
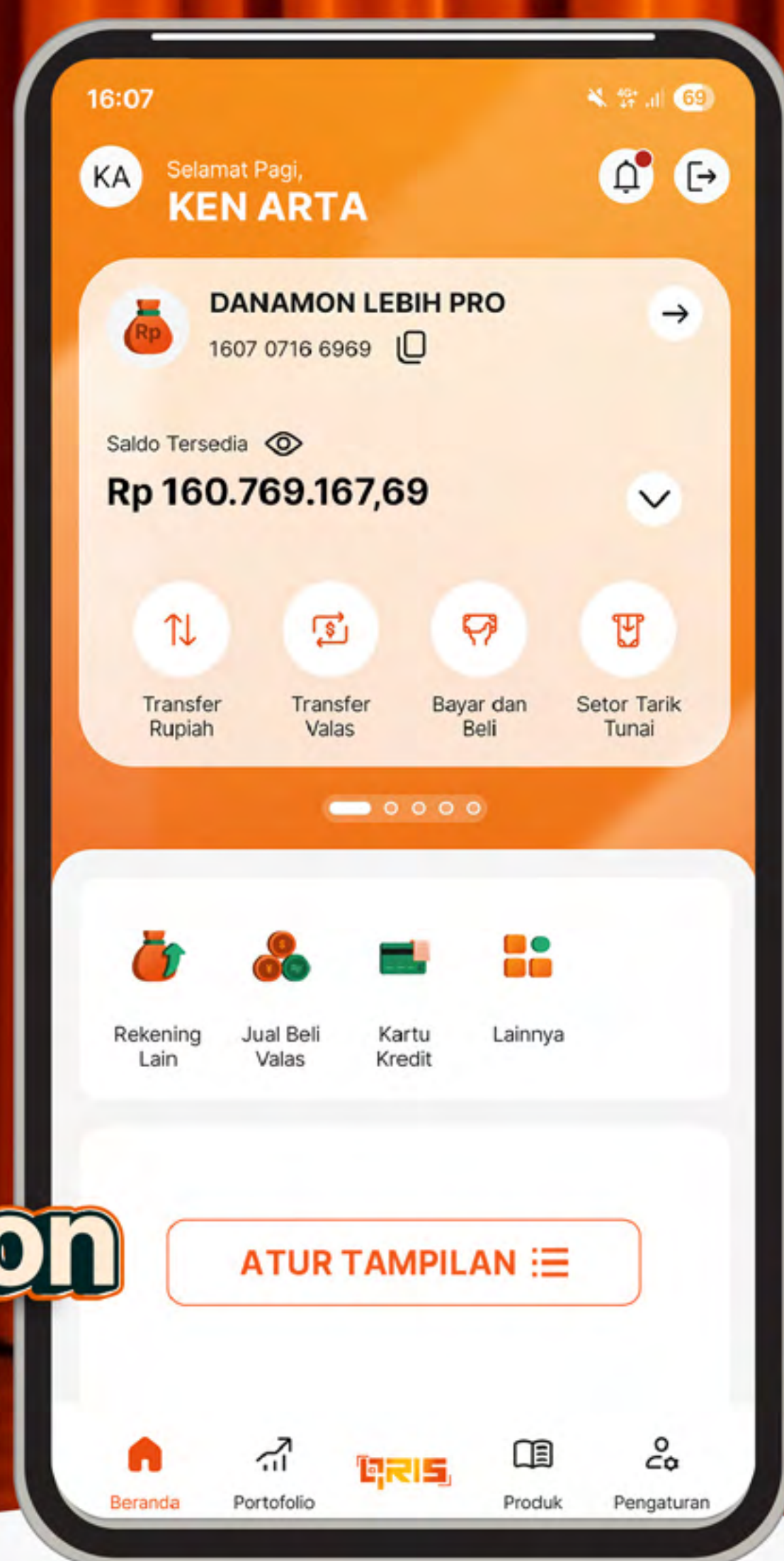


Danamon

A member of  MUFG

Get to know
The Latest Version of
D-Bank PRO



**The Right Solution
That Captivates
Everyone**

D-BANK PRO MOBILE BANKING #SELALUMENGGODA

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Introduction

No Temptation Without Introduction

The latest version of D-Bank PRO is here to better meet your financial needs!

- ✓ Faster and more secure system
- ✓ Attractive and customisable interface tailored to your financial needs
- ✓ Manage various financial products on a single screen with a 360-degree dashboard

Getting more tempted by D-Bank PRO?
Update now.
Check out the complete info at
bdi.co.id/makinmenggoda

Don't have the app yet?
Download it now!



