

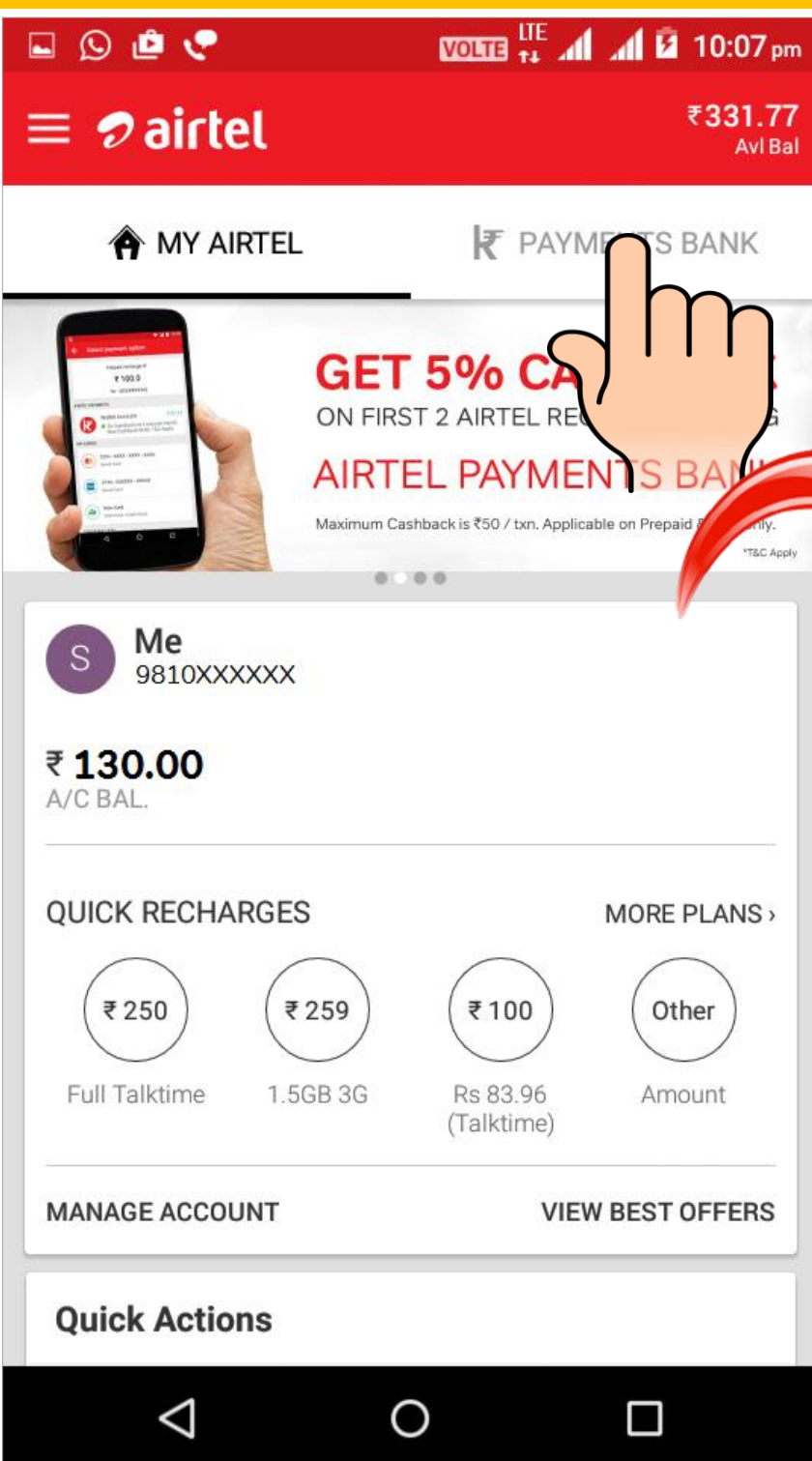
Reset & Change mPIN - Customer

1

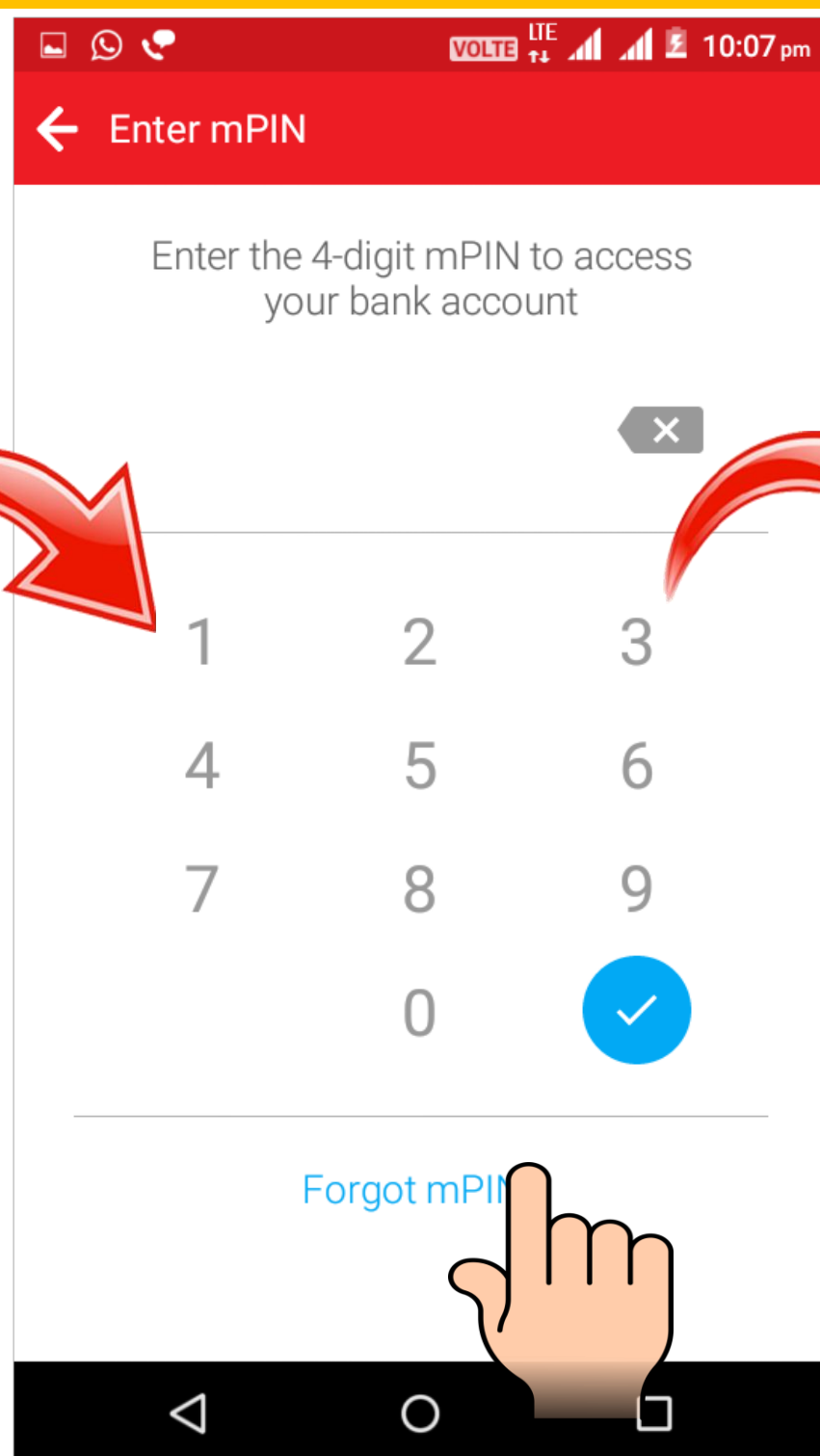
16-Feb-2017

Through My Airtel App

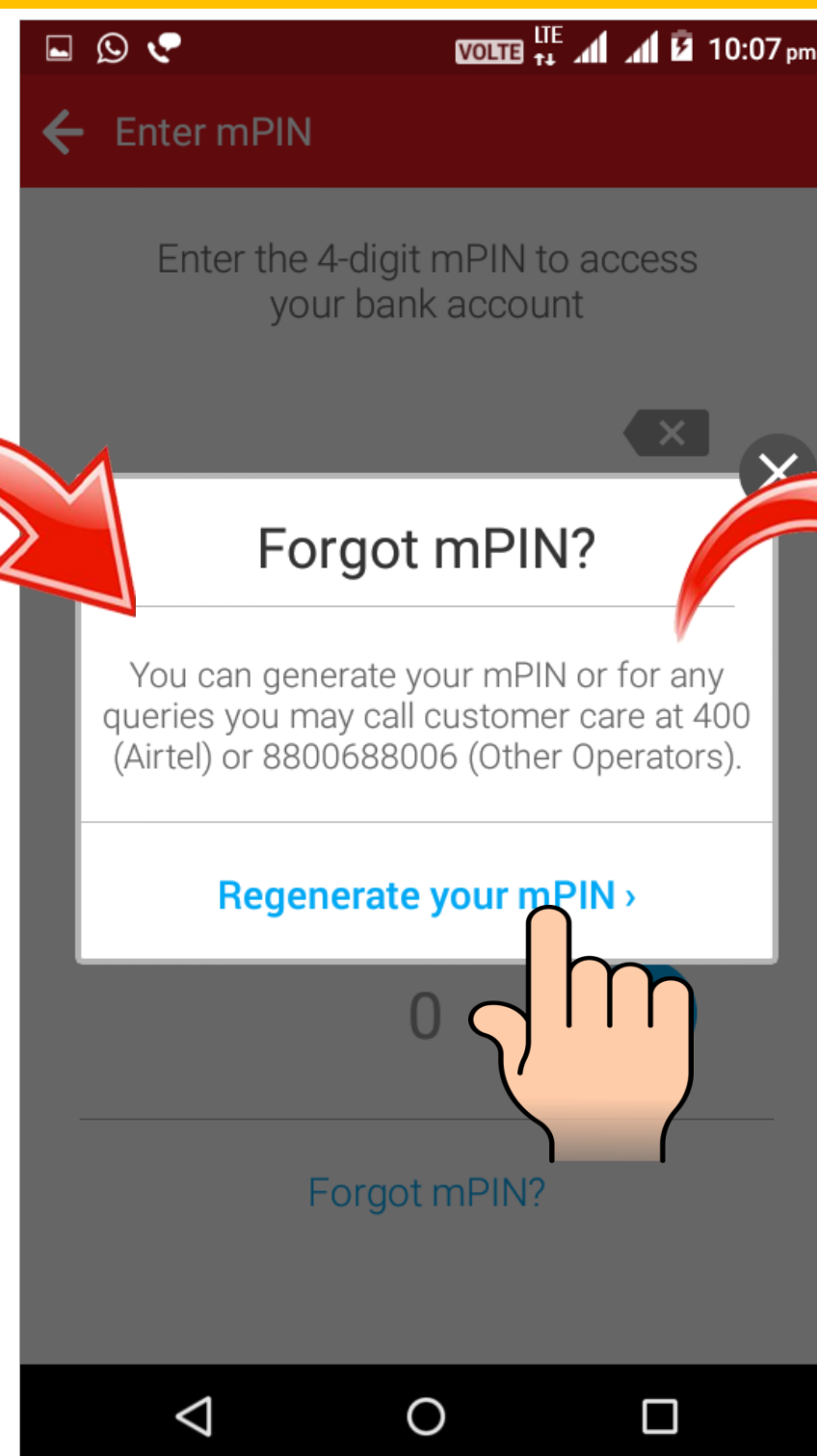
Forgot mPIN



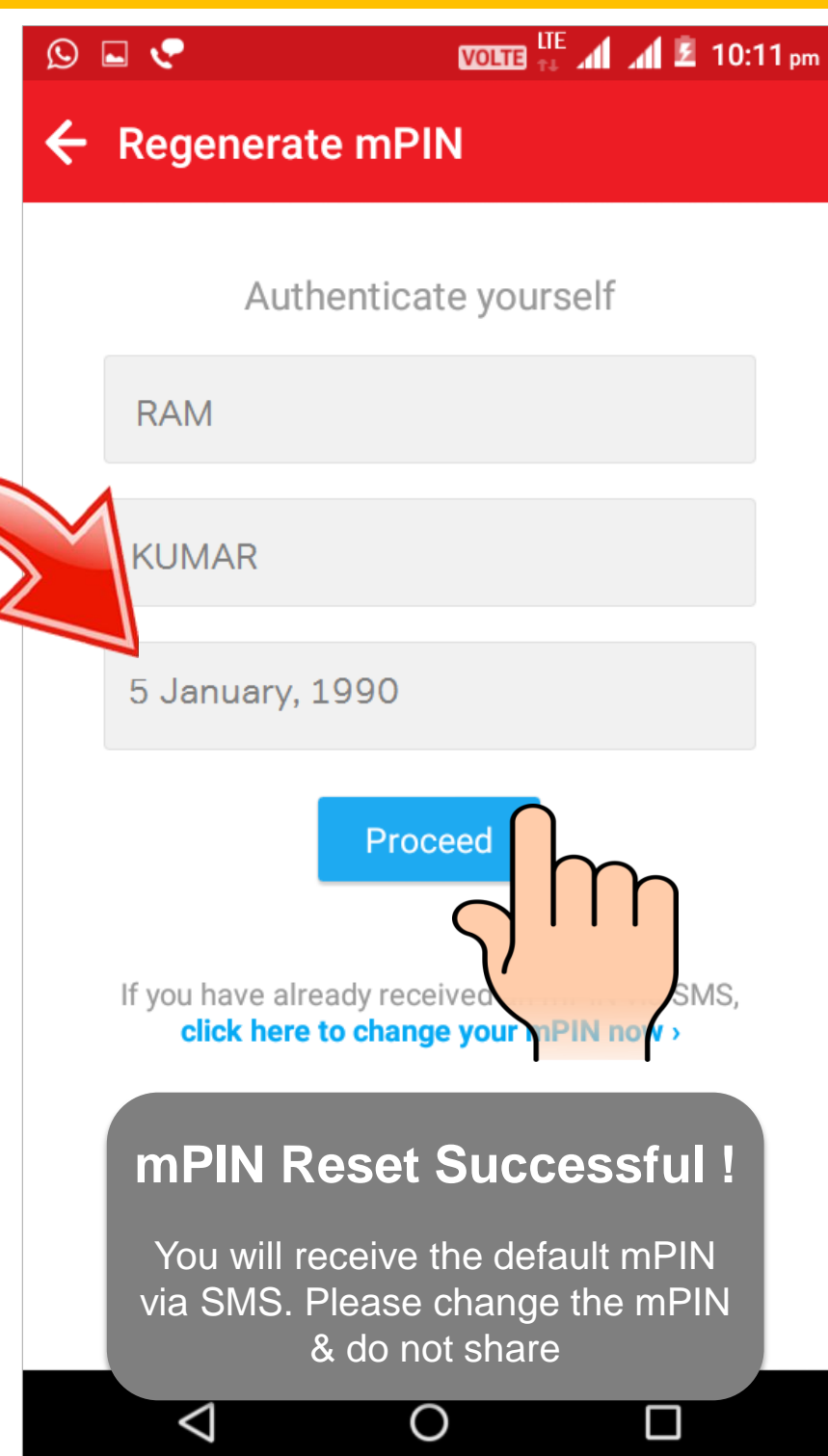
Open My Airtel App, Tap on "Payments Bank" Tab



Click on Forgot "mPIN"

