

**Frequently Asked Questions for “My Documents” in [www.dcbbank.com](http://www.dcbbank.com)****Get to know it better!****1) What is “My Documents” link in the Bank’s website?**

It’s been created for DCB Bank customers, to get their bank account documents online, anytime! Presently letters and statements are couriered to your registered mailing address or sent via email. In response to customer feedback to make this process hassle free and secure, DCB Bank will have your documents uploaded on [www.dcbbank.com](http://www.dcbbank.com) in the “My Documents” section. You have the option to view, download or print the document.

No more missed couriers, undelivered or pilfered letters from the letter box at home!

**2) How do I login?**

- Log on to DCB Bank’s Website.
- Click on “My Document” link provided in the website under the Login tab
- Login using your DCB Customer ID / PAN details, OTP – sent on your registered mobile number and Captcha characters visible on the website.
- After this authentication you will get 3 options listed on the My Documents page, these are:
  - Recent Documents: for documents within the immediate 6 months period
  - Older Documents: for documents between 6 months to 1 year
  - Request Documents: The documents dated beyond 1 year prior
- Choose the type of product or time period
- You will have option to download, email or view the document. Please ensure your email ID is registered with the Bank

**3) How will I know that the document has been uploaded?**

You will receive an SMS on your registered mobile number each time a document is uploaded in the “My Documents” portal.

**4) Till when is the document available to me on the website?**

The documents will be available to you upto a period of six months under the “Recent Documents” section.

After six months upto twelve months, you may click on “Older Documents” to access the same.

For documents older than a year, please click on “Request for Documents”. You will be able to access the requested document under the “Recent Documents” tab after logging in.

**5) Do I need to register my mobile number to avail this service?**

Yes, as the account holder please ensure that your correct mobile phone number is registered with the Bank..

- 6) Do I need to be registered for DCB Internet Banking facility to avail this service?

No, you do not require to be registered for DCB Internet Banking service to avail this facility. However, for your daily transaction needs, we would urge you to use our secure and hassle-free services from DCB Internet Banking or DCB Mobile Banking app.

- 7) I have a corporate/company account. Will I be able to login?

You will be able to login and view your documents, if you have your registered email address and mobile number updated in the Bank's records.