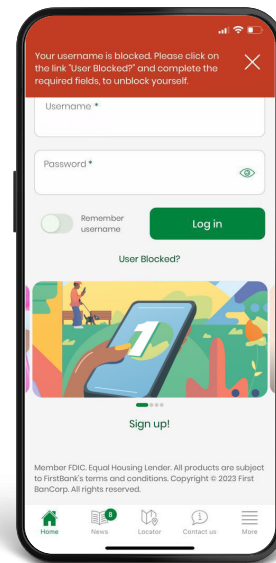


Learn how to Unblock your username in Digital Banking

Recover your access from your mobile

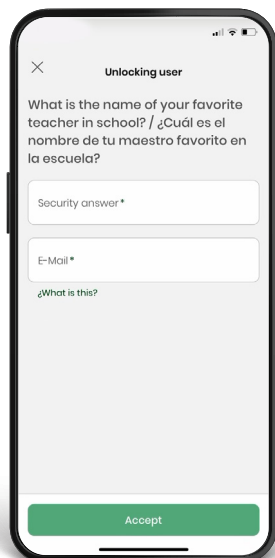
If you enter your password incorrectly more than three times, Digital Banking will block your user for security purposes and will send you an email to notify you. If you are a previously registered user, you may unblock yourself with these easy steps:

1. When your user is blocked, a message will appear saying: Your username is blocked. Please click on the link "User blocked?" and complete the required fields to unblock yourself.

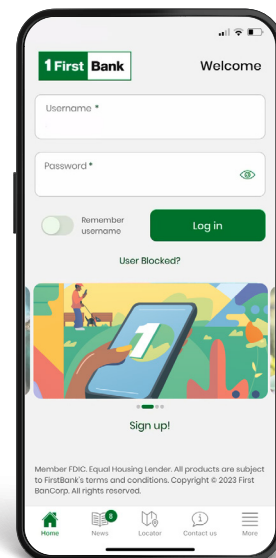


2. Enter your username, answer the security question, and enter your email address to receive a temporary password. Tap Accept.

Note: The temporary password may take a few minutes to be sent to your email.

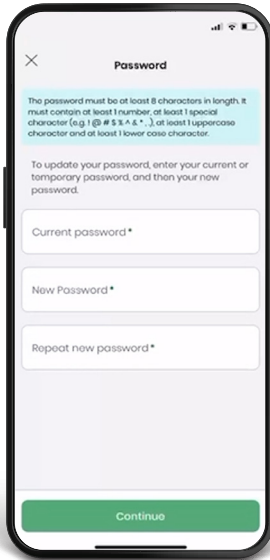


3. Look for the temporary password in your email and enter it in the provided field along with your username. Tap Log in.



4. Enter the temporary password. Create a new password, repeat it and tap Continue.

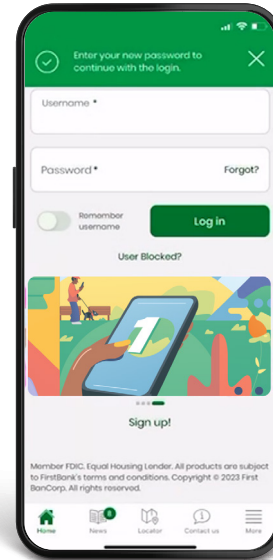
Note: The new password must have at least 8 characters, a number, a special character (e.g. !@#\$\$%^&*, .), one uppercase and one lowercase letter.



6. Enter your PIN, tap Continue, and you are done!



5. Once you confirm your new password, you will see a message saying Enter your new password to continue with the login.



Recover your access from your computer

1. Press Blocked username?
 2. Answer the security question and enter your email to receive a temporary password. Tap Confirm.
 3. You will receive an email with a temporary password.
 - Enter the temporary password received by email. Create a new one and confirm it.
 - Remember, it must have at least 8 characters, a number, a special character (e.g. !@#\$\$%^&*, .), one uppercase and one lowercase letter.
- Note:** The temporary password may take a few minutes to be sent to your email.
4. You will see a message that says password change successful.
 5. Enter your new password, and your PIN and you're all set!

Follow these steps and enjoy **Digital Banking** today.



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than 360 ATMs¹



Visit us in any
of our branches



Call us
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