FSE – Reset & Change mPIN

Reset mPIN through IVR – 12144

Press **2** for Airtel Money Retailer → Press **2** for Account Information → Press **2** for Forgot mPIN → Enter DOB in DDMMYYYY format

mPIN Reset Successful
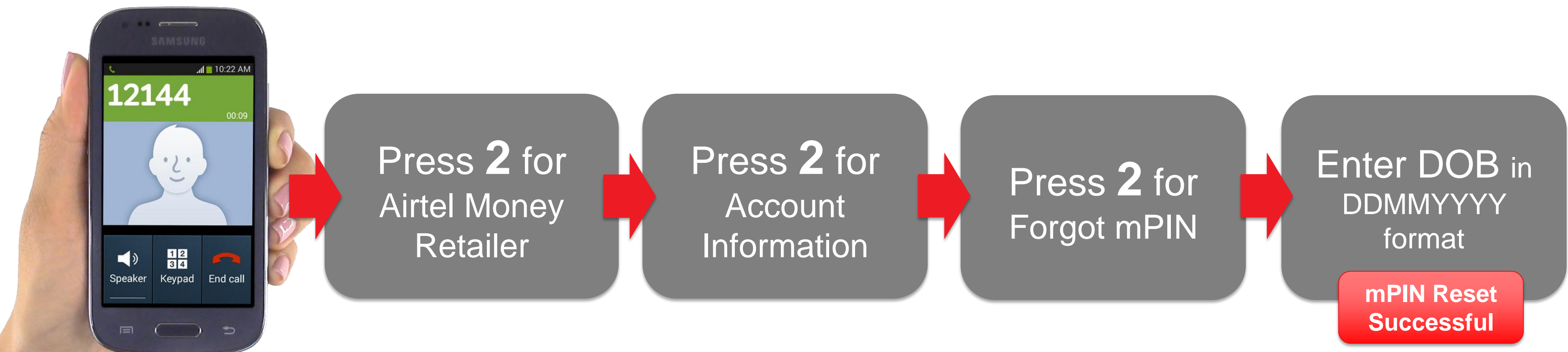
Change mPIN through IVR – 12144

FSE dials 12144

Press **2** for Airtel Money Retailer → Press **2** for Account Information → Press **1** if you know your mPIN → Enter mPIN * * * *

Press **2** for Account related Information → Press **2** for Change your mPIN → Enter **Current, New and Confirm mPIN** → * * * * / * * * * / * * * *

mPIN changed successfully
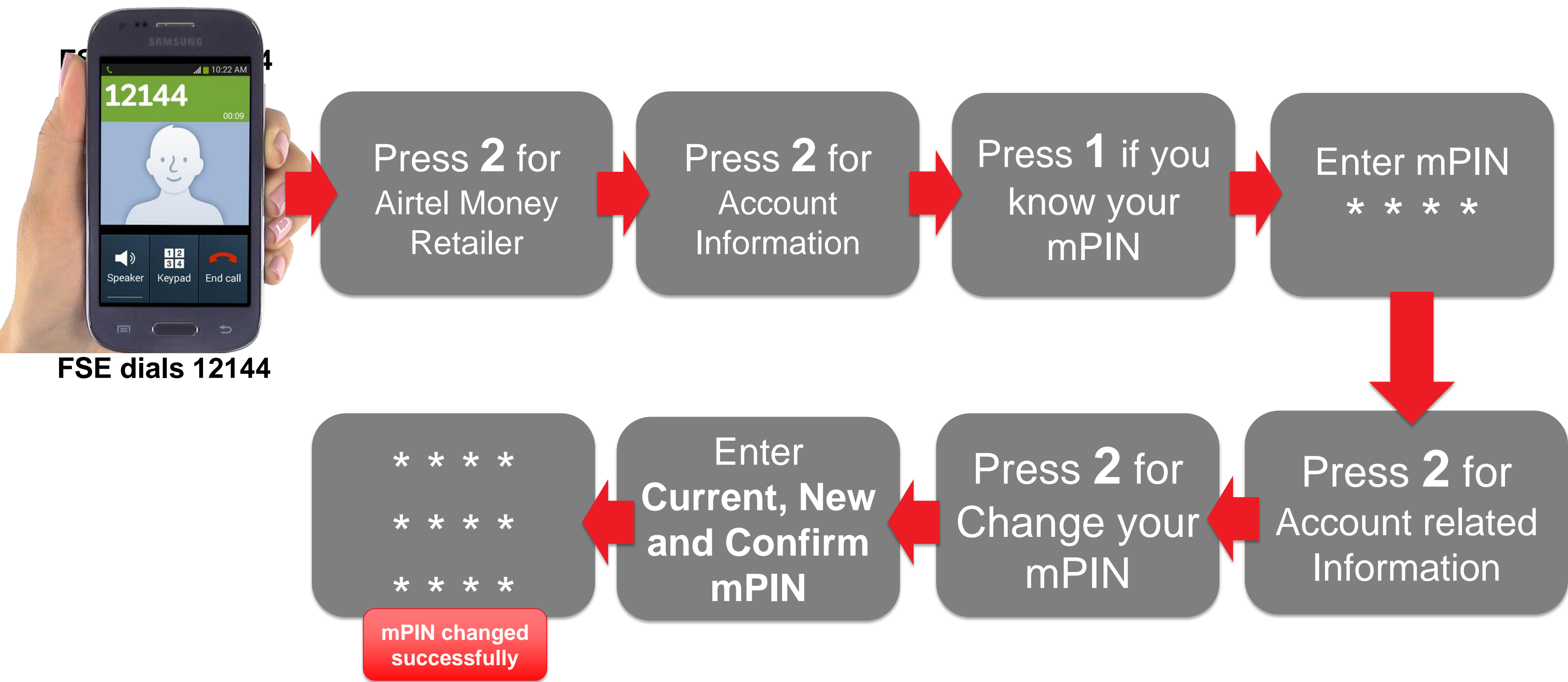
mPIN Change through USSD - *401#

*401# → "4" for FSE → "2" Manage mPIN → "1" for Change mPIN

Enter Old mPIN → Enter New mPIN and Confirm mPIN → mPIN Changed Successfully