

The Development
Bank of Namibia

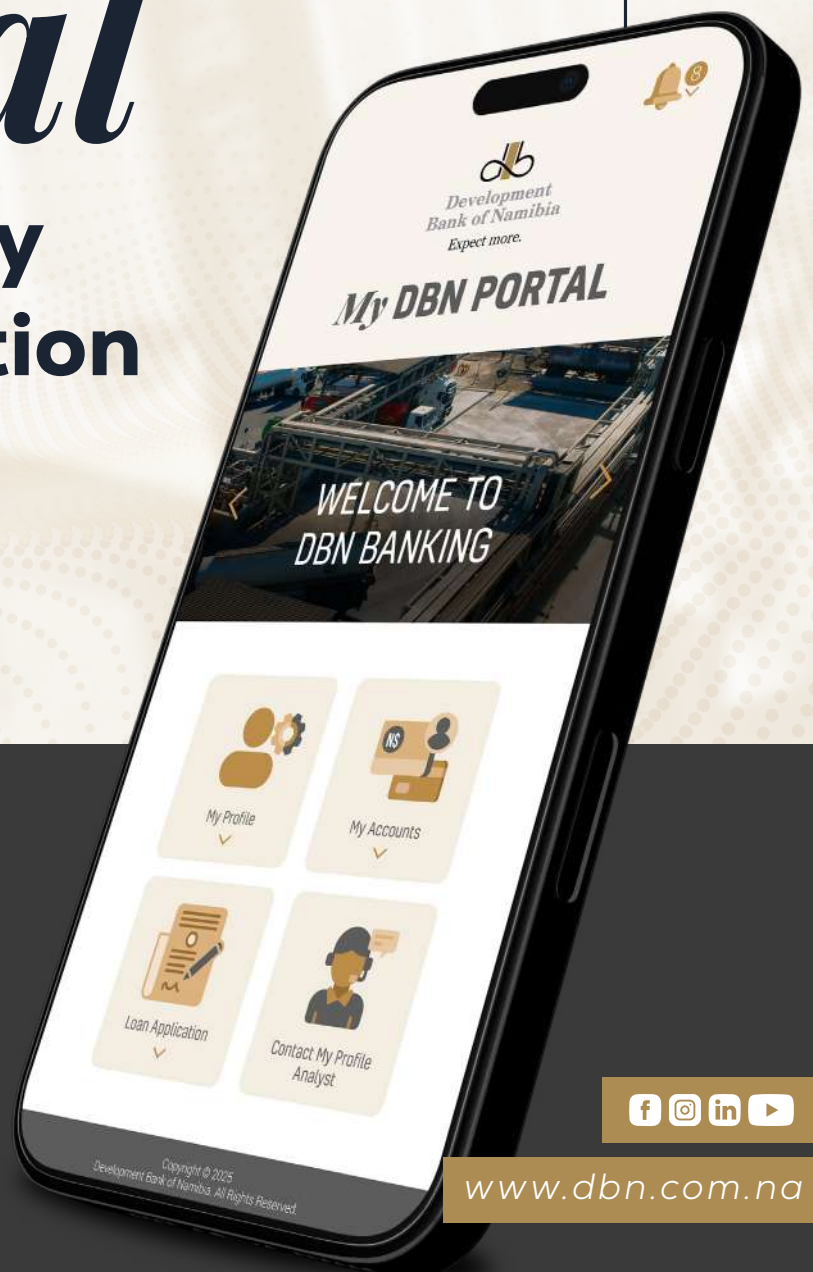


Development
Bank of Namibia

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Online Client Portal

Functionality
Documentation
for Clients



www.dbn.com.na

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Introduction

This document provides an overview of the key functionalities available within the Client Portal. It is designed to guide users through the features and capabilities, enhancing client experience, improving access to services on the go, and streamlining communication with the Development Bank of Namibia (DBN) portfolio analysts.

The Client Portal serves as a secure, mobile-friendly platform that enables existing DBN clients, meaning individuals and businesses who already have an existing loan with the Development Bank of Namibia, to manage their profiles, access relevant information and engage with support services efficiently – anytime, anywhere.



Accessing the Client Portal

Development Bank of Namibia



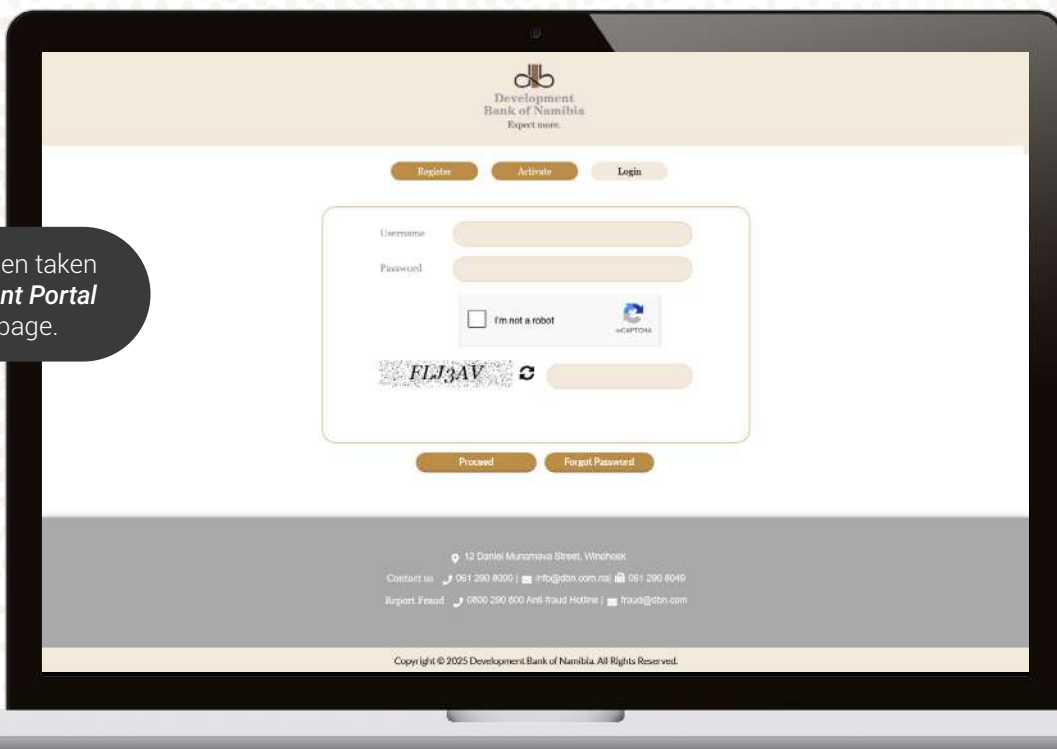
www.dbn.com.na



Use any search engine to find the Development Bank of Namibia official website or visit www.dbn.com.na directly. On the homepage, click on the *Client Portal* tab.



You are then taken to the *Client Portal* home page.



Registration

To register, click on the Register button.

