



DNBCnet 3.0 Payment Platform Userguide



TABLE OF CONTENT

A	Technical requirement	01
B	Introduction	01
	1. Condition of usage.....	01
	2. How to register your account on DNBCnet.....	01
C	Login screen	02
	1. Login Process.....	02
	2. Twilio Authy App (Available on App Stores).....	03
	3. Forget password.....	04
D	Personal Information Setting	05
E	Account	06
	1. Account list & details.....	06
	2. Incoming instruction.....	07
	3. E-statements.....	08
	4. Transaction history.....	08
	5. Refer friends.....	08
F	Remittance	09
	1. Transfer within DNBC network.....	09
	2. Transfer to other banks.....	11
	3. Transfer history.....	14
	4. Incoming payment.....	15
	5. Transaction limit setup.....	16
	6. Beneficiary (DNBC Network).....	17
	7. Beneficiary (SWIFT).....	18
G	Setting	19
	1. External account.....	19
	2. Change background.....	20
	3. OTP receiving method.....	22
	4. Change password.....	22

A

TECHNICAL REQUIREMENT

To access DNBCnet, you will need the appropriate operating systems (recommended: Windows 7, 10; Mac OS Mojave or above) on your computer.

For other technical support, you can contact our hotline +65 6572 8885 or send an email to support@dnbcf.com.

B

INTRODUCTION

DNBCnet Overview

DNBCnet is an Payment Platform website. It provides you with a quick and convenient way to manage your account, making wire transfer anywhere you want. All you need to do is going to the website www.secure.dnbcnet.com from your computer. Everything you need will be on your computer.

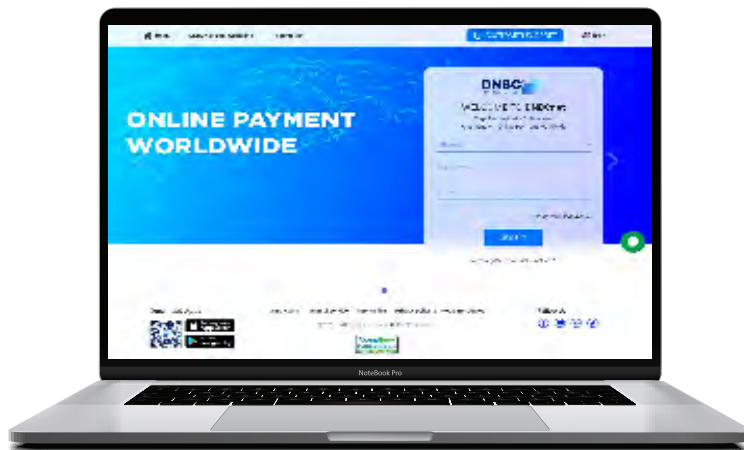
1 Condition of usage

To use the Payment Platform account and execute transactions, you need to at least:

- Have an activated current account registered with DNBC, it can either be a personal or a corporate account.
- Sign up with DNBC Payment Platform by applying on our website and using the username and password we sent you via your email address and SMS.
- You can apply for a DNBCnet account on both the official website and DNBCnet app on your mobile.

2 How to register your account on DNBCnet?

If you haven't registered with DNBCnet yet, access the site: www.secure.dnbcnet.com/login. Then, you can click on **"Haven't registered on DNBCnet yet?"** button and this will lead you to our application page to open an account.



Choose which type of account (including preferred package) you want to register, then fill in all registration information. Follow the required steps for opening:

- **Personal Account:** There will be 3 simple steps for you to take. You will have to submit your personal information and wait for approval to get a personal account.
- **Corporate Account:** There will be 4 steps to create a corporate account. The process of registering for this account is similar to the personal account's one but requires your enterprise information.

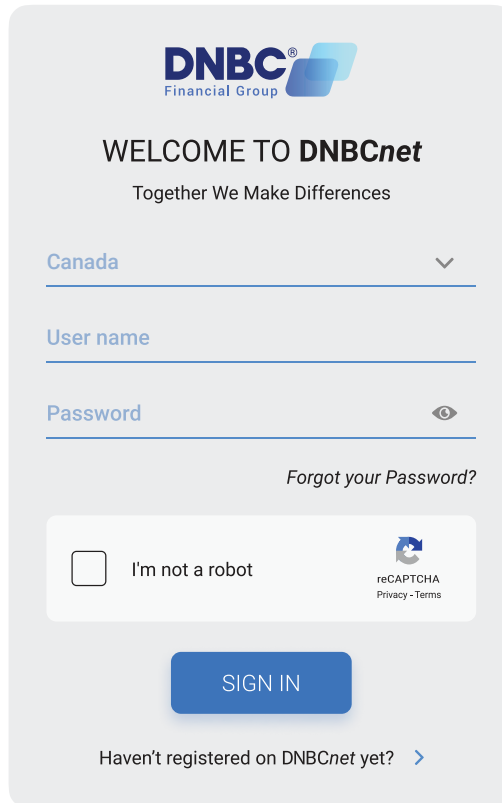
After your registration requirement is approved by our department. This process typically takes about 3-5 working days. Your password and ID will be sent to your email and via your phone.

Since you already own an account on DNBCnet, it's ready to use our Payment Platform.

1

Login Process

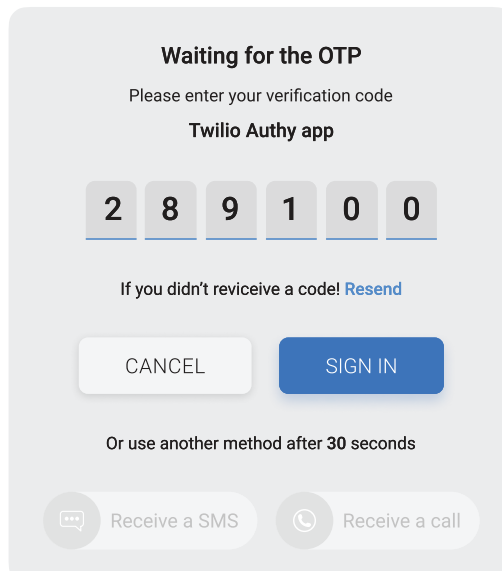
- Step 1: Go to the page www.secure.dnbcnet.com/login
- Step 2: Enter your name and password to login.



The login screen for DNBCnet. At the top is the DNBC Financial Group logo. Below it is the text 'WELCOME TO DNBCnet' and the tagline 'Together We Make Differences'. There is a dropdown menu for 'Canada'. Below that are input fields for 'User name' and 'Password'. A link for 'Forgot your Password?' is next to the password field. Below the password field is a reCAPTCHA widget with the text 'I'm not a robot'. At the bottom is a blue 'SIGN IN' button and a link 'Haven't registered on DNBCnet yet?' with a right arrow.

- Step 3: Verify with **Twilio Authy 2-Factor Authentication**.

In order to access the Payment Platform, it is required to enter the code from the **Twilio Authy App** on your smartphone (or desktop). You can download and install the Authy App on your desktop for your login-verification. Otherwise, you can receive the OTP verification via SMS or call on the phone.






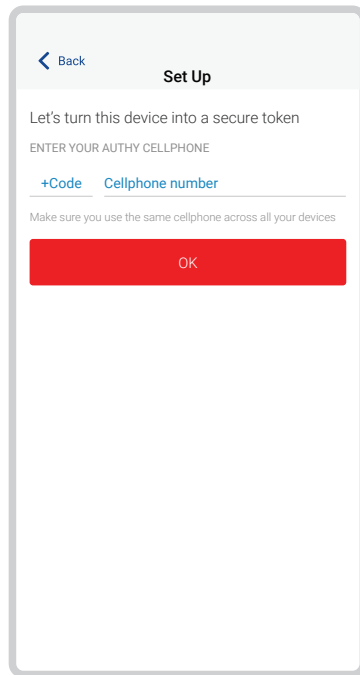
The Twilio Authy 2-Factor Authentication screen. It says 'Waiting for the OTP' and 'Please enter your verification code'. Below that is 'Twilio Authy app'. There is a row of six input boxes containing the numbers 2, 8, 9, 1, 0, 0. Below that is a link 'If you didn't receive a code! Resend'. At the bottom are two buttons: 'CANCEL' and 'SIGN IN'. Below the buttons is the text 'Or use another method after 30 seconds'. At the very bottom are two buttons: 'Receive a SMS' and 'Receive a call'.

2

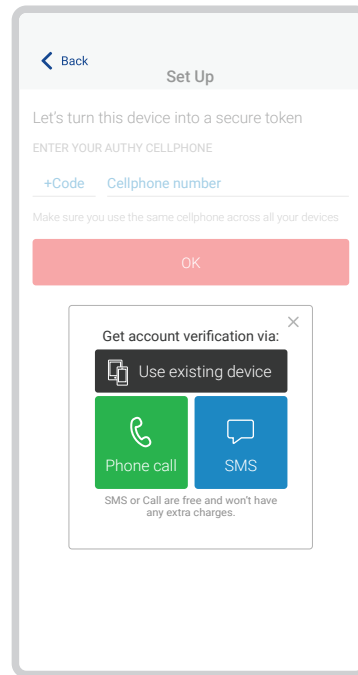
Login - Authy App

DNBC recommends you log in to DNBCnet 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.

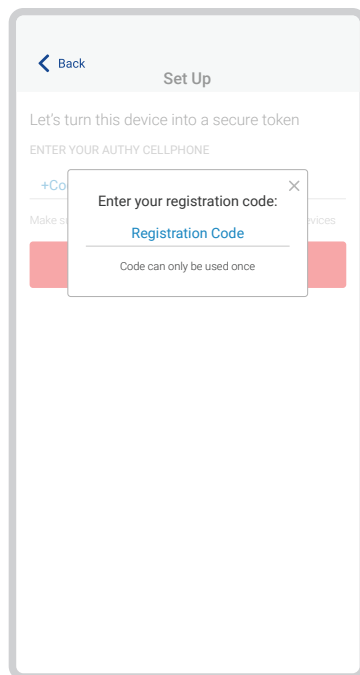
- **Step 1 :** Download the Authy App  from  or .
- **Step 2 :** Set up the app following the automatic instructions.



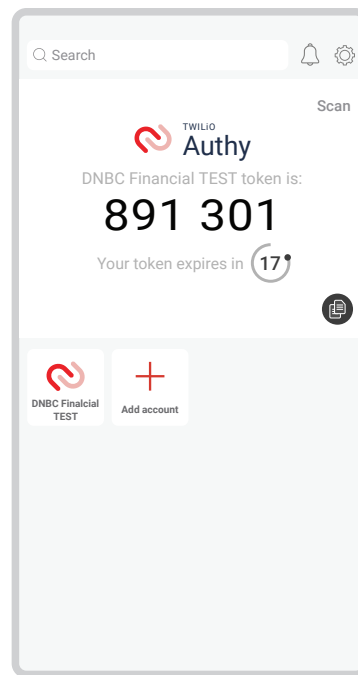
Choose a method of verification



Enter your phone number and email address



Input OTP code



Successful screen

3 Forgot password

In case of forgetting your password, you can request support for resetting the password.

- **Step 1:** Click **"Forgot your Password?"** at the dashboard.
- **Step 2:** Enter your Username, registered phone number and email address. Then, click **"CONFIRM"**.
- **Step 3:** We will send you an email to confirm your request, and it is being processed. Please check your email after **CONFIRM**.

The diagram illustrates the 'Forgot your password?' process in two stages. The first stage shows the initial form with fields for Country (Canada), User name, Phone number ((506) 234-5678), and Email address. It includes CANCEL and CONFIRM buttons and a note: 'Or use another method after 30 seconds'. The second stage, reached after clicking CONFIRM, shows the same form but with a green success message: 'Your request had been create successfully. We will contact you soon to support.' The CONFIRM button is now disabled.

Forgot your password?

We can help you now.
Enter your details to recover your password.

Canada

User name

🇨🇦 (506) 234-5678

Email address

CANCEL CONFIRM

Or use another method after 30 seconds

Forgot your password?

We can help you now.
Enter your details to recover your password.

Canada

User name

🇨🇦 (506) 234-5678

Email address

Your request had been create successfully. We will contact you soon to support.


CANCEL CONFIRM

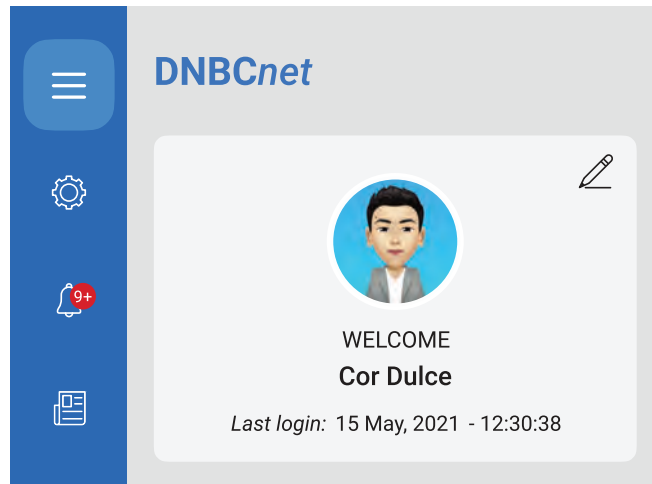
- **Step 4:** Your request has been approved, we will send you the new password through email.
- **Step 5:** Login with your new password. Then, you can change your password later.

D

PERSONAL INFORMATION SETTING

This is where you check and **EDIT** all your personal information. You can also request for changing your OTP receiving method and phone number here.

Step 1: Click the icon  near the avatar to check or **EDIT** your personal information.



Step 2: Fill in all available information that you want to change. Then, click the **"SUBMIT"** button.

CONTACT INFORMATION

Full name	<input type="text" value="Cor Dulce"/>
Email address	<input type="text" value="cor.dulce586@gmail.com"/>
OTP-Receiving Phone Number	<input type="text" value="🇬🇧 ▼ 07400 909979984"/>

POSTAL ADDRESS

PO box or street	<input type="text" value="Lvovo str. 25, Mažoji bure, LT-09320, Vilnius, Lithuania"/>
Postal / Zip code	<input type="text" value="15528"/>
Town / City	<input type="text" value="Vilnius"/>
Country / State	<input type="text" value="Choose country ▼"/> <input type="text" value="State"/>

BACK

SUBMIT

1

Account list & details

The account details is where you can manage all of your DNBC current accounts, including your accounts in different currencies.





Manage account details

On the left menu, choose "Account list".

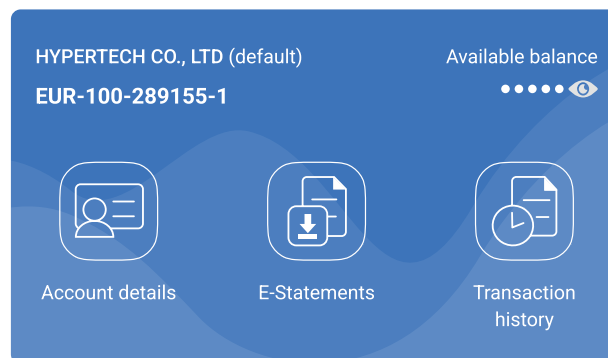
All your accounts will be shown in here, please choose the account you want to track in details.

When you click on any account from your "Account list", all information of the account will be displayed such as client type, account number, available balance. You can also download PDF export from your current account.

ACCOUNTS

-  [Account list](#) >
-  [E-statements](#) >
-  [Transaction history](#) >
-  [Refer friends](#) >

You can instantly open the default account's **E-statements** and **Transaction history** right on the homepage.

**Setting default account**

When you are in the "**Account list**", you can set any of your accounts as default. Default account can provide you with many convenient features: You can quickly check the default account balance on the dashboard by clicking the icon.

COR DULCE

EUR-100-206518-1

Current balance

83,301.51 EUR

Available balance

51,789.10 EUR

✓

default account

EUR-100-155289-1

Current balance

83,301.51 EUR

Available balance

51,789.10 EUR

set default account

2

E-statement

Clients can download **E-statements** from DNBCnet for your convenience. You can export **E-statements** of your transactions for **a month** or **several months**.

Step 1:


Select "**E-Statements**" on the left menu.

One month





Step 2:

Choose the "**Month**" section and choose the account that you want to export **E-statements**.

Step 3:

Select a specific month to export your **E-statements**. Then, click 

ACCOUNTS

	Account list	>
	E-statements	>
	Transaction history	>
	Refer friends	>

1 Month

Many Months

MONTH YEAR
 September ▼ / 2021 ▼

Many months

Step 2:

Choose the "**Many Months**" section and choose the account that you want to export **E-statements**.

1 Month

Many Months

MONTH YEAR
 September ▼ / 2021 ▼

Step 3:

Select a specific month to export your **E-statements**. Then, click 

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:** From the left menu or from the dashboard of your account, choose **"Transaction history"**.

ACCOUNTS

- Account list >
- E-statements >
- Transaction history >**
- Refer friends >

- **Step 2:** Select the account and the period of time you want to track the transactions.

From : 01 May, 2020 | To : 31 May, 2020 [Submit](#)

- **Step 3:** All transactions within the selected account or time period will be displayed, and you can click on any transaction to see more details.

4 Refer friends

Earn extra rewards by referring our services to your friends. With every 3 new people successfully joining DNBC, you will earn a certain reward and there is no limit to how much you can earn through this program.

- **Step 1:** Choose the **Refer friends** icon on the menu to access this feature.

ACCOUNTS

- Account list >
- E-statements >
- Transaction history >
- Refer friends >**

- **Step 2:** Choose the account you want to get the benefits from this program.

Choose account **EUR-100-456789-1**

THOMAS LEE ANTHONY

☒ I agree to the [Terms and Conditions](#) of this program.

[GENERATE UNIQUE LINK](#)

- **Step 3:** Now you can copy the referral link and send the invitation via **Email** or **SMS** to everyone you know.

EUR - 100-285051-1 - Cor Dulce

<https://dsbcf.com/open-account?action=step1&ref=xWlqohbCbBINxyZaBC>

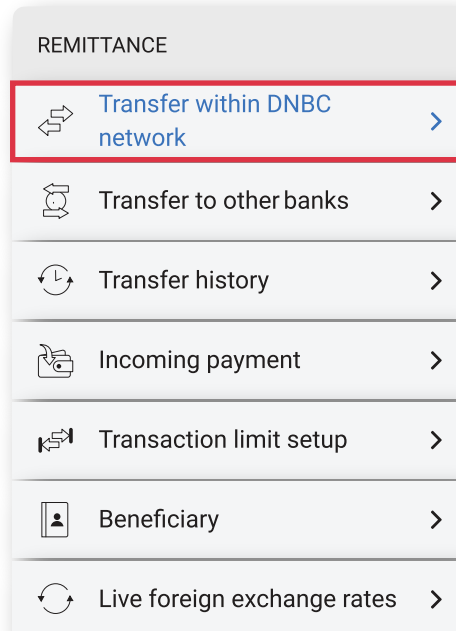
OR

[Sent to email](#) [Receive a SMS](#)

DNBC Financial Group supports transactions everywhere such as internal networks or international countries of the EU and SWIFT. The feature is also used for transferring money between internal DNBC's entities.

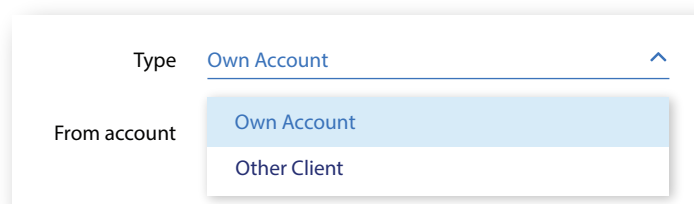
1 Transfer within DNBC network

Step 1: Select "Transfer within DNBC network" on the menu.

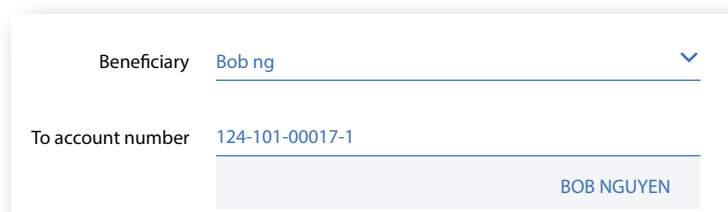


Step 2: Select the type of account you wish to transfer. Select "Other Client" (default) if transferring to another DNBC account (e.g. Lithuania and Canada). If transferring to your account in your "Account list", choose "Own Account".

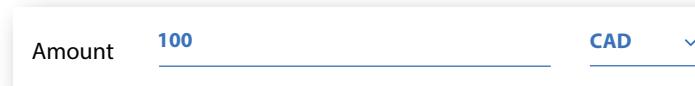
*The option of "Own Account" is only available when you own more than one account in your "Account list".



Step 3: Choose which account to transfer from "From account". Select a beneficiary account in "Beneficiary". If the recipient's account has not been added, choose "New beneficiary". Enter the recipient's account number in the "To account" section.

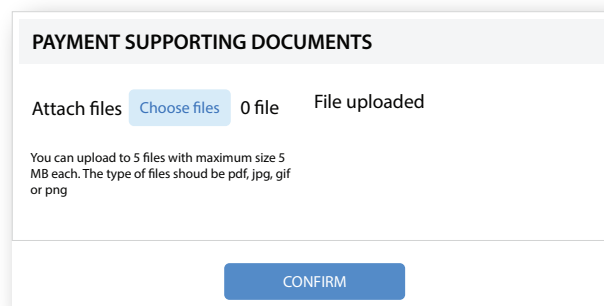


Step 4: Enter the amount of transfer and choose the currency.



A screenshot of a form for Step 4. It features a label "Amount" followed by a text input field containing the number "100". To the right of the input field is a dropdown menu currently displaying "CAD" with a small downward arrow icon.

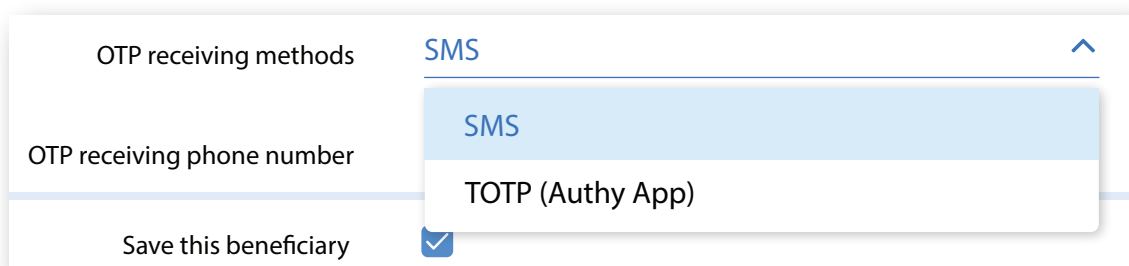
Step 5: Upload your payment supporting documents (if necessary) and click on "**CONFIRM**" to continue the following OTP-authentication steps to complete the transaction.



A screenshot of a form titled "PAYMENT SUPPORTING DOCUMENTS". It includes a label "Attach files" followed by a "Choose files" button, the text "0 file", and "File uploaded". Below this, a note states: "You can upload to 5 files with maximum size 5 MB each. The type of files should be pdf, jpg, gif or png". At the bottom of the form is a blue button labeled "CONFIRM".

Step 6: Choose the method and enter the OTP code sent to your registered phone number (SMS) or Authy app to complete the transaction.

*The option "**Email**" is only available when you do not input SMS or Authy code after 30 seconds




A screenshot of a form for Step 6. It has a section "OTP receiving methods" with a dropdown menu currently showing "SMS". Below this is a label "OTP receiving phone number" followed by an input field. At the bottom is a label "Save this beneficiary" with a checked checkbox. A dropdown menu is open from the "OTP receiving methods" section, showing two options: "SMS" and "TOTP (Authy App)".