How To Update



1

If you do not enable auto-update, you can still log in and make transactions on the previous version of the D-Bank PRO app. After that, you must click the Upgrade Now button to update.



2

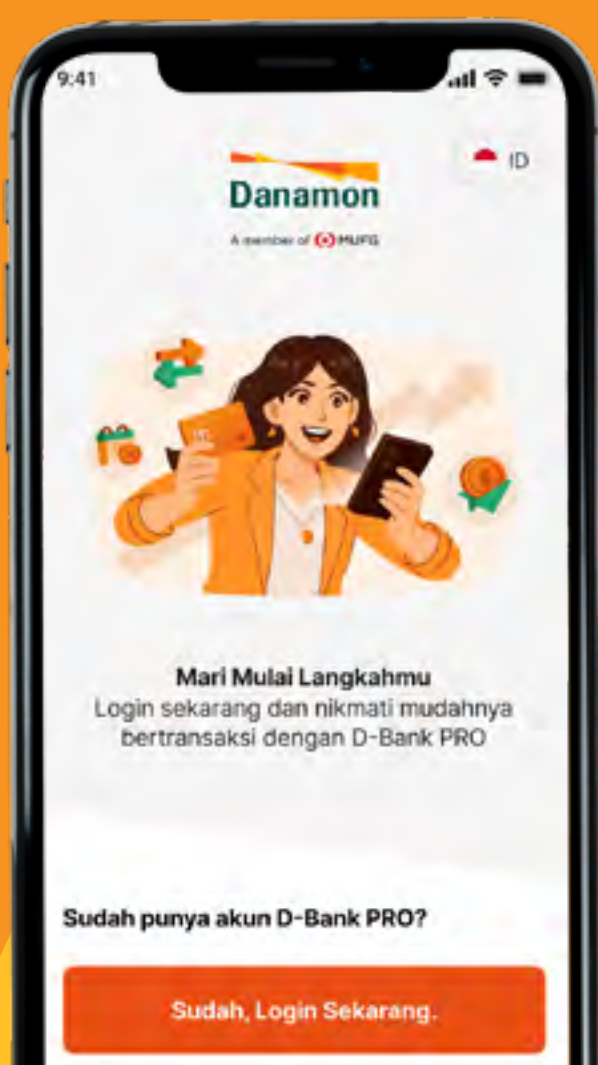
You will be directed to the App Store/Play Store.



D-Bank PRO

3

Search D-Bank PRO



5

You've managed to update D-Bank PRO!



4

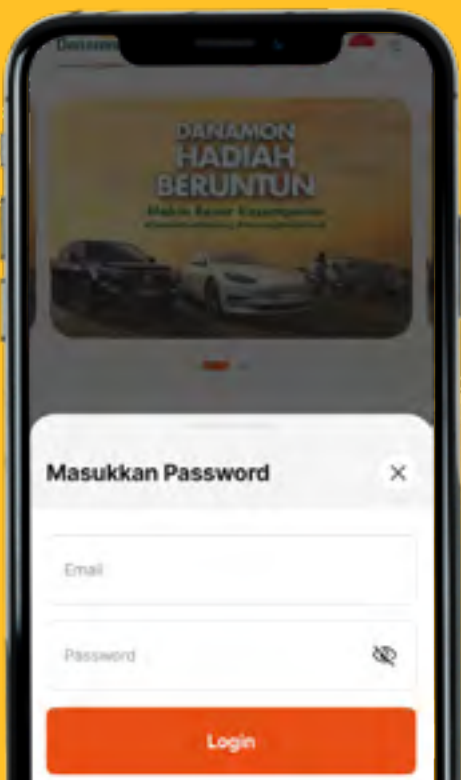
Click on the Update button

How To Reactivate

If you have updated or enabled auto-update, you will be directed to reactivate



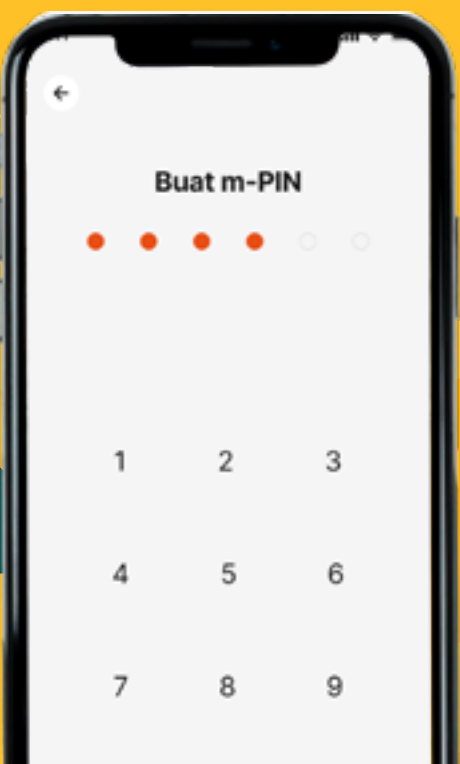
1 Click the 'Done, Log in Now' button.



