





# **Questions & Answers**

**PIN RESET** 

1 Why would a client need to reset their PIN?

A client can reset the PIN if he/she feels the PIN has been compromised or simply wants a PIN that is easier to remember

Use the following steps to reset your pin

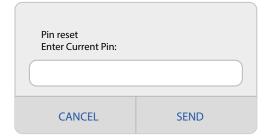
#### STEP 1.

Type 6 (pin reset) on the main menu and tap "send".

Databank Mobile 1. View account 2. Topup account 3. Withdrawals 4. Self service 5. Open account 6. Direct debit 10. Pin reset 11. Help 0. Exit	
CANCEL	SEND

### STEP 2.

Enter the current PIN and tap "send"



#### STEP 3.

Enter the new pin and tap "send".

Pin reset Enter New Pin:	
CANCEL	SEND

#### STEP 4.

Enter the new pin again to confirm it.

Pin reset Enter Confirm Pin:	
CANCEL	SEND

## STEP 5.

Your PIN has been successfully reset

Databank mobile Pin reset successful Do you want to perform another transaction?		
1. Yes 2. No		
CANCEL	SEND	