There are five mandatory fields that must be completed for a successful registration:

- Name
- Date of Birth
- ID Number
- Mobile Number
- Email Address

**Note that all information entered must correspond with what is captured within loan information with the DBN.*

The screenshot shows the registration form on the Development Bank of Namibia website. At the top, there are three buttons: 'Register', 'Activate', and 'Login'. The 'Register' button is highlighted with a black arrow. Below the buttons, there is a form with five mandatory fields: 'Username *', 'Date of Birth *', 'Customer Name *', 'ID Number *', and 'Mobile Number *'. There is also a checkbox labeled 'I accept to the Terms & Conditions *'. Below the form is a 'Confirm Registration' button. At the bottom of the page, there is contact information for the bank, including the address '12 Daniel Masaruwa Street, Windhoek', contact numbers '061 290 8000' and '0800 290 800', email 'info@dbn.com.na', and website 'dbn.com.na'. The footer contains the copyright notice 'Copyright © 2025 Development Bank of Namibia. All Rights Reserved.'

Once all mandatory fields are completed, click the Confirm Registration button. The information is then validated against the information already captured by the Bank.

The screenshot shows the registration form on the Development Bank of Namibia website. At the top, there are three buttons: 'Register', 'Activate', and 'Login'. The 'Register' button is highlighted with a black arrow. Below the buttons, there is a form with two mandatory fields: 'Username' and 'Password'. There is also a checkbox labeled 'I'm not a robot' and a CAPTCHA image. Below the form is a 'Proceed' button and a 'Forgot Password' button. At the bottom of the page, there is contact information for the bank, including the address '12 Daniel Masaruwa Street, Windhoek', contact numbers '061 290 8000' and '0800 290 800', email 'info@dbn.com.na', and website 'dbn.com.na'. The footer contains the copyright notice 'Copyright © 2025 Development Bank of Namibia. All Rights Reserved.'

Activate

After the registration request is made, you will then receive an email containing an activation code – valid for 10 minutes – and a link that directs you to the activation screen.

Development Bank of Namibia

To: **Me**

Dear Josy,

Welcome to the Development Bank of Namibia (DBN) Client Portal.

To complete your registration, please verify your profile by entering the code below on the activation page:

Verification Code: **403283** ← Activation Code

Enter the Code here: [Activation Page Link](#) ← Activation Link

Please note:

- The code is valid for 10 minutes only.
- For your security, do not share this email or code with anyone.

If you did not initiate this registration, kindly disregard this message.

Kind Regards,
DBN Client Support

Follow the activation link and enter your username along with the activation code received via email. Also enter and confirm your password for verification.

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Register

Activate

Login

Username*

Activation Code*

Password*

Confirm Password*

I'm not a robot

RECAPTCHA

SX2YG2

Proceed

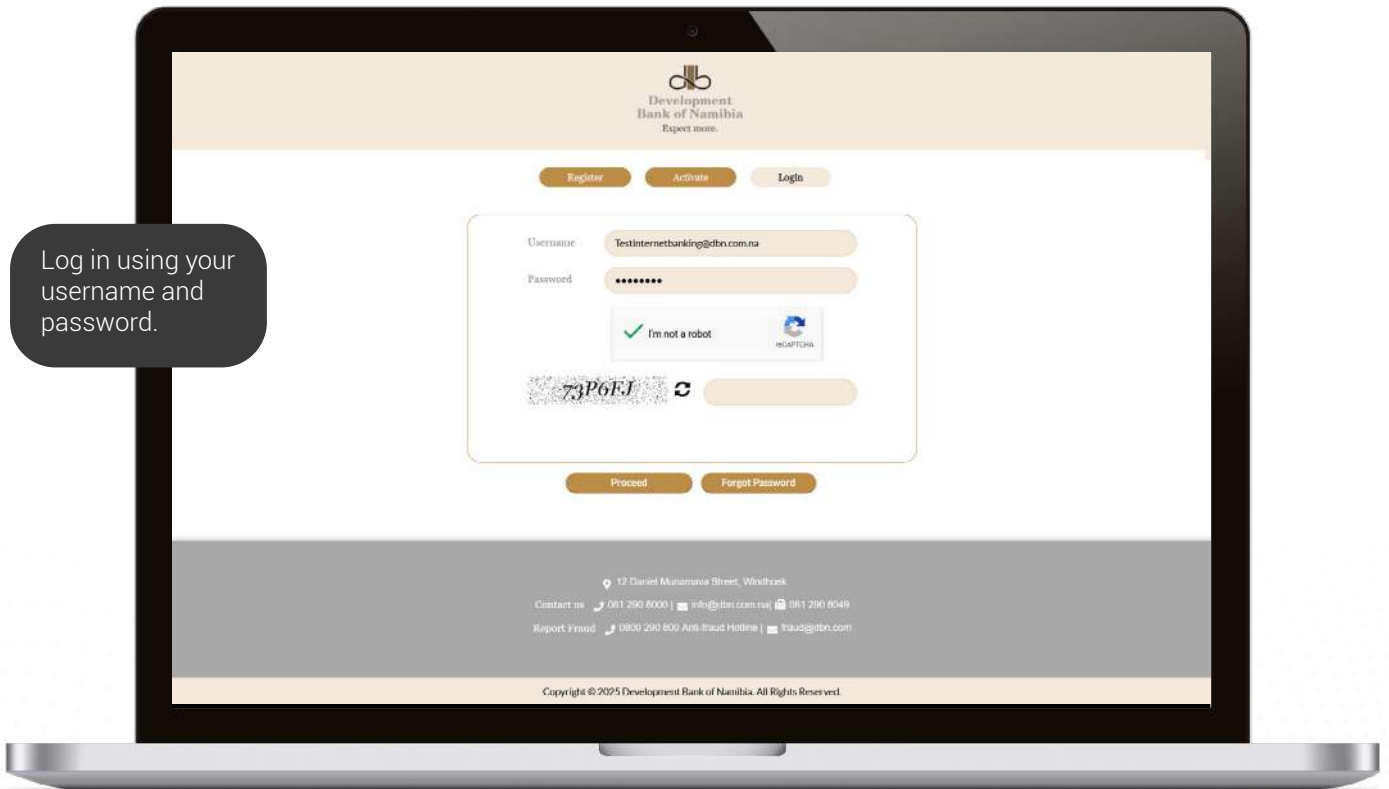
12 Doriel Munamano Street, Windhoek

Contact us: 061 290 8000 | info@dbn.com.na | 061 290 8049

Report Fraud: 0800 290 800 Anti-Fraud Hotline | fraud@dbn.com

You will receive a confirmation email notifying you that your account has been successfully activated and you can now log in.

Login



Log in using your username and password.