2 Fill in the email address and password you used and were sent via the previous version of D-Bank PRO. Forgot your email address and password? Check page 6!



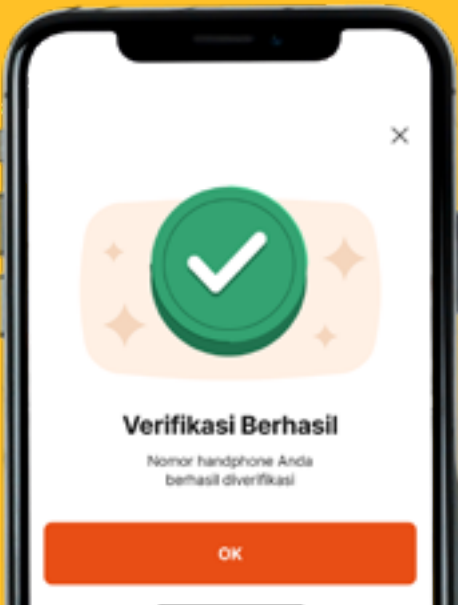
3 For Android users, enter the OTP code sent via SMS. For iOS users, you will be directed to send an SMS to 83435 to activate. Make sure you have enabled Premium SMS.



4 Enter your mPIN.



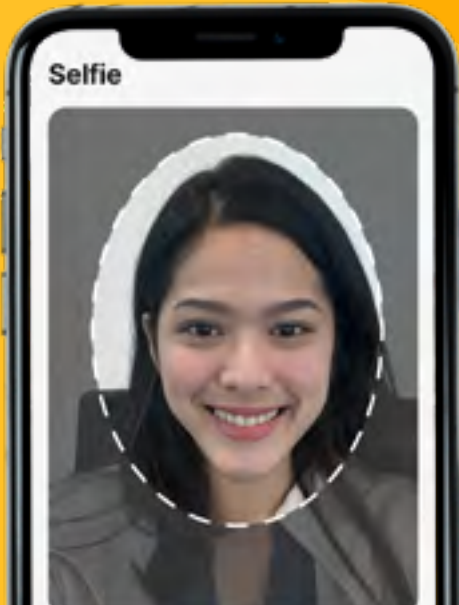
5 You will be directed to perform face recognition for reactivation.



8 If verification is successful, you can use the latest version of D-Bank PRO.



7 After completing the face recognition process, the screen will display information if the verification is successful.



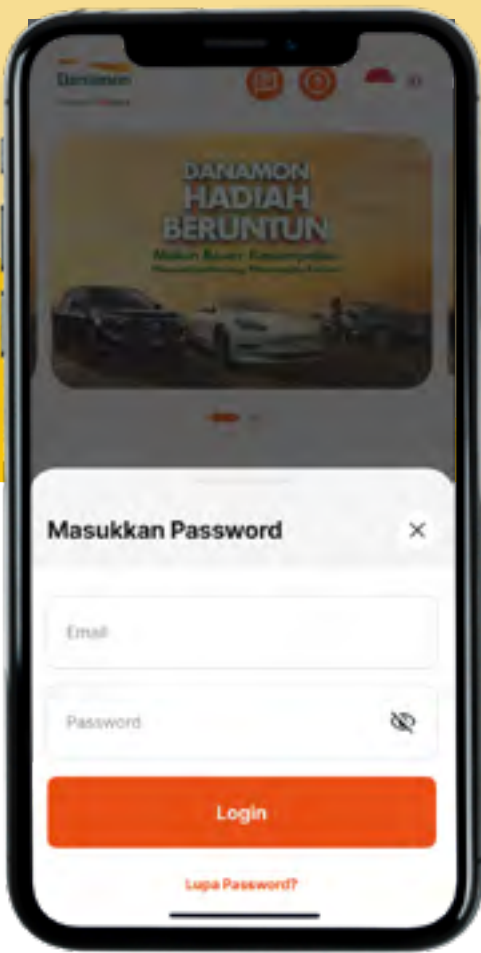
6 Follow the instructions at the top of the screen.

How to Check Email & Recover Password

Forgot your D-Bank PRO email?

Use the same email address as the one you use to receive D-Bank PRO transaction notifications!

Forgot Password?



Open the latest version of the D-Bank PRO app and click 'Forgot Password'.



Enter the email address registered with D-Bank PRO.



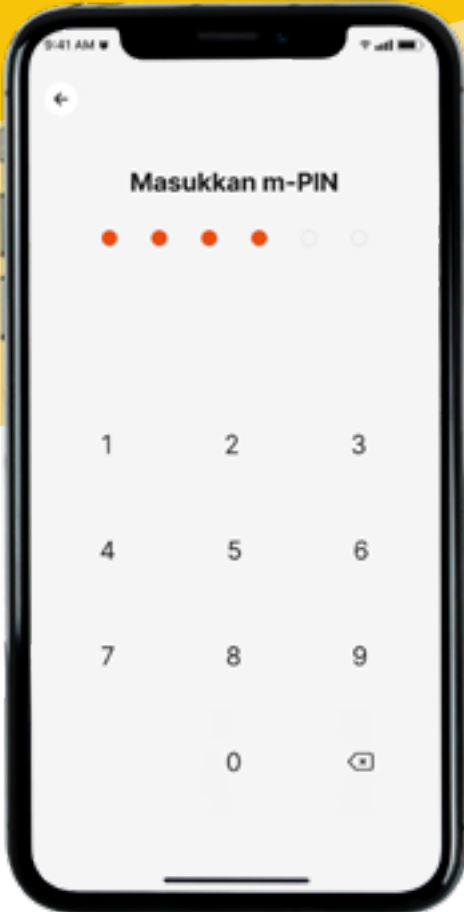
Enter the verification code sent via email and click 'Continue'.



Enter the verification code sent to your mobile number and click 'Continue'.



Create a new password according to the instructions on the screen. Read the applicable terms and conditions, then click 'Continue'.



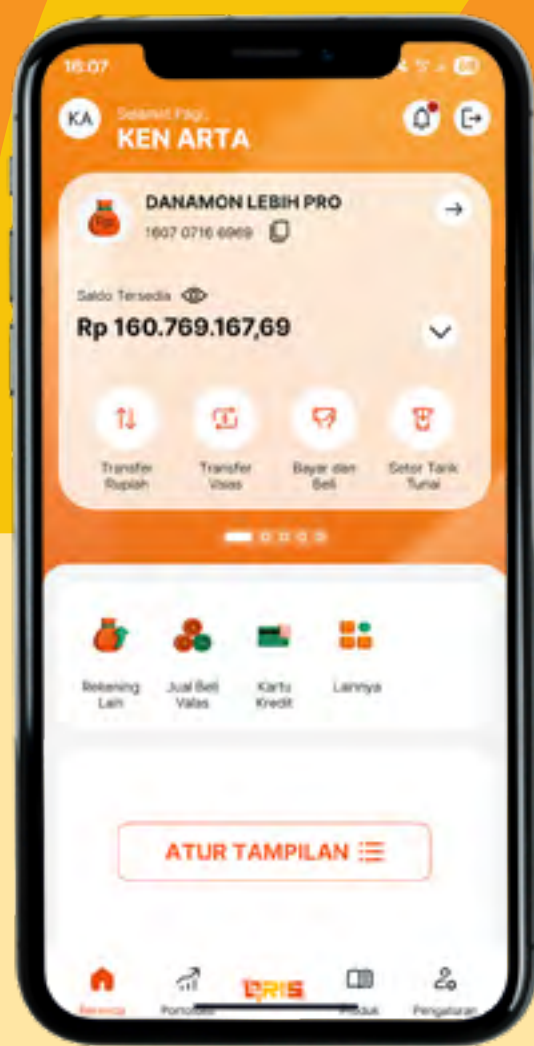
Enter your mPIN.



Password successfully changed! Please continue the login process to the latest version of D-Bank PRO.

