

Another Digital First: BMO Introduces Credit Card PIN Reset Feature

Thursday, May 21, 2020 12:44:00 PM (GMT)

TORONTO, May 21, 2020 /CNW/ - To help customers bank remotely with confidence, BMO has introduced the ability to reset or change a MasterCard PIN via online or mobile banking. As well – as remote banking capabilities become increasingly important – the bank has also introduced a suite of credit card self-service capabilities over the last several months.

BMO everyday banking customers now benefit from best-in-class remote credit card management features, including:

- **Credit Card PIN Reset:** In a first for a major Canadian financial institution, customers now have the ability to quickly and securely reset or change the PIN on their BMO MasterCard via online or mobile banking.
- **Dispute a Charge:** If there is a charge that a customer does not recognize on their credit card, they can easily notify BMO of the transaction via online banking – expediting and simplifying the resolution process.
- **Credit Score Check and Simulator:** To help build, improve, or maintain their credit rating, customers have the ability to keep track of their credit score for free via online and mobile banking. As well, customers can run a credit simulator to explore different borrowing scenarios providing them with a comprehensive view of their financial health.
- **Lock or Unlock and Replace:** For customers that misplace their credit card, they can lock it, report it as lost or stolen, or replace it with only a few clicks directly via online or mobile banking.

"Canadians are turning to online and mobile banking more than ever before. We expect to see this trend continuing and expect a greater emphasis on digital capabilities," said Brett Pitts, Chief Digital Officer, BMO Financial Group. "Our team has created a leading suite of capabilities that helps our customers confidently bank anytime, anywhere. We will continue to look for ways to give customers greater control of how they bank."

BMO is committed to providing leading, customer-centric digital experiences. In the last year, BMO introduced two other firsts for Canadian financial institutions. The bank introduced an automated bill paying process – BMO QuickPay – as well as a digital line of credit solution which provides customers with the option of applying for a line of credit securely on their mobile devices.

To learn more about BMO mobile banking or to download the BMO banking app, visit <https://www.bmo.com/main/personal/ways-to-bank/get-started/mobile/>.

About BMO Financial Group

Serving customers for 200 years and counting, BMO is a highly diversified financial services provider - the 8th largest bank, by assets, in North America. With total assets of \$880 billion as of January 31, 2020, and a team of diverse and highly engaged employees, BMO provides a broad range of personal and commercial banking, wealth management and investment banking products and services to more than 12 million customers and conducts business through three operating groups: Personal and Commercial Banking, BMO Wealth Management and BMO Capital Markets.

SOURCE BMO Financial Group

Industries: Finance & Insurance, Services

Languages: English

Primary Identifiers: BMO-CA

Related Identifiers: BMO-CA, BMO-US

Subjects: Economy, Business, Finance, Business (General), New Products, Joint Ventures, Licensing, Patents, Science & Technology