Step 7: Check the Outgoing payment report via your registered email.


2 Transfer to other banks


- **Step 1:** Select “Transfer to other banks” on the menu.


REMITTANCE


 Transfer within DNBC network >


 Transfer to other banks >

 Transfer history >

 Incoming payment >

 Transaction limit setup >

 Beneficiary >

 Live foreign exchange rates >

- **Step 2:** Choose the account that you want to transfer. Enter the “Account Number/IBAN” and the “SWIFT/BIC code”.

BENEFICIARY DETAILS

Account Number/IBAN

124-101-00017-1

SWIFT/BIC

DNFECD21XXX

Bank name

DNBC FINANCIAL GROUP

Bank address

885 WEST GEORGIA STREET VANCOUVER

CANADA

Branch

XXX

- **Step 3:** Choose identification's type (**Personal** or **Organization**). Fill in all of your personal or business details.

Type	Personal	Organisation
Full name	<input type="text" value="First name"/>	<input type="text" value="Last name"/>
Statement name	<input type="text" value="Statement name"/>	
Country / State	<input type="text" value="Please select"/>	<input type="text" value="County/State"/>
City	<input type="text" value="City"/>	
Postal code (Optional)	<input type="text" value="Postal code"/>	
Address 1	<input type="text" value="Address 1"/>	
Address 2 (Optional)	<input type="text" value="Address 2"/>	

Type	Personal	Organization
Organisation name	<input type="text" value="Organisation name"/>	
Statement name	<input type="text" value="Statement name"/>	
Country / State	<input type="text" value="Please select"/>	<input type="text" value="County/State"/>
City	<input type="text" value="City"/>	
Postal code (Optional)	<input type="text" value="Postal code"/>	
Address 1	<input type="text" value="Address 1"/>	
Address 2 (Optional)	<input type="text" value="Address 2"/>	

- **Step 4:** Choose your transfer details. Enter the transfer amount, currency, payment reason, and message.

TRANSFER DETAIL	
Amount	<input type="text" value="5"/> <input type="text" value="CAD - Canada Dollars"/>
Transaction fee	<input type="text" value="Urgent D+2 (25 + 0.25%)"/>
Value date	<input type="text" value="17/06/2022"/>
Message	<input type="text" value="Message"/>
Payment reason	<input type="text" value="Please provide a full description"/>

- **Step 5:** Attach documents if necessary and click "**CONFIRM**".

PAYMENT SUPPORTING DOCUMENTS

Attach files Choose files 0 file File uploaded

You can upload to 5 files with maximum size 5 MB each. The type of files should be pdf, jpg, gif or png


The required documents are not available or have been provided previously

Attention: Please kindly be informed that the transaction without supporting documents might be rejected due to our internal policy or returned by the correspondent payment provider on your own expenses

CONFIRM

- **Step 6:** Choose the method and enter the OTP code sent to your registered phone number (SMS) or Authy app to complete the transaction.

*The option "**Email**" is only available when you do not input SMS or Authy code after 30 seconds

OTP receiving methods SMS 

OTP receiving phone number

SMS

TOTP (Authy App)








Save this beneficiary ☒

- **Step 7:** Check the Outgoing payment report via your registered email.


3

- 

REMITTANCE

-  Transfer within DNBC network >
-  Transfer to other banks >
-  **Transfer history** >
-  Incoming payment >
-  Transaction limit setup >
-  Beneficiary >
-  Live foreign exchange rates >

-



From : **16 May, 2022** ▾

|

To : **16 June, 2022** ▾

From account

From account

To account

To account

Currency

CAD

FIND

CLEAR ALL

-

ALL

PROCESSED

IN-PROCESSED

REJECTED

DATE	TYPE	AMOUNT	PAY FROM ACCOUNT	PAY TO ACCOUNT	STATUS
14-06-2022	Transfer to other banks	6.58 CAD	Ben Nguyen CAD-123-426-01017-1	Bob Nguyen CAD-123-456-00017-1	Pending
12-06-2022	Internal transfer	5 CAD	Ben Nguyen CAD-123-426-01017-1	Jack Sparrow CAD-123-567-00018-2	Processed

4 Incoming payment

You can check the status or any information of money that was transferred to your account (incoming payment) by this feature.

Step 1: Select **"Incoming payment"** on the dashboard.

Step 2: Click on **"Filter"** on the right corner to select the account you want to track transaction details.

The screenshot shows a 'FILTER' dialog box with the following fields:

- From:** 16 May, 2022
- To:** 16 June, 2022
- Pay from:** Pay from
- Pay to:** Please select an account
- Currency:** Please select an account

A dropdown menu is open for the 'Pay to' field, showing the following options:

- CAD-101-80503163-1 - Hau Ng
- CHF-756-101-80503163-1 - Hau Ng
- EUR-978-101-80503163-1 - Hau Ng
- GBP-826-101-80503163-1 - Hau Ng
- USD-840-101-80503163-1 - Hau Ng

A 'CLEAR' button is visible at the bottom left of the dialog.

Step 3: Click on **"Filter"** on the right corner to choose the period of time, currency, or a specific account you want to track transaction details. Then, click **"Find"**. A list of filtered incoming transactions will be displayed.

The screenshot shows the 'FILTER' dialog box with the following fields:








- From:** 16 May, 2022
- To:** 16 June, 2022
- Pay from:** Pay from
- Pay to:** Please select an account
- Currency:** GBP, USD, CHF, CAD, EUR

Buttons at the bottom include 'CLEAR ALL' and 'FIND'.

REMITTANCE		
	Transfer within DNBC network	>
	Transfer to other banks	>
	Transfer history	>
	Incoming payment	>
	Transaction limit setup	>
	Beneficiary	>
	Live foreign exchange rates	>

5 Transaction Limit

Step 1: Click "Transaction limit setup" on the menu.

