

Green Pin (Electronic-PIN)_MPU Debit Card FAQ

Q1. What is a Green PIN or Electronic PIN?

Green Pin is instant PIN generation / regeneration functionality available for MPU Debit Cards through an ATM with One Time Password (OTP) sent to the customer's mobile number registered with the bank.

Q2. For applying MPU Debit Card, can a customer get Green Pin by giving his or her favoured phone numbers?

To get Green Pin, a customer can give his or her favoured phone numbers and apply for an MPU Debit Card. However, if the phone number is not the same as the one when the account has been opened, the phone number is to be changed into the one which is favoured.

Q3. What shall be done if Pin Number is forgot?

If the Pin Number is forgotten, the Customer shall call directly to the Call Center (09951018555).

Q4. In applying MPU Debit Card, what is the reason why OTP Code is not received?

- (1) Phone number given when the Account was opened and phone number when the application for card was made are different
- (2) SMS is not being authorized to reach into Customer's Phone.

Q5. If an OTP Code Number is wrongly entered after an ATM is inserted, can the code number be received again?

If an OTP Code Number is wrongly entered after an ATM card is inserted, the code number can be received after the card is inserted again.

Q6. Can customers who applied card share OTP Code among them?

Customers who applied for a card cannot share OTP Code among them.

Q7. How many times can a customer try for (i) incorrect OTP and (ii) incorrect re-confirmation of a new PIN step?

(i) Unlimited (ii) Same as current pin change process, i.e. 3 times

Q8. Which card services can be applied for Green Pin?

E-PIN will be applicable for new cards, card renewal/replacement, PIN reset & reissue. Except PIN reset, customers don't need to generate E-PIN for 3 times incorrect PIN Lock.