DNBC®
Financial Group

DNBC*net* App 4.0
Userguide

Download on the App Store

Google Play

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TABLE OF CONTENT

A TECHNICAL REQUIREMENT

The DNBC*net* mobile transfering app will be most compatible with:

For Android: Version 6.0 or later (does not support Tablet, yet).

For iOS: iOS version 11.0 or later and iPhone 5S or newer.

* Older device models and operating systems can still work with the app but might experience unexpected problems.

For other technical support, please contact:

Hotline: **+1 604 227 7007**
*Email :***customersupport@dnbcgroup.com**

B INTRODUCTION

1. DNBC*net* Overview

DNBC*net* is a secure mobile payment platform available for both Android and iOS. It provides you with a quick and convenient way to manage your account, making wire transfer anywhere you want.

2. Condition of usage

To use the app and execute transactions, you need to at least:

An activated current account registered with DNBC, it can either be a personal or a business account.

Sign up with DNBC payment platform and DNBC*net* app by using the username and password we sent you via your email address and SMS.

You only need to register and activate your account once for both DNBC payment platform and DNBC*net* app on your phone.

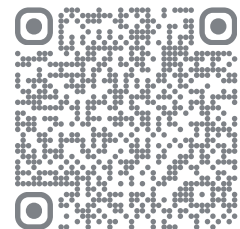| 1 | **Access Apple Appstore or Google Play store** |
| 2 | **Search DNBCnet** |
| 3 | **Install** |

SCAN TO INSTALL

Download on the App Store

Google Play
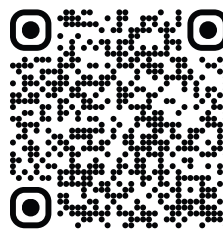
3. Registration

If you haven't registered with DNBC*net* yet and have not owned an active current account with us, open the app, tap on "**Haven't registered on DNBC*net* yet?**" button and this will lead you to our page to open an account.

Please follow the steps shown to you to create an account.

3.1. For personal account:

There will be 4 simple steps for you to take. You will have yourself the personal account in no time.

3.2. Business account:

There will be 4 steps to create a business account. The process of registering for this account is similar to the personal account's one but requires your enterprise information.

3.3. Registration Process

01

Account Registration
Click the "Open an account" button on our website, select Personal Account tab or Business Account tab and fill in all the required information

02

Document Submission
Prepare Documents and Legal entity Documents. Our Relationship Manager will contact & support you in document processing

03

Short Remote Interview
A short remote interview will be arranged if necessary.

04

Account Approval
Once your account is approved, you can start transferring money

C LOGIN

1. Login Process - First time login

*If you have already had a DNBC*net* payment platform account, please skip this "**First-time login**" instruction.

Step 1: Open DNBC*net* app.

Step 2: Log in.

- *Check your mailbox to get a username.*
- *We will send you a temporary password via SMS to your phone.*
- *Input your username and temporary password to log in.*
- *We will send a 6-digit OTP code via SMS again.*
- *Enter the code and tap submit to log in.*

Enable Two-Factor Authentication

Please enter the verification code
sent to +370 xxx-xxx-x17 to access your account

Resend

| 2 | 2 | - | - | - | - |

Cancel   Submit

Or use another method after **30** seconds

Step 3: Change your new password.

- *Change your new password for the first time login.*
- *The new password must contain a **letter** (a-Z) and a **number**, and a **special character** (!@#$%&*-+<>_?), and at least **8 characters**.*
- *After changing your password, you can continue to experience the DNBCnet app.*

Current password
****

New password
****

Re-enter new password
****

Confirm

2. Login - Authy App

DNBC recommends you log in to DNBC*net* using the Authy app. **After your first login**, you can enable **Authy Two-Factor Authentication** and use it as a soft token to input the verification code. Here is your guide to installing the Authy app.

Step 1 : Download the Authy App

Step 2 : Set up the app following the automatic instructions.

Enter Phone number

Choose the method of verification

Input OTP code

Successful screen
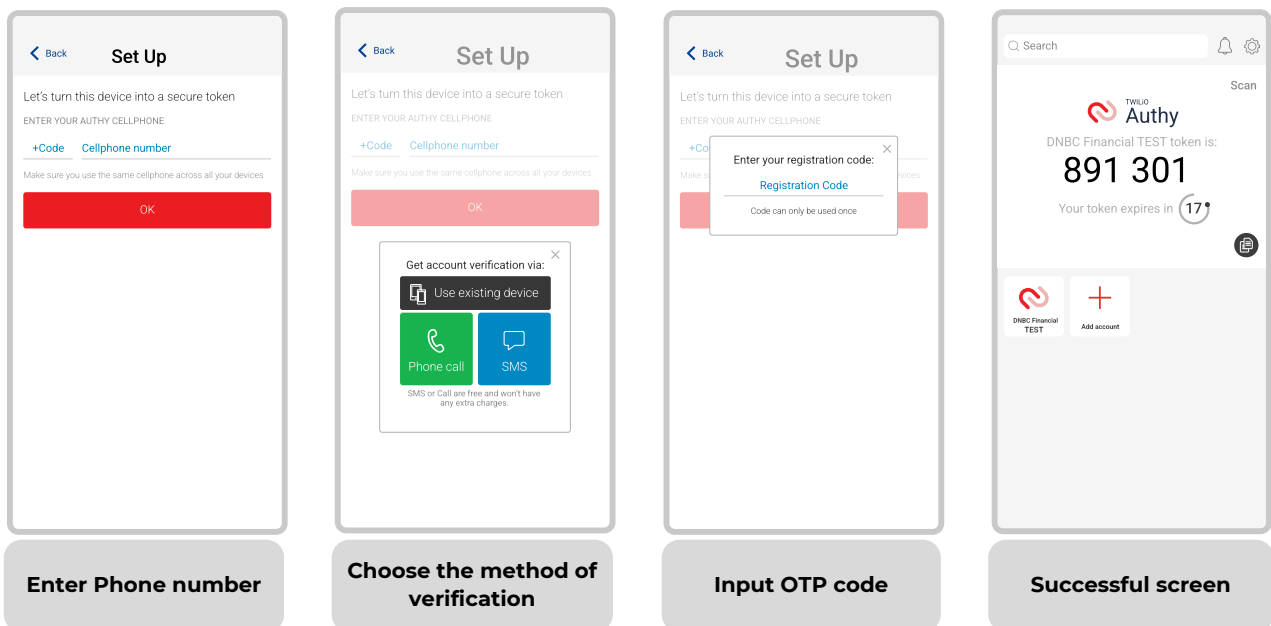
3. Regular Login

Step 1 : Open DNBCnet app.

Step 2 : Log in.

Step 3 : Verify with Two-factor authentication.

- Open your Authy app and enter the token code.
- If you have the Authy app on the same phone as your DNBCnet app, you can quickly launch the Authy app by tapping the "Twilio Authy app" on the screen.

4. Forgot Password

In case of forgetting your password, you can request support for a password reset.

Step 1: Tap "**Forgot your Password?**" at the login screen.

Step 2: Enter your User name, phone number and email, then, Tap "**Send Request**".

Step 3: We will send you an email to confirm your request.

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

Step 5: Log in with your new temporary password. Then, you can change your password later.