D-Bank PRO Features

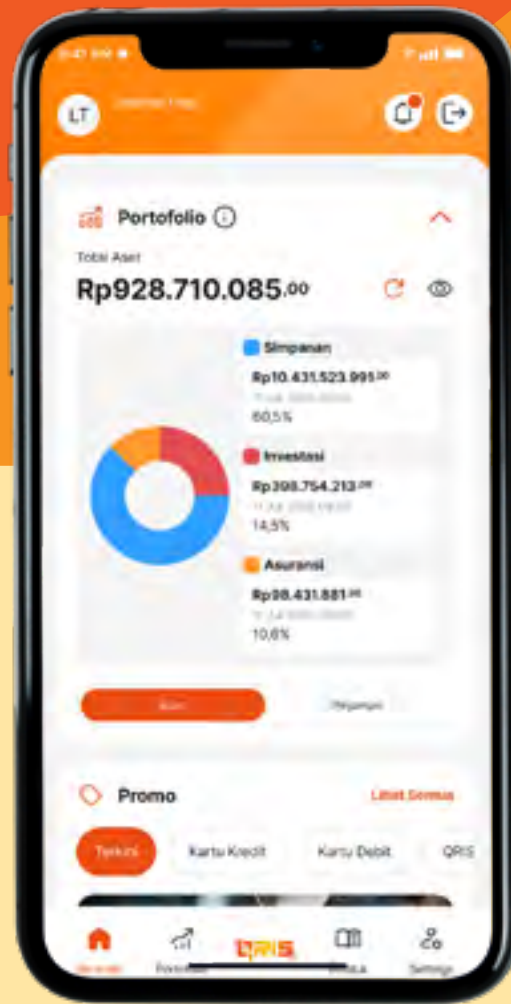
Discover
Tempting
Features from
D-Bank PRO!



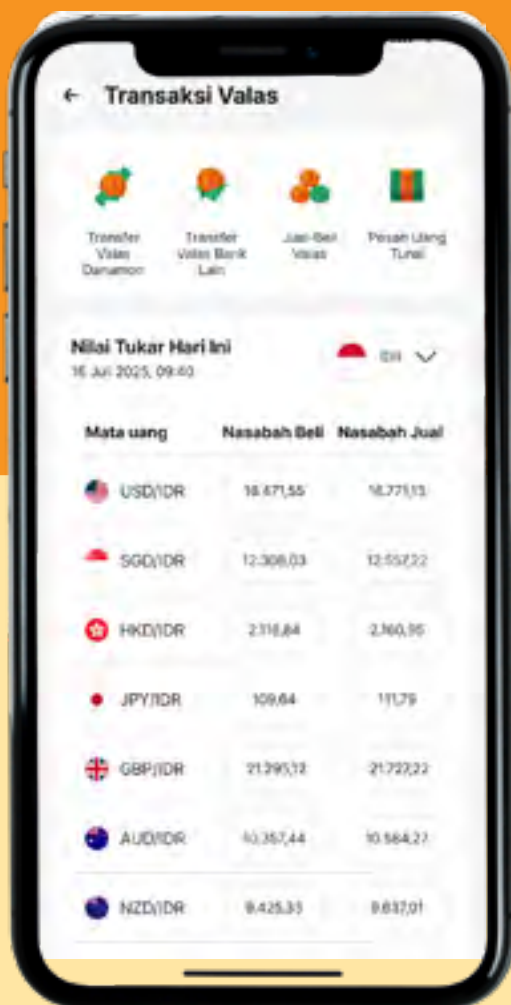
More modern UI/UX
Design



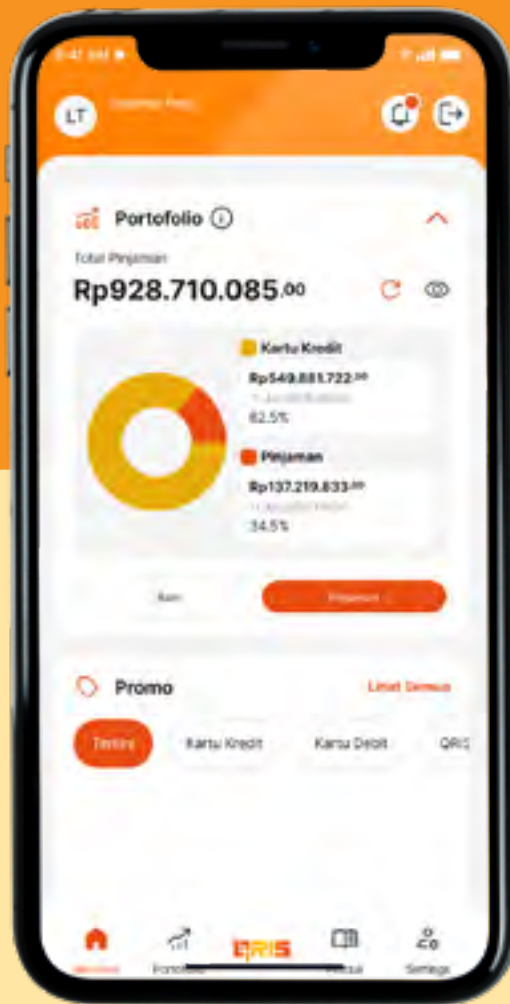
Top up your e-wallet
and pay various bills
accordingly



Control your finances
more easily with the
360 Dashboard



Foreign exchange
transactions
anytime, anywhere



And many
more

FAQ

1. Why has the appearance of my D-Bank PRO app changed?

The appearance of D-Bank PRO has been updated to adapt and simplify your financial needs.

