



eCircular

Department: Digital & Transaction Banking - Products & Operations

Sl.No.: 168/2024 - 25

Circular No.: R&DB/P&SP-DEBITCARD/2/2024 - 25

Date: Thu 16 May 2024

The Chief General Manager,
State Bank of India,
All Circles/CAG/CCG Branches.

Madam/Dear Sir,

SBI DEBIT CARD

GREEN PIN GENERATION THROUGH ATMs/ADWMs: REVISED PROCESS

Debit Card Green PIN generation is currently available through SMS, ATM, IVR, RINB, GCC, Kiosk, YONO and Branches. Debit Card PIN generation process using ATM machine has now been revised to increase customer convenience and to provide seamless experience.

2. PIN Generation- ATMs/ADWMs

Existing Process	Revised Process	Rationale
<ul style="list-style-type: none">➤ Insert State Bank Debit Card at any State Bank ATM.➤ Select language.➤ Select “PIN Generation” option on the ATM screen.➤ Enter 11-digit account number and confirm.➤ Enter 10 digit registered mobile number and confirm.➤ A message is displayed on the ATM screen that the PIN shall be received on the registered mobile number. Confirm the	<ul style="list-style-type