

# Credit Card PIN Change FAQs

## 1. What is an OTP?

An OTP is a One Time PIN which you will receive on the mobile number that we (Standard Chartered Bank Botswana) hold on our systems. It is a temporary PIN that will be used to change your PIN to a PIN of your choice at a Standard Chartered Bank ATM in Botswana using the PIN Change option.

## 2. I have received an SMS on my phone in regards to an OTP for my credit card but I have not received my credit card as yet, what should I do?

You will receive your credit card within the next 7-14 days, please keep the OTP in a safe place, you will need the OTP to change your PIN to a number of your choice. If you receive your credit card after more than 14 days, please call the Client Care Centre on +267 361 5800 and request for a new PIN.

## 3. Am I able to change the credit card PIN before activating my credit card?

No, you are required to call the Client Care Centre to activate your credit card before creating a PIN of your choice.

## 4. I have received my Credit Card, do I have to call the Client Care Centre to activate my card?

Yes, you are required to call the call centre on +267 361 5800 to activate your credit card before using it.

## 5. I have activated my card, what should I do next?

You now need to change your PIN at a Standard Chartered ATM in Botswana with PIN change option.

PIN creation for a new card is a 2 step process:

- a. Once your credit card application is approved and the card is created, a one-time password (OTP) is generated and sent to the phone number you provided in the credit card application. The OTP is valid for **14 days** from the day you receive it. You will need the OTP to create a PIN of your choice.
- b. Upon receiving your new credit card, you need to go to a Standard Chartered Bank ATM in Botswana with PIN change option
  - Insert your credit card
  - You will be prompted to enter the OTP
  - From the menu options select the option for PIN change
  - Enter your preferred 4 digit combination you want to be your PIN
  - You can now start using your credit card

## 6. How do I change the PIN on my existing credit card?

You can change your existing credit card PIN at a Standard Chartered Bank ATM in Botswana with the PIN change option

- Visit a Standard Chartered Bank ATM in Botswana with PIN change option and insert your credit card
- You will be prompted to enter your existing PIN to access the menu
- From the menu options you should select the option for PIN change
- Enter your preferred 4 digit combination you want to be your PIN

## 7. I have forgotten my credit card PIN, how do I get a new one?

- Call the Client Care Centre at +267 361 5800
- When you get to an agent, request to change your credit card PIN
- Standard Chartered Bank will immediately send you an OTP on the mobile number we hold in our records, it is valid for **14 days**
- You should go to a Standard Chartered Bank ATM in Botswana with PIN change option and insert your credit card
- You will be prompted to enter the OTP
- From the menu options you should select the option for PIN change
- Enter your preferred 4 digit combination you want to be your PIN
- You can now start using your credit card

## 8. How long is the OTP valid for?

The OTP will be valid for 14 days

## 9. My OTP has expired, what do I do?

OTPs expire after 14 days. Please call the Client Care Centre at +267 361 5800 to request for a new OTP.

The OTP will be sent to the mobile number we hold in our systems.

## 10. To which mobile number will the OTP be sent to?

The OTP will be sent to the mobile number we hold in our systems.

## 11. Once I get the OTP can I use any ATM to set my PIN?

No, you can only use Standard Chartered Bank ATM in Botswana with PIN change option to set your own PIN.

## 12. How often can I change my credit card PIN?

There is no limit to the number of times you can change your credit card PIN

## 13. I have replaced my previous credit card can I set up my own PIN?

Yes, you can set your own PIN on replaced cards. Replaced credit cards will follow the same process as that of a new credit card. Refer to point 3 above.

## 14. My credit card has been renewed will I get an OTP for it?

For renewed credit cards the PIN on the expired card will continue to work on the renewed card.

Should you wish to change this PIN, you can visit the nearest Standard Chartered Bank ATM in Botswana with PIN change option and use the PIN on your expired card to change to a PIN of your choice.

## 15. Can I use my credit card One Time PIN to purchase goods at a point of sale?

No, the One Time PIN (OTP) is a temporary PIN. The One Time PIN is meant to facilitate a secure way for you to set up a PIN of your choice and then use this for Point of Sale (POS) and ATM transactions going forward.

## 16. Once I have set my PIN on the Standard Chartered Bank ATM in Botswana, how long do I have to wait before using it?

As soon as you have created a PIN of your choice at Standard Chartered Bank ATM in Botswana, you can use your card at a point of sale or any ATM to withdraw cash.