

## Password Reset Form

Date: \_\_\_\_\_

We, \_\_\_\_\_

("Customer") refer to the mashreqMATRIX Agreement executed by the Customer and the Bank ("Agreement") with respect to the Services. Unless defined herein, capitalised terms used herein shall have their meanings as assigned to them in the Agreement. Once executed, this Password Reset Form shall be deemed to be a part of the Agreement.

I, the User, hereby request and fully authorize you to reset my Password for accessing mashreqMATRIX. I also agree to follow the process set out in the Agreement or as advised by the Bank from time to time, in order to reset my Password.

My mashreqMATRIX User profile details are as under:

Account No : \_\_\_\_\_

User Login ID : \_\_\_\_\_

(IN CAPITAL LETTERS)

The Bank has explained the risks and consequence of sending the pin mailers containing the Password via courier and having fully understood the risks and consequences of the same, the Customer hereby authorises and instructs the Bank, to dispatch by courier, at its sole risk and liability, the pin mailer containing the Password, to the address given below. I hereby undertake to the Bank that I shall take all necessary steps and measures to ensure that the courier is received only by me.

Please send the new 'One Time Activation Password' to the following address:

Courier Address: \_\_\_\_\_

Contact number (Mobile): \_\_\_\_\_

To the extent there arises a liability to the Bank as a result of any loss or delay to the courier or its contents or breach of my undertakings hereunder, the Customer and I shall, jointly and severally, protect, defend, hold harmless, indemnify and keep the Bank fully indemnified of, from and against any and all claims, demands, liabilities, obligations, losses, damages, penalties, actions, causes of action, costs and expenses of any kind and nature whatsoever that may be imposed on or asserted against or incurred or suffered or sustained by the Bank directly or indirectly as a result of or in consequence of the Bank's compliance with my instructions hereunder. The Customer and I also fully and irrevocably waive, release, discharge and relinquish the Bank from any and all claims, obligations and rights that I or the Customer may have against the Bank under the law or otherwise.

Signed and stamped by the User:

\_\_\_\_\_  
User's Name

\_\_\_\_\_  
User's Signatures

\_\_\_\_\_  
Authorised Signatory Name

\_\_\_\_\_  
Signatures

