

## **Internet Banking User ID & Password Policy**

**Commissioned by     :**     **Digital Banking Department**

**Approved by         :**     **Board of Directors**

**Effective Date       :**     **26 January 2023**

**Username & Password Policy:**

- Please wait for the page to completely load on the browser before typing the user name and password.
- Once username is set cannot be changed again.
- Username will be assigned as per the availability of it.
- Username should be within 8 to 20 characters.
- System will always convert username into Capital letters.
- Password length should be of minimum 8 characters and maximum 12 characters with at least 1 lower case, 1 upper case, 1 numeric and 1 special character. Special characters like **<& Space \ / ? . , >** are not allowed.