

## **Personal Identification Number - PIN**

What is a Personal Identification Number?

A Personal Identification Number or PIN is a numeric password used to authenticate a user to a system. We have a single Personal Identification Number (ONE Bank PIN) for Mobile Banking, UPI, USSD, POS, Call Centre/ IVR

How do I generate a new PIN?

Generation of a PIN is a hassle free process; you do not need any assistance for the same. You can self-generate the -PIN using Mobile Banking Application/ USSD respectively.

What do you mean by one bank PIN?

One bank PIN means you can use the same PIN across all ABPB services which are listed below;

- IVR
- USSD
- UPI
- Mobile Banking

Can I have a single PIN for all my transactions?

Yes, you can have a single PIN for all your services across the bank. We are the first bank who offers a one bank PIN service for all our customers.

Note: For Internet Banking you need to generate / create a separate Password

How do I change my existing PIN?

You can change your PIN through any of the following channel

- ▶ Mobile Application
- ▶
- ▶
- ▶ USSD

I have forgotten the existing PIN - How do I retrieve it?

You could reset your PIN and set it again through Mobile Banking, USSD