PIN Change – FAQ's

1. **Card number**

   Card number is the 16 digit number mentioned on the front of the Card.

2. **Entering Date of birth**

   Please enter your Date of birth as updated in our records in DD/MM/YYYY format.

   For Add on Card – To set a PIN for your Add on Card, please enter the Date of Birth of the Primary Card member

3. **What is OTP and how do I receive it?**

   OTP is the 'One Time Password' that is generated by the Bank and sent on your registered mobile number & email ID. This will help authenticate the change of PIN for your Card.

   An OTP will be sent to you on successfully submitting the PIN reset form. You will be required to enter the OTP to set the PIN for your Card once requested on screen

4. **I have received a Renewal Card after expiry of the old Card**

   For Renewal Cards, the PIN for your New Card remains the same as of your previous Card unless reset by you. You can still choose to change the PIN of your Card.

5. **Is there any other way to set a PIN for the Card?**

   You can set a PIN using one of the options below:

   1. You can set a PIN by visiting www.rblbank.com/cardpin
   2. Set PIN on IVR by calling our Customer services helpline on the number mentioned on the reverse of your Card
   3. Using RBL MyCard Mobile App. Download from Playstore on Android or iTunes on Apple. Visit https://rblbank.com/product/credit-cards/rbl-mycard-app for more information.

For any further information, please call our customer services helpline on the number mentioned on the reverse of your Card.