

# Mfukoni PIN Self-Reset

**Forgot Your Mfukoni PIN? No worries!**

You can self-reset online and continue to enjoy our digital banking services.

## Step 1:

If wrong pin is entered, a pop-up message will appear.

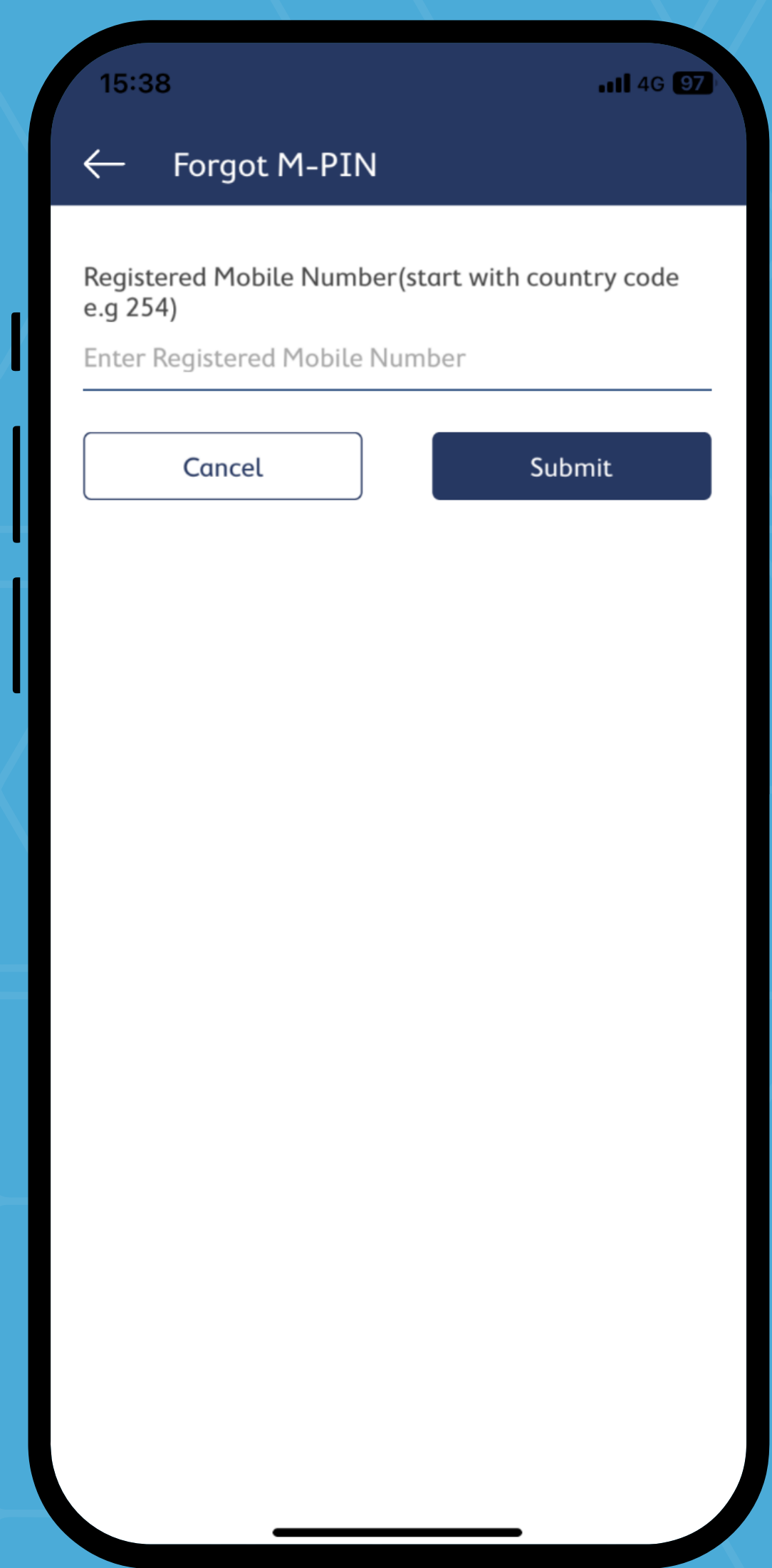
Click on "Forgot M-PIN" to self-reset.



## Step 2:

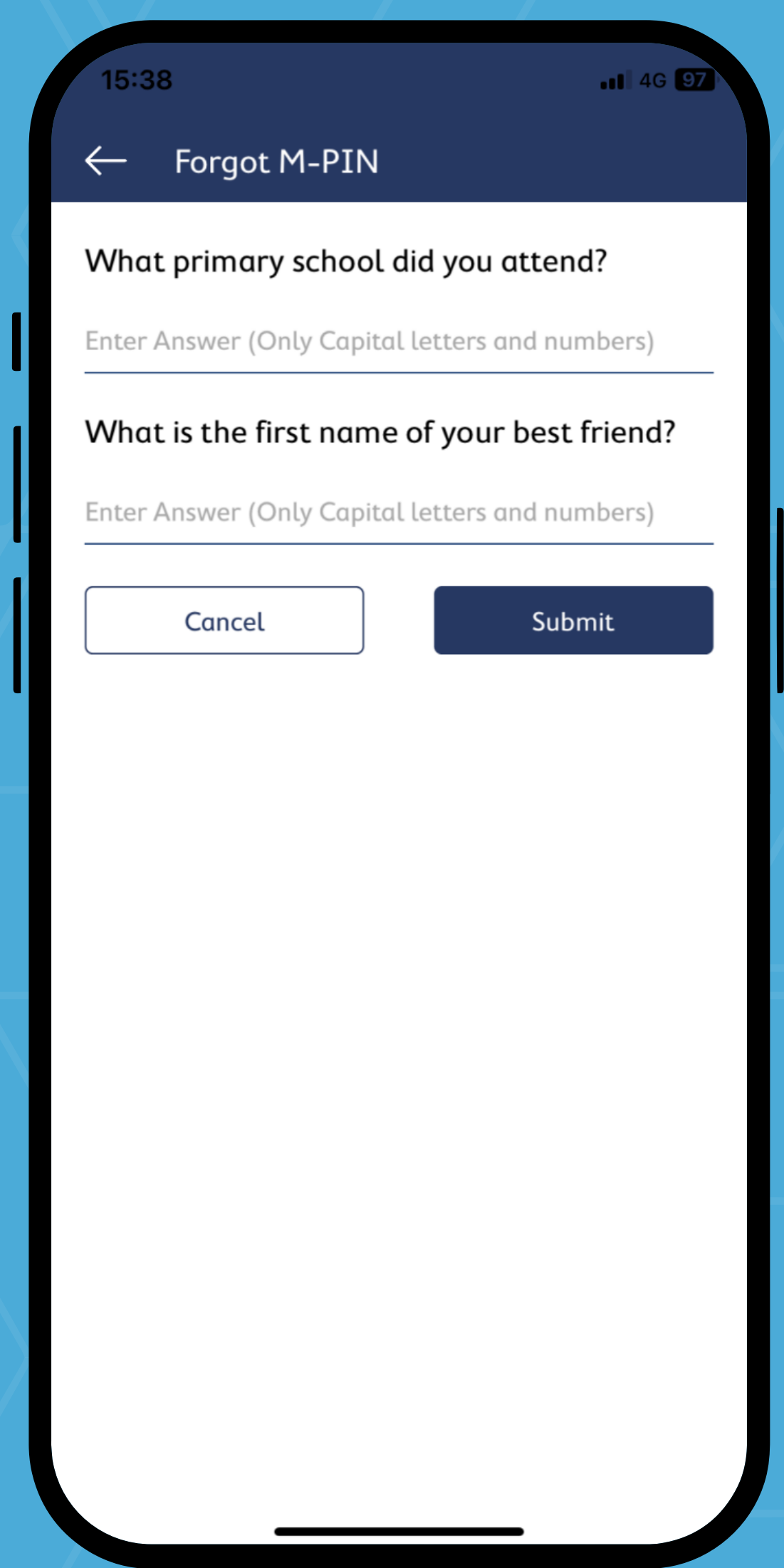
Enter your registered mobile number for Mfukoni mobile banking.

Start with country code e.g 254xxxx



## Step 3:

Answer your security questions.



## Step 4:

If answers to security questions are both correct, you will receive an OTP SMS to complete the process.

If your answers are wrong, kindly call SBM Bank contact center to request a pin reset.

## Step 5:

You will receive an instant SMS for your new temporary pin. Proceed to login in to Mfukoni with your new temporary pin and follow command prompts to change it to a unique one of your own.

