Dear Customer,

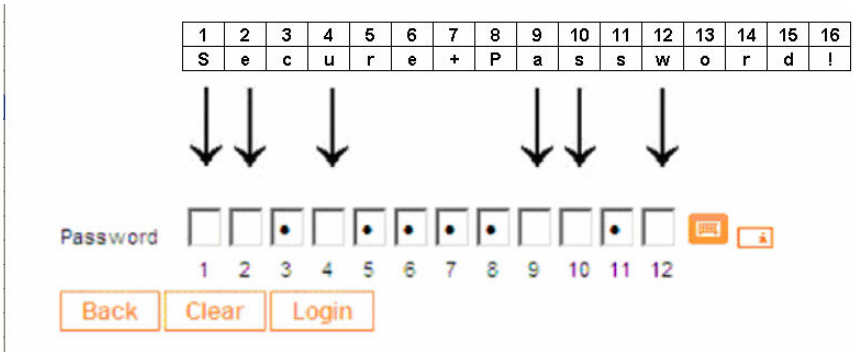
If you have any problems with your password, first check whether you might have accidentally pressed the CapsLock key or the language toolbar.

Masked password:

With this type of password, you are not required to enter all password characters, but only the randomly selected ones. You won't need to enter the full length of the password, either.

Example:
If your password consists of 16 characters (some of the fields may remain hidden), you may be asked to enter only some of the first 12 characters of your password.

In this example, you are asked to enter the 1st, 2nd, 4th, 9th, 10th and 12th character of your password.



If you still cannot log into your system, please contact our Electronic Banking Department:

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e-mail: bi@dzbank.pl