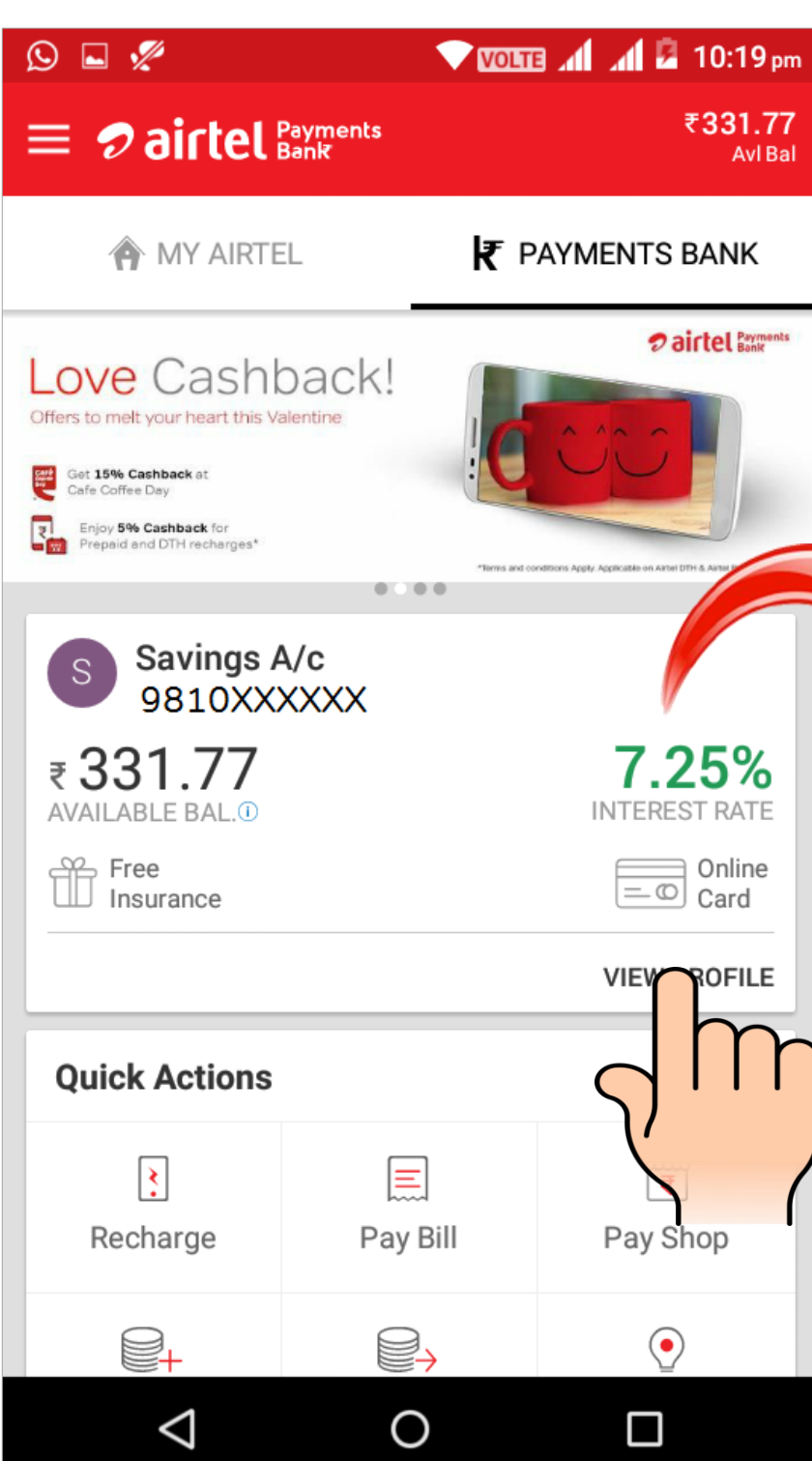


Tap on "Regenerate you mPIN"

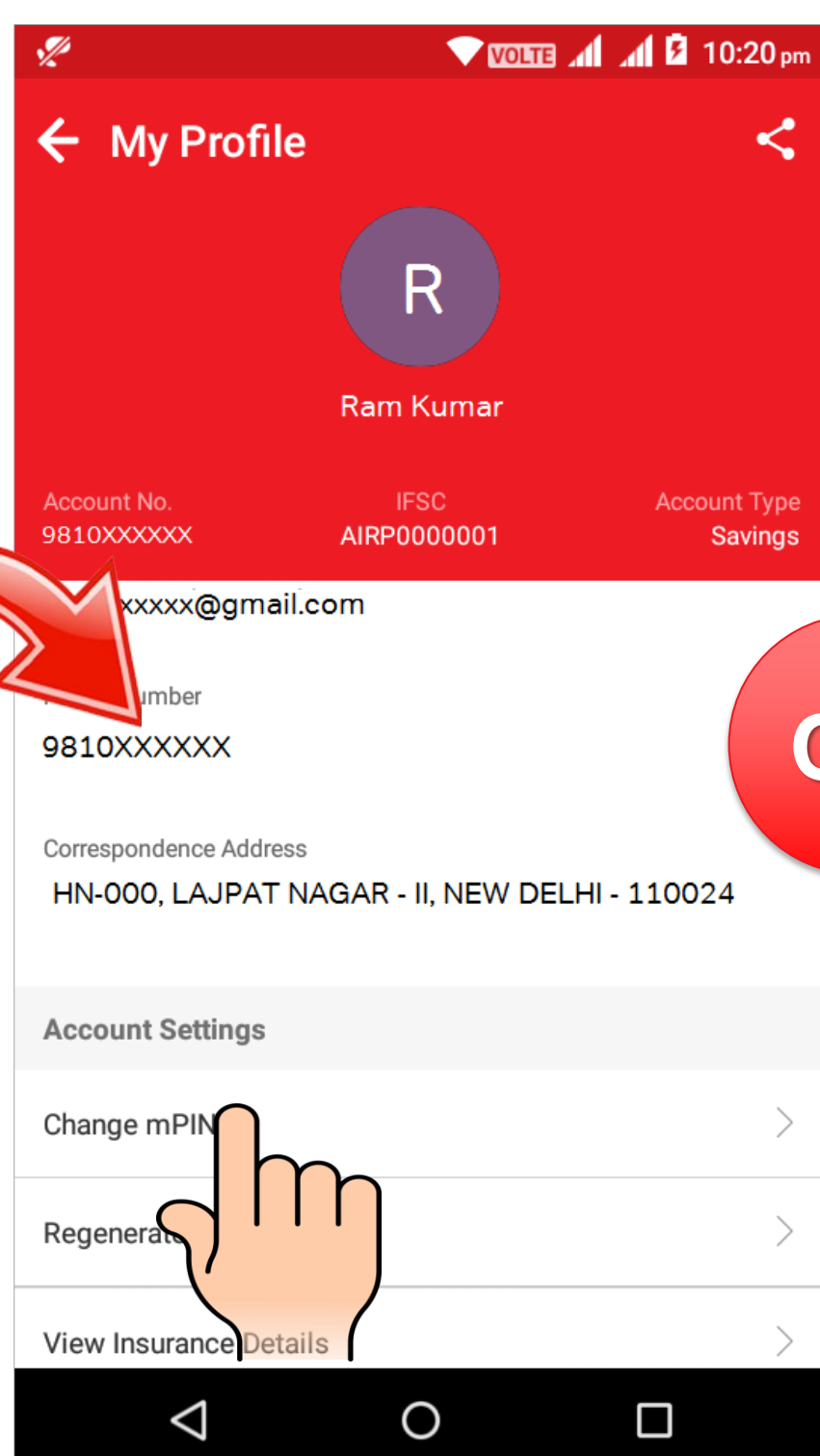


Enter registered First Name, Last Name and DOB & Proceed

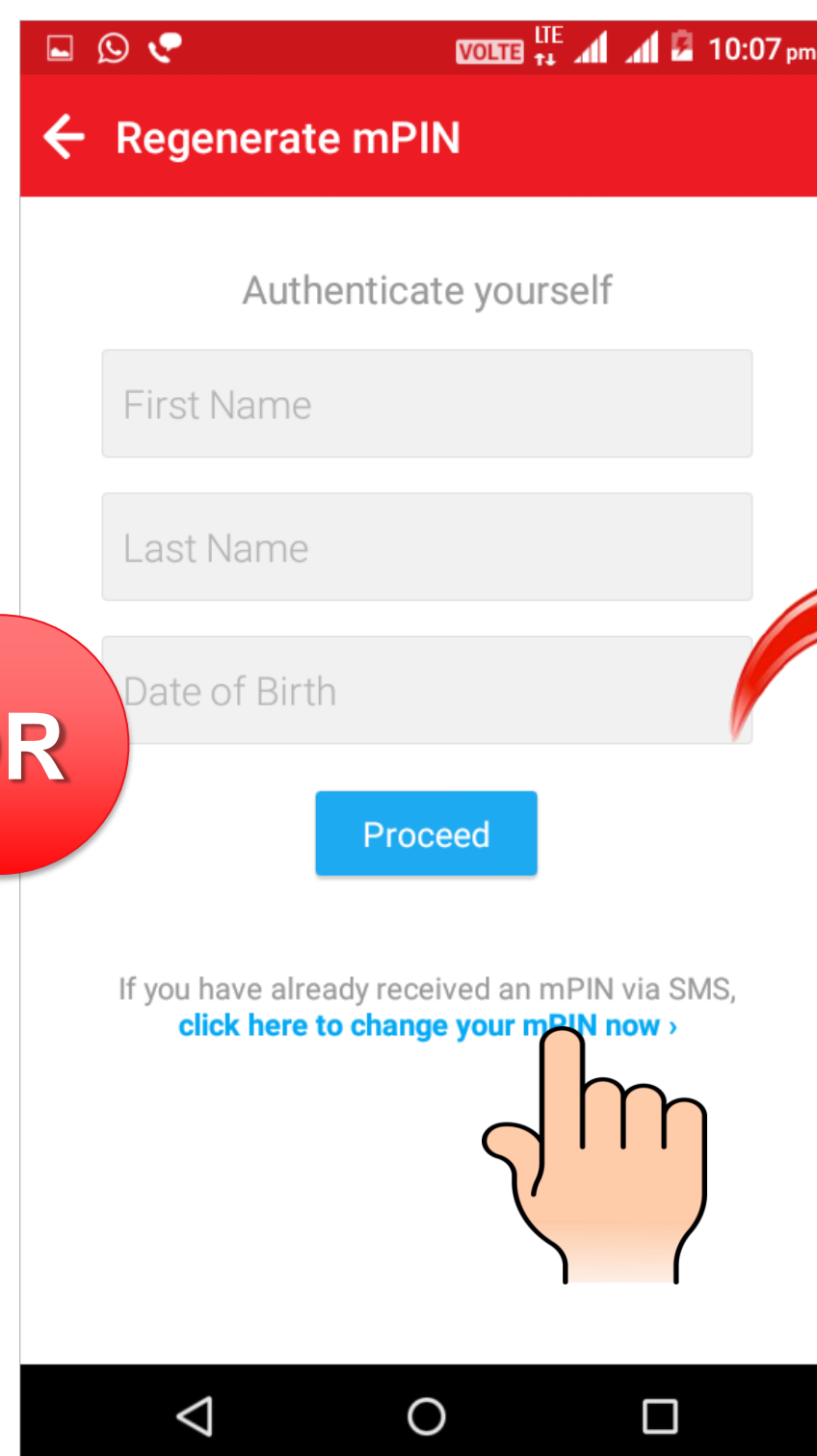
Change mPIN



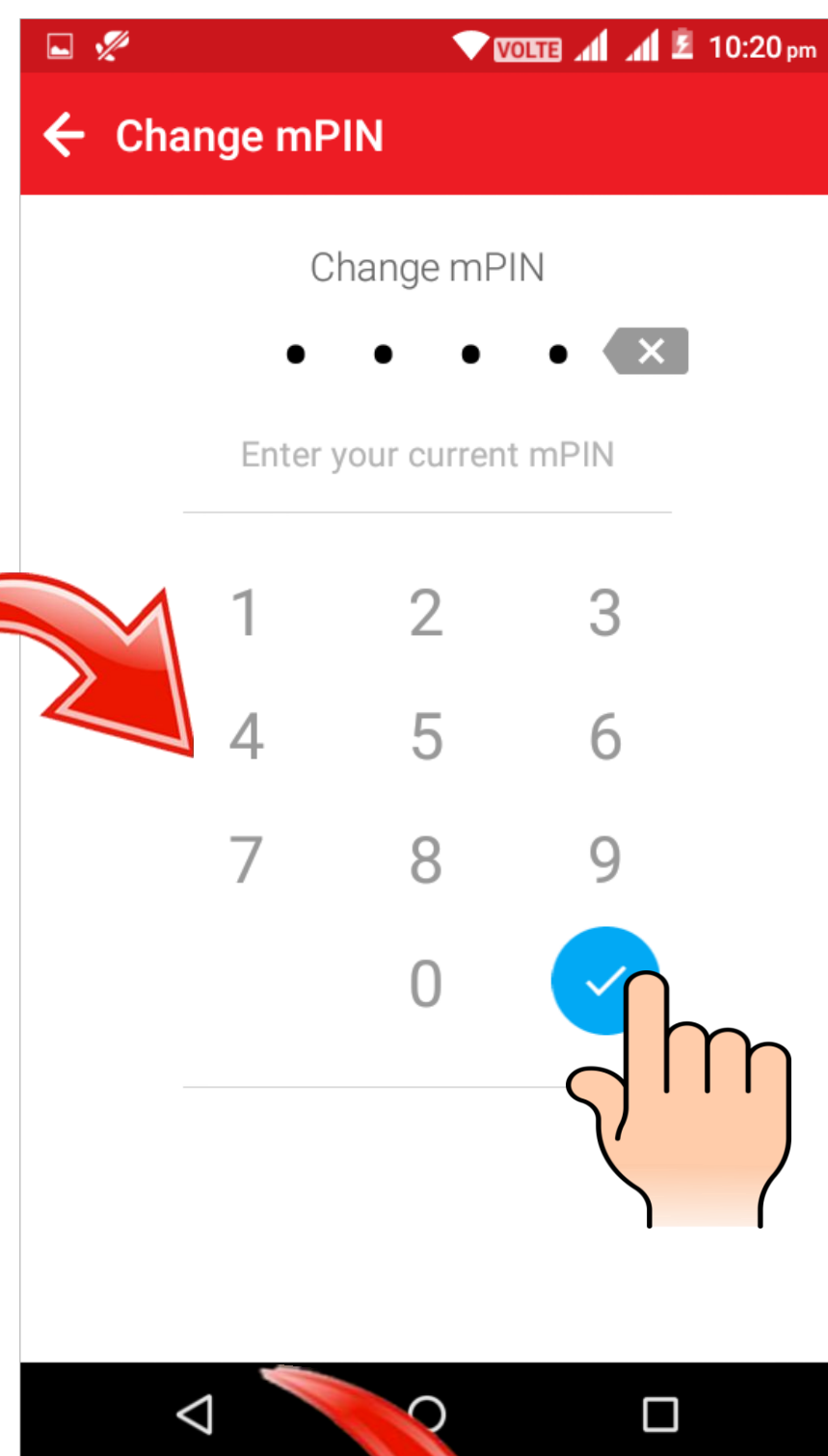
Tap on "View Profile"



