Prime Bank

ELECTRONIC BANKING SERVICES PASSWORD/ PIN/ DEVICE RESET FORM

THE BRANCH MANAGER
Prime Bank Ltd,

Branch: _____ Date: _____

I/We hereby request you to reset the log in and transaction PIN/ token PIN for my/our Electronic Banking.
Details of the account/s are furnished herein below:

GENERAL DETAILS

Customer Name:			
ID/Passport Number:		**Postal Address:**	
CORP ID: (for corporate client)		**CIF ID:** (To be filled by Branch)	
USER ID:		**Mobile Number:**	
Email address:			

ACCOUNT DETAILS

	Account Name	Account Number	Branch
1			
2			
3			

PASSWORD/ PIN/ DEVICE RESET REQUEST

Please Tick where Applicable

- ☐ Electronic Banking Token PIN Reset
- ☐ Transaction password
- ☐ Login password
- ☐ Device Reset
- ☐ MPIN
- ☐ TPIN

Please mention the reason for reset request (tick appropriate box)

- ☐ I/We have forgotten my/Our PIN
- ☐ I/We have never logged in previously
- ☐ I/We have been disabled
- ☐ I/We have not received the PIN till date
- ☐ I/We have changed my device

Completed 'PASSWORD RESET REQUEST/TOKEN PIN RESET' forms should be handed over to the branch where the account is held.

TERMS AND CONDITIONS

1. User is aware that Prime Bank will never ask for any Login ID/User ID, Log in, Transaction Passwords, Token Pin and the Bank's Staff members are not authorized to ask for the same either orally or written. User is aware that the Bank Record regarding Address, Phone/Mobile Numbers, e-Mail address should remain updated and the customer will inform the Bank upon any change. Bank is not responsible for maintaining the same if the customer has not advised the Bank through the Change Request Form.
2. On receipt of the Password/ PIN/ Device Reset Form, Prime Bank can seek any clarification from the customer in order to process the request. In case the user wishes to change/update the email id, please send a letter to your Branch. We will be unable to act on the request if an email id is not available on the records of Prime Bank.
3. In the event that user instruction/s cannot be carried out owing to any discrepancy or otherwise, Prime Bank may inform the user by e-mail, provided the users e-mail id has been provided to Prime Bank. The bank is not responsible for non-receipt of such e-mail on account of any incorrect e-mail id or system error or non-acceptance by the customer's email server for the Prime Bank domain. User agrees that he / she shall be solely responsible for the details given in the Password/ PIN/ Device Reset Form and shall indemnify Prime Bank for any loss or damage suffered by the customer consequent to the bank acting on such information.

Data Privacy Statement
"Personal data received by Prime Bank Ltd is confidential, we shall ensure that only the designated employees and other persons authorized to act on our behalf who have a need to know and are under confidentiality obligations with respect to the personal data have access to the personal data in line with all applicable national and international data protection laws. Prime Bank warrants that it shall maintain and continue to maintain privacy through appropriate and sufficient technical and organizational measures to protect personal data against accident loss, destruction, damage, alternation, unauthorized disclosure or access in particular where the process involves the transmission of data over a network and against all other unlawful forms of processing".

For more information on data protection and privacy please read the Electronic Banking Services terms and conditions clause no. 17 on the Bank's website
https://www.primebank.co.ke/wp-content/uploads/2026/11/Electronic-Banking-Services.pdf

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CUSTOMER ACCEPTANCE OF THE TERMS AND CONDITIONS

I/We have read and understood the Terms and Conditions of the Password/ PIN/ Device Reset Form and the Electronic Banking Services Application Form submitted earlier, and undertake to abide by them. I/We also accept that any instruction sent through Electronic Banking Channel will be deemed to be made by authorized Account signatories as per Account mandate.

Authorised Signatory 1

Name:	
ID/Passport Number:	
Signature	

Authorised Signatory 3

Name:	
ID/Passport Number:	
Signature	

Authorised Signatory 2

Name:	
ID/Passport Number:	
Signature	

Authorised Signatory 4

Name:	
ID/Passport Number:	
Signature	

FOR BANK USE:

Branch

We have verified the details furnished in the application and confirm that the Signatures and the details furnished are as per the mandate and recommend regeneration of the Electronic Banking credentials as requested by the Customer:

Assistant Manager

Name:	
Date:	
Signature	

Branch Manager

Name:	
Date:	
Signature	

FOR e-BANKING TEAM USE ONLY

Reset confirmation sent to branch on:

Sent by:

Signature:

(Head of Electronic Banking)

Date: