

## Request for reset or unlocking of login details

Return the request to one of our branches, send it by post to the following address or fax to the number below:

Volksbank Heinsberg eG  
 Service- & BeratungsCenter  
 Siemensstr. 5  
 52525 Heinsberg

Fax number: 02452 925-4913

Dear Sir or Madam,

### PIN

- I entered the wrong PIN and am locked out of my online account. Please unlock my account.\*  
 I know the correct access PIN for my online account.
- I have forgotten the access PIN for my online account.  
 Please send me a new one-off PIN and debit my account below with EUR 5.00.\*\*

\* Your access PIN will be unlocked within 60 minutes during our normal business hours (Mon – Fri: 8:00 – 18:00).

\*\* A new one-off PIN will be sent to you by post within two to three working days. If you do not receive your new one-off PIN in due course, please contact your customer advisor.

### Alias / VR-Kennung

- I have forgotten my Alias and my 'VR-Kennung' (ID code).  
 Please send me my 'VR-Kennung' by post.

Note: If you have forgotten your alias, simply log in using your 'VR-Kennung', go to "Service & Administration" and enter a new alias.

<b>Account number</b>	
<b>Last name, first name</b>	
<b>Street and number</b>	
<b>Postcode and city</b>	

\_\_\_\_\_  
 (Place, date)

\_\_\_\_\_  
 (Signature)

\_\_\_\_\_  
 (Employee)