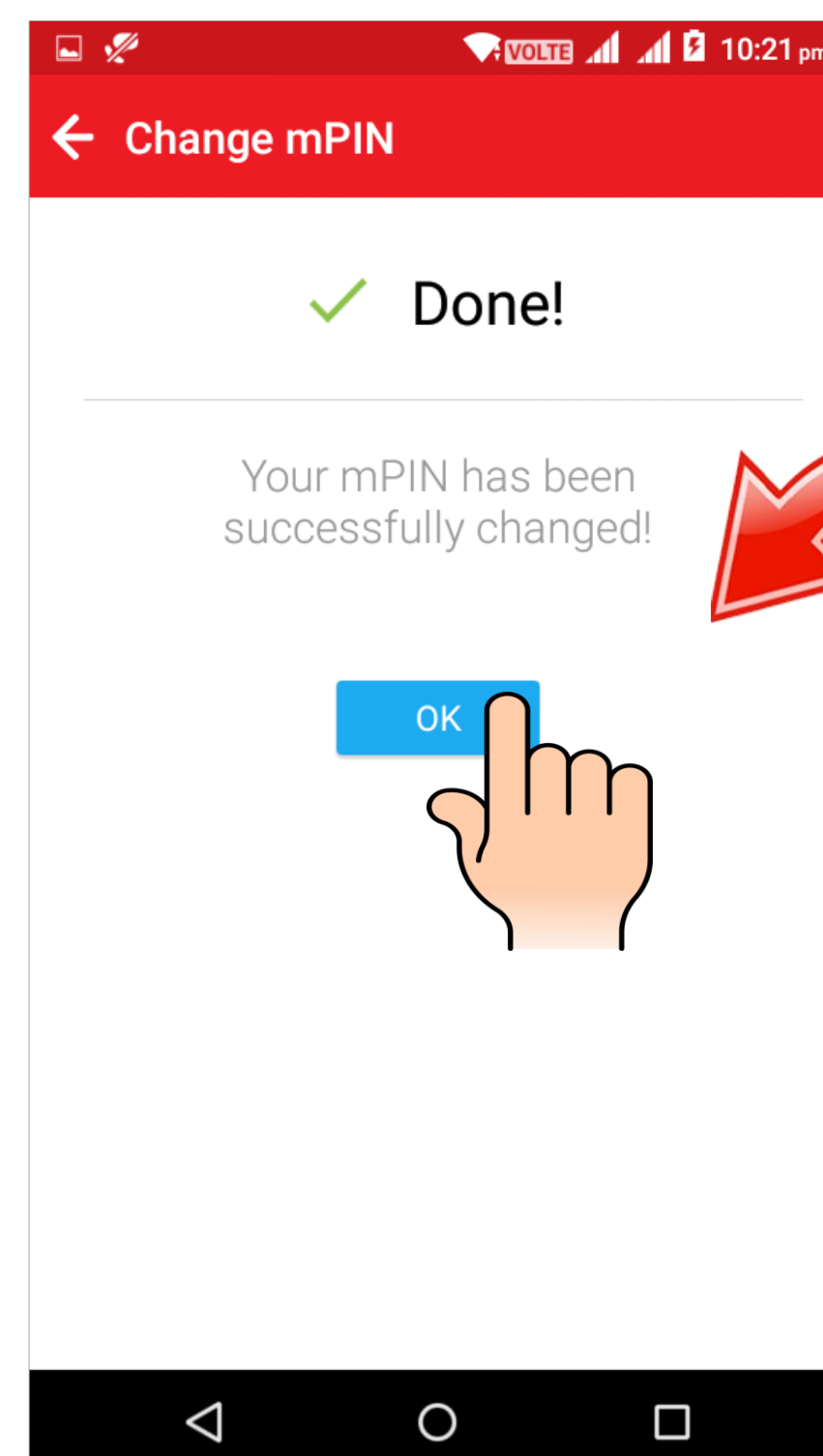
Tap on "Change mPIN"



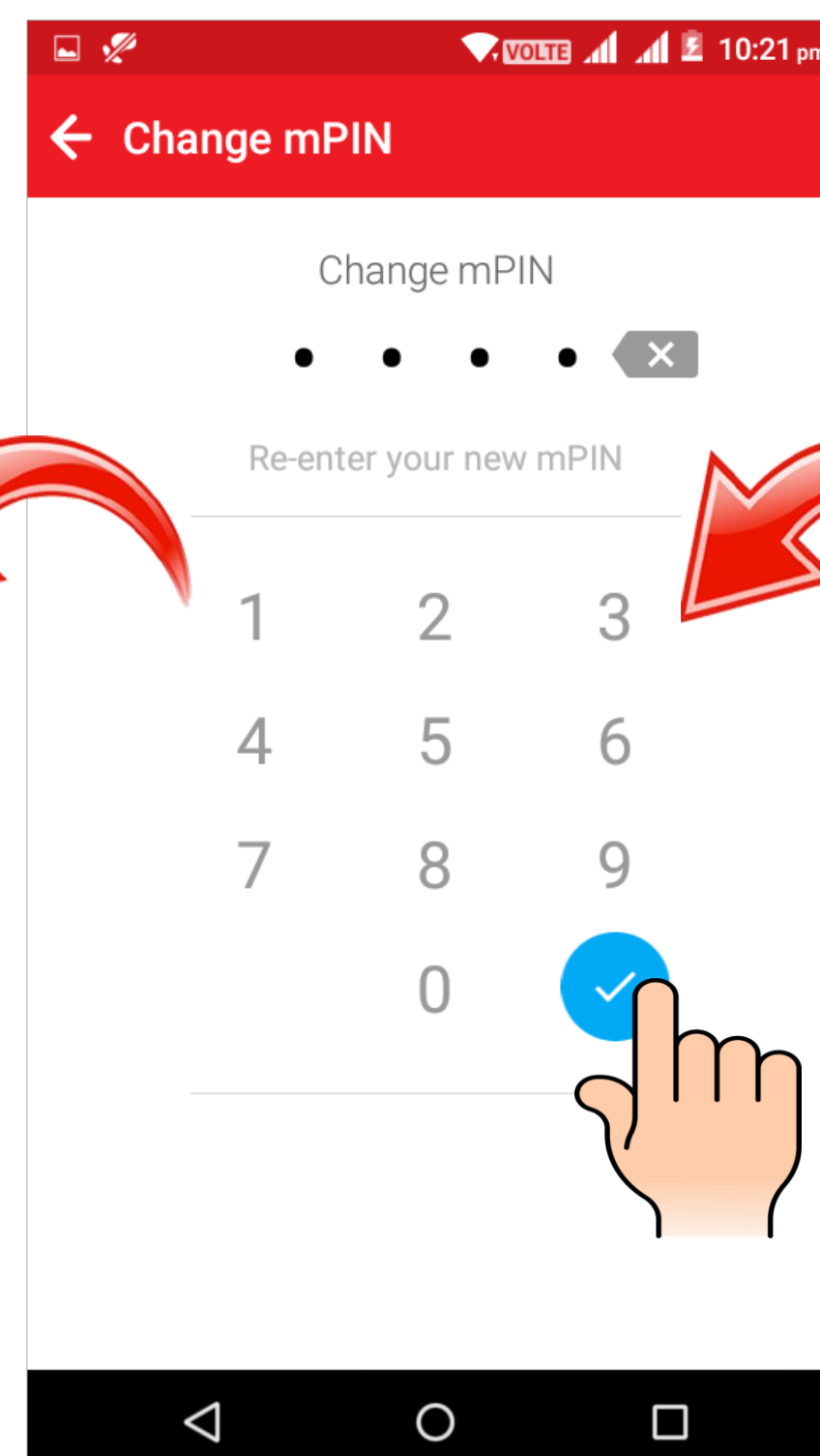
OR
Tap on "click here to change your mPIN" on Forgot mPIN screen (refer "Forgot mPIN" flow screen 2, 3 & 4)