ACCOUNT MANAGEMENT

1. Favorite function

Favorite functions   Customize

International   E-Statements   Card list   International
transfer   Transfer
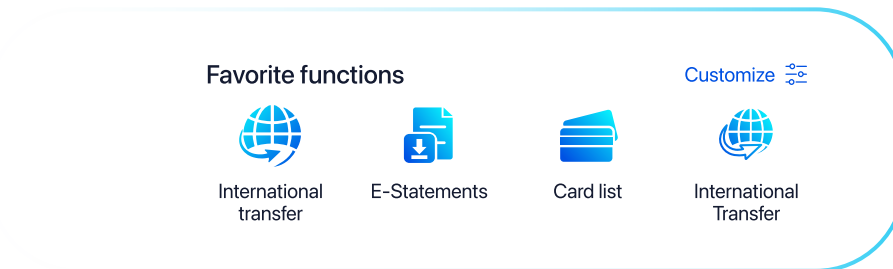
You may customize the favorite function for quick access:
- Go to "Customize" to enter "Quick Access" function
- Choose the function you want to for quick access.
- Press "Save"

Organise quick access functions

═ Internal Transfer	★
═ International Transfer	★
═ Card list	★

Add more functions

Account list	☆
Transaction history	☆
Internal transfer	☆
Incoming payment	☆
Beneficiary List	☆
International transfer	☆

Save
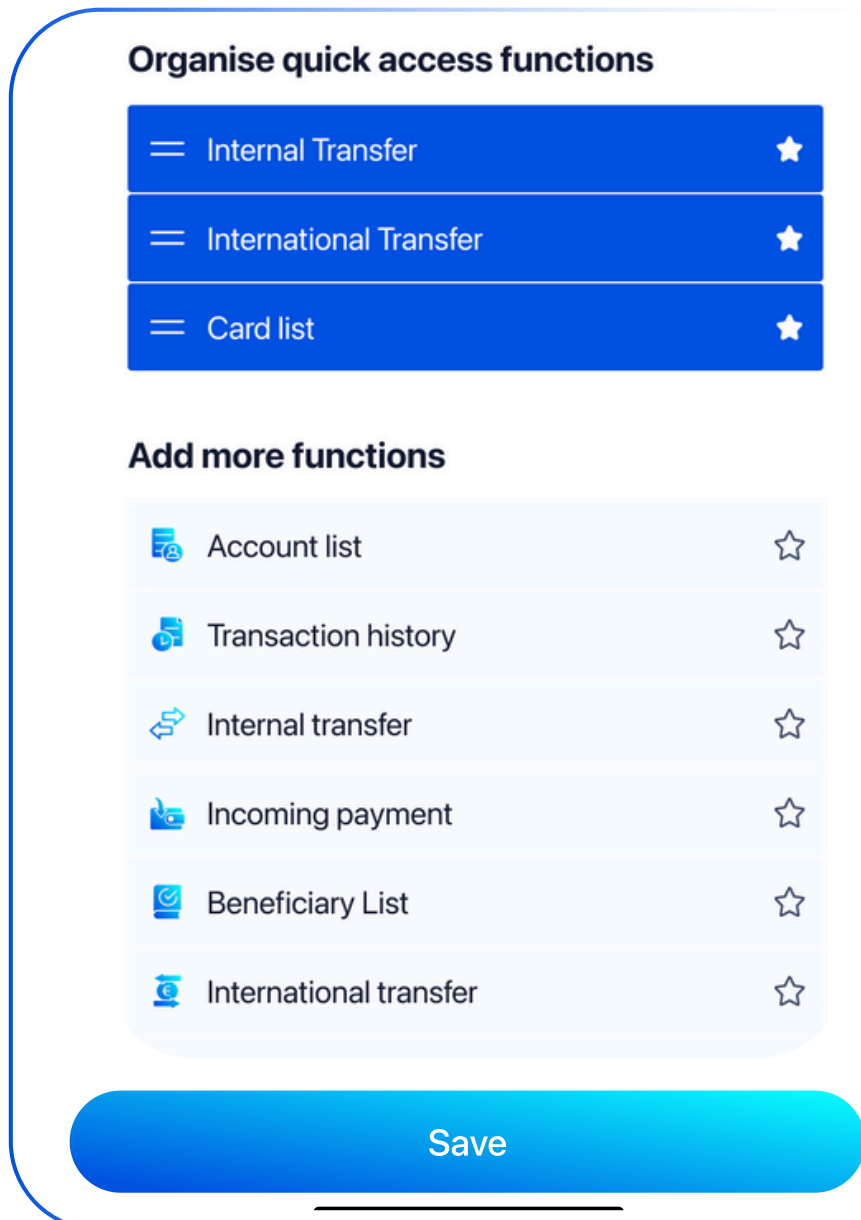
2. Account List & Details

Manage your accounts by selecting
"Account List". You can view:
- Account name
- Account number
- Current balance
- Available balance

When you choose one account, it will show the account detail information:

When you are in the "Account list", you can set any of your accounts as default.

Account number *(Default)*   Available balance
100-289155-1   500,000.00 EUR

Transaction history   E-Statements   Transfer history
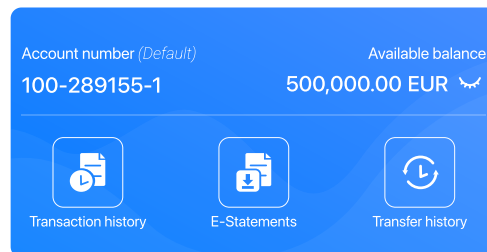
Hypertech Co., ltd

100-289155-1   *Default* ✓

| Current balance | 83,301.51 EUR |
| Available balance | 500,000.00 EUR |

EUR-100-206518-1   *Set default* ◯

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

EUR-100-289155-1– Thanh Hau....   ›

Account holder	Thanh Hau Nguyen
Account number	100-206518-1
IBAN number	LT193270001002065181
Current balance	83,301.51 EUR
Available balance	51,789.10 EUR
Last debit date	30 May, 2020
Last credit date	30 May, 2020
Status	Actived
Default account	✓

3. 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 : Select the period of time you want to track.

Step 2 : Transactions within the selected time period will be displayed.

Step 3 : Select a transaction to see all of the details.

1

EUR-100-289155-1 - Thanh Hau.... ⟩

	From 02 Mar, 2024	To 15 Mar, 2024

All	Credit	Debit

Opening Balance 111.50 EUR	Closing Balance 28,915.09 EUR

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

Transfer from Thomas Le + 1,500.00 EUR
15 May, 2021 Need update ⟩

Deposit + 1,500.00 EUR
15 May, 2021 Need update ⟩

Restaurant charge - 99.05 EUR
15 May, 2021 Saved ⟩

Travel bill payments - 3,500.05 EUR
15 May, 2021 Saved ⟩

Restaurant charge - 155.28 EUR
15 May, 2021 Saved ⟩

2

× Done

ⓘ Please choose within a 90-day period.

From 17 Sep, 2021	To 15 Mar, 2022

June	14	2018
July	15	2019
August	16	2020
September	17	2021
October	18	2022
November	19	2023
December	20	2024

3

Client	Thanh Hau Nguyen
Account number	100-206518-1
Date	30 May, 2020
Amount	83,301.51 EUR
Credit / Debit	Credit
Description	Deposit

4. E-statements

Customers can download e-statements from DNBCnet for personal and business accounts. You can also export e-statements of your transactions within 1 month or in many months.

Step 1 : Select "E-Statements" from the dashboard

Step 2: Choose the account that you want to export e-statements **from.**

Step 3: Select the time to export your e-statements. Then, select "Export PDF".