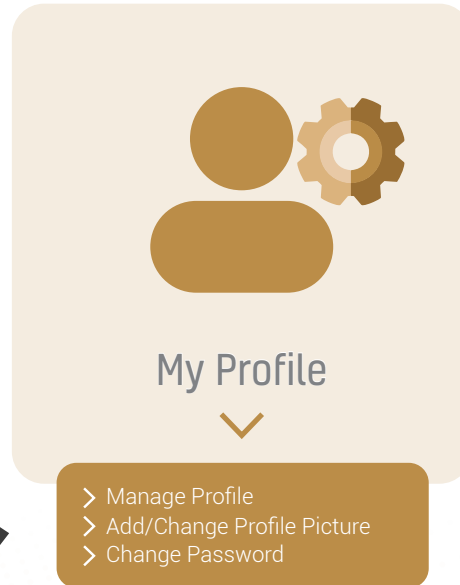
Upon login, the first screen displayed is the homepage, which features the following modules:

- My Profile
- My Accounts
- Track Loan Application
- Contact My Analyst

My Profile

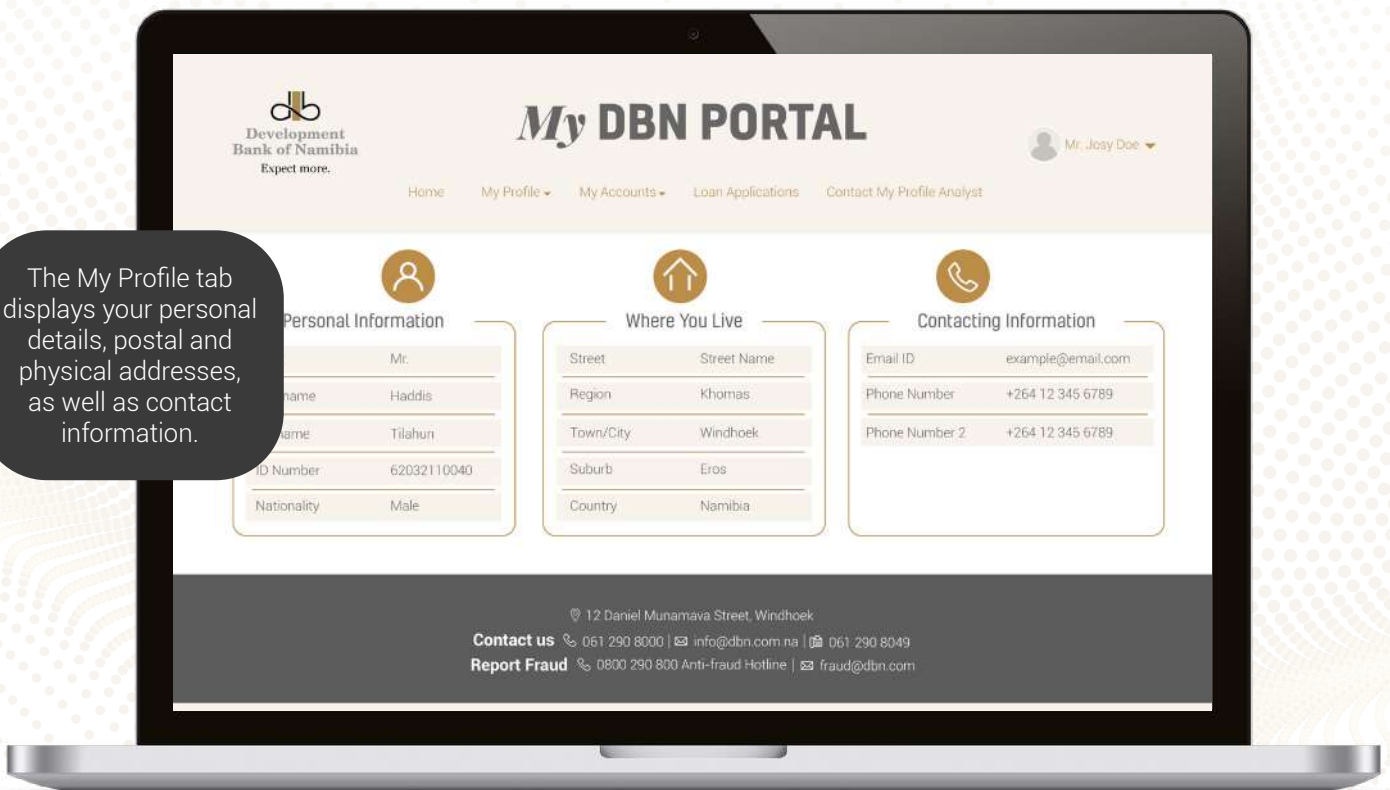
The My Profile button allows you to manage personal account settings through the following tabs:

- My Profile: View and update personal information such as name, email, and contact details.
- Add/Change Profile Picture: Upload or update profile photo.
- Change Password: Update account password for enhanced security.



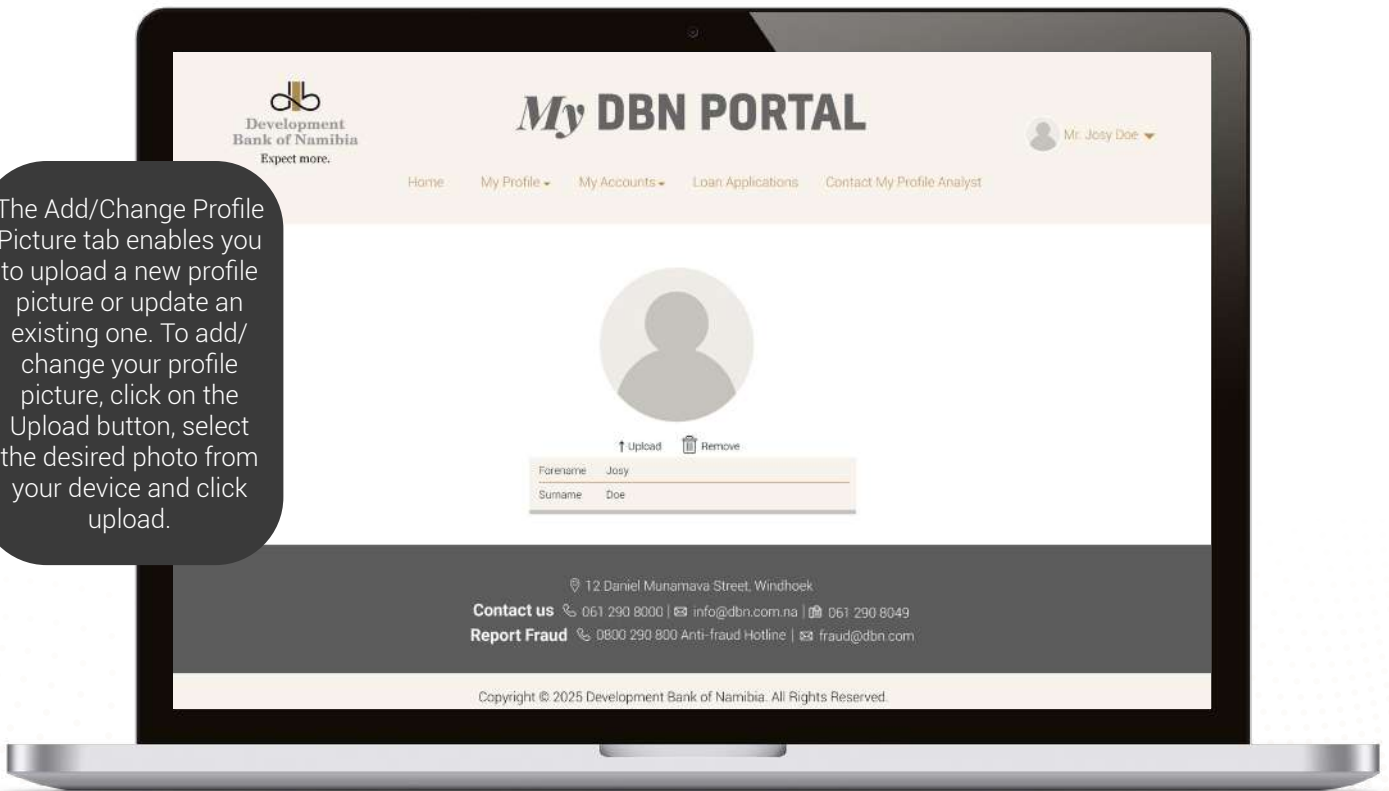
1. My Profile tab

The My Profile tab displays your personal details, postal and physical addresses, as well as contact information.



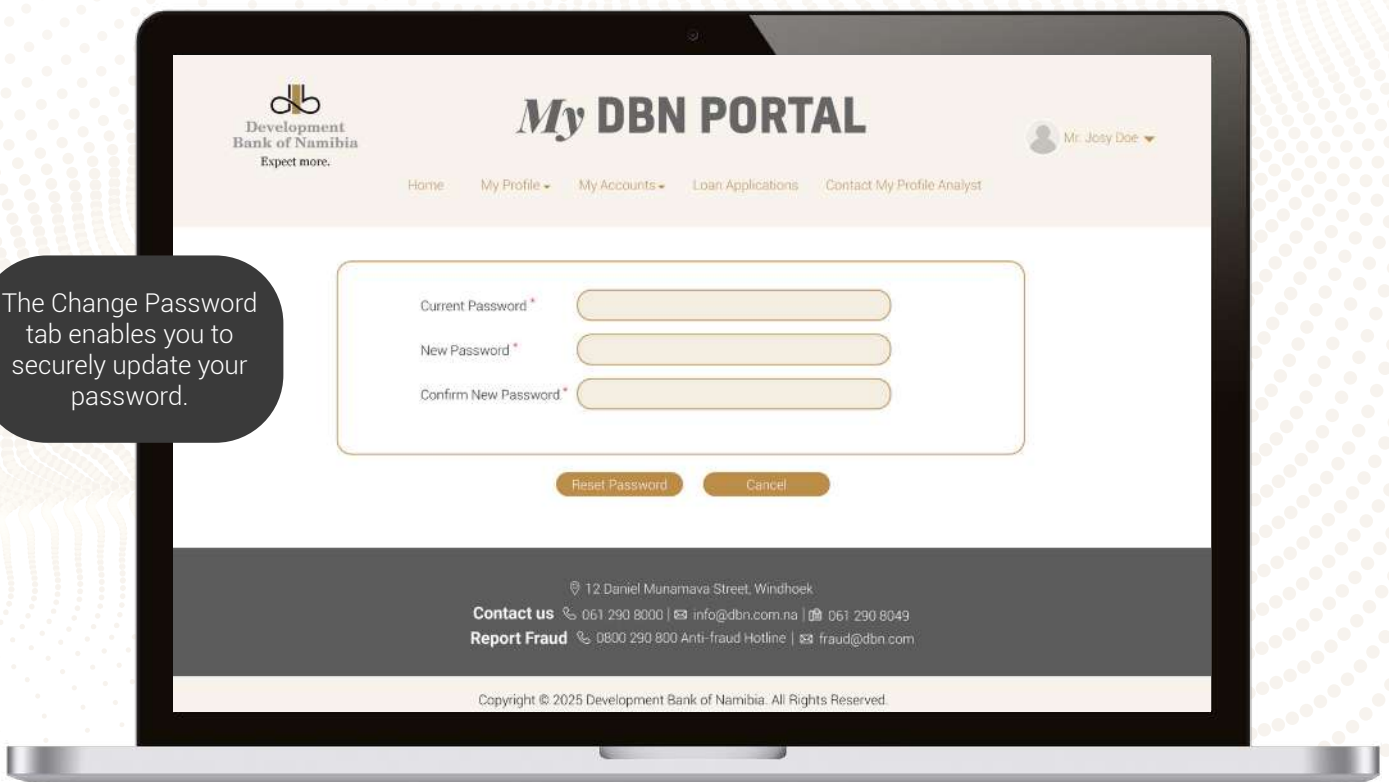
2. Add/Change Profile Picture tab

The Add/Change Profile Picture tab enables you to upload a new profile picture or update an existing one. To add/change your profile picture, click on the Upload button, select the desired photo from your device and click upload.



3. Change Password tab

The Change Password tab enables you to securely update your password.

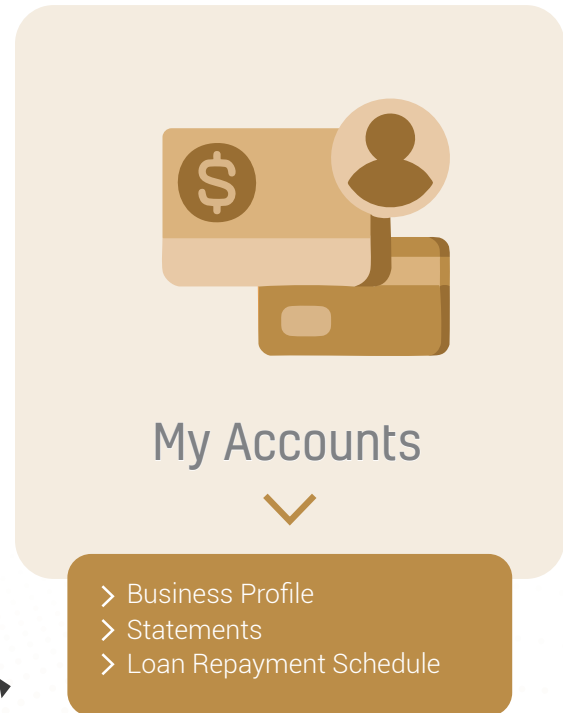


My Accounts

The My Accounts screen allows access and management of key account information through the following tabs:

- **Business Profile:** View detailed business information, including business details, address, shareholder information, and contact details.
- **Statements:** Review and download account statements for financial tracking and record-keeping.
- **Loan Repayment Schedule:** View the schedule of loan repayments, including due dates and amounts, to stay informed about loan obligations.

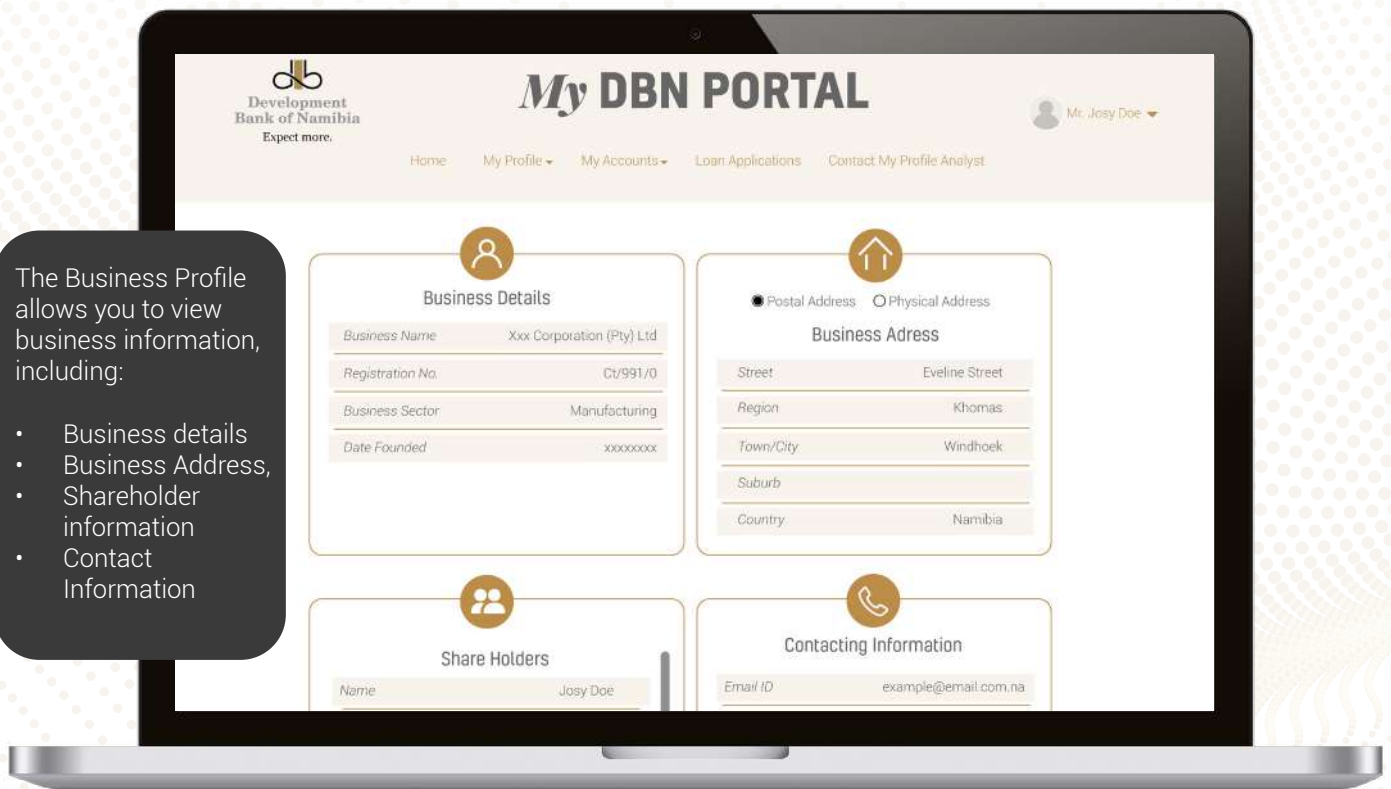
Overall, it provides you with a convenient way to monitor and manage your business account and related financial documents.



1. Business Profile tab

The Business Profile allows you to view business information, including:

- Business details
- Business Address,
- Shareholder information
- Contact Information

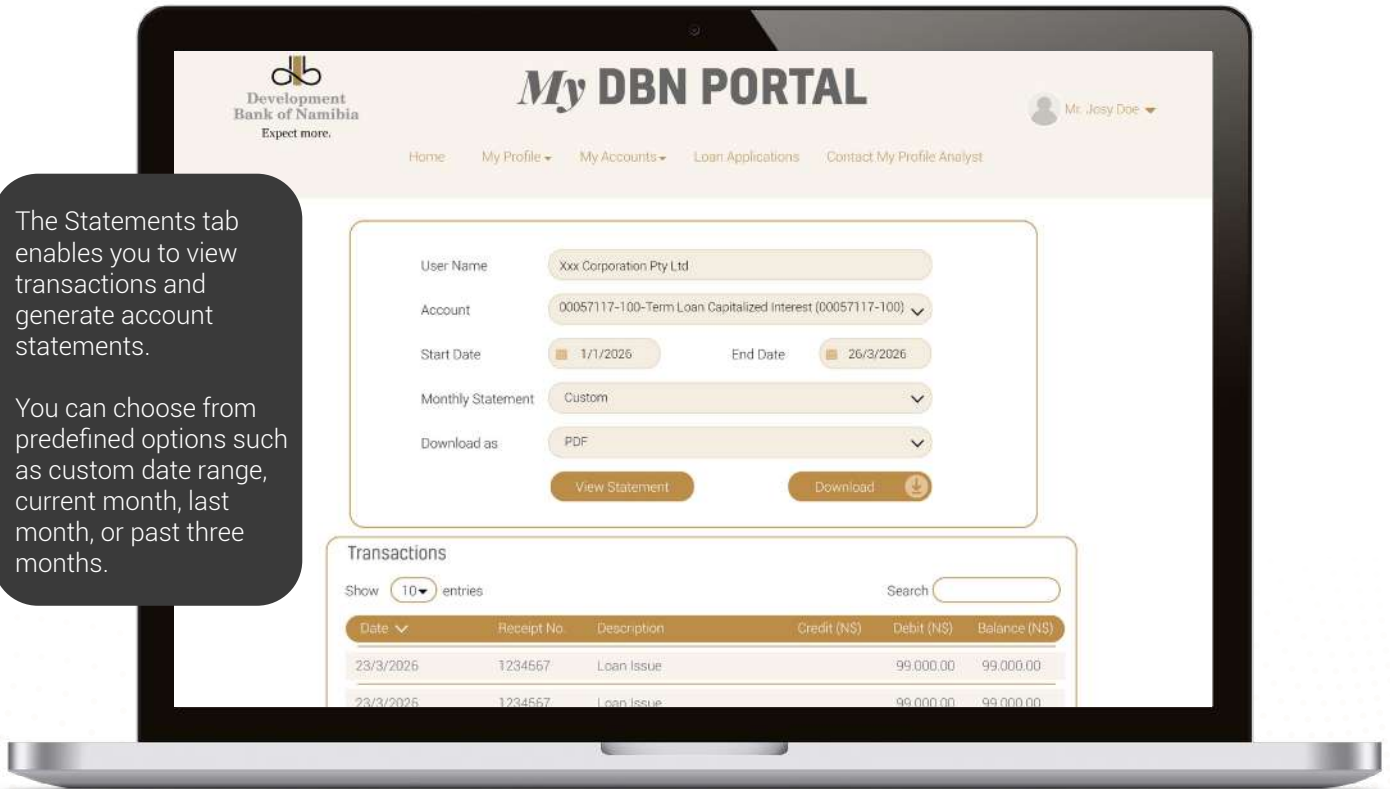


*Note that if you would like to update your business information captured on this page, you would need to contact your analyst – refer to the "Contact My Analyst" screen explained in the next section.

2. Statements tab

The Statements tab enables you to view transactions and generate account statements.

You can choose from predefined options such as custom date range, current month, last month, or past three months.

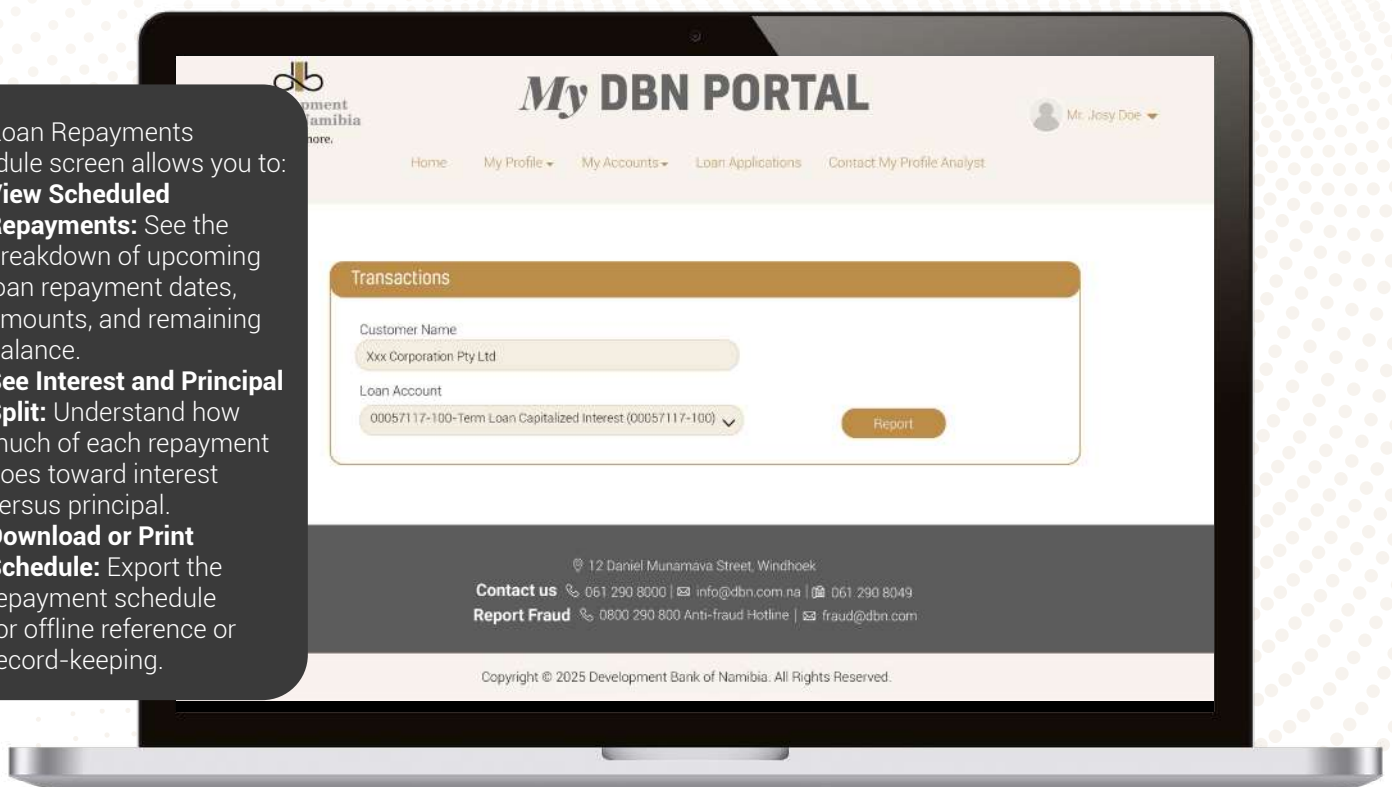


You can download and save your statement on your device.

3. Loan Repayment Schedule tab

The Loan Repayments Schedule screen allows you to:

- **View Scheduled Repayments:** See the breakdown of upcoming loan repayment dates, amounts, and remaining balance.
- **See Interest and Principal Split:** Understand how much of each repayment goes toward interest versus principal.
- **Download or Print Schedule:** Export the repayment schedule for offline reference or record-keeping.



You can download and save your loan repayment schedule on your device.

Track Loan Application

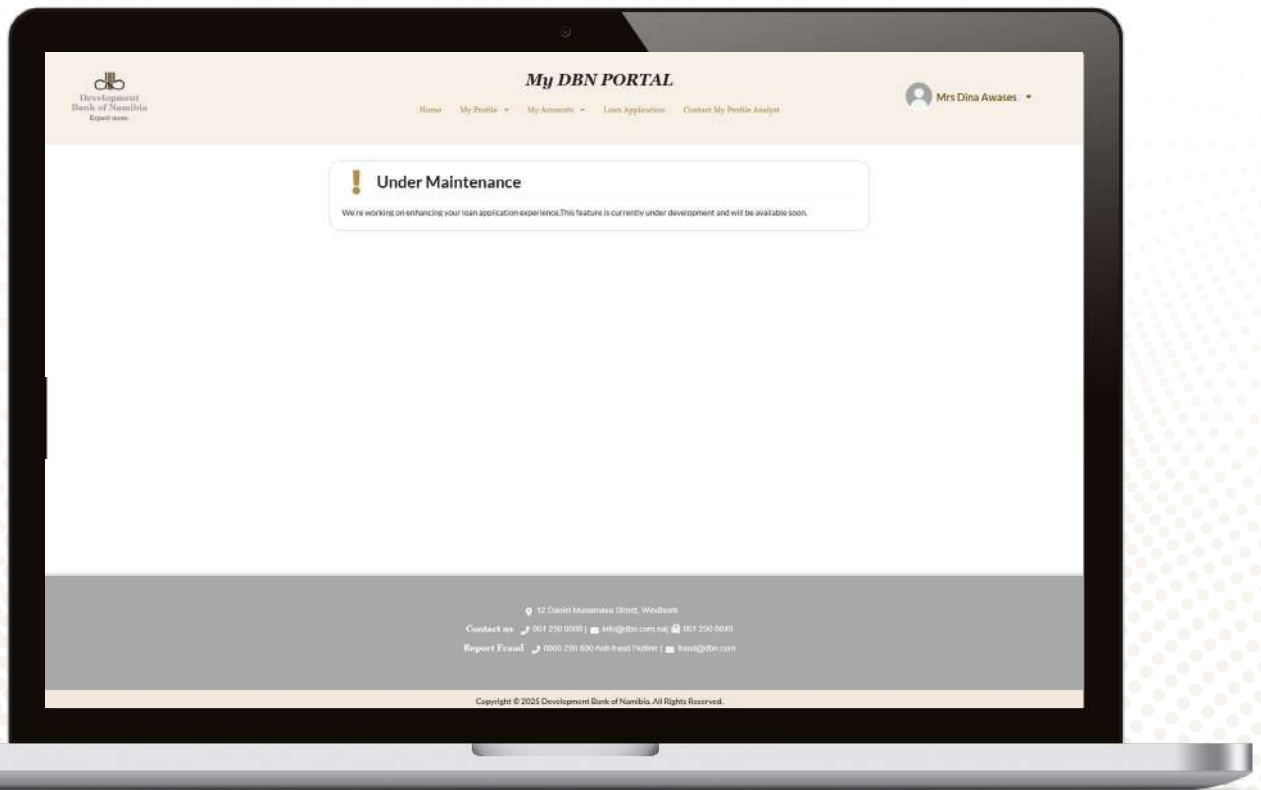
The Track Loan Application screen is currently under development and will be launched during the second phase of the Client Portal roll out.



Track Loan Application



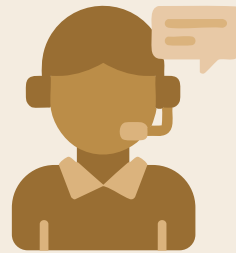
> Application Progress



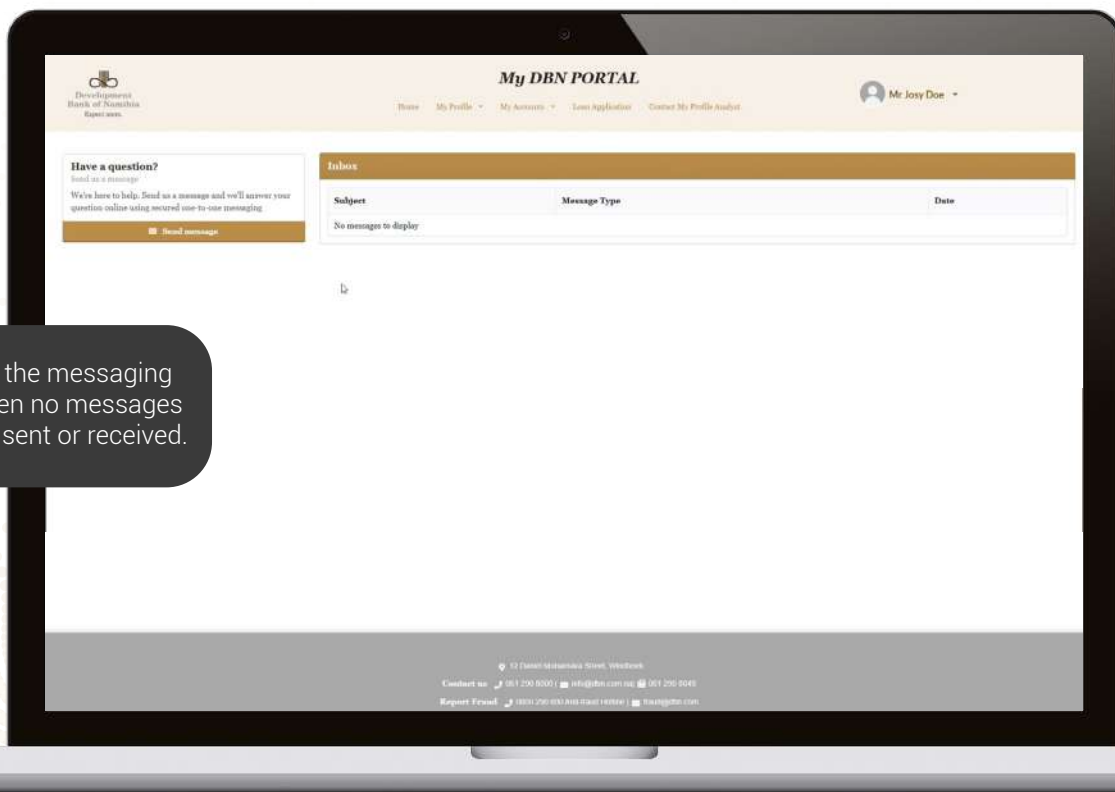
Contact my Analyst

The Contact My Analyst screen allows you to:

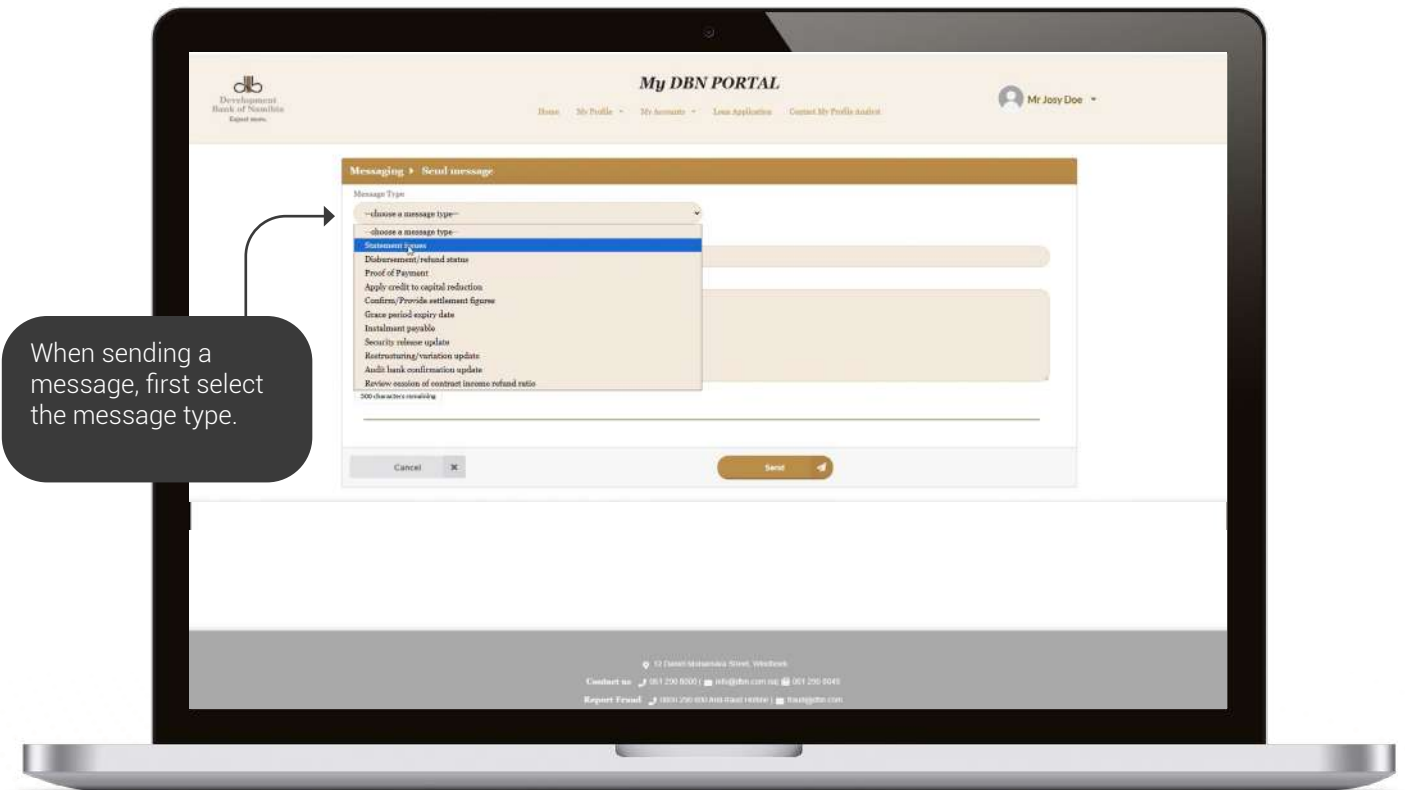
- Send a direct message or inquiry to DBN analyst support.
- Request support regarding specific services, applications, or transactions.
- Based on the messaging type, schedule a meeting or call with your analyst.
- Track message history or communication status.