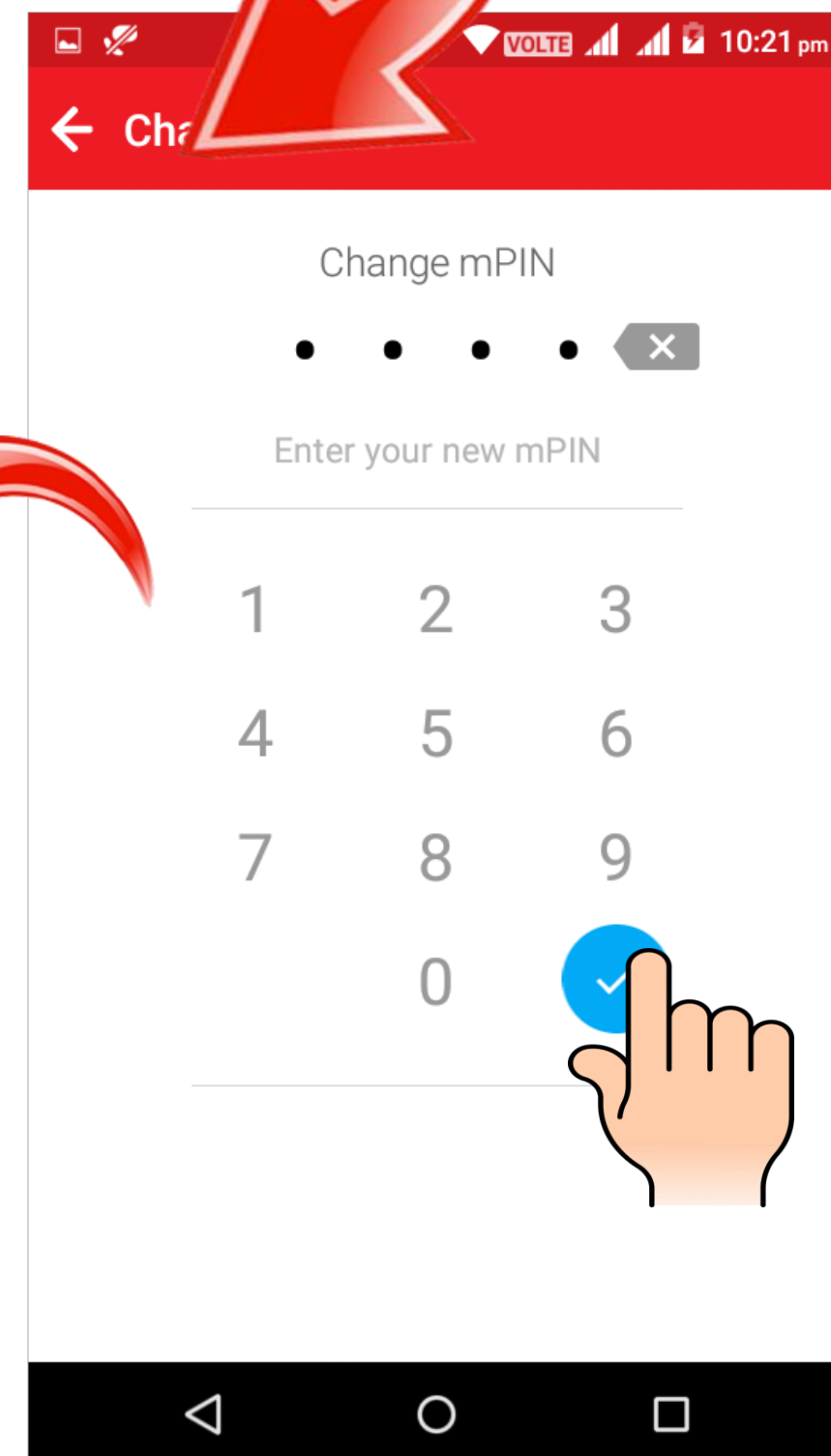
Enter current or default mPIN



mPIN has been changed successfully



Re-enter New mPIN



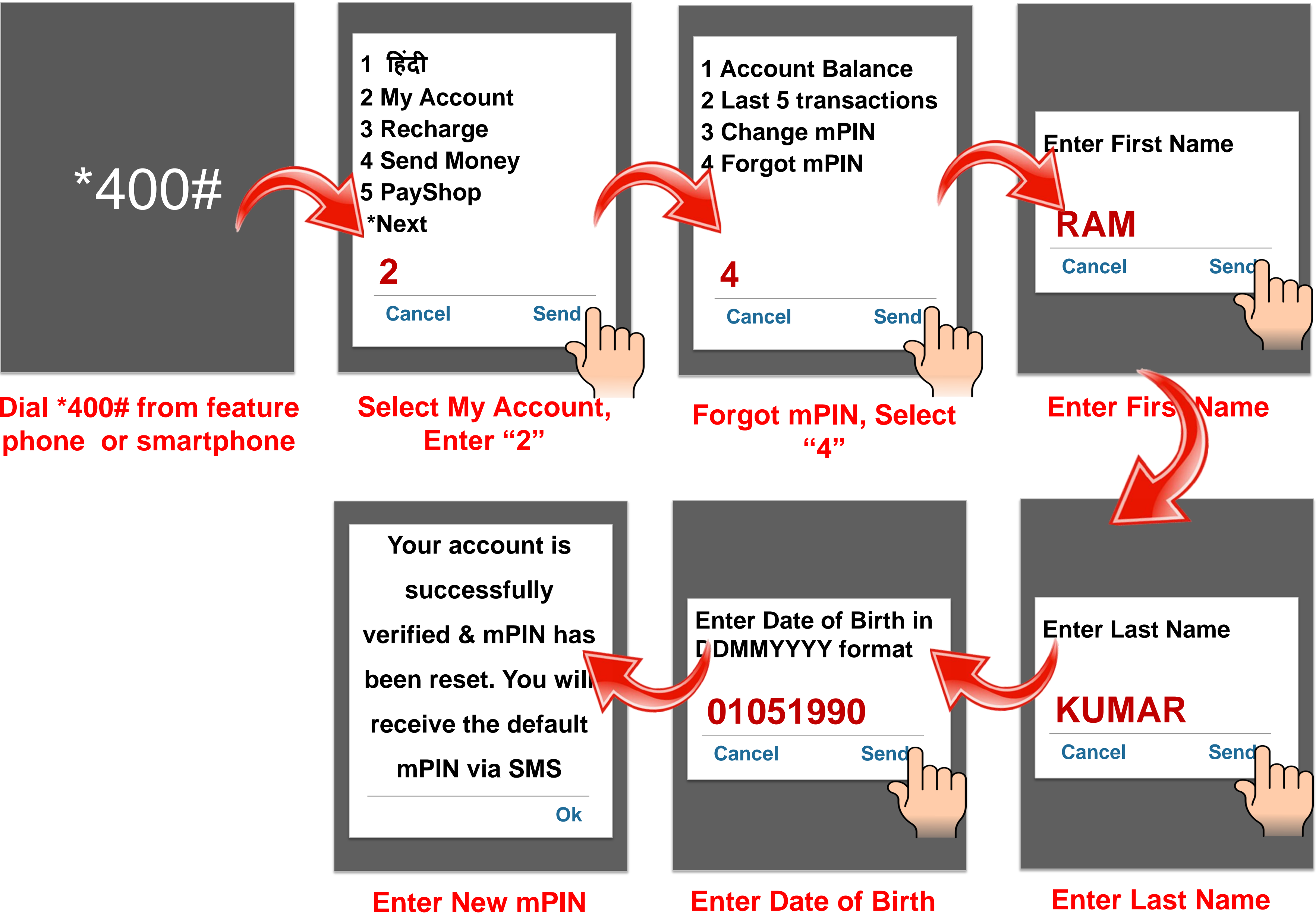
Enter New mPIN

Reset & Change mPIN - Customer

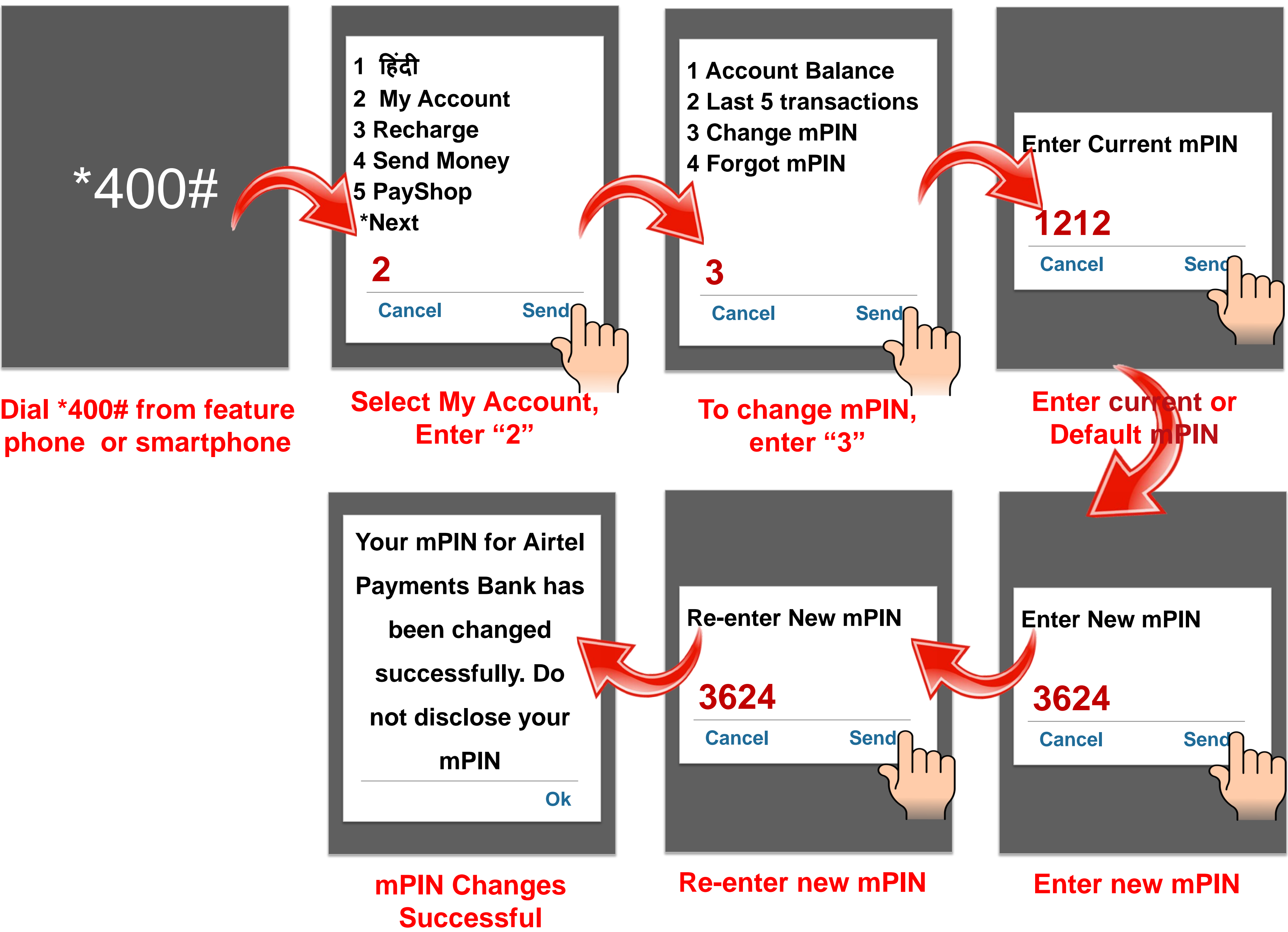
16-Feb-2017

Through USSD - *400# - For Airtel Customer Only

Forgot mPIN



Change mPIN



Reset & Change mPIN – Customer

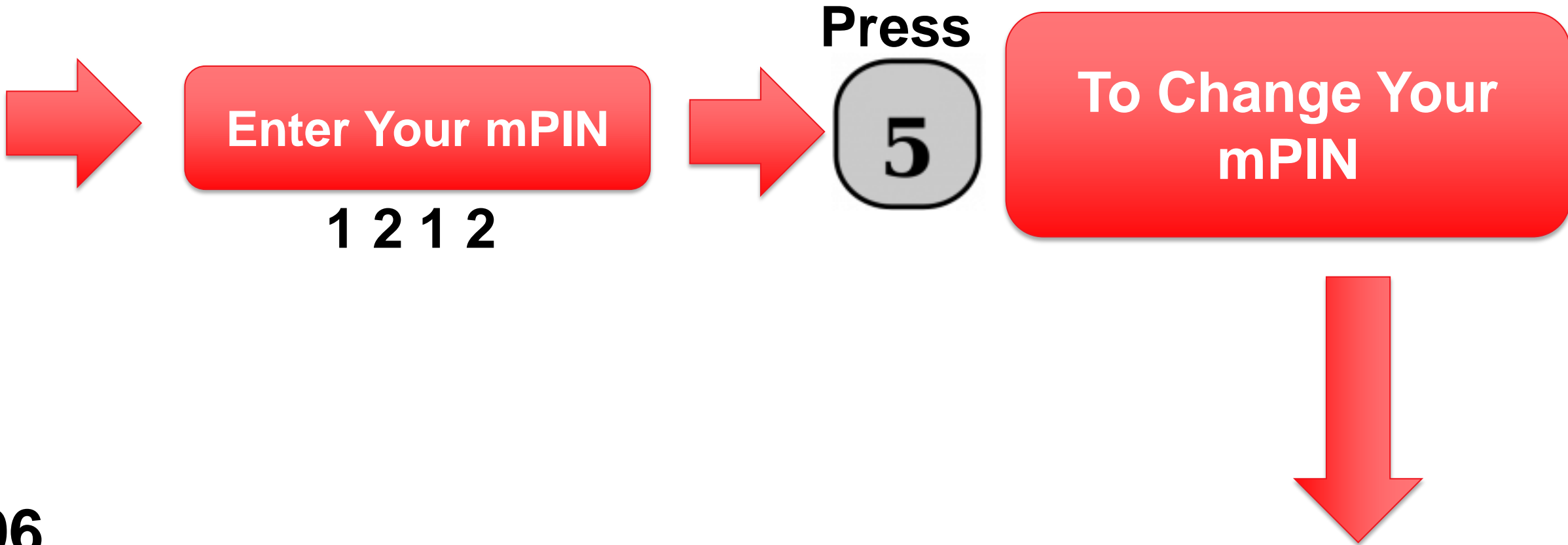
16-Feb-2017

Through IVR 400/8800688006 & at Banking Point

Change mPIN



Dial 400 / 8800688006
(Airtel) (Non-Airtel)

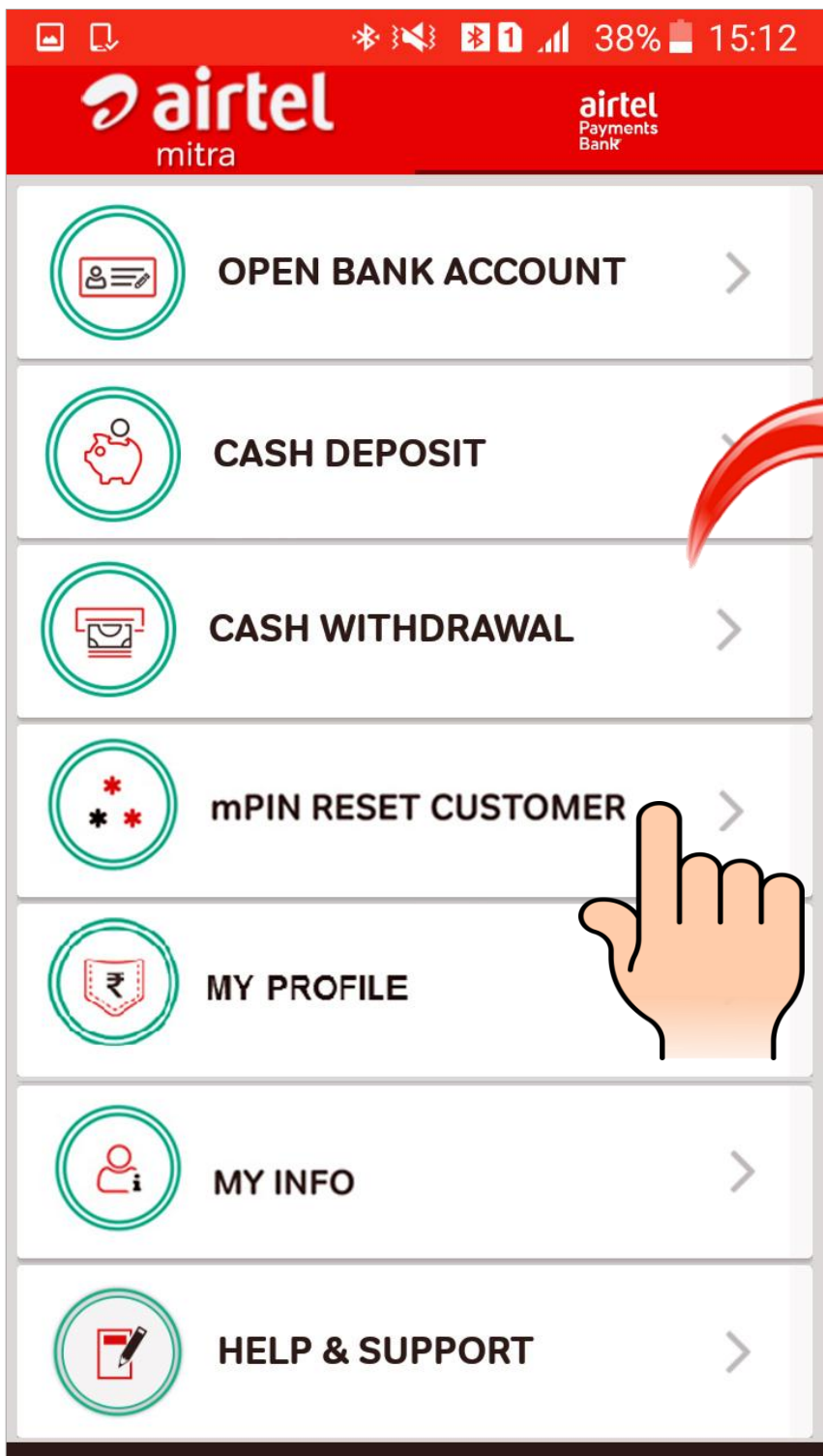


Enter

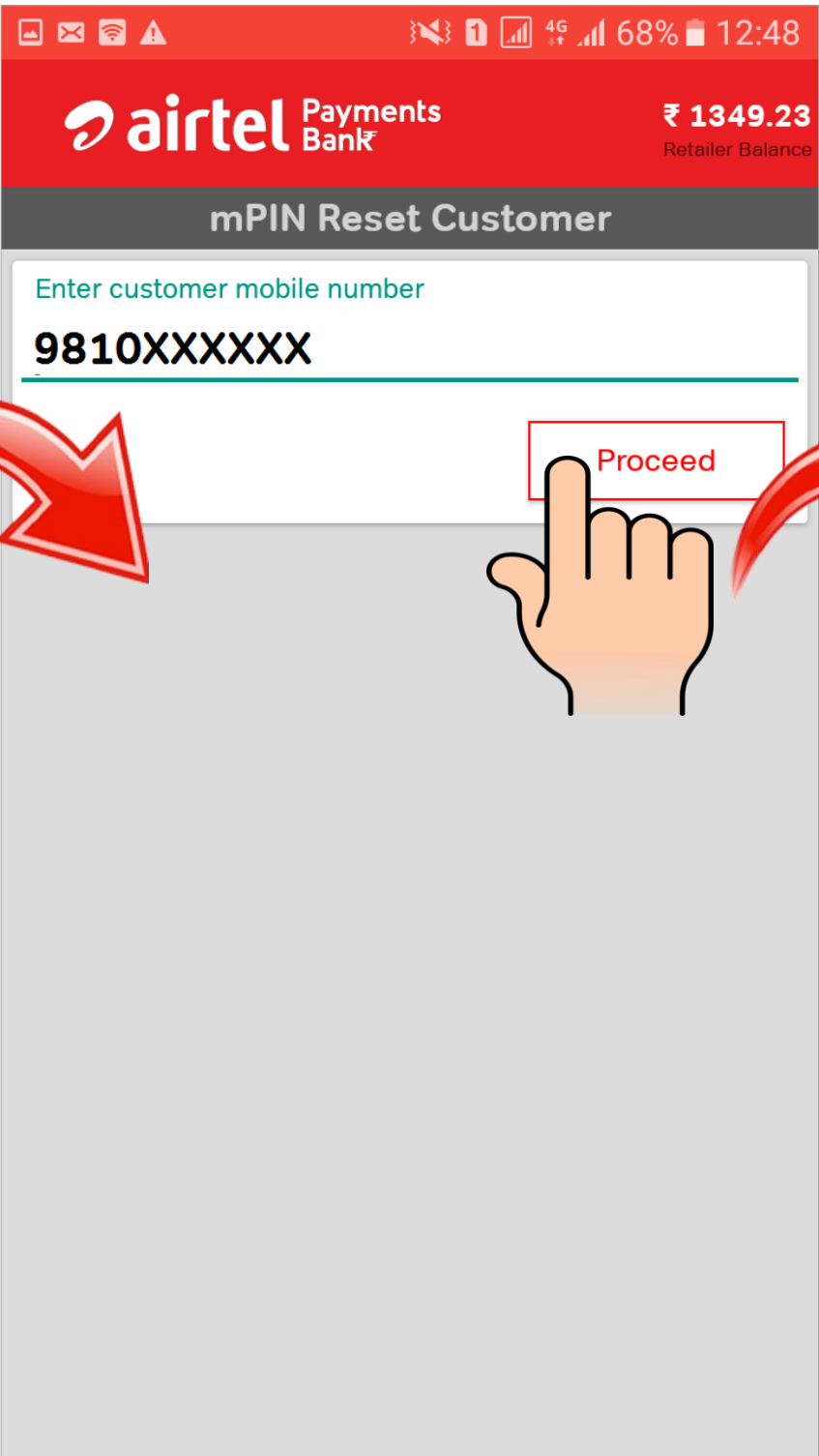
Current mPIN	1 2 1 2
New mPIN	3 6 2 4
Confirm mPIN	3 6 2 4