1

Choose Account	Close

🔍 Search

💳 **EUR-100-123456-1**
Hypertech Co., ltd ✓

💳 **EUR-100-123456-1**
Hypertech Co., ltd

💳 **EUR-100-123456-1**
Hypertech Co., ltd

💳 **EUR-100-123456-1**
Hypertech Co., ltd

💳 **EUR-100-123456-1**
Hypertech Co., ltd

2

☐ All   Download 2 files ⬇ PDF

☐ **May 2024**
81.25 KB   ⤴

☑ **May 2024**
81.25 KB   ⤴

☑ **May 2024**
81.25 KB   ⤴

☐ **May 2024**
81.25 KB   ⤴

☐ **May 2024**
81.25 KB   ⤴

3

EUR-100-289155-1- Thanh Hau.... ›

1 Month	Many Months

📅   From   To
02 Mar, 2024   —   15 Mar, 2024

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

Export PDF

Important Notice: Your E-statement can't be downloaded in current month, please select previous month.

4

2022-05-04

2023-12-13   Statement Current Balance   5.30 AUD
                              Available Balance*   5.30 AUD

1 of 2   ...ONLY USE the amount recorded in AVAILABLE BALANCE* because a reservation of 0.00 AUD will be kept as collateral for securing your account.

Today's Balance*	Available Balance*
5.30	5.30

Post Date	Description of Transaction	Debit Amount (AUD)	Credit Amount (AUD)	Current Balance (AUD)
	OPENING BALANCE			5.30
	No transactions.			
	CLOSING BALANCE			5.30

*Important Notes: This statement shall not give rise to any duty or promise of DNBC Financial Canada Limited in respect of the commitments of the consumer with a third party in the present or future.

5. Transfer History

Step 1: Tap on "Transfer history",select the Account you want to check

Step 2: Tap on the icon to filter or icon to search for a specific beneficiary. Alternatively, you can scroll down the screen to look for that specific transaction.

Step 3: Enter all the information about the transaction and choose "Find".

Step 4: A list of transactions in your selected period of time will be displayed.

Step 5: Choose the transaction you want to check.

① **②**

< **Transfer history** ▽ — FILTER ICON

| All | Processed | In-process | Rejected |

Q Search

7 Nov, 2024

Internal transfer   5.00 EUR

From account
Sample LTD
EUR-978-100-00028-1

To Account
Bob Nguyen
764-100-00017-1

Pending   > — LIST OF TRANSFER

Internal transfer   5.00 EUR

From account
Sample LTD
EUR-978-100-00028-1

To Account
Bob Nguyen
840-100-00017-1

Pending   >

③ **④**

< **Filter**

📅 From 02 Mar, 2024 — To 15 Mar, 2024 — DATE

| Internal Transfer | Wire Transfer | — TYPE OF TRANSFER
| Top up | Withdraw |

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

To account — ACCOUNT CRITERIA
EUR-100-123456-1 - Vu Le ⌄

| € - Euro | $ - Dollar | — CURRENCY

⑤

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 - Vu Le
Amount	10,505.00 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

Charges

Processing fees	Cor Dulce
Total charges	155.00 EUR
Amount to be debited (Ordering account)	30,283.30 EUR
Amount to be credited (Receiving account)	30,283.30 EUR

Beneficiary information

Type	Personal
Beneficiary name	Vu Le
Statement name	Cor Dulce
Address	Vilniaus g. 155-20, LT-76352, Šiaulių m. sav.
Phone number	+37061256424
IBAN number	GB76 HBUK 4005 2251 4649 73

Beneficiary bank

BIC / Swift Code	HBUKGB4BXXX
Bank Code	HBUK
Bank Name	HSBC UK BANK PLC

6. Incoming Payment

You can check the money that came into your account by this feature.

Step 1 : Select "**Incoming payment**" , then select the account you want to track.

Step 2 : Choose the period of time you want to track, then Tap "Find".

Step 3 : Check the detail of the incoming payment.

1

Choose Account   Close

🔍 Search

EUR-100-123456-1 ✓
Hypertech Co., ltd

CHF-100-123457-1
Hypertech Co., ltd

GBP-100-123458-1
Hypertech Co., ltd

EUR-100-123459-1
Hypertech Co., ltd

2

‹

Incoming payment

EUR-100-289155-1- Cole Doyce....   ›

	From	To
📅	02 Mar, 2024	15 Mar, 2024

21 Mar, 2024

11 Mar, 2024

Amount	10,505.00 EUR
From account	EUR-100-289155-1 - Cole Doyce
To account	EUR-100-050842-1 - Vu Le
Notes	Deposit

Proceesed   ›

Amount	10,505.00 EUR
From account	EUR-100-206518-1 - Cole Doyce
To account	EUR-100-050842-1 - Vu Le
Notes	Deposit

Pending   ›

3

Incoming payment details

Incoming payment	1505
Value payment	15 May, 2021
Import payment	13 May, 2020 - 15:05
Transfer from	BR80960163556
Transfer to	EUR-100-323808-2
Beneficiary name	Cole Doyce
Incoming Payment	83,301.51 EUR
Status	Successfully Processed

7. Statistic

The Statistics feature in DNBC Net is your go-to financial companion, offering a sleek and intuitive way to track your money in many balances. With a clean interface, it displays your available balance and presents your financial activity through an easy-to-read bar chart. You can toggle between weekly, monthly, or 6-month views to analyze your spending patterns.

EUR-100-206518-1- Cole Doyce

Available Balance:

€6,999,666.96

This Week   This Month   6 Months

April
€1369.00

14K

3K

2K

1K

Jan   Feb   Mar   Apr   May

Outgoing Payments

6 Months   View more

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

| Transfer from Thomas Le | + 1,500.00 EUR |
| 15 May, 2021 | Need update > |

| Deposit | + 1,500.00 EUR |
| 15 May, 2021 | Need update > |

| Restaurant charge | - 99.05 EUR |
| 15 May, 2021 | Saved > |

| Travel bill payments | - 3,500.05 EUR |
| 15 May, 2021 | Saved > |

| Restaurant charge | - 155.28 EUR |
| 15 May, 2021 | Saved > |

8. Notifications

The Notifications feature keeps you instantly informed about all your important transfering activities. With a clean interface divided into "Publications" and "Notifications" tabs, it shows real-time alerts for everything that matters. You'll receive instant updates about card activations, credit transactions, successful payments, and account limit changes. The feature includes a handy search bar and filter options for "Balance alerts" and "Latest activity," making it easy to track specific notifications. Each alert is timestamped and includes essential details like card numbers (partially masked for security) and transaction amounts, ensuring you're always in the loop about your account activities.
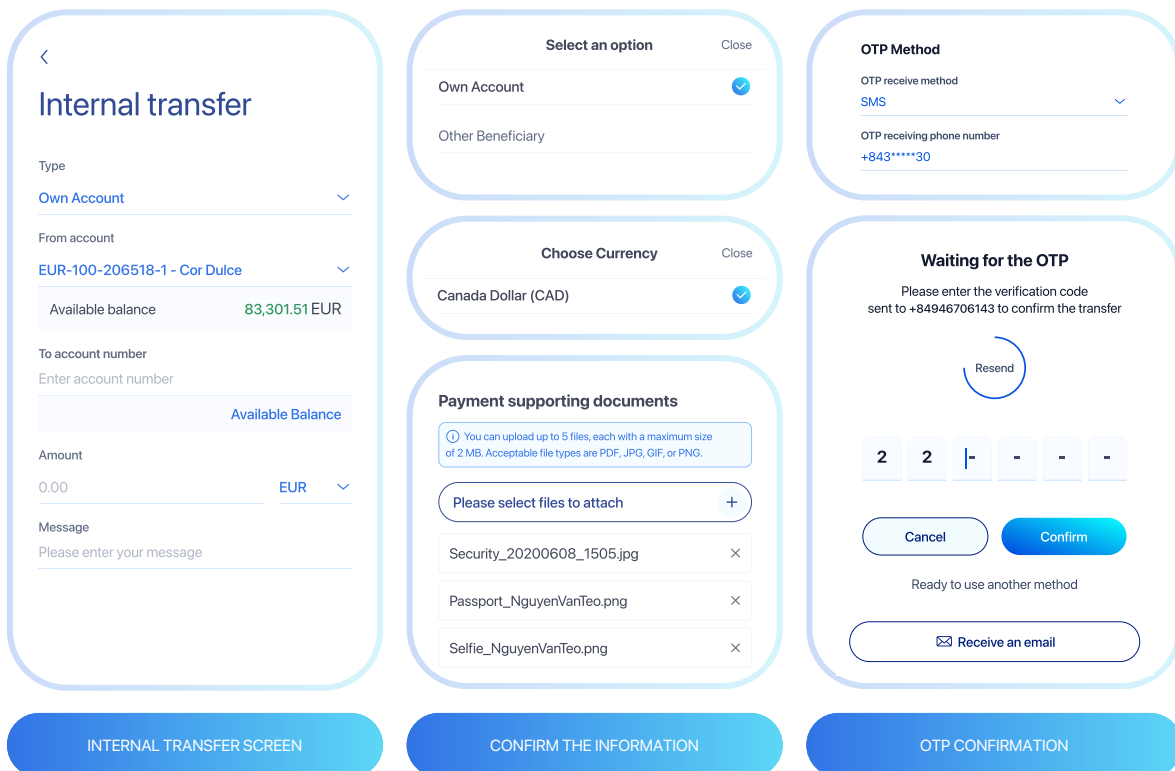
REMITTANCE

1. Internal Transfer

DNBC Financial Group supports transactions for internal or external DNBC network.

Step 1: Select **"Internal Transfer"** on the dashboard.

Step 2: Choose an account to transfer from and a beneficiary account. If the recipient is new, select "New Beneficiary" and fill in the details.

Step 3: Enter the transfer amount and currency. Choose the OTP method: Email or Phone. Confirm with an OTP sent to your email or phone.

Internal transfer

Type
Own Account

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

Available balance   83,301.51 EUR

To account number
Enter account number

Available Balance

Amount
0.00   EUR

Message
Please enter your message

INTERNAL TRANSFER SCREEN

Select an option   Close

Own Account ✓

Other Beneficiary

Choose Currency   Close

Canada Dollar (CAD) ✓

Payment supporting documents

ⓘ You can upload up to 5 files, each with a maximum size of 2 MB. Acceptable file types are PDF, JPG, GIF, or PNG.

Please select files to attach ＋

Security_20200608_1505.jpg ✕

Passport_NguyenVanTeo.png ✕

Selfie_NguyenVanTeo.png ✕

CONFIRM THE INFORMATION

OTP Method

OTP receive method
SMS

OTP receiving phone number
+843*****30

Waiting for the OTP

Please enter the verification code
sent to +84946706143 to confirm the transfer

Resend

2   2   -   -   -   -

Cancel   Confirm

Ready to use another method

✉ Receive an email

OTP CONFIRMATION

2. International Transfer

International Transfer enables you to send money to beneficiaries at other transfers worldwide quickly. Transfers are processed using either the SWIFT or SEPA method, with recipients typically receiving funds within 1 to 3 days.

Step 1: Select "International Transfer."

Step 2: Choose an account to transfer from and a beneficiary account. If the recipient is new, select "New Beneficiary" and fill in the details.

Step 3: Enter the transfer amount and currency. Choose the OTP method: Email or Phone. Confirm with an OTP sent to your email or phone.

INTERNAL TRANSFER SCREEN

International transfer

Ordering account details
From account
EUR-100-206518-1 - Cor Dulce

Current balance	20,155.28 EUR
Available balance	83,301.51 EUR

Beneficiary details
Beneficiary
New beneficiary

Account number/IBAN
81363270

SWIFT/BIC
MOYHAY22XXX

Branch
28915051

Financial institution's name
Barclays UK

Bank address
48 Regent street
London

CONFIRM THE INFORMATION

Select an option   Close
Own Account ✔
Other Beneficiary

Choose Currency   Close
Canada Dollar (CAD) ✔

Payment supporting documents
ⓘ You can upload up to 5 files, each with a maximum size of 2 MB. Acceptable file types are PDF, JPG, GIF, or PNG.

Please select files to attach ＋

Security_20200608_1505.jpg ✕
Passport_NguyenVanTeo.png ✕
Selfie_NguyenVanTeo.png ✕

OTP CONFIRMATION

OTP Method
OTP receive method
SMS

OTP receiving phone number
+843*****30

Waiting for the OTP
Please enter the verification code
sent to +84946706143 to confirm the transfer

Resend

2 2 - - - -

Cancel   Confirm

Ready to use another method

✉ Receive an email

3. Transaction Limit

"Transaction limit" limits your amount of money transferred during a day.
Transaction limit cannot be changed using DNBCnet mobile app only. Here is how to make a request for a modification of transaction limit on DNBCnet :

Step 1: Tap "Transaction limit setup" on the dashboard.
Step 2: Tap on Change limit button.
**Step 3**: As part of the changing process, you must fill out the Transaction Limit Change Form as showing on the screen.
Step 4: You will be redirected to Download & Form on DNBC's official website. Please download, complete the form, scan, and re-upload it. You can change transaction limits one time for one account upon your request.
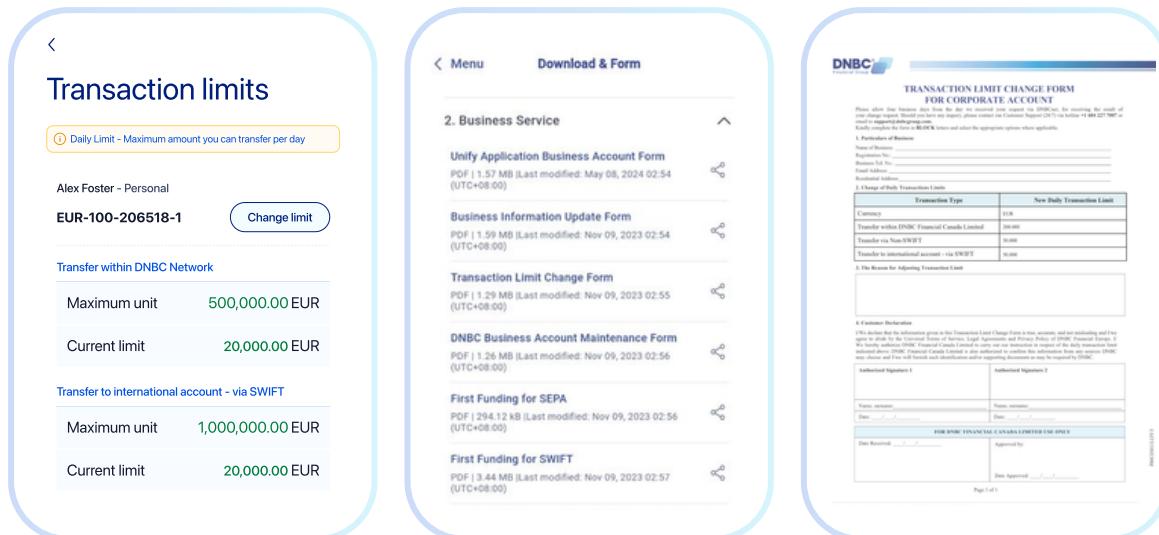
4. Beneficiary List

The Beneficiary function in the DNBC application lets you manage and access your list of saved recipients effortlessly. Add new beneficiaries or search through your existing contacts to speed up transactions. Organize and store beneficiary details, such as names and transfer accounts, for quick and secure transfers.

