

# DIGITAL PIN VIA INTERNET BANKING

## Frequently Asked Questions

### 1. What is a Digital PIN?

A Digital PIN allows you to set or change your PIN instantly via Internet Banking. This is a faster and easier way to set your PIN, without having to request and wait for a physical printed PIN.

### 2. Can I change my PIN online?

Yes. You can set or change your card PIN instantly via Internet Banking. Your card must be an active card.

### 3. How do I set or change my PIN on internet banking?

Log-in to Internet Banking and follow these steps:

1. Go to the **Services** tab
2. Select **Card Management**
3. Select **Set PIN**
4. Select your Card and enter the Expiry Date
5. Enter your preferred 4-digit numeric PIN and re-enter to confirm
6. Select how to receive your OTP (One-Time Password)
7. Enter the OTP code
8. Submit the request

### 4. Will I receive a physical printed PIN when I collect my card?

All cards requested/processed before 25<sup>th</sup> October 2020 will receive a physical printed PIN. Cards requested or renewed after 25<sup>th</sup> October will not receive a physical PIN. If your card is auto-renewed, your current PIN will work with your renewed card. If you wish to, you will be able to set a new PIN via Internet Banking.

### 5. Will you stop issuing printed PINs?

We will not issue printed PINs for cards processed by the Bank from 25<sup>th</sup> October onwards. For these cards, once you receive and activate your card, you will need to login to Internet Banking and set your PIN.

If customers are unable to use Internet Banking, you may request for a physical printed PIN when you apply for your card using a printed Application Form. If a printed PIN is to be replaced, there will be a charge of MVR 50 for MVR cards and US\$5 for USD cards.

### 6. Is it secure to set or change a PIN via Internet Banking?

Yes. Internet Banking is a secure platform which requires your Login ID and Password. When you change your PIN, we have added an additional security feature which requires you to enter an

# DIGITAL PIN VIA INTERNET BANKING

## Frequently Asked Questions

OTP to verify that it is a genuine request. Never share your internet banking credentials or your OTP with anyone.

**7. Is the new PIN set or changed effective instantly?**

Yes. Once PIN is successfully changed via Internet Banking, you can start using your new PIN immediately.

**8. How often can I set or change my PIN?**

You can change your card PIN via Internet Banking at anytime, anywhere without any limitation.

**9. Can I set my card PIN on the same day as I collect my card?**

Yes. Once your card is collected and activated, you can set your card PIN via Internet Banking. Cards are activated when you collect your card.

**10. What cards can I set or change my PIN for?**

You can change your PIN for all personal Debit, Credit and Prepaid cards issued by BML. Your card must be active before you can set your PIN. Digital PIN for corporate cards is not available.

**11. How many digits can I use for my PIN?**

You can set 4-digit numeric PIN for your card.

**12. What if I forget my card PIN?**

You can easily set a new PIN via Internet Banking.

**13. Can I set or change my card PIN via Internet Banking if the card is blocked or is not active?**

No. You can only set or change your PIN if your card is active. To check your card status, you can contact us through our call center at (+960) 3330200.

**14. What should I do in case I feel that my PIN has been exposed/compromised?**

Login to Internet Banking and set a new PIN for your card.

**15. Do I have to set a new PIN if my card is renewed?**

No. Your existing PIN can be used if your card is renewed automatically by the Bank.

**16. Will my existing PIN work if my card is replaced?**

No. If you requested for a new card to replace your existing card, you will be required to set a new 4-digit PIN via Internet Banking.

# DIGITAL PIN VIA INTERNET BANKING

## Frequently Asked Questions

**17. Can I change PIN from Mobile Banking App?**

No. Currently this service is available only via BML Internet Banking.

**18. Is there any charge for PIN set/change?**

No. This is a free service provided by the Bank.