Find more information at bdi.co.id/makinmenggoda

2. Why do I need to reactivate my D-Bank PRO account?

Reactivation is done to ensure the security of your account and prevent account takeovers or fraud.

Check the tutorial for reactivation at bdi.co.id/tutorreaktivasi

3. I cannot update my D-Bank PRO app via the App Store/Play Store.

You can clear the cache by following these steps.

For Android users:

- Open the Settings menu on your mobile phone
- Click the search icon or magnifying glass and type 'Apps' or 'Applications' Enter the "Apps" or 'Applications' menu
- Click the search icon or magnifying glass and type 'Play Store'.
- Click Google Play Store
- Click the Storage menu
- Click the Clear Cache button
- Return to the Play Store and update the D-Bank PRO app

For iOS users, please check periodically on iOS

4. I forgot my D-Bank PRO email/user ID

Please check the email address where you receive D-Bank PRO transaction notifications. You can use that email address to log in.

5. I forgot my D-Bank PRO password

You can click the 'Forgot Password' button to reset your password. For more information, please check page 6.

6. I forgot my mPIN

Please contact Hello Danamon at 1-500-090 (Indonesia) / +62-21-23546100 (International) or email hellodanamon@danamon.co.id

7. My phone number and email address are no longer valid

Please contact Hello Danamon at 1-500-090 (Indonesia) / +62-21-23546100 (International) or email hellodanamon@danamon.co.id

8. I did not receive the OTP email or SMS / waited too long for the OTP to arrive before the code expired.

You can do the following:

- Check your SPAM folder in your email (if you still cannot receive the OTP email), or
- Request a new OTP and ensure that your internet connection is secure.

If you are still unable to proceed, please contact Hello Danamon at 1-500-090 (Indonesia) / +62-21-23546100 (International) or email hellodanamon@danamon.co.id

9. I am an iOS/iPhone user and have successfully sent a verification SMS. However, I did not receive a confirmation SMS from Danamon

Please activate Premium SMS by contacting your service provider.

10. My mPIN and account are blocked

Please contact Hello Danamon at 1-500-090 (Indonesia) / +62-21-23546100 (International) or email hellodanamon@danamon.co.id

11. I failed to perform face recognition

You can repeat the face recognition process by following these steps:

- Remove any items covering your face (hats, glasses, masks, etc.)
- Follow all instructions on the application carefully
- Ensure you are in good lighting conditions
- The photo in Dukcapil is the same as the face performing KYC

If you are still unable to perform face recognition, it is possible that the data registered in Dukcapil is incorrect or out of date. Please contact Hello Danamon at 1-500-090 (Indonesia) / +62-21-23546100 (International) or email hellodanamon@danamon.co.id or visit the nearest branch. Please inform the relevant team of the reason for your failed face recognition.

12. I am already a Danamon customer and have the D-Bank PRO app. Why do I have to go through the face recognition and video banking process again?

Additional verification processes are carried out to prevent account takeover (ATO).

Therefore, several additional KYC verification processes will be carried out, namely:

1. Change device/mobile phone or
2. Change mobile phone number or
3. Change email address

If the liveness check and/or face verification (Face Recognition) fails during the additional KYC verification process, you will be directed to complete the manual verification process via video banking.

13. Where is the menu to view transaction history made through D-Bank PRO? How long can I view transaction history?

The transaction history menu can be accessed by tapping the 'bell' icon/notification located in the top-right corner of the Home screen. You can view your transaction history for up to 3 months prior. For more information, please visit bdi.co.id/tutornotif

14. Where is the menu to reprint receipts for transactions that have been made through D-Bank PRO? How long can I reprint receipts?

Receipts can be reprinted by following these steps:

1. Tap the 'bell' icon located in the upper right corner of the Home page
2. Select the transaction for which you want to reprint the receipt
3. Tap the 'Share' or 'Download' icon to reprint the receipt

The maximum timeframe for transaction history that can be reprinted in D-Bank PRO is 3 months prior.

How To Turn On Auto Update

Turn on the auto-update feature in the App Store and Play Store so you don't miss any updates to D-Bank PRO!

