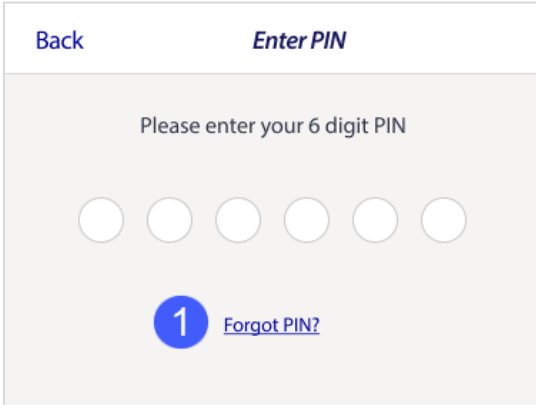


# How to guide

Managing your mobile PIN to access the mobile app to do mobile banking and generate secure code.

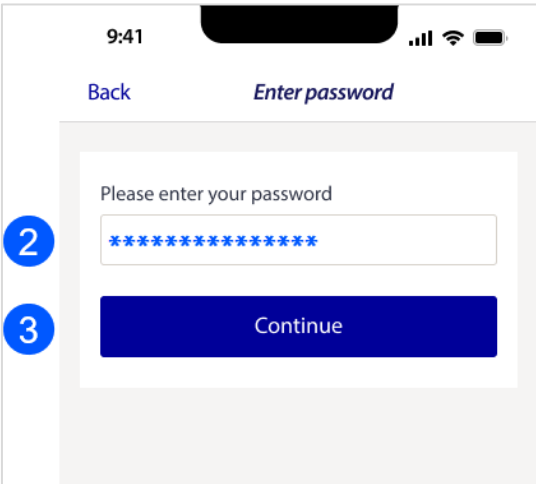
There are slight visual variations for iOS vs Android devices.

Step 1: To reset your 6 digit mobile PIN, click 'Forgot PIN?'



Step 2: Enter your password

Step 3: Click 'Continue'



Step 4: A verification code will be sent to your mobile number. Enter the code

**Note:** You can select the button 'Send via email' if you prefer to receive the verification code via email.

Step 5: Click 'Continue'

9:41

Back Enter verification code

We have sent a verification code to the mobile number ending with 1234

123456

Resend code

Can't receive via mobile number?

Send via email >

Continue

Step 6: Enter your new 6 digit PIN

Step 7: Re-enter your 6 digit PIN to confirm

Back Create PIN

6 Enter your new 6 digit PIN

Back Confirm PIN

7 Re-enter your 6 digit PIN

**Note:** A pop up will appear to confirm that the PIN reset has been successful

Step 8: Click 'Okay' to log in with the new PIN

9:41

Back Confirm PIN

Re-enter your 6 digit PIN

Success  
PIN reset

8 Okay

4 5 6  
GHI JKL MNO  
7 8 9  
PQRS TUV WXYZ  
0

Step 9: Click 'Login to mobile banking'

10. Enter the newly created 6 digit PIN

You will be able to log in successfully and view accounts