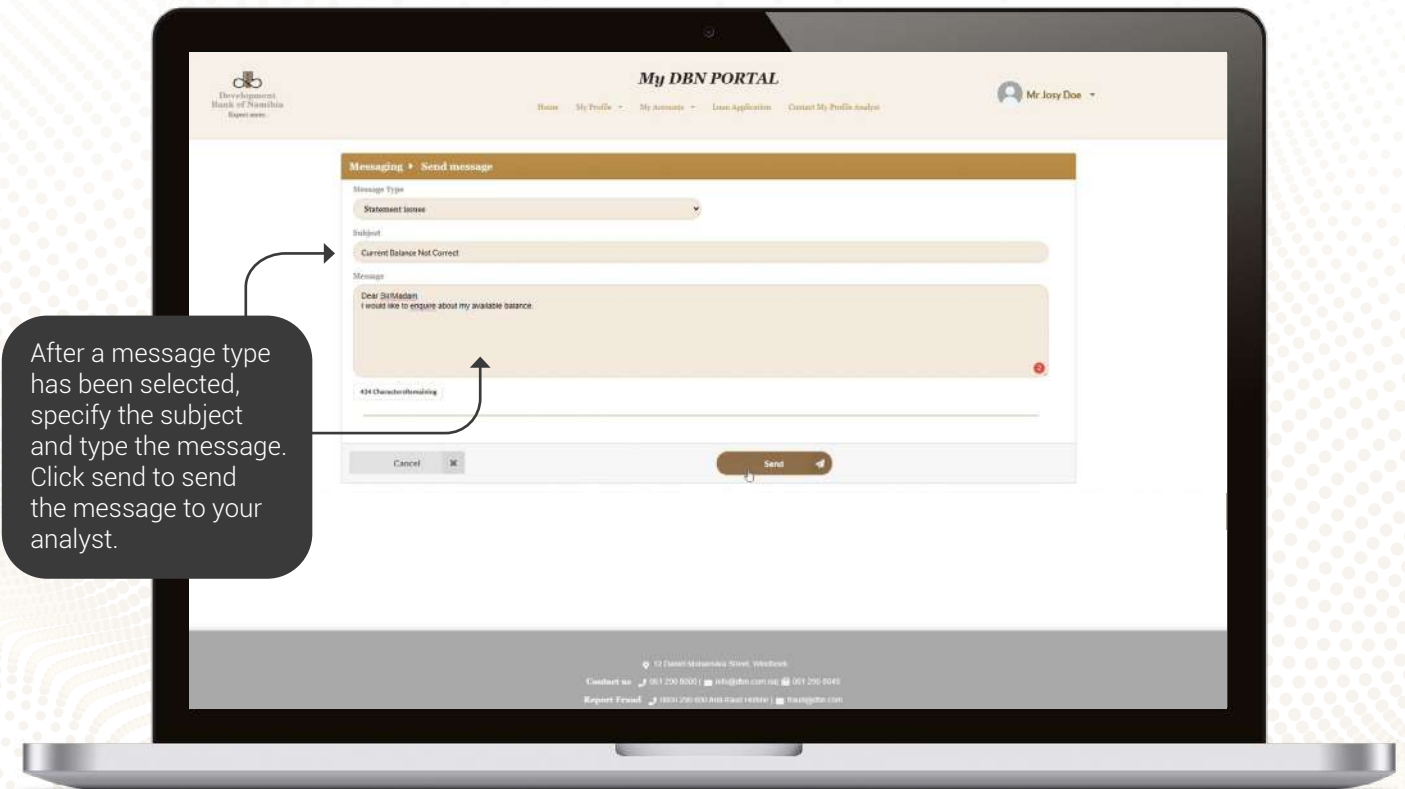
Contact My Profile Analyst



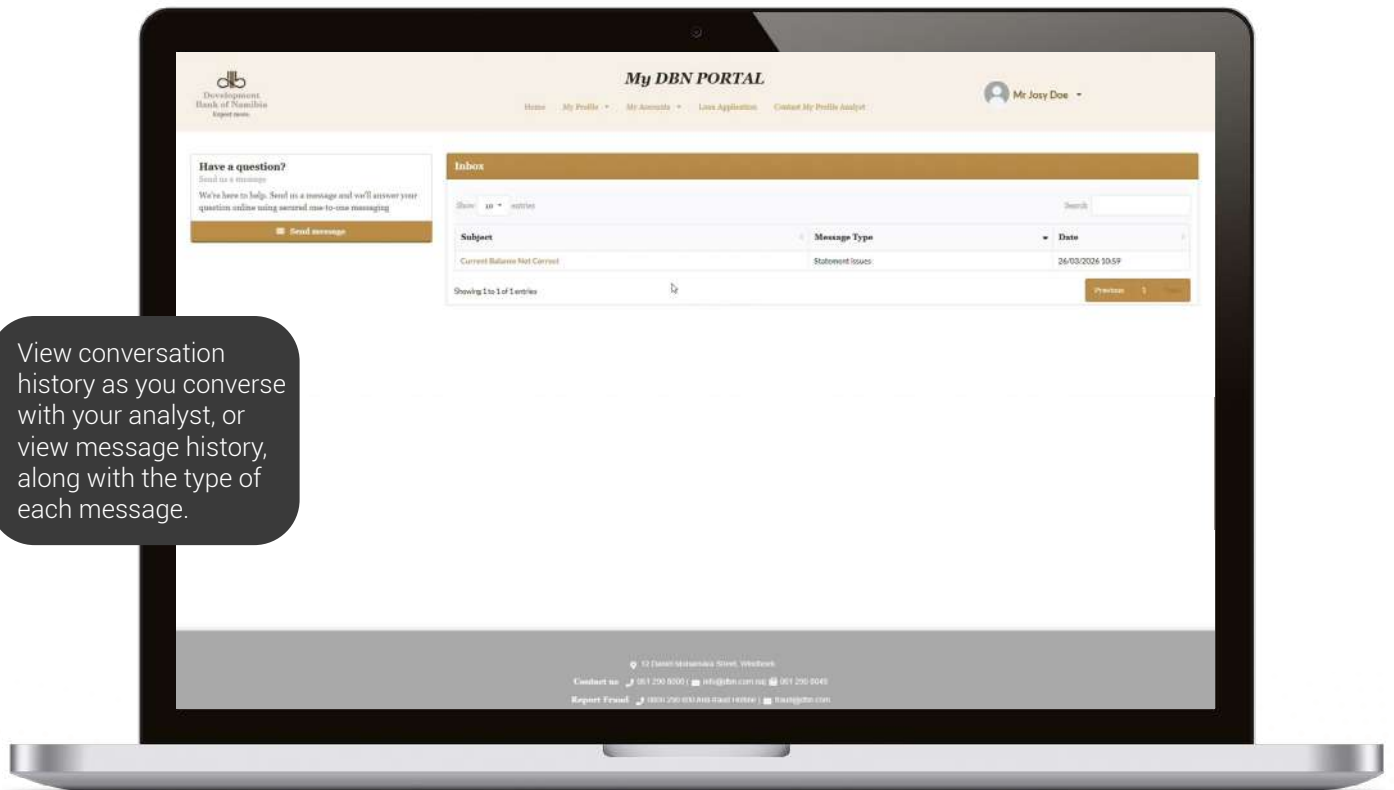
Preview of the messaging screen when no messages have been sent or received.



When sending a message, first select the message type.



After a message type has been selected, specify the subject and type the message. Click send to send the message to your analyst.



View conversation history as you converse with your analyst, or view message history, along with the type of each message.

Concluding Remarks

The Client Portal is designed to provide clients with secure, convenient and easy access to key account information and support services. By following the steps outlined in this document, clients can successfully register, activate profiles, log in, and make use of the available functionalities, such as My Profile, My Accounts and Contact My Analyst. As the portal continues to evolve, additionally functionalities such as the Track Loan Application module will be introduced to further enhance client experience and improve service delivery. Clients are encouraged to keep contact details up to date and to contact your portfolio analyst through the portal, should you require assistance or have queries.



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