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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"

Pin reset
Enter Current Pin:

CANCEL 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

