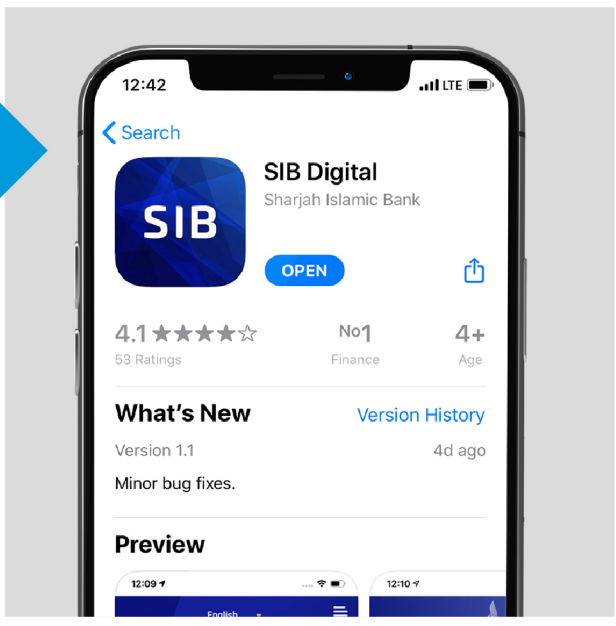
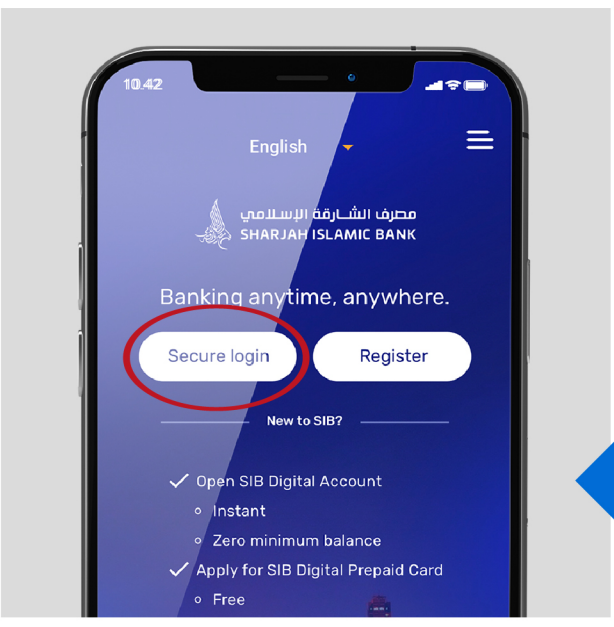
Forgot User ID - Mobile Banking

