

# 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.

15:38		<b></b> 4G <b>97</b>		15:41		4G 96'
<				<		
	mfuk				mfukoni	
			Ĭ			

Welcome LIN Please enter	NDAH, your Mfukoni pin.	Welcome LINDA Please enter you
M-PIN	<u></u>	Wrong pin. Try a Pin to reset it.
	Forgot M-PIN	
	Login	

	Mfukoni	_
Wrong pin. Pin to rese	Try again or click Forget at it. You have 1 more t left.	ot M- ries
	ОК	-PIN

#### 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. 15:38 •II 4G 97 Forgot M-PIN Please enter OTP to continue Ē 3 1 2 ABC DEF 5 6 4 GHI JKL MNO 8 9 7 тυν WXYZ PQRS 0  $\bigotimes$