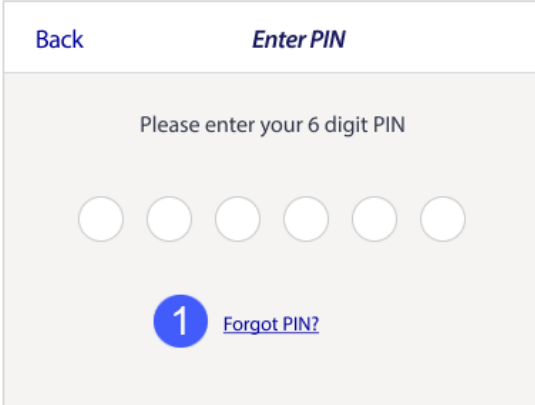# How to guide

Managing your mobile PIN to access the mobile app to do mobile banking and generate secure code.
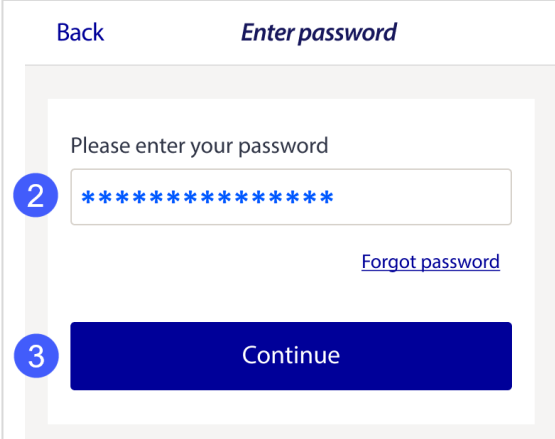
There are slight visual variations for iOS vs Android devices.

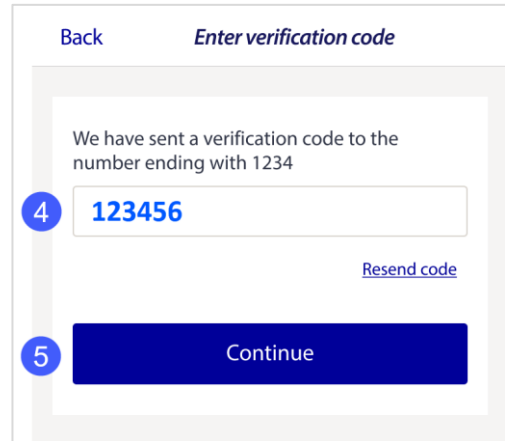Step 1: To reset your 6 digit mobile PIN, click 'Forgot PIN?'
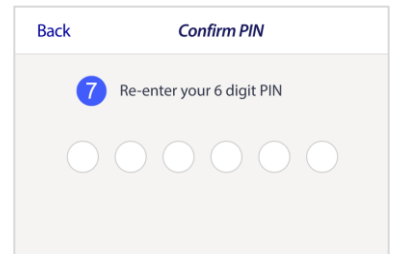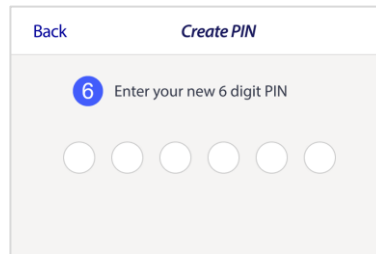

Step 2: Enter your password

Step 3: Click 'Continue'

Step 4: A verification code will be sent to your mobile number. Enter the code
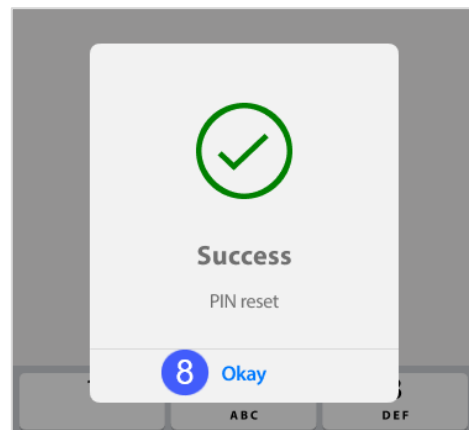
Step 5: Click 'Continue'

Back   *Enter verification code*

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

(4) 123456

Resend code

(5) 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

✓

Success

PIN reset

(8) Okay

ABC   DEF

Step 9: Click 'Login to mobile banking'

Step 10: Enter the newly created 6 digit PIN

You will be able to log in successfully and view accounts