

Airtel Money PIN Reset Steps

Follow these steps in order to help and agent reset their PIN

Existing Customers

Steps to follow:

- i. Dial *334#
- ii. Select Option 6: My Account
- iii. Select Option 1: My Pin
- iv. Select Option 4: Set/Change Security Question
- v. Enter PIN
- vi. A list of security questions will appear and you should select one then give your preferred security answer
- vii. You will receive an SMS

New Customers

Steps to follow:

Once the SIM is registered

- i. You will receive an SMS from Airtel Money requesting you to dial *334# to set PIN
- ii. You will Dial *334# and set a 4 digit PIN
- iii. You will confirm the PIN
- iv. Then you will proceed to Set the security question

To Reset PIN using security question

- i. Dial *334#
- ii. Select Option 6: My Account
- iii. Select Option 1: My Pin
- iv. Select Option 2: Reset PIN/Forgot PIN
- v. A pop up screen will appear requesting you to provide an answer to the security question (based on the answer you gave when setting as above)
- vi. You will then receive an SMS with a temporary PIN valid for 48 hours which you will be required to enter upon dialing *334# so as to set your new preferred PIN