REMITTANCE		
	Transfer within DNBC network	>
	Transfer to other banks	>
	Transfer history	>
	Incoming payment	>
	Transaction limit setup	>
	Beneficiary	>
	Live foreign exchange rates	>

Step 2: Click on the drop-down list to change the current transaction limit of your accounts. Remember that you may have only one change limit for your account.

LIMIT TYPE	MAXIMUM LIMIT	CURRENT LIMIT	NEW LIMIT
Personal: CAD-101-80503163-1 - Hau Ng			
Transfer within DNBC network	1,000,000.00 CAD	500,000.00 CAD	No change ^
Transfer to other banks	1,000,000.00 CAD	200,000.00 CAD	No change
Personal: CHF-756-80503163-1 - Hau Ng			
Transfer within DNBC network	1,000,000.00 CHF	500,000.00 CHF	0.00 CAD
Transfer to other banks	1,000,000.00 CHF	200,000.00 CHF	50,000.00 CAD
			200,000.00 CAD
			500,000.00 CAD
			1,000,000.00 CAD

Step 3: In order to change your transaction limit, you must complete the **Transaction Limit Change Form**, which can be located on that page. After uploading the files, click "Confirm" to continue.

TRANSACTION LIMIT DOCUMENTS

As part of the changing process, you must fill out the Transaction Limit Change Form, which can be [downloaded here](#). Please complete the form, scan, and re-upload it in the section below.

Attach files

Choose files

No file chosen

File uploaded








You can only upload 1 file (in pdf, jpg, gif or png format) with the maximum size of 5MB

CONFIRM

6


Beneficiary (DNBC Network)

Step 1: Click "Beneficiary" on the menu.

REMITTANCE	
	Transfer within DNBC network >
	Transfer to other banks >
	Transfer history >
	Incoming payment >
	Transaction limit setup >
	Beneficiary >
	Live foreign exchange rates >

Step 2.1: Click [ADD](#) to add a new beneficiary, choose Type of beneficiary: DNBC network

New beneficiary

Type [DNBC network](#) 

BENEFICIARY INFORMATION

Account number

Beneficiary name


Memorable name [Enter memorable name](#)

[SAVE](#)

Step 2.2: Click [Edit](#) change current beneficiary information

Step 2.3: Click [Delete](#) to remove current beneficiary.

Beneficiary details

Type [DNBC network](#) 

BENEFICIARY INFORMATION

Account number [100-123-123456789](#)


Beneficiary name [BOB DYLAN](#)

Memorable name [BOB DYLAN](#)

[SAVE](#)

7 Beneficiary (SWIFT)

Step 3.1: Click **ADD** to add a new beneficiary, choose Type of beneficiary: **SWIFT**

Type **SWIFT** 

BENEFICIARY INFORMATION

Beneficiary's type **Personal** **Corporate**

Full name **First name** **Last name**

Statement name **Statement name**

Country **Please select** **Country/State**

City **City**

Postal code **Postal code**

Address 1 **Address 1**

Address 2 **Address 2**

Account number/IBAN **Enter Account number/IBAN**


SWIFT / BIC **SWIFT / BIC**

Bank name **Bank name**

Bank address **Bank address**

Branch **Branch**

SAVE

Type **SWIFT** 

BENEFICIARY INFORMATION

Beneficiary's type **Personal** **Corporate**

Organization name **Organization name**

Statement name **Statement name**

Country **Please select** **Country/State**

City **City**

Postal code **Postal code**

Address 1 **Address 1**

Address 2 **Address 2**

Account number/IBAN **Enter Account number/IBAN**

SWIFT / BIC **SWIFT / BIC**

Bank name **Bank name**

Bank address **Bank address**

Branch **Branch**

SAVE

Step 3.2: Click **Edit** to change current beneficiary information

Step 3.3: Click **Delete** to remove current beneficiary.

1 External account

This section will show the customer's other backup account. When you first open an account, you can provide this information.

Step 1: Click on the "External account" button of the setting section on the menu.

Step 2: You can view your external account's information such as account name, account number, bank's name, ect. If you want to edit the information, you can click on the information and change it. Then, click "SUBMIT" to send the updated information to DNBC's system. When there is an emergency or problem, DNBC can send money to customers through this external account.





DNBCnet



WELCOME
Cor Dulce

Last login: 15 May, 2021 - 12:30:38

SETTINGS

-  Change background >
-  Manage devices >
-  OTP receiving method >
-  Change password >

External account

EXTERNAL ACCOUNT

Client 826489 - Cor Dulce ▼

Account name

Account number

With Bank

Branch (Optional)

Bank address





2 Change background

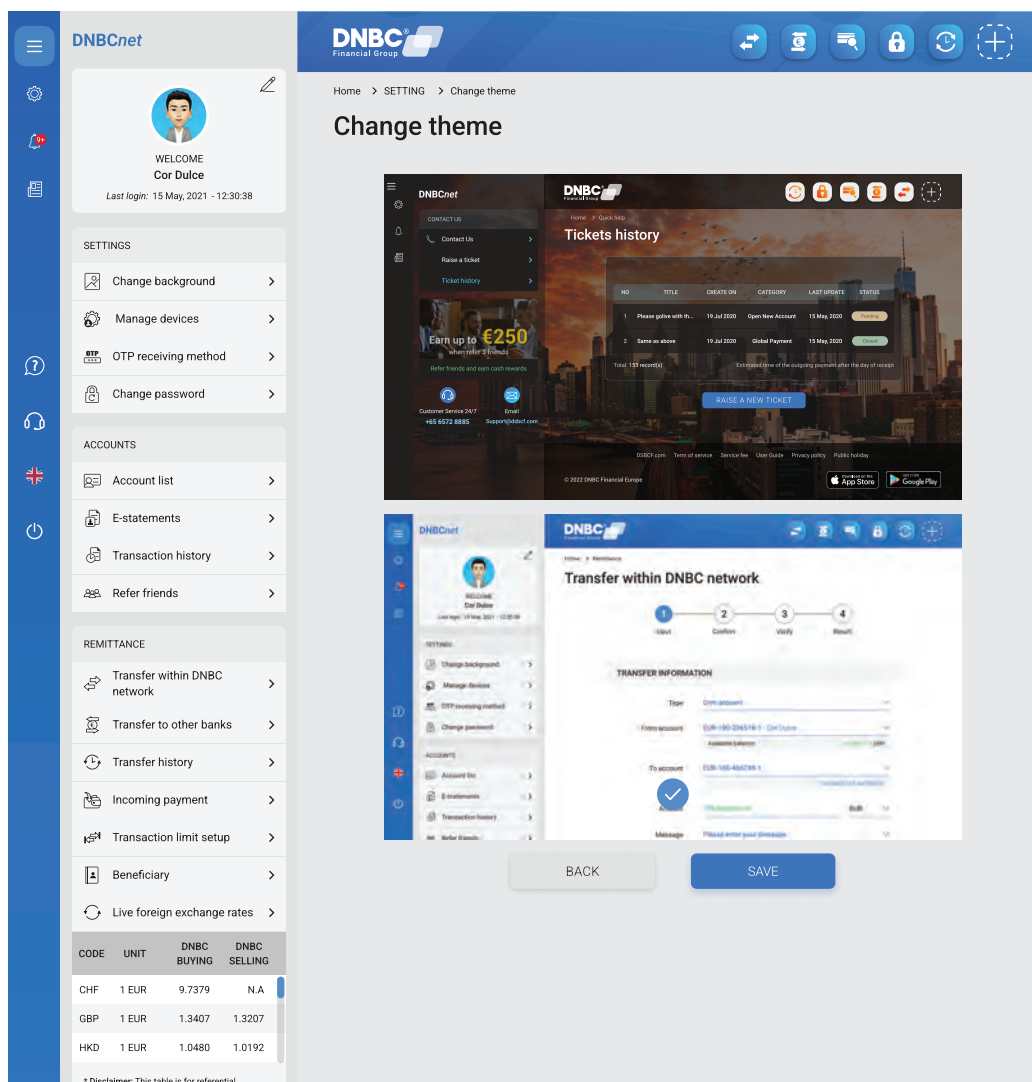
You can change the background of Payment Platform according to your personal preferences. There are different backgrounds for you to choose.

Step 1: Select "Change background" on dashboard.

Step 2: Given backgrounds will be displayed, you can click to choose the theme that you like.

SETTINGS

-  [Change background](#) >
-  [Manage devices](#) >
-  [OTP receiving method](#) >
-  [Change password](#) >



DNBCnet

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Cor Dulce
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SETTINGS

- [Change background](#)
- [Manage devices](#)
- [OTP receiving method](#)
- [Change password](#)

ACCOUNTS

- [Account list](#)
- [E-statements](#)
- [Transaction history](#)
- [Refer friends](#)

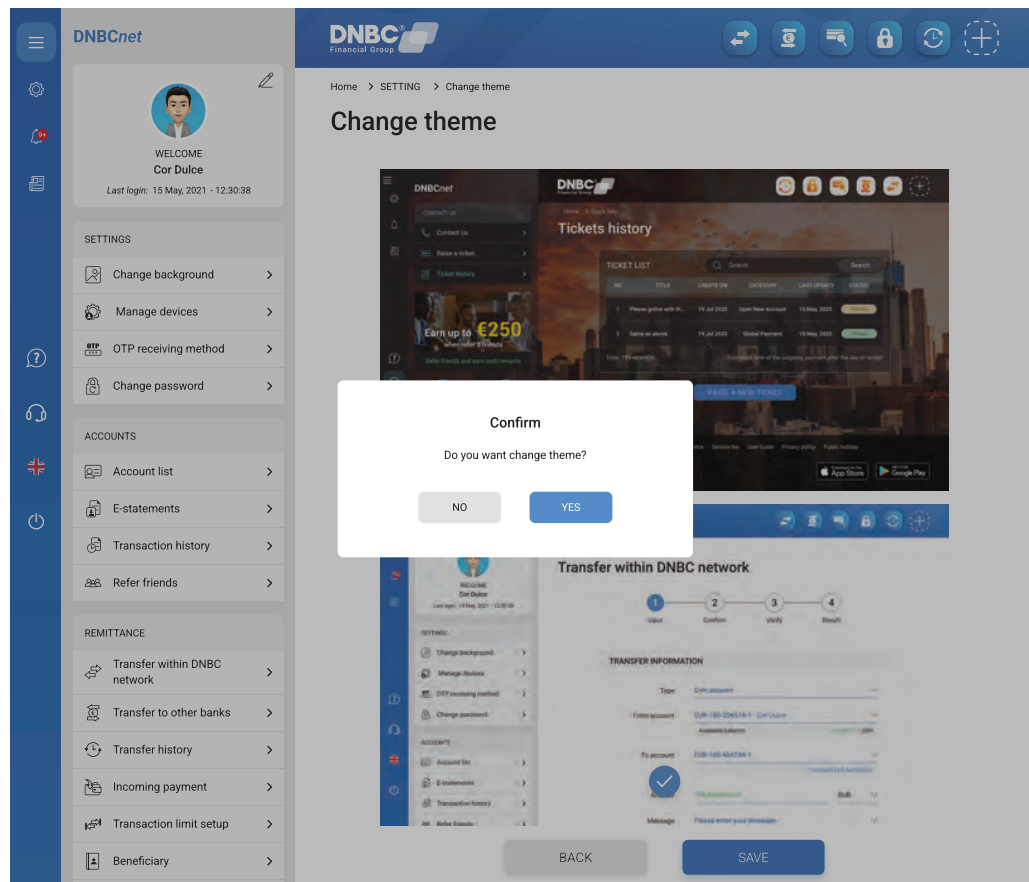
REMITTANCE

- [Transfer within DNBC network](#)
- [Transfer to other banks](#)
- [Transfer history](#)
- [Incoming payment](#)
- [Transaction limit setup](#)
- [Beneficiary](#)
- [Live foreign exchange rates](#)

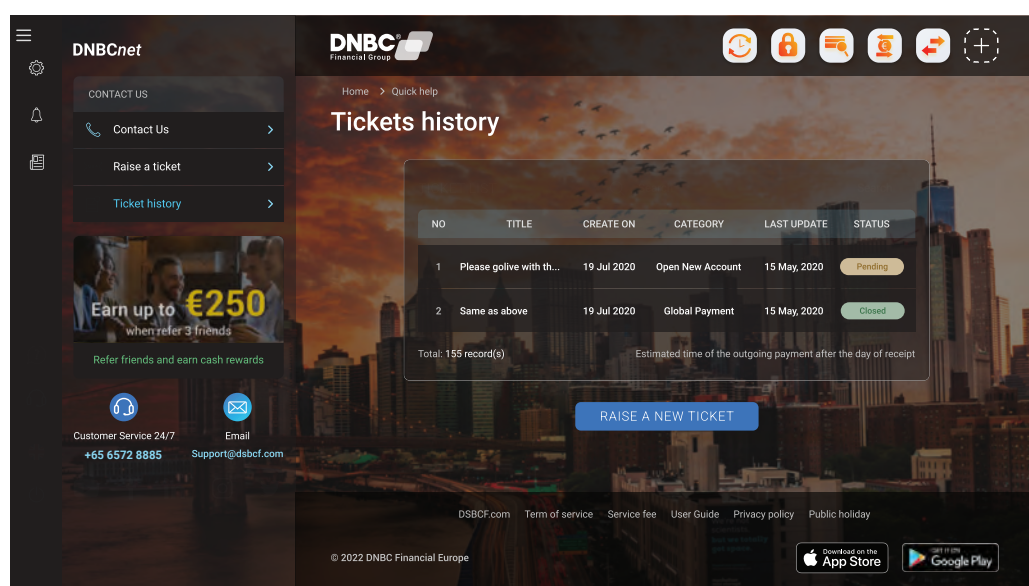
CODE	UNIT	DNBC BUYING	DNBC SELLING
CHF	1 EUR	9.7379	N.A
GBP	1 EUR	1.3407	1.3207
HKD	1 EUR	1.0480	1.0192

* Disclaimer: This table is for referential

Step 3: Click on the "SAVE" button and "YES" to save the new background.




Step 4: You have successfully changed your theme background.

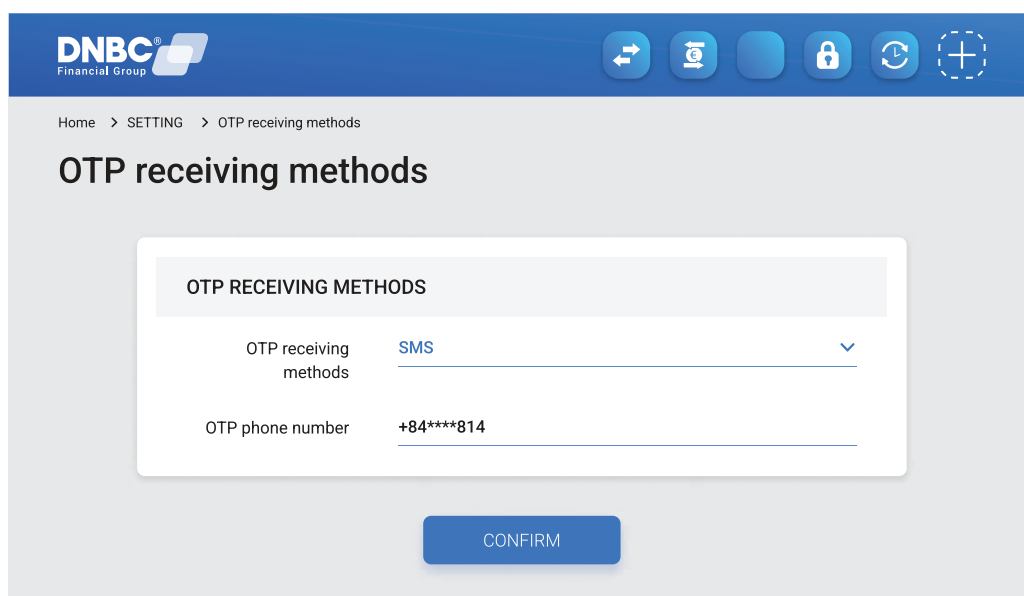
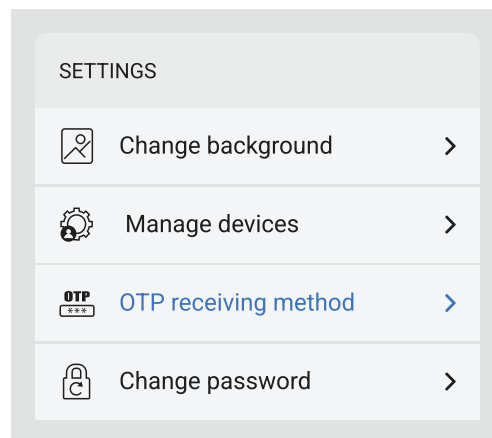


3 OTP receiving method

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

Step 1: Select "OTP receiving method" button of the settings section on the menu.

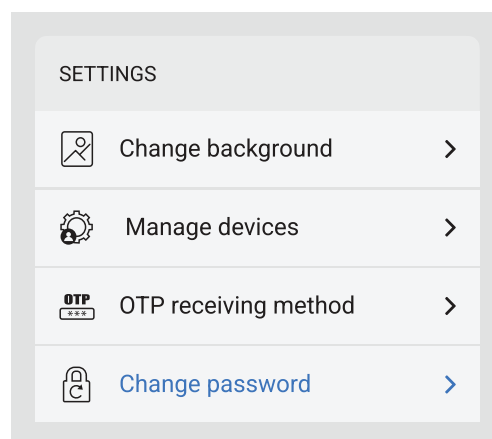
Step 2: Check and request to change the OTP receiving method by choose  on the top menu.



4 Change password

You are encouraged to change your password periodically via this feature to protect your account.

Step 1: Click on the "Change password" button of the setting section on the menu.





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