Thank you, your mPIN has been changed successfully,
Do not disclose your mPIN

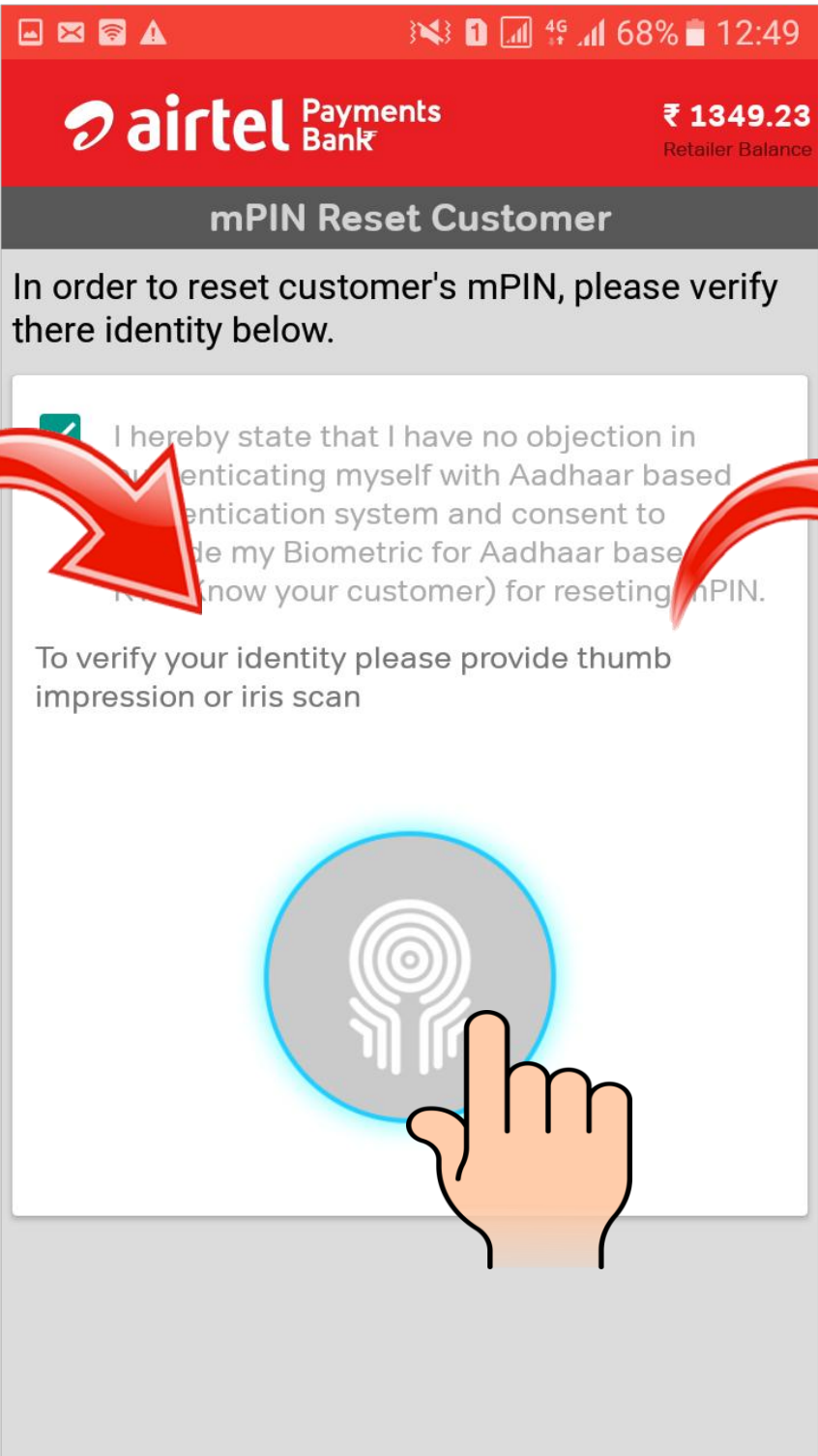
Customer mPIN reset at Banking Point



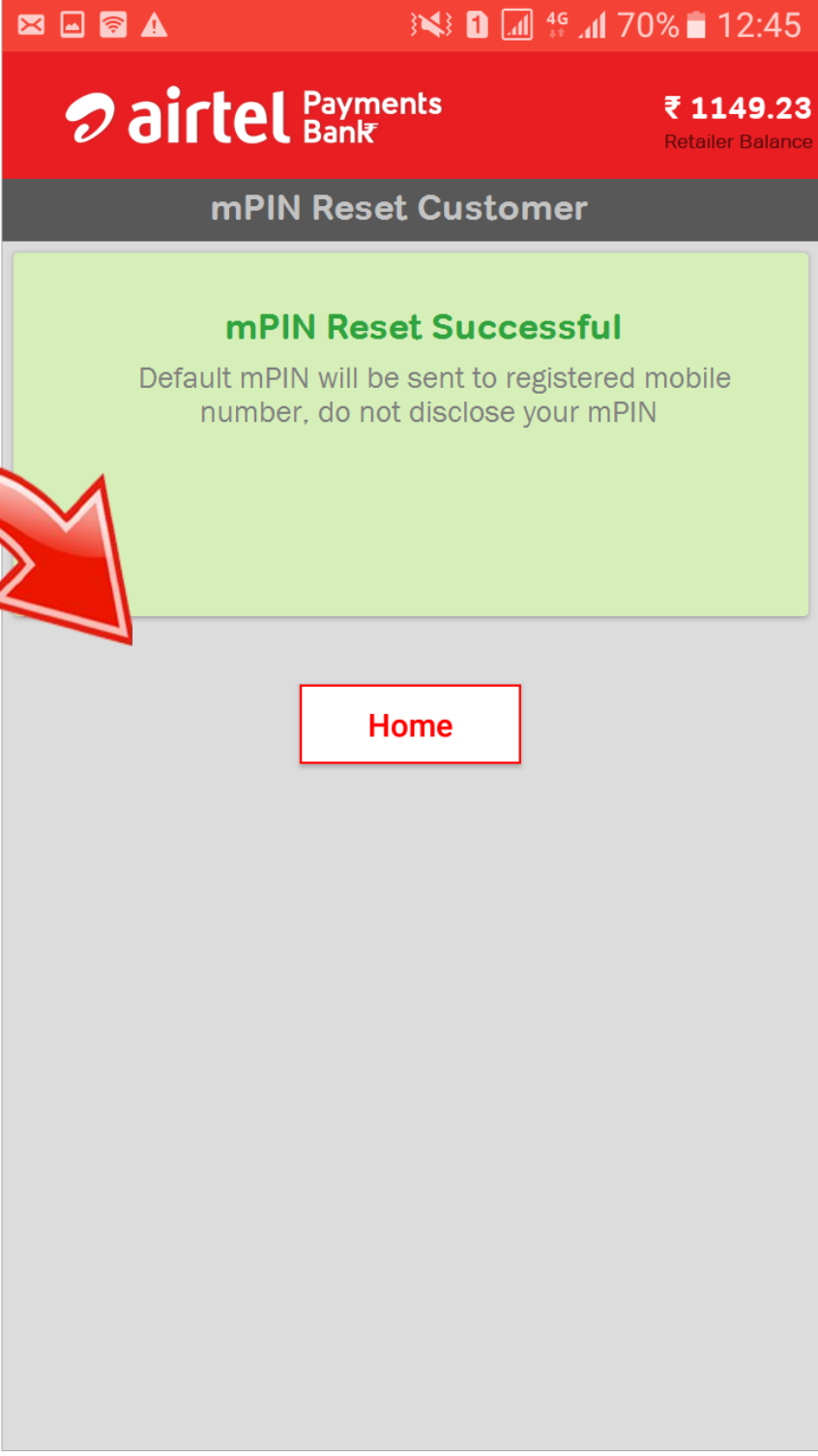
Tap on “mPIN Reset Customer”