01

- Download SIB Digital app



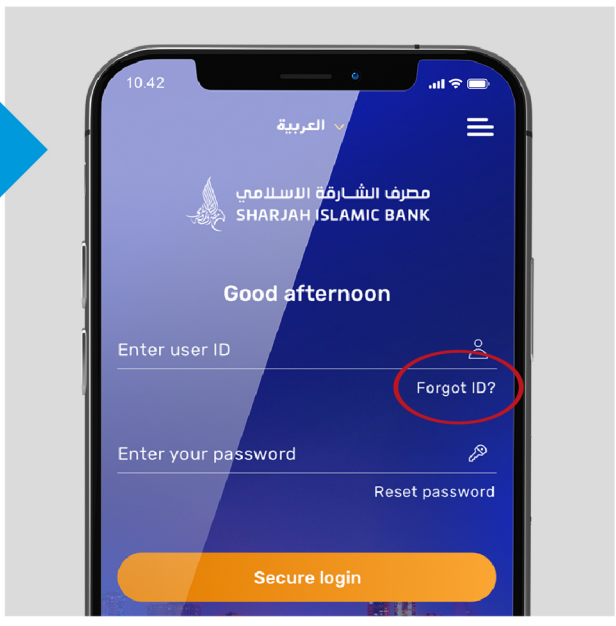


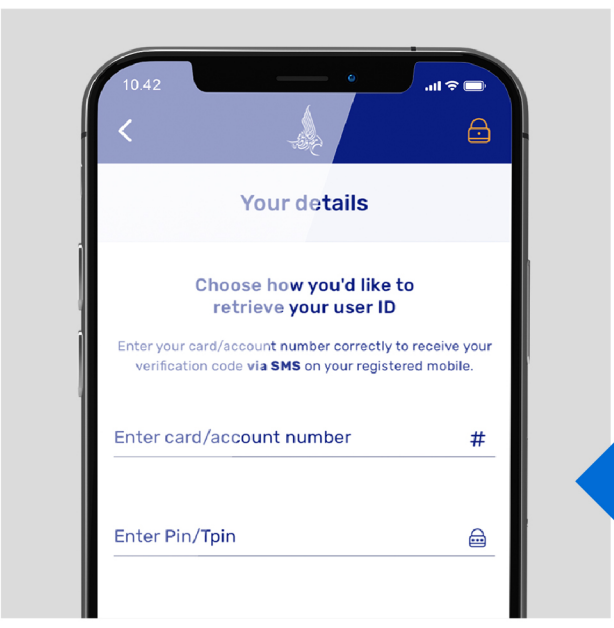
02

- Launch SIB Digital app
- Select Secure Login

03

- Select Forgot ID





04

- Enter card number & card pin

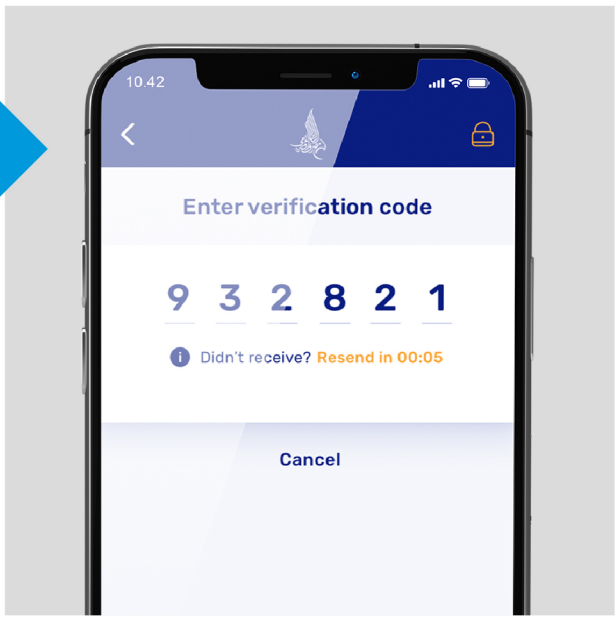
Or

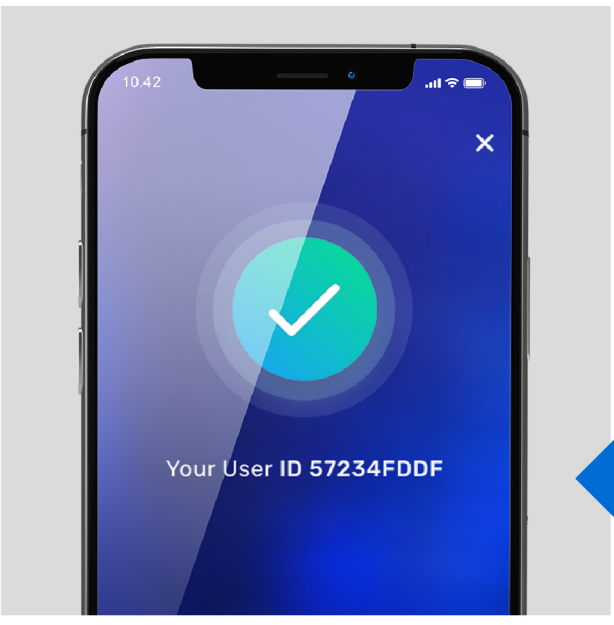
- Enter account number & Tpin*

* If you don't have a Tpin call 065999999

05

- Enter verification Code (OTP) sent to your registered mobile number





06

User ID retrieved