Follow these steps to turn on the feature

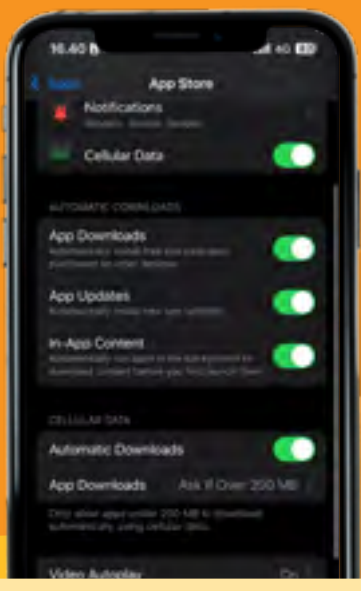
For iOS Users:



1 Open Settings menu




2 Go to the Apps menu and choose Apps Store

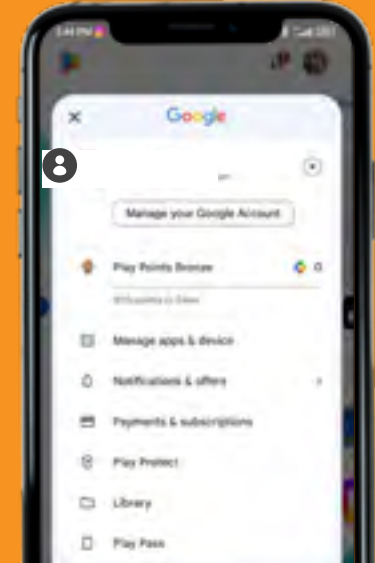


3 Turn on auto-update button

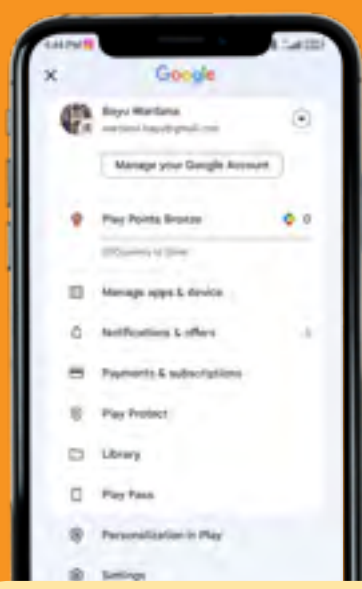
For Android Users:



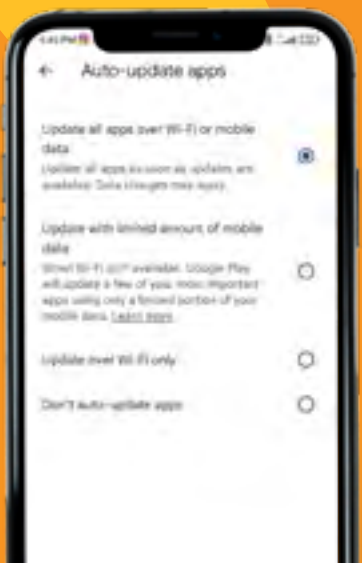
1 Open Play Store



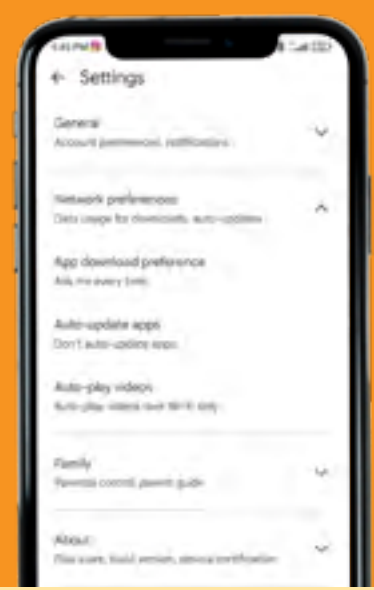
2 Click Your Profile Picture



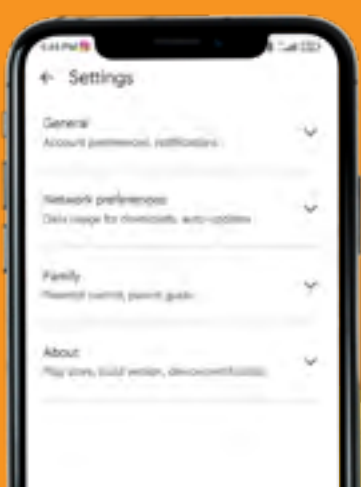
3 Choose Menu



4 Choose Network Preferences



5 Choose Apps Auto Update



6 Choose update with wifi or data package to turn on auto-update

Other Information!