Enter customer’s registered mobile number



Customer scans finger for authentication

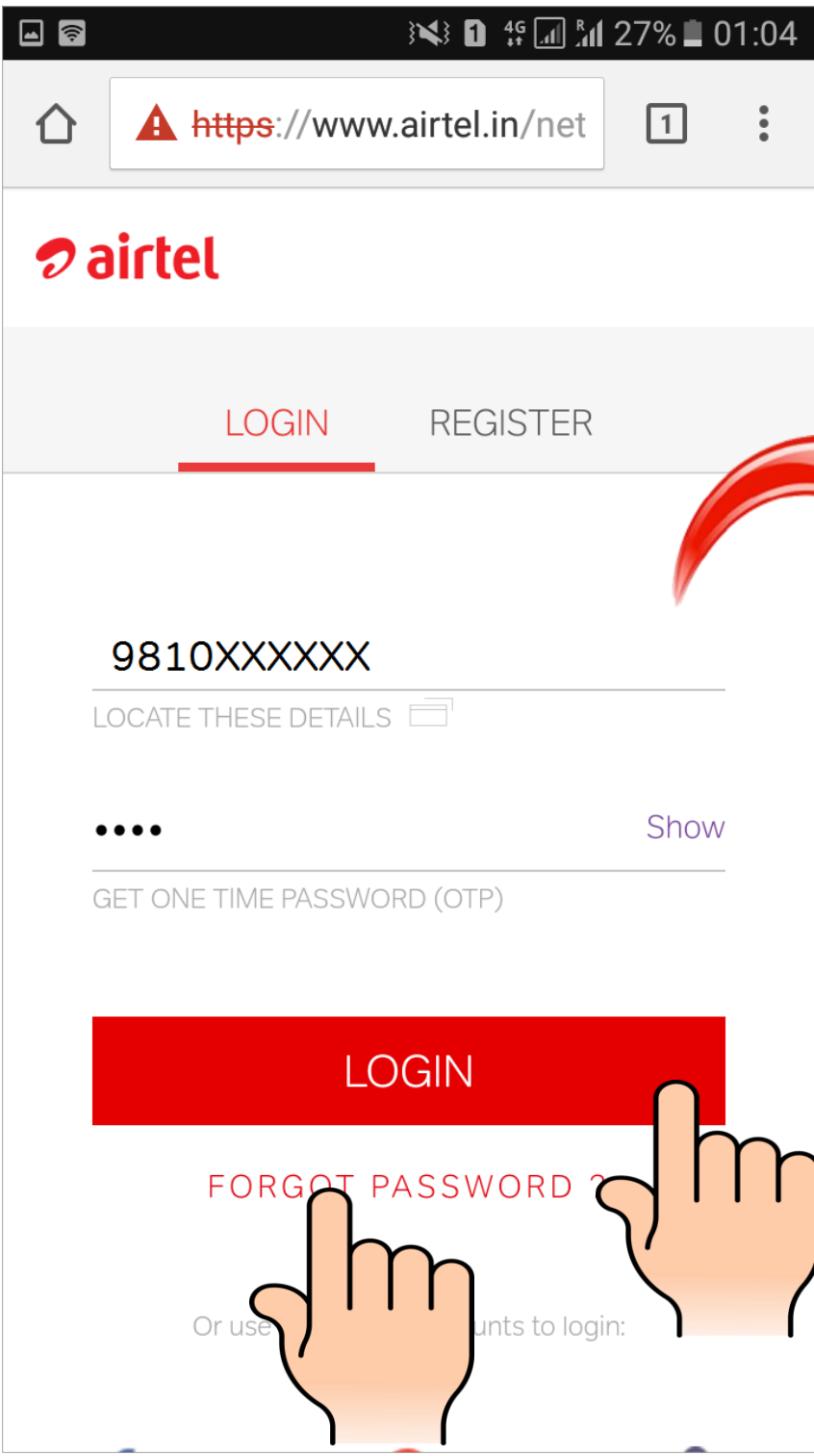


Customer needs to change default mPIN and proceed transaction

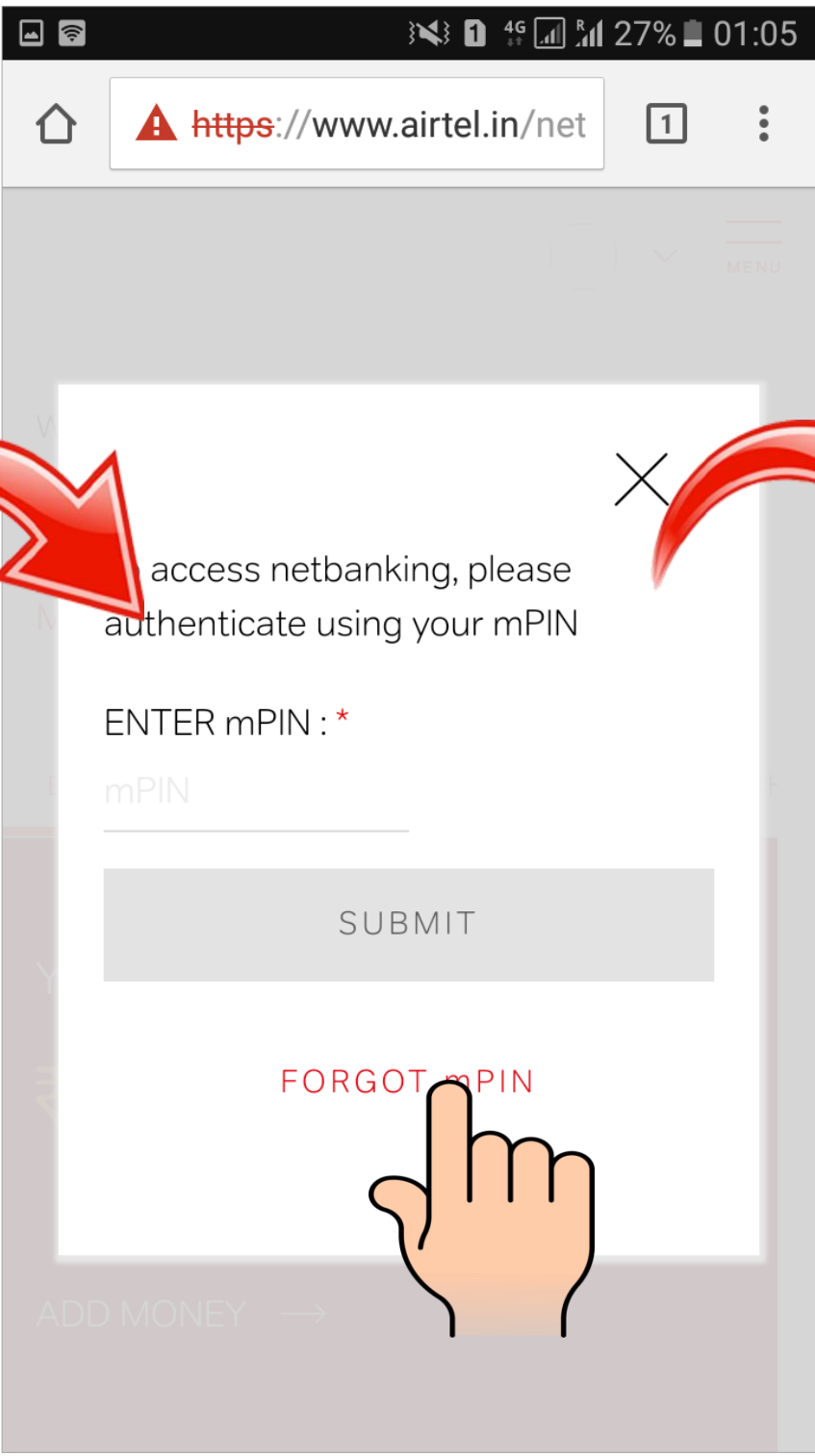
Reset & Change mPIN – Customer

16-Feb-2017

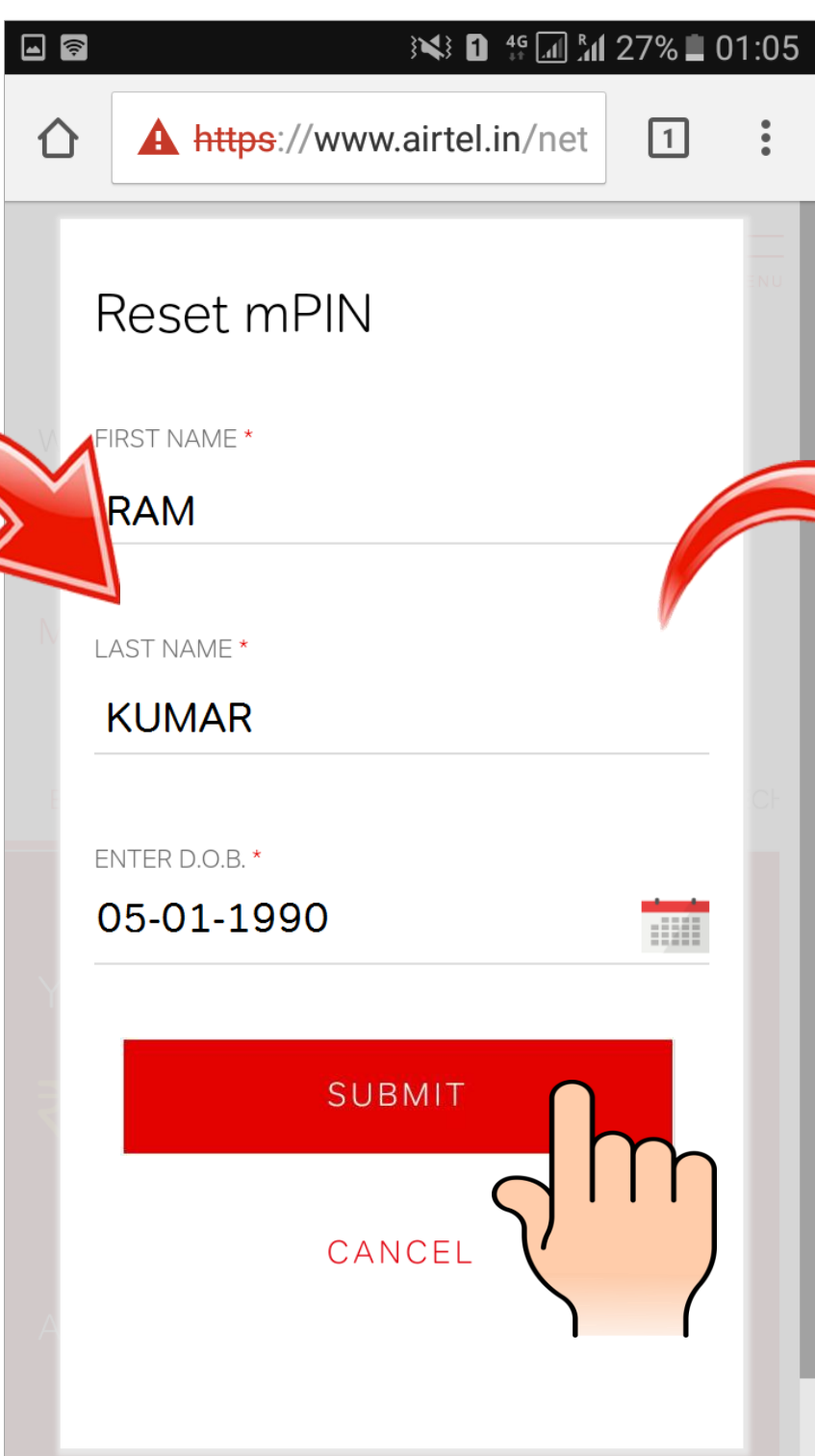
Through Netbanking – airtel.in/netbanking



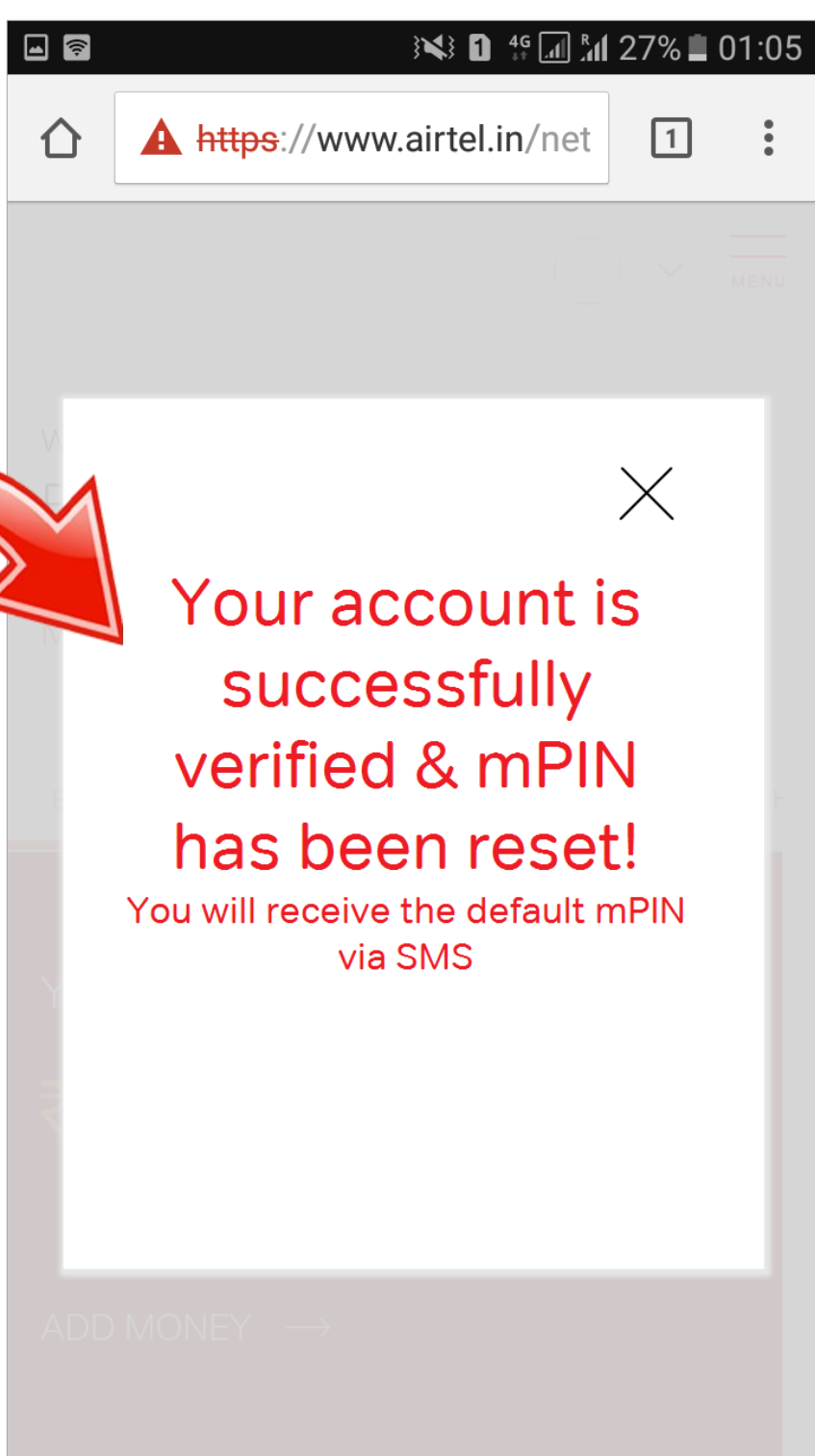
Tap on “Airtel Payments Bank” section in main menu of Mitra App



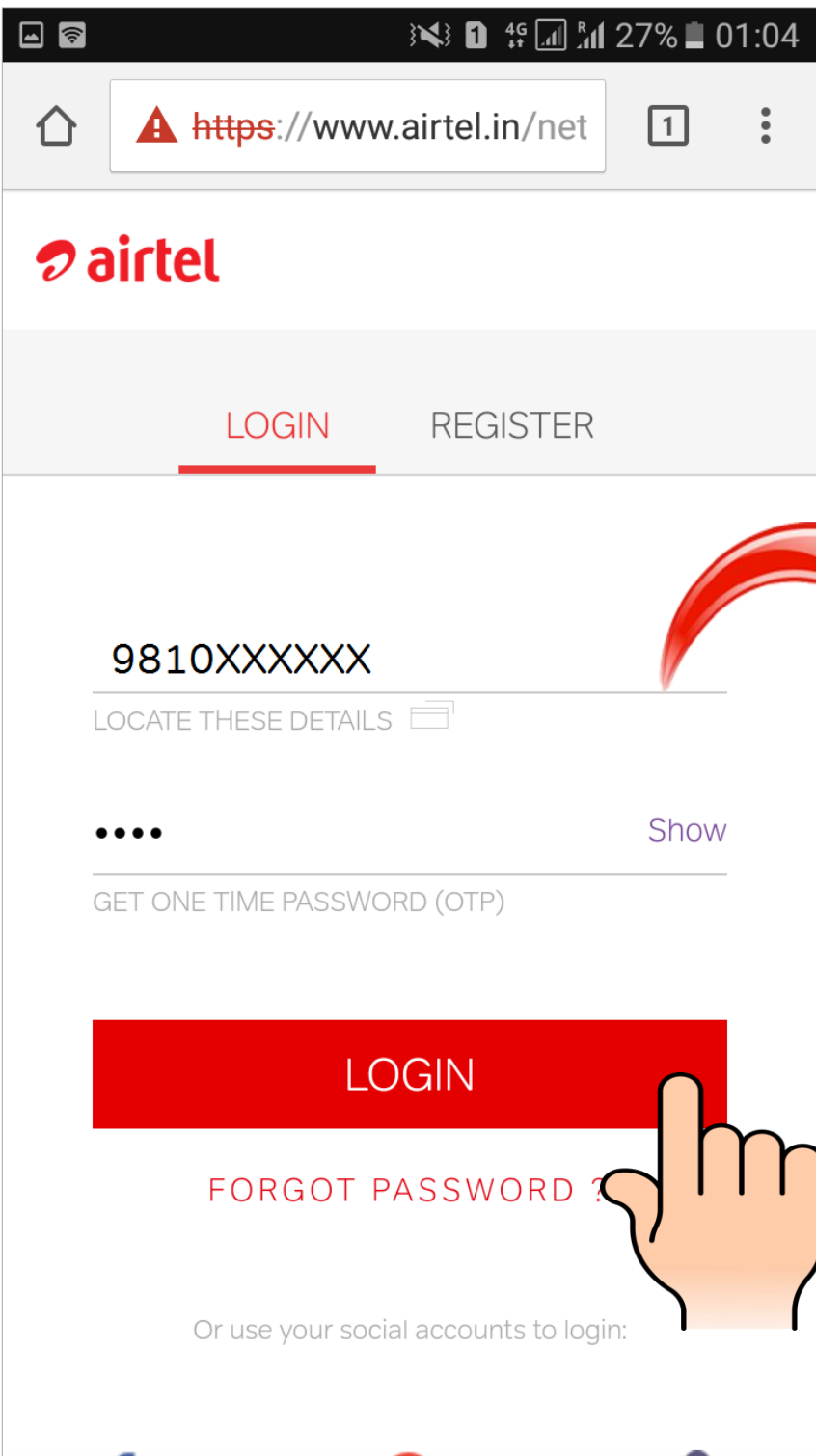
Tap on “Open Bank Account”