How to add new beneficiary accounts?
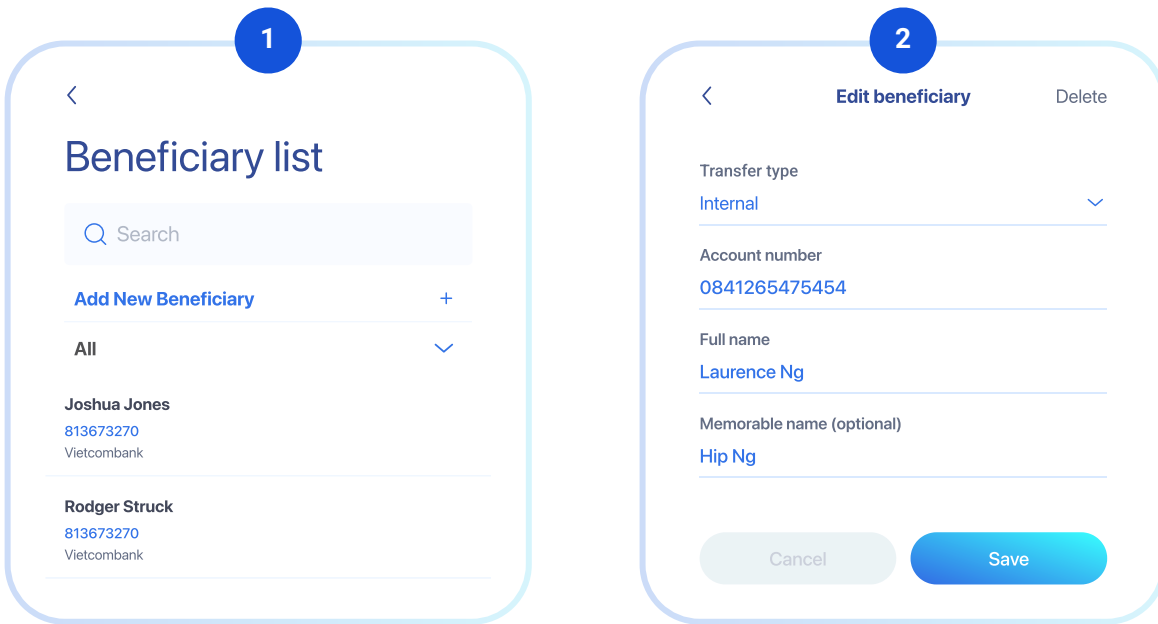
Quick action : Swipe left.
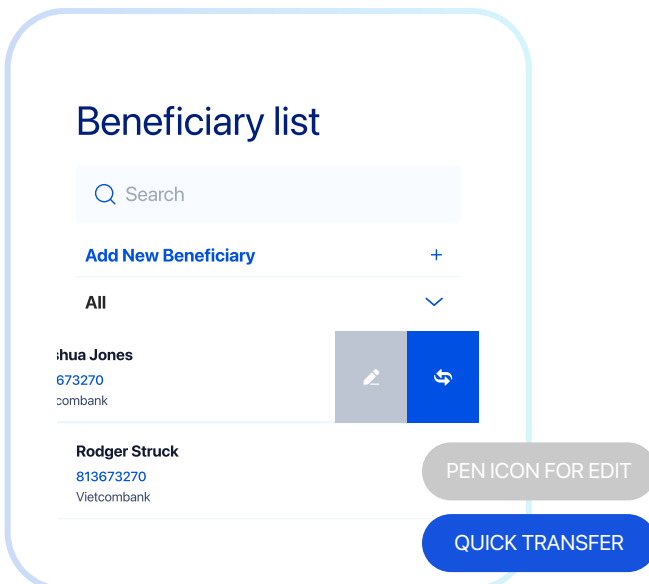
PREPAID CARD

1. Request New Card

Fill in all the required information:

- Choose a Card type (Plastic, Virtual)
- Ordering account details
- Card holder's information
- Card Holder's Address
- Upload address proof & identification proof documents.

Click Confirm to review your information, and enter your DNBCnet password to verify. A success screen will appear, confirming your card order.

1

Card program

Card type ⓘ

Plastic - MasterCard (EUR) ⌄

2

Ordering account details

Funding account ⓘ

EUR-100-206518-1 - Cor Dulce ⌄

Current balance	200,000 EUR
Available balance	200,000 EUR

Funding amount ⓘ

0.00   EUR ⌄

Account debit amount

288.08 EUR (Exchange rate fixed at 1 EUR ~ 1.444445 USD)

3

Card holder's information

First name

Cole

Last name

Doyce

Email

coledoyce@gmail.com

Phone

+1 ▾ 123456789

Date of birth

12/12/1985

4

Card holder's address

Address 1

Please type your address

Address 2

Please type your address

City

Please type your city

Country / State (optional)

Please type your state

Country

Please type your country

Post Code (optional)

Please type your post code

5

Required document
See detail

Download

Upload address proof & identification proof documents.

ⓘ You can upload up to 5 files, each with a maximum size of 2 MB. Acceptable file types are PDF, JPG, GIF, or PNG.

Please select files to attach   +

Important Notice: Failing to provide the required supporting documents... See more

2. Card list & Card Detail

The Prepaid Card List feature in the DNBCnet app allows users to easily view and manage their prepaid cards. Whether it's a plastic or virtual card, users can quickly check their card status (e.g., activated, blocked) and available balance in real-time. The intuitive interface ensures seamless navigation, with a dynamic top navigation bar that adapts as you scroll through your card details.

Step 1: In the main menu, choose Card list, The available cards will be listed (Plastic and Virtual) with the card status (activated, inactive, blocked...).

