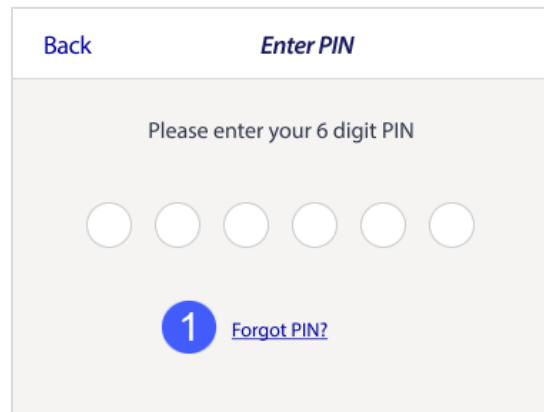


How to guide

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

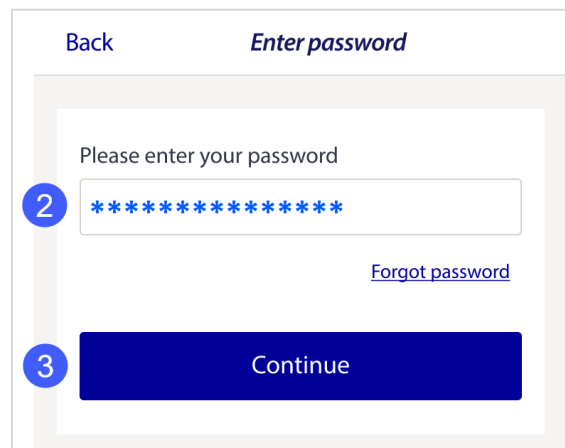
There are slight visual variations for iOS vs Android devices.

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



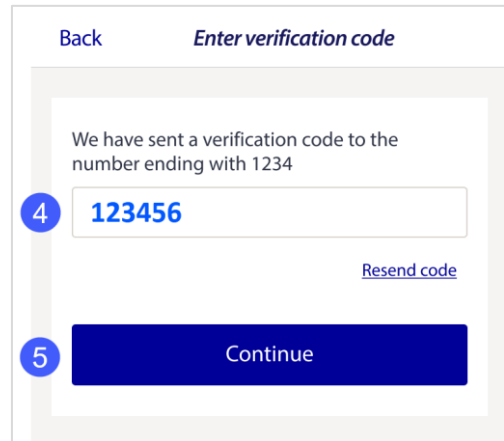
Step 2: Enter your password

Step 3: Click 'Continue'



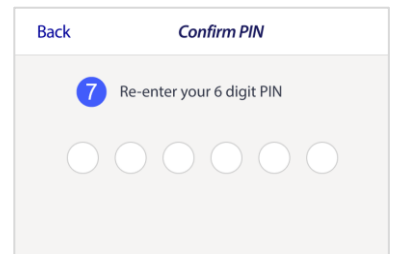
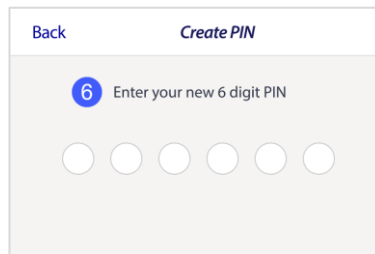
Step 4: A verification code will be sent to your mobile number. Enter the code

Step 5: Click 'Continue'



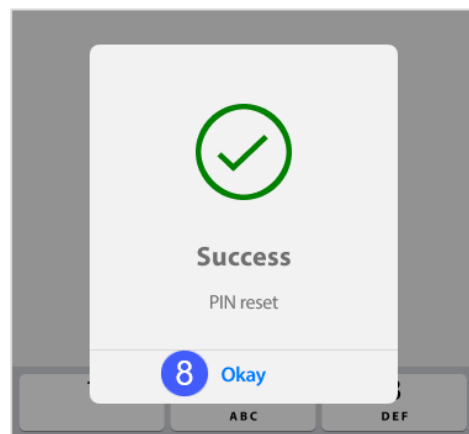
Step 6: Enter your new 6 digit PIN

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



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



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