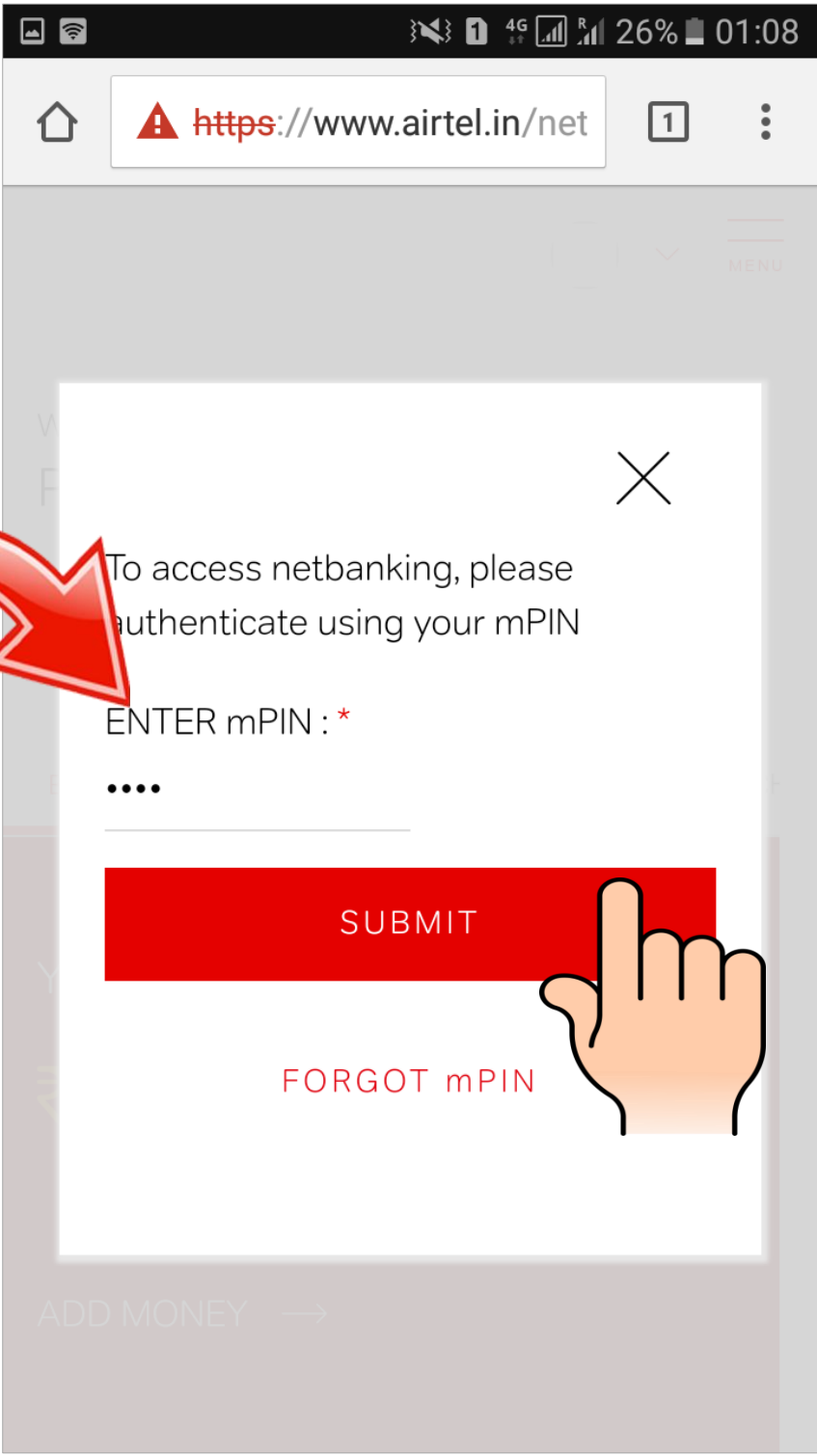
Enter customer mobile no & Submit



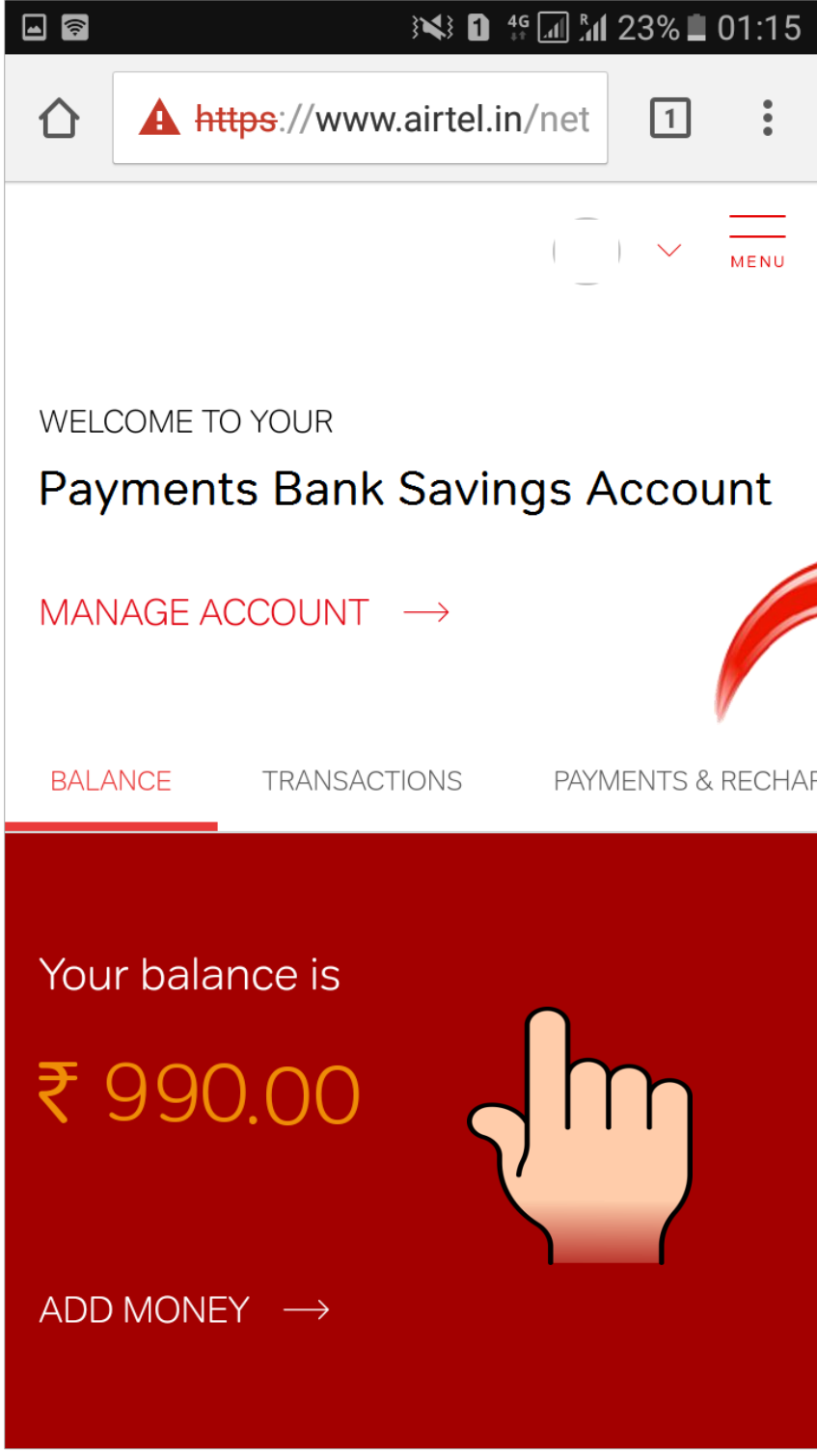
Enter customer's OTP and Submit



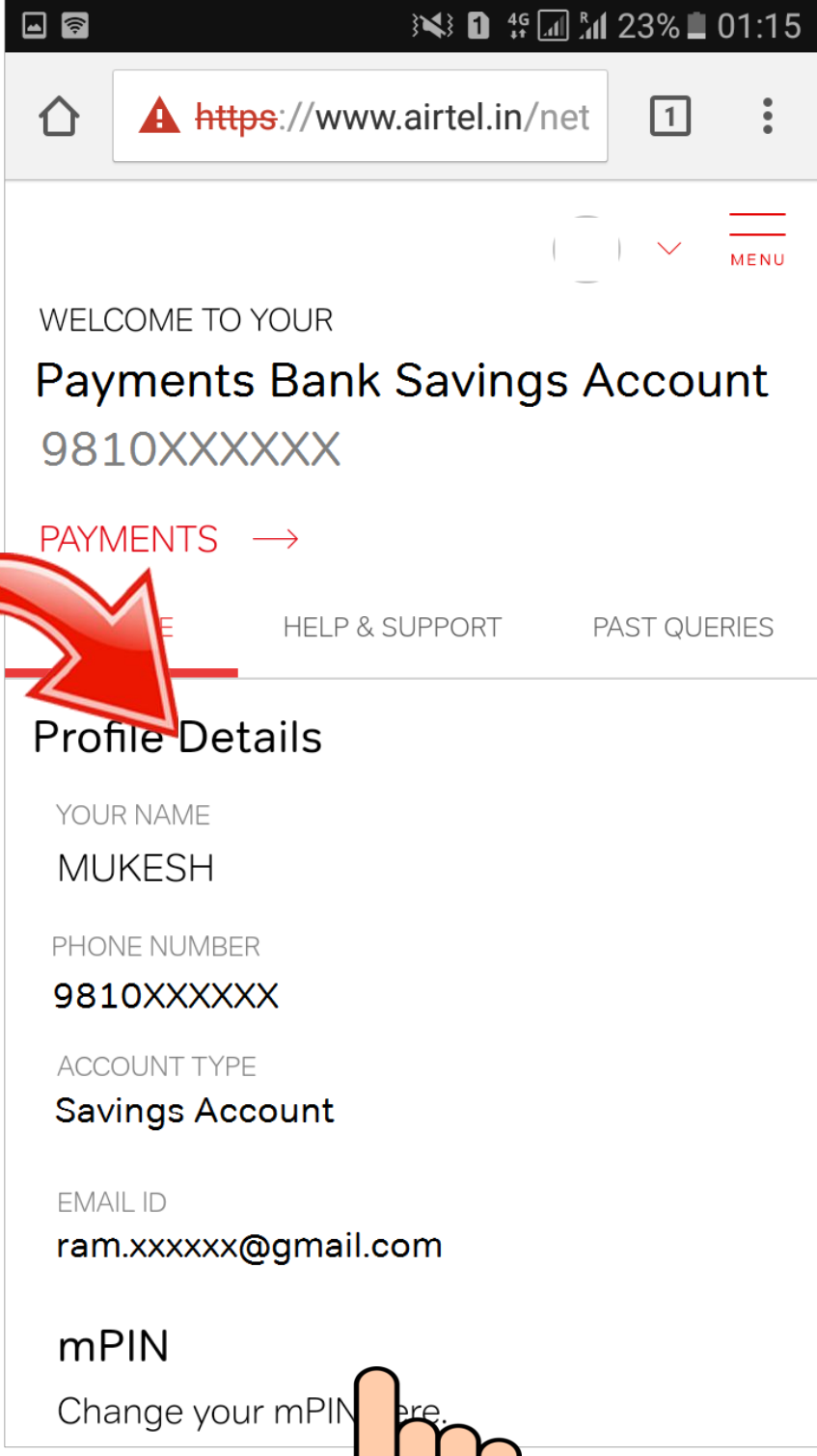
Enter first deposit amount (min Rs 100) & Next



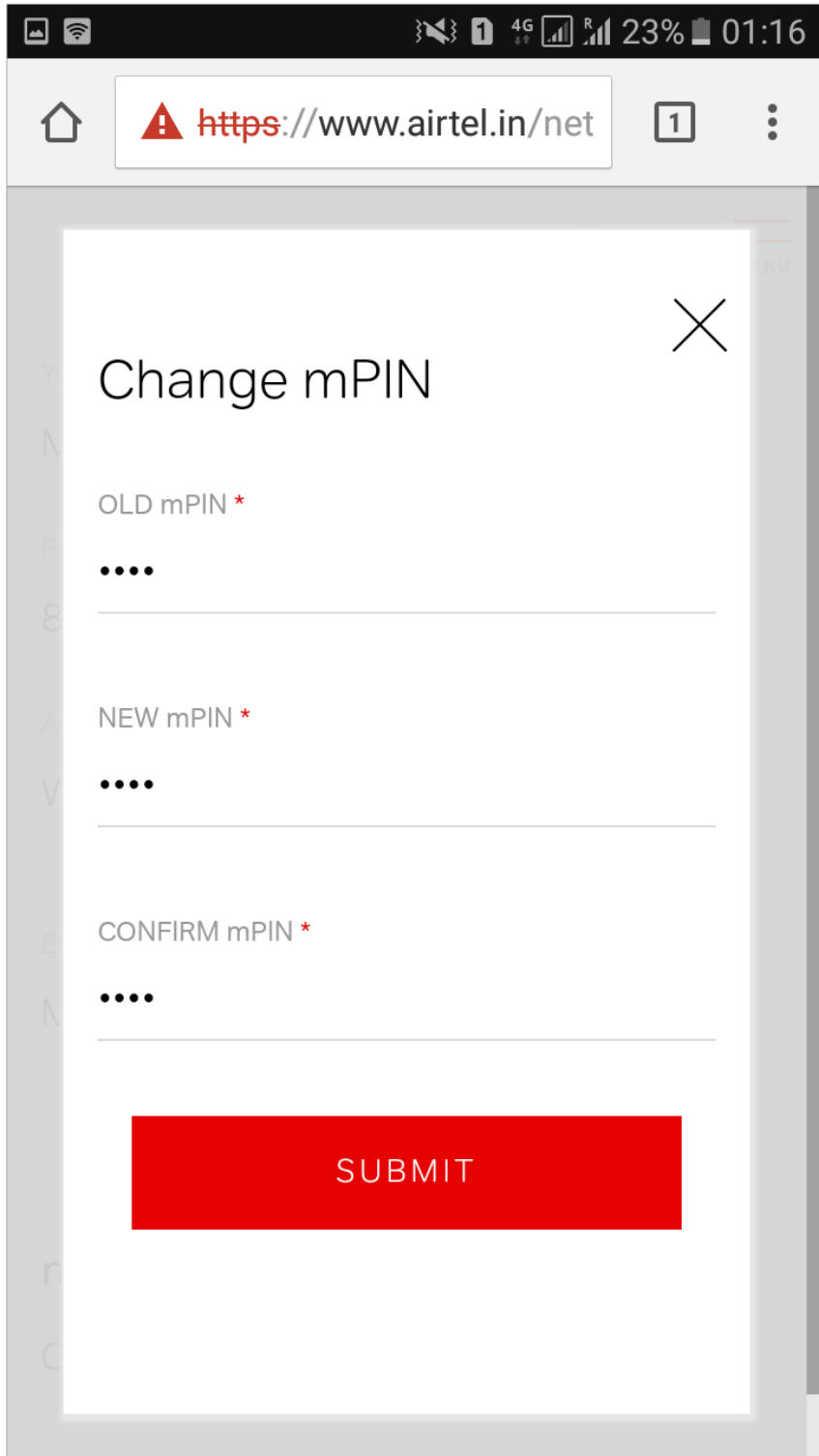
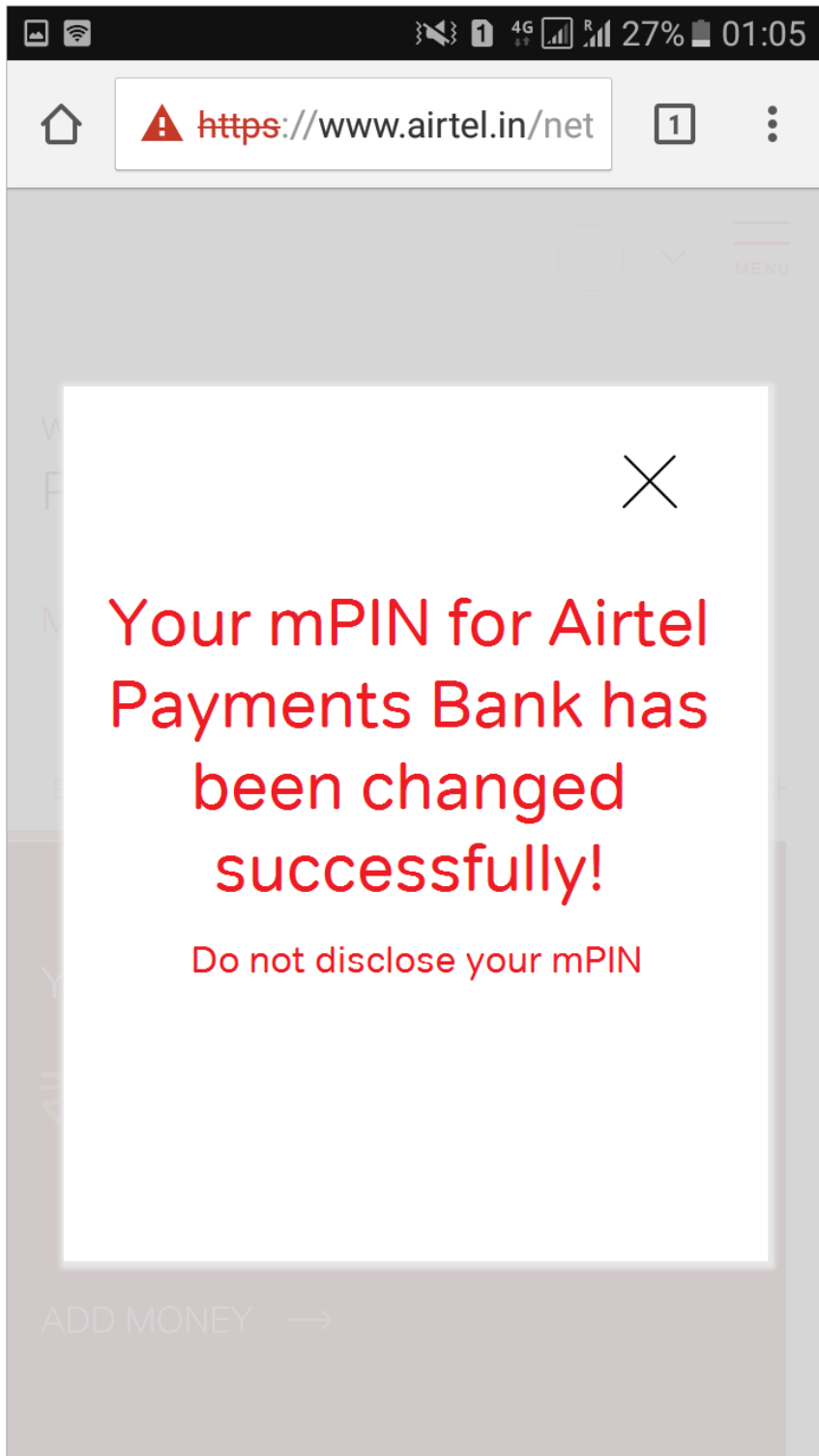
Enter customer's other mandatory details & Next



Customer information appears from Aadhaar, select & enter correspondence address (if applicable), enter customer email id & Next



Enter customer PAN no(if applicable) & Aadhaar no, customer scans finger through biometric device



Reset & Change mPIN – Customer

3

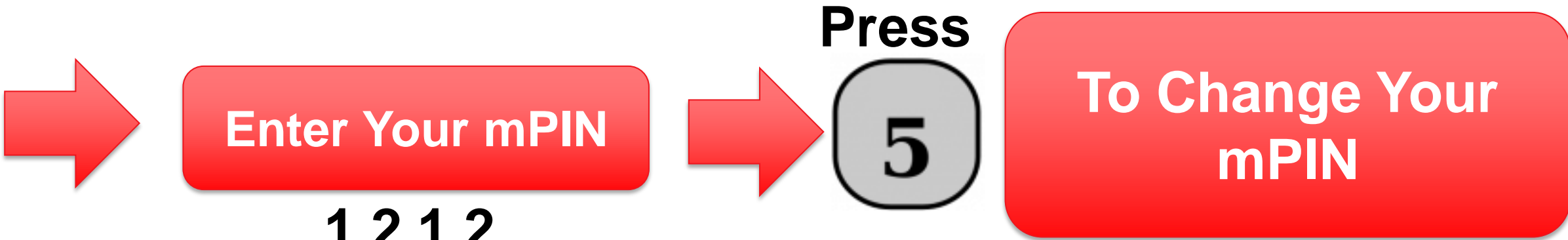
16-Feb-2017

Through IVR 400/8800688006 & at Banking Point

Change mPIN through IVR



Dial **400** / **8800688006**
(Airtel) (Non-Airtel)

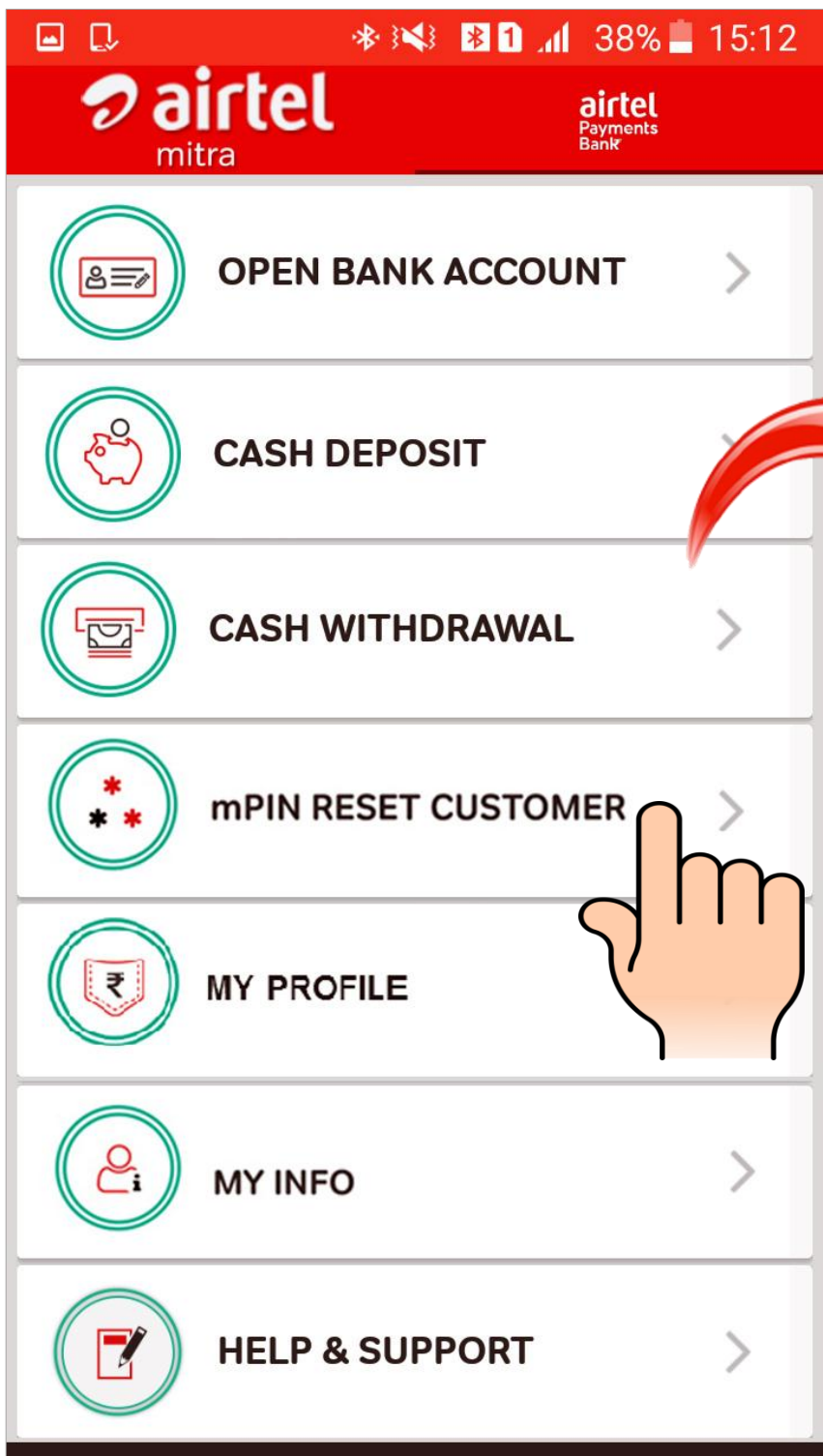


Enter

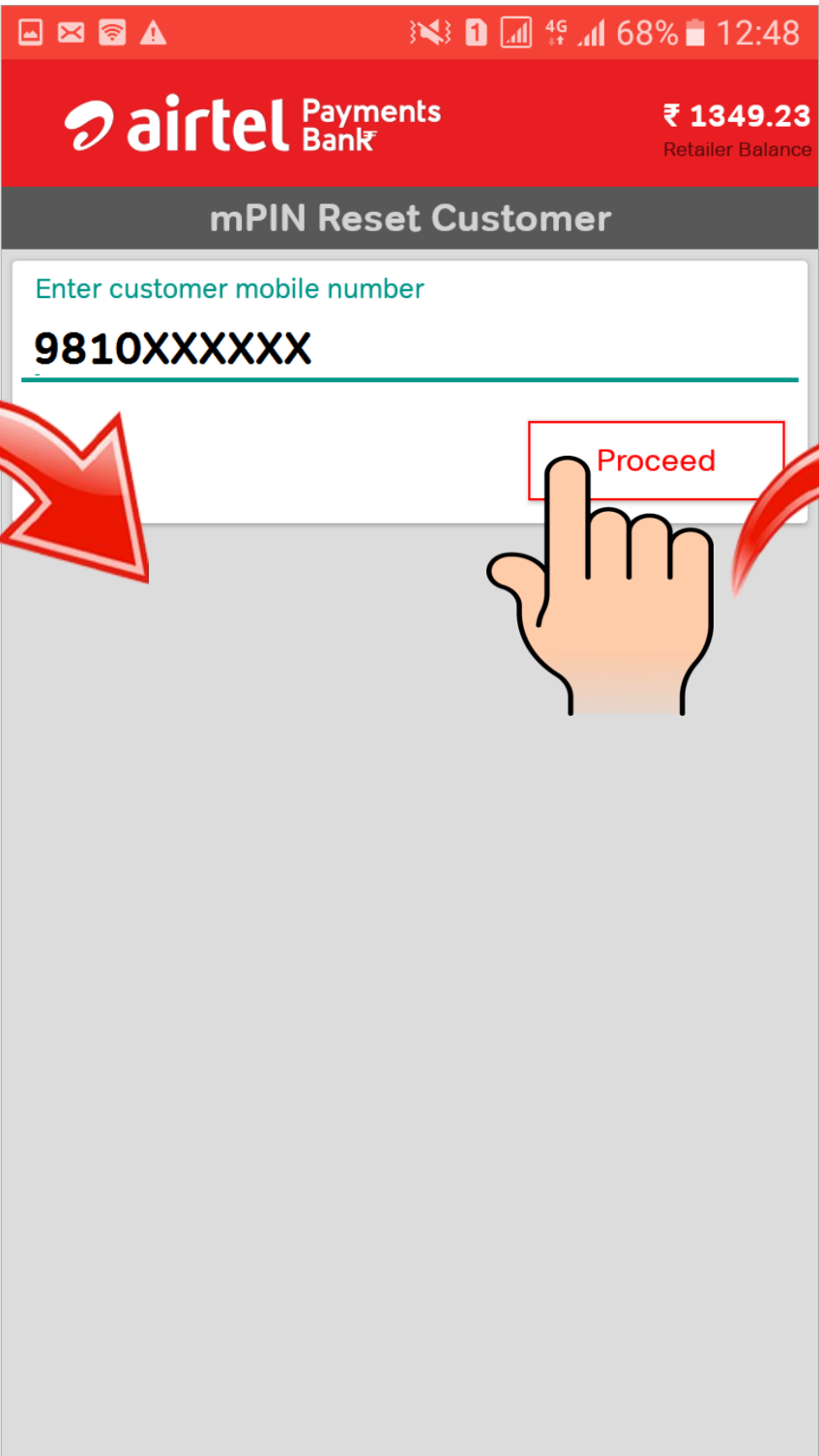
Current mPIN	1 2 1 2
New mPIN	3 6 2 4
Confirm mPIN	3 6 2 4

Thank you, your mPIN has been changed successfully,
Do not disclose your mPIN

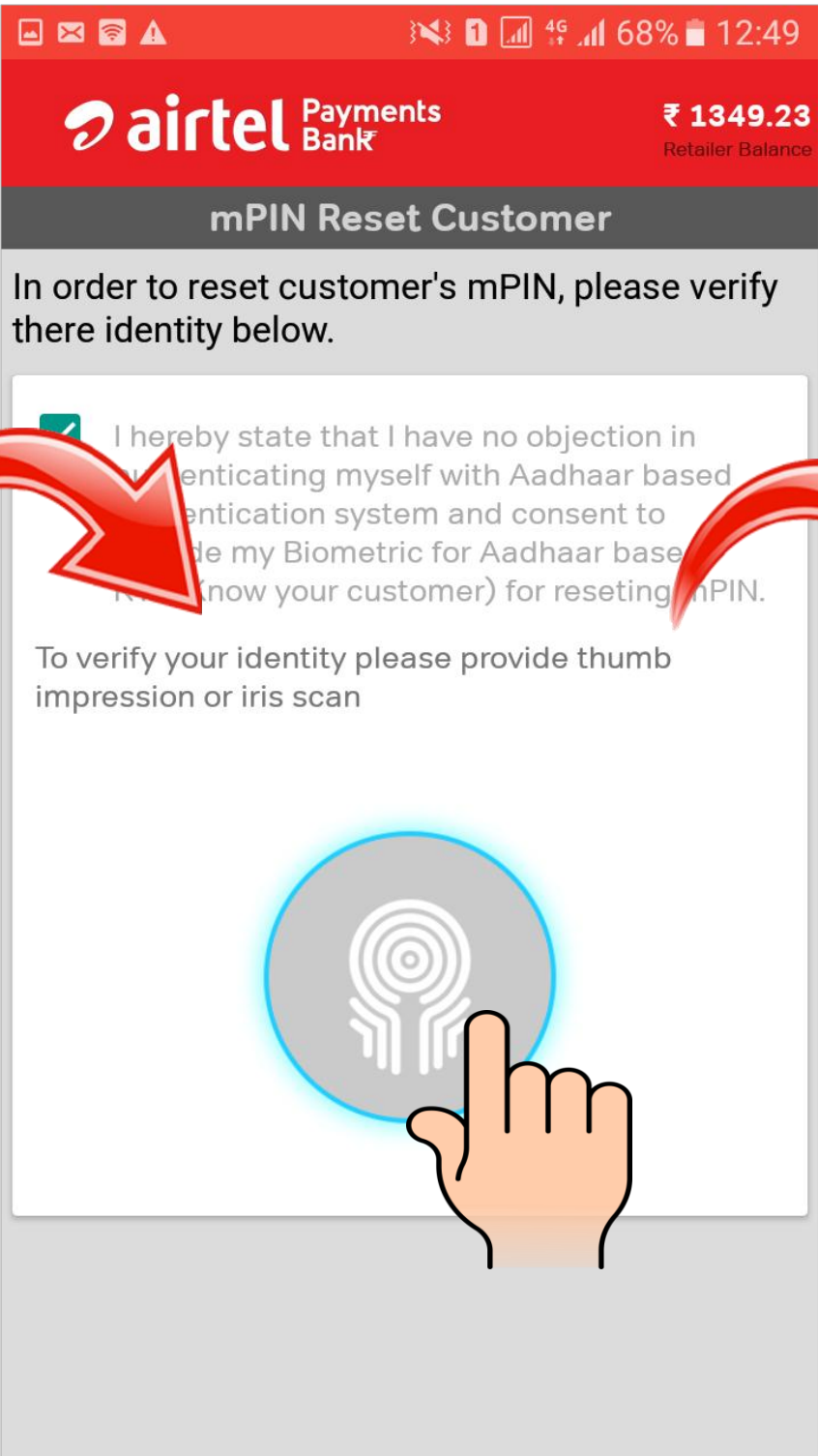
Customer mPIN reset at Banking Point



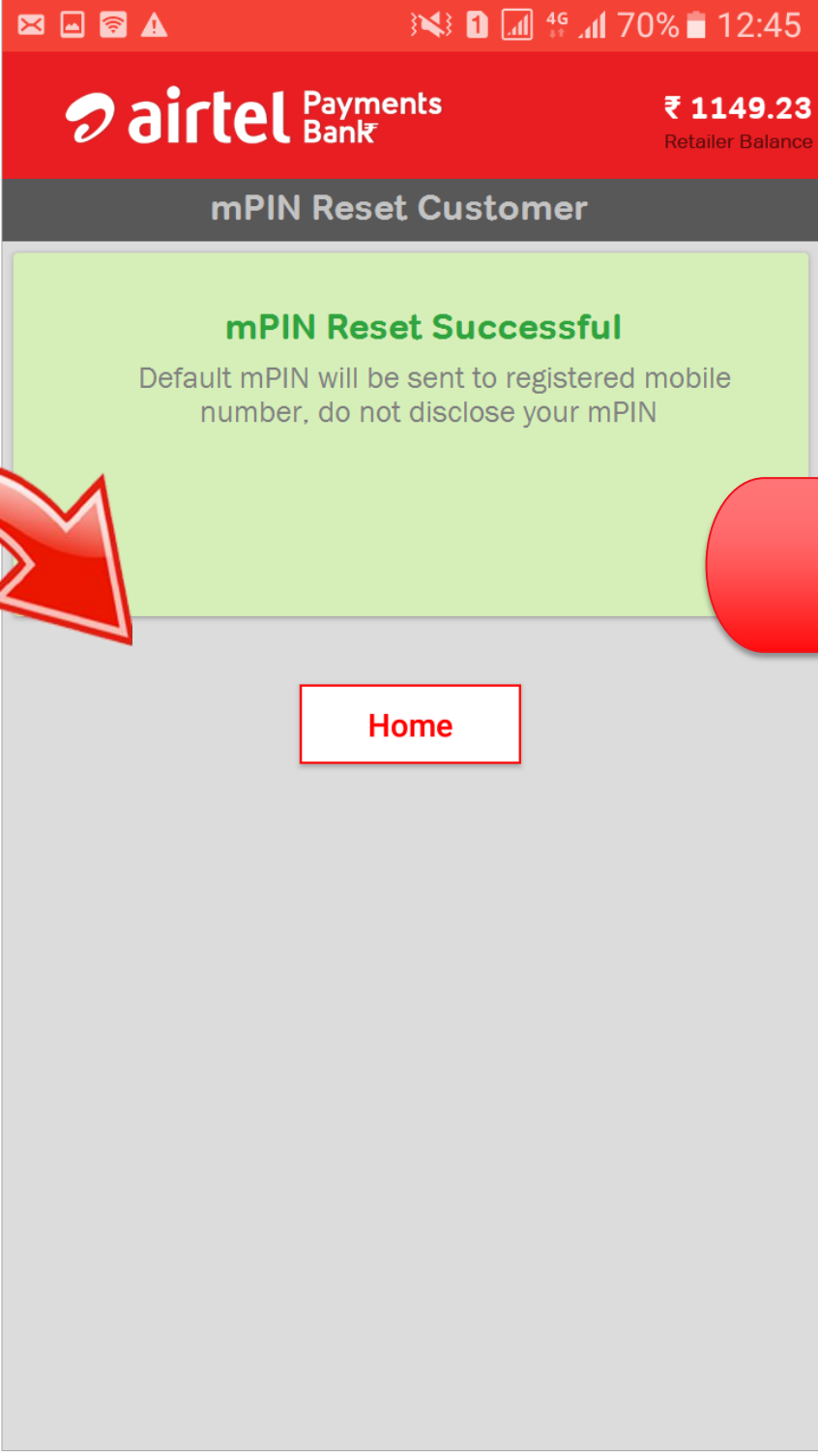
Tap on “mPIN Reset Customer”



Enter customer’s registered mobile number



Customer scans finger for authentication through biometric device



Customer needs to change default mPIN and proceed transaction