

Forgot Username

If you forget your username, you can now retrieve it by following the steps below:

Retrieving username using the HBZ mobile banking app

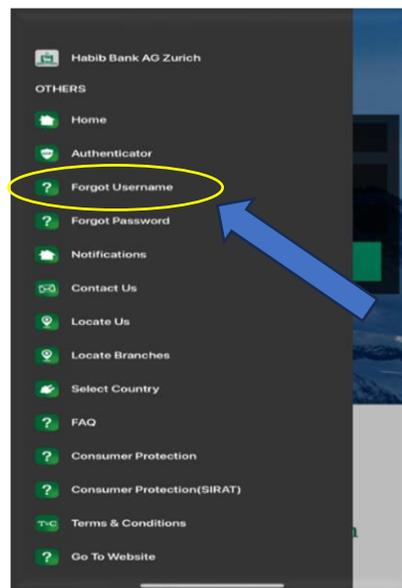
Step 1:

Click on the menu option (☰) in the top left corner to view more options.



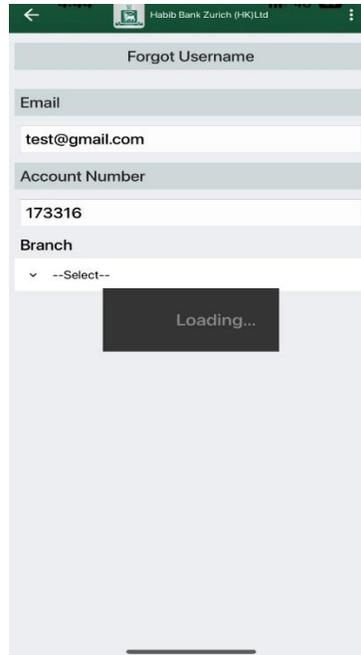
Step 2:

Click on “Forgot Username”.



Step 3:

Enter your registered email address and the last 6 digits of your account number, and select your Branch.



Forgot Username

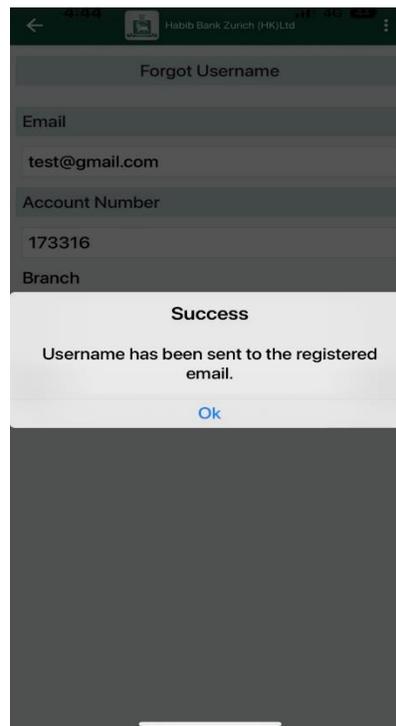
Email
test@gmail.com

Account Number
173316

Branch
--Select--

Loading...

Once you have successfully entered your details, you will see the below message on your screen and your username will be sent to your registered email address.



Forgot Username

Email
test@gmail.com

Account Number
173316

Branch

Success

Username has been sent to the registered email.

Ok