Step 2: Choose a Card to view the Card detail screen , and option.
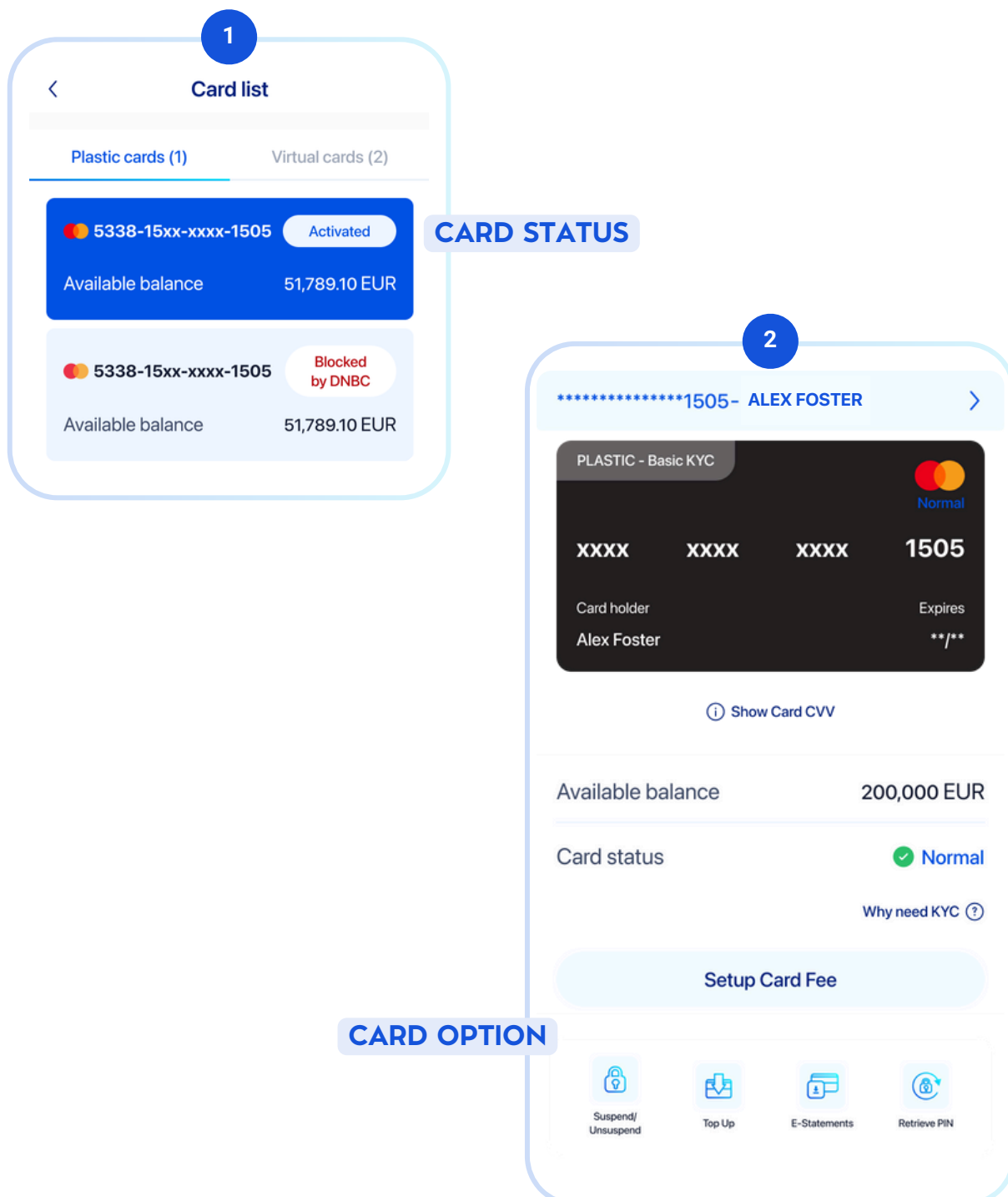
3. Active Card

Step 1: In the main menu, choose **Card list**

Step 2: Choose an **Inactive Card** to view the Card detail screen

Step 3: Choose **Active Card** to Activate the Card

Step 4: Fill in the information on the Confirm information screen, press Confirm, you order will be processed and you will get the notification via email soon.

1

xxxx-xxxx-xxxx-3012   Inactive

Available balance   0.00 EUR

2

EUR-100-289155-1- Cole Doyce....   >

PLASTIC - Basic KYC

Inactive

XXXX   XXXX   XXXX   3012

Card holder   Expires
Alex Foster   **/**

Card status   ⊗ Inactive

Active Card

Tracking Number

3

<   **Confirm information**

Card type ⓘ

Plastic - MasterCard (EUR)

Card number

**** **** **** 3333

Expiration date

12/2024

CVV

Please type your CVV

Confirm

4

✓

Your order is successful!

Please check your email
coledoyce@gmail.com
for detailed information.

In case you do not receive a timely response,
please contact our customer service via
Help & Support

4. Top Up Card

Step 1: Choose the DNBC account you want to use for the top-up your Prepaid Card.

Step 2: Specify the amount you wish to transfer to your prepaid card.

Step 3: Check the applicable exchange rate and top-up fee displayed.

Step 4: Verify all details, including the card and amount to be credited.

Step 5: Tap the Confirm button to complete the top-up.

Step 6: Enter the OTP to verify the order.

Step 7: A success message will appear once the order is processed.

1

Top up card

Notes: This card: **********8647 - Cole Dulce have Daily Load Limit: 42.51 EUR with total 8 times!

Funding account ⓘ

EUR-100-206518-1 - Cor Dulce

Current balance	200,000 EUR
Available balance	200,000 EUR

Why need KYC ⓘ

To card ⓘ

*****************6518 - Cor Dulce

Available balance	200,000 EUR

Funding amount ⓘ

11.50   EUR

Exchange rate

288.08 EUR (Exchange rate fixed at 1 EUR ~ 1.444445 USD)

Top up fee

49 EUR

Amount credit to card

49 EUR

Amount debit amount

49 EUR

Confirm

2

OTP methods

OTP receive method

SMS ›

OTP receiving phone number

+84******123

3

Please enter the verification code sent to +84******123

Send to SMS

| 2 | 2 | - | - | - | - |

Submit

4

✓

Your order is successful!

Please check your email
coledoyce@gmail.com
for detailed information.

In case you do not receive a timely response, please contact our customer service via
Help & Support

5. Card Order History/Card Order Detail

Step 1: To track your card order history, choose **Card order history**

Step 2: In the **Card order list**, choose one order to view the **Order detail**

1

< **Card order history**

[All] Processed In-process Rejected

Order ID #285051
20 Dec 2023, 12:12 · Approved   >
Card type   Plastic - MasterCard (EUR)
Holder's name   NGUYEN Cole Dulce
Funding account   EUR-100-206518-1 - Cor Dulce
Funding amount   111.50 EUR

Order ID #285051
20 Dec 2023, 12:12 · Pending   >
Card type   Plastic - MasterCard (EUR)
Holder's name   NGUYEN Cole Dulce
Funding account   EUR-100-206518-1 - Cor Dulce
Funding amount   111.50 EUR

Order ID #285051
20 Dec 2023, 12:12 · Proceesed   >
Card type   Plastic - MasterCard (EUR)
Holder's name   NGUYEN Cole Dulce
Funding account   EUR-100-206518-1 - Cor Dulce
Funding amount   111.50 EUR

2

< **Order detail #285051**

Card program
Order ID   Physical - MasterCard (EUR)
Payment number   1848
Status   Proceesed
Card type   Physical - MasterCard (EUR)

Ordering account details
Funding account   EUR-100-206518-1 - Cor Dulce
Funding amount   111.50 EUR
Card issuance fee   49.00 EUR
Delivery fee   45.00 EUR
Total charge   316.00 EUR

The cardholder's information
Full name   Cole Doyce
Email   coledoyce@gmail.com
Phone   +123961805366
Date of birth   1997-02-02
ID type   Identify Card
ID number   123123123

The cardholder's address
Address   123 street
City   Vancouver
Province/ State   HCM
Country   Canada
Post code   V5J

6. Suspend/Unsuspend Card

Step 1: From the main menu, choose Suspend/Unsuspend icon

Step 2: Choose the card you want to Suspend/Unsuspend

Step 3: Type the reason you want to Suspend/Unsuspend you card

Step 4: Type the DNBC password to confirm the order.

Step 5: A success message will appear once the order is processed.

1

Select card ⓘ

****************6518 - Cole Doyce
(400.00 EUR)

Card status	Normal

Reason to Suspend

My card is stolen

Select card ⓘ

****************6518 - Cole Doyce
(400.00 EUR)

Card status	Blocked by DNBC

Reason to Unsuspend

I want to reuse the card

SUSPEND

UNSUSPEND

2

Type your account's password

Type your password here

Cancel   Submit

3
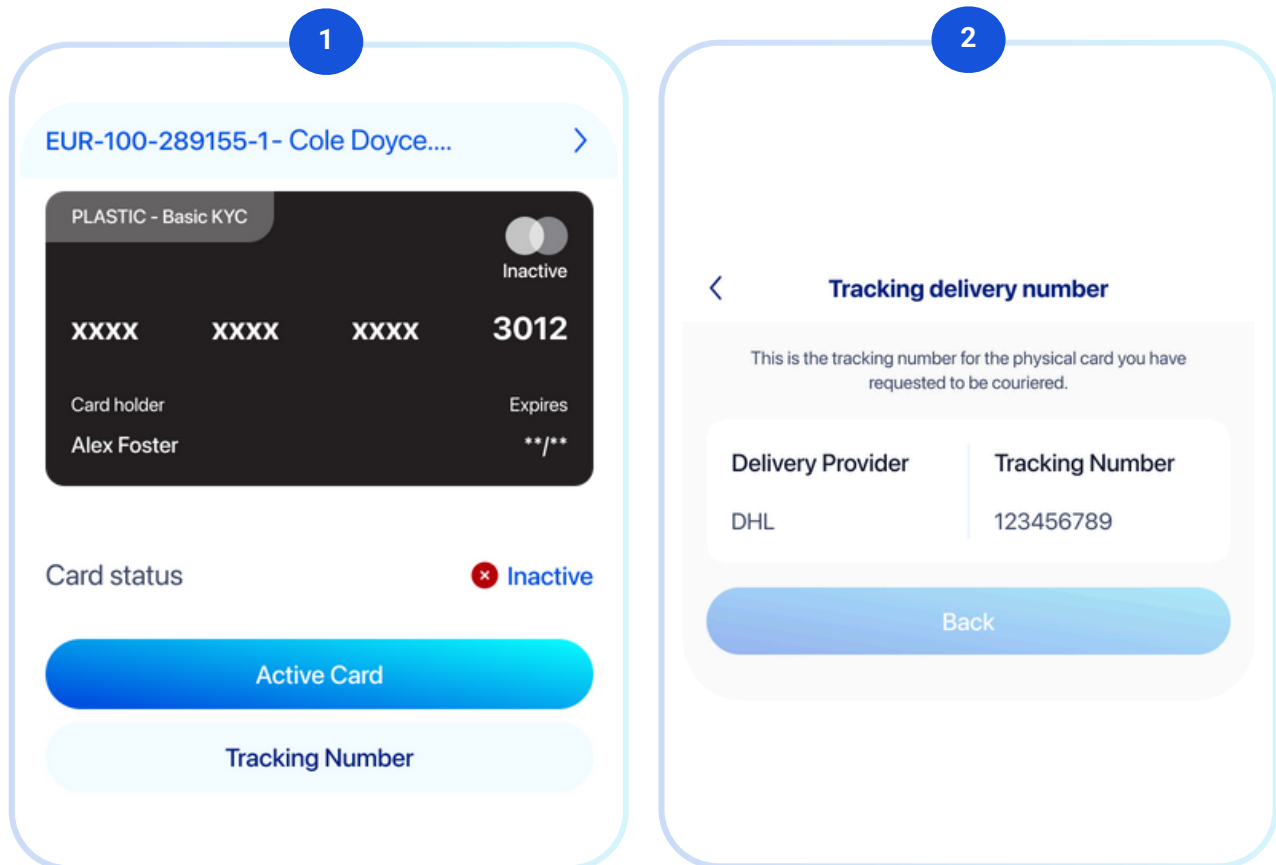
✓

Suspending is successfully!

Please check your email
coledoyce@gmail.com
for detailed information.

In case you do not receive a timely response,
please contact our customer service via
Help & Support

7. Card E-statement

Step 1: Choose the desired time frame (e.g., 1 month or multiple months).

Step 2: Tap the Export PDF button to save the E-Statement to your device.

1

E-Statements

EUR-100-289155-1- Cole Doyce....

| 1 Month | Many Months |

Mar, 2024

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

Export PDF

E-Statements

EUR-100-289155-1- Cole Doyce....

| 1 Month | Many Months |

From 02 Mar, 2024 — To 15 Mar, 2024

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

Export PDF

1 MONTH — **MANY MONTHS**

2

ⓘ Please choose within 6 months period.

| From 17/09/2021 | To 24/12/2021 |

June	14	2018
July	15	2019
August	16	2020
September	17	2021
October	18	2022
November	19	2023

3

Account E-Statements_00000000...

1 of 2

2022-05-04

2023-12-13

Statement Current Balance   5.30 AUD
Available Balance*   5.30 AUD

...ONLY USE the amount recorded in AVAILABLE BALANCE* because a reservation of 0.00 AUD will be kept as collateral for securing your account.

| Today's Balance* | Available Balance* |
| 5.30 | 5.30 |

Post Date	Description of Transaction	Debit Amount (AUD)	Credit Amount (AUD)	Current Balance (AUD)
	OPENING BALANCE			5.30
	No transactions.			
	CLOSING BALANCE			5.30

Important Notes: This statement shall not give rise to any duty or promise of DNBC Financial Canada Limited in respect of the commitments of the consumer with a third party in the present or future.

8. Retrieve PIN

Step 1: From the Card detail windows, choose Retrieve PIN
Step 2: Select the DNBC account to pay the PIN retrieval fee.
Step 3: Choose the card for which you want to retrieve the PIN code.
Step 4: Enter your DNBC password to complete the process.
Step 5: A success message will appear once the order is processed.

1

From account ⓘ

EUR-100-206518-1 - Cor Dulce ⌄

Current balance	20,155.28 EUR
Available balance	83,301.51 EUR

Card information ⓘ

*****************6518 - Cor Dulce (400.00 EUR) ⌄

Card status	Normal

Retrieve pin fee ⓘ

8.66 GBP (Exchange rate fixed at 1 EUR ~ 0.85705)

2

Type your account's password

Type your password here

Cancel   Submit

3

✓

Your order is successful!

Please check your email
coledoyce@gmail.com
for detailed information.

In case you do not receive a timely response,
please contact our customer service via
Help & Support

9. Tracking Delivery Number

Step 1: From the Card detail windows, choose the Tracking Number button
Step 2: On the next screen, you will see the tracking number of the Plastic Card and the Delivery Provider
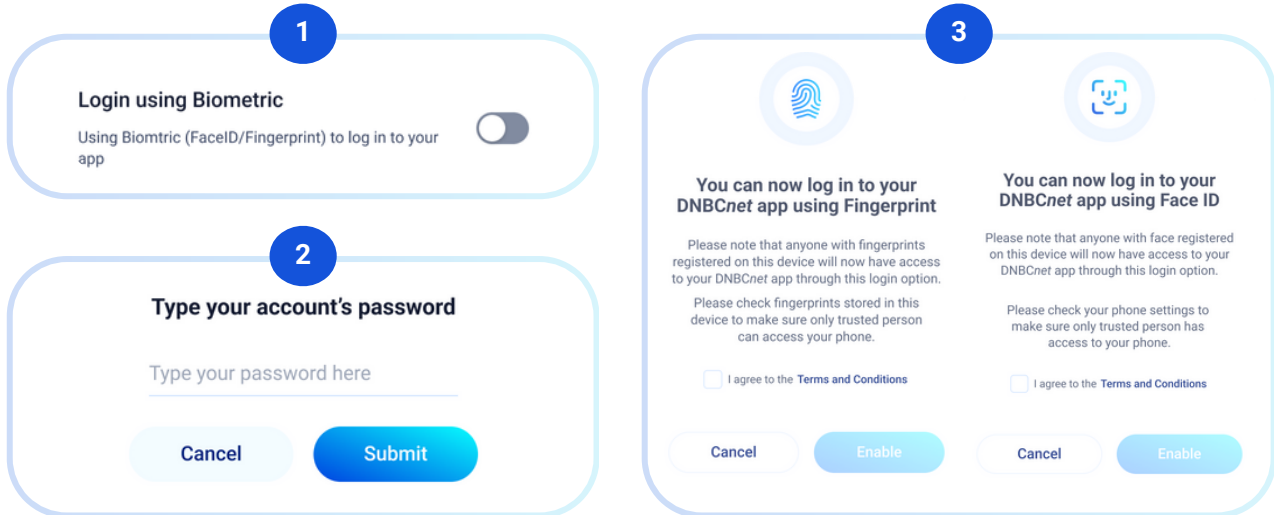
1

EUR-100-289155-1- Cole Doyce.... ❯

PLASTIC - Basic KYC

Inactive

XXXX   XXXX   XXXX   **3012**

Card holder   Expires
Alex Foster   **/**

Card status   ✖ Inactive

Active Card

Tracking Number

2

❮   **Tracking delivery number**

This is the tracking number for the physical card you have requested to be couriered.

Delivery Provider	Tracking Number
DHL	123456789

Back

🔷 SETTING

1. Login Method

On the dashboard, click on "Login method" then choose the way to login to your app.

2. OTP Receiving Method

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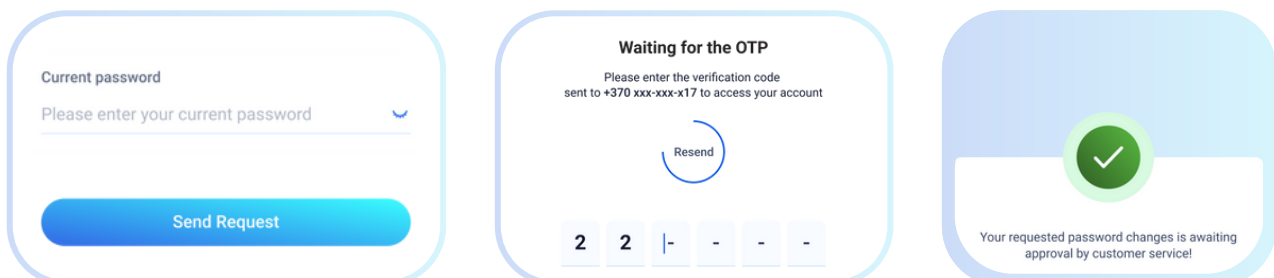
3. Change Password

You are encouraged to change your password periodically. You can do that by following these steps:

Step 1: Tap on icon DNBCnet menu on the dashboard. Then choose "Change password".

Step 2: Input your current password and Tap "Send request"

Step 3: Enter the OTP sent to your mobile phone. Then your request will be sent to us, we will send you password changing confirmation and then you can log in again to change your password.

4. Personal Information

Update or manage your profile information, such as contact details and other important personal data. Once you've made your changes, be sure to complete the form on the following screen to finalize your request.
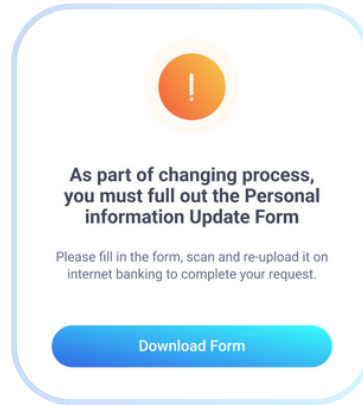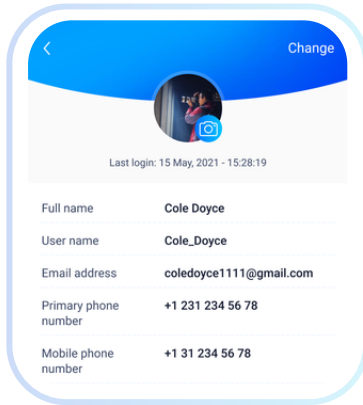
5. Userguide

You can view the instruction file of using DNBCnet payment platform in detail by tapping guideline" on the "User" section on the dashboard. ou can also share the file for later use by tapping on share icon.

6. FAQS

This section will highlight the common questions users frequently ask while utilizing DNBC's services. To access this information, simply click on the FAQs section on the dashboard. By selecting "FAQs," you will find DNBC's list of frequently asked questions for your reference.
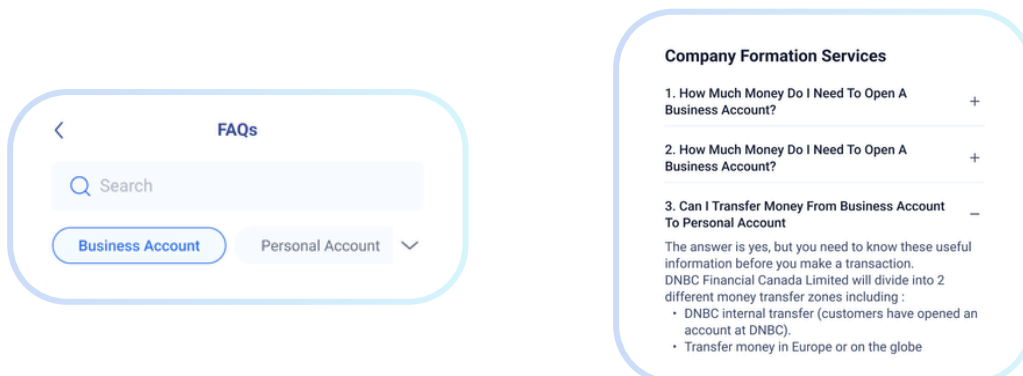
7. Fees and charges

This section provides an overview of the service fees at DNBC.
To view the fees, simply tap on the "Fees and Charges" section on the dashboard. The fees are categorized into two groups that correspond to the two service categories at DNBC. Select the service group you wish to review, and you will be directed to the fee page on DNBC's official website.

8. About Us

The "About Us" section enables us to effectively communicate our identity, the services we provide, and our approach to delivering international money remittance solutions to our esteemed customers.

9. Contact Us

Whenever you require personal assistance from DNBC, we're here for you. You can reach us directly through our hotline, WhatsApp, or Viber. For more details, please check the "Menu."

10. Language

Customize the app language to match your preference.

🇬🇧	English	✓
🇻🇳	Vietnamese	○
🇪🇸	Spanish	○

11. Countries

Select your country to adjust app settings and services accordingly.

🔍 Search

Your current location code:

🇨🇦	Canada (CA)	✓
🇻🇳	Viet Nam	○

12. Currencies

Choose your preferred currency for displaying balances and transactions.

🇨🇦	Canada Dollar (CAD) ✓
🇪🇺	Euro (EUR)
🇨🇭	Swiss Franc (CHF)
🇬🇧	UK Sterling (GBP)
🇭🇰	Hong Kong Dollar (HKD)

Your Trusted Partner in Your Digital Journey

DNBC Financial Group

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Website: dnbcgroup.com