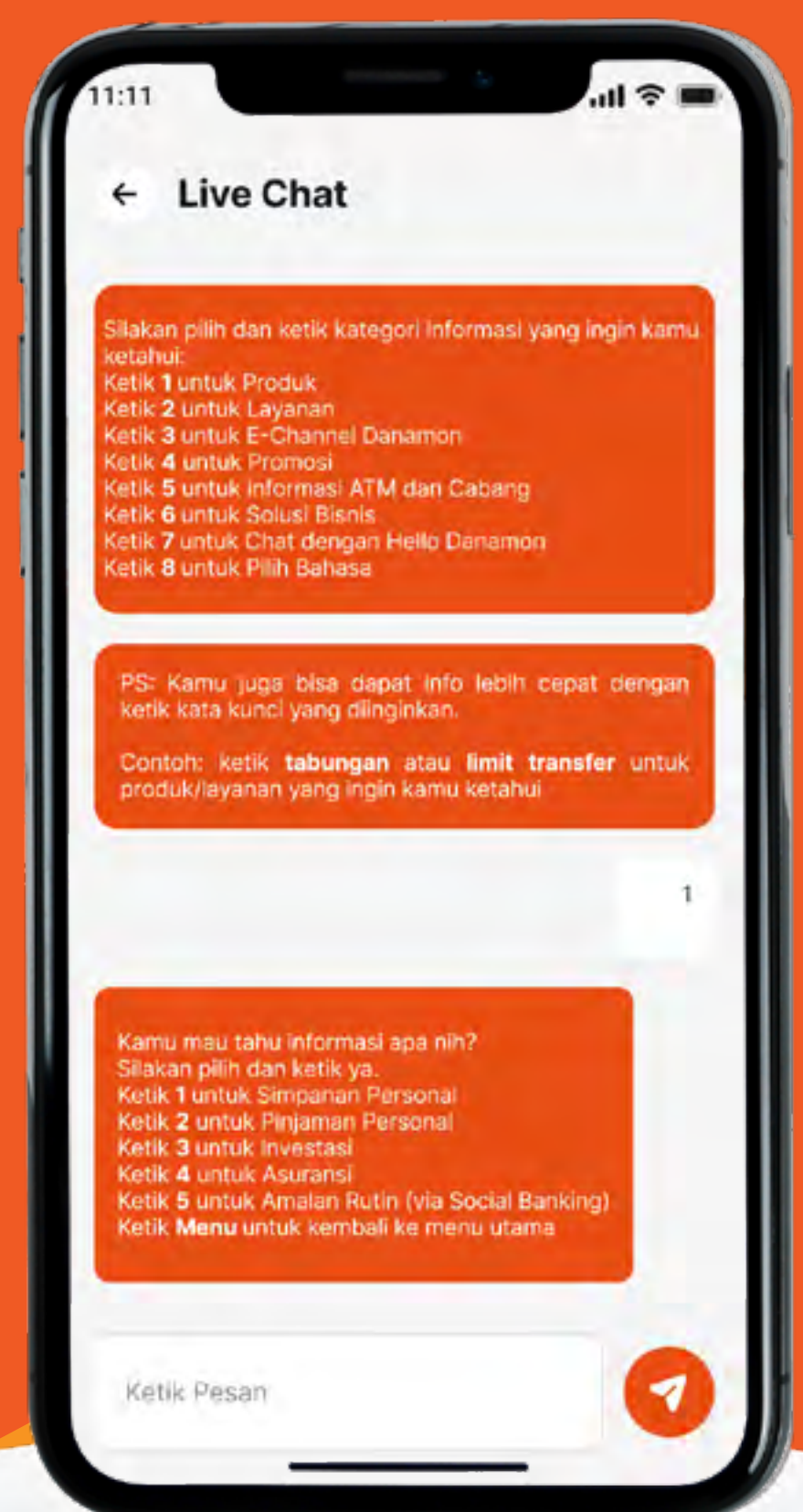
Tutorial for the Latest Version of D-Bank PRO
visit bdi.co.id/tutorbp2



Let Us Know What You Think
via bdi.co.id/reviewmenggoda



Any further questions?
Use the live chat feature in the latest version of the D-Bank PRO app, or contact Hello Danamon via:
📞 1-500-090 (Indonesia)
+62 21 23546100 (International)
✉ hellodanamon@danamon.co.id



For more info
scan QR or visit

bdi.co.id/makinmenggoda