



## HOW TO FILL THE CHANNEL SERVICES INFORMATION UPDATE / PASSWORD RESET FORM

1. Use Only **BLOCK CAPITALS** when completing the application.
2. Select the Channel to Update / Password regenerate (“Internet Banking or Mobile Banking”).
3. Enter your 12 Digit primary account number / CIF will be completed by your branch.
4. All Contact details are mandatory
  - a. Mobile number should be completed with the country code ( Ex : 94112457893 )
  - b. Valid email address should be mentioned
5. **SELECT** the changes needed on your account.
6. Mention you HNB Credit card number to view the card statement online.
7. Mention the **PASSWORD DELIVERY ADDRESS** and the method of posting.
8. Date the application & Finish.

## HOW TO SEND YOUR APPLICATION TO THE BANK

1. Scanned & Faxed applications are not accepted for processing.
2. Original application has to be submitted to the bank for processing and mail the application to your branch via post or walk in to any one of our customer centers and hand over to a bank employee.
3. All rejected applications will be returned to the branch.

## PROCESSING & PASSWORD MAILING

1. Application will be verified and forwarded to the center for processing by the branch & charges will be collected.
2. Once the application is processed the passwords will be posted via Registered Post / Courier according to the instructions on the application. Passwords are not Emailed

### 3. Password Mailing Fees

**Within Sri Lanka (Local) Registered Post – Free Of Charge**

**Outside Sri Lanka (Overseas) Registered Post – Rs. 250**

**Outside Sri Lanka (Overseas) Courier – Rs. 2500**

## FOLLOW UP & ACTIVATION / UNLOCKING

You can check on your applications status / Activate the received password / Unlocking of the user ID by calling the 24\*7 help desk on +94112462462

Password activation & unlocking is only carried out via the 24\*7 help desk.

**CHANNEL SERVICES – INFORMATION UPDATE / PASSWORD RESET FORM**

PERSONAL / PROPRIETOR ACCOUNTS

Please mark **X** for the applicable service

INTERNET BANKING

MOBILE BANKING

Primary Account number

CIF Number

BANK USE ONLY

**INTERNET BANKING USER DETAILS**

NOTE: ABOVE ACCOUNT WILL BE DEBITED FOR E BANKING RELATED CHARGES

User ID

NIC / Passport No

Name / Title of Account

Registered Mobile No

(Home / Office)

E Mail

**All Contact Details are Mandatory****REQUESTED UPDATE****PASSWORD**

Internet Banking

Login Password

Transaction Password

Mobile Banking

SMS

#462# Banking

Mobile Web / App

**TRANSACTIONS**

Enable Transactions on All accounts (Current / Savings / NRFC / RFC etc...)

**CARD LINKING****Important** - Supplementary cards viewing will be linked to the respective card holder only**PASSWORD DELIVERY INSTRUCTIONS**

To: Manager - \_\_\_\_\_ Branch / Manager – E Banking Division

Please be kind enough to forward my password to below address

 Send passwords via registered post  Send passwords via Courier (Charges applicable)

Please update/ provide the information for my Channel Services account as requested above. This request is made under the original Terms &amp; Conditions of Channel Services Internet / Mobile Agreement. I acknowledge that this request becomes an integral part of my original agreement with HNB PLC.

\_\_\_\_\_  
(Signature of User)\_\_\_\_\_  
(Signature of Joint Party)\_\_\_\_\_  
(Signature of Joint Party)

Date

**BANK USE ONLY**Branch / E Banking Use  
*Signature Verified*

DATE:

Centralized Operations

EPF:

EPF:

EPF:

EPF:

EPF:

'B' Class Officer

'A' Class Officer

Input By &amp; Date

Verified By &amp; Date

Audited By &amp; Date