avail internet banking.

Step III : User need to login to internet banking using link from www.dnsbank.in, user need to login using his/her customer id and login password mentioned in pin-mailer. After login user need to mandatory changed first time login and transaction password mentioned on pin-mailer.

Regards

DNS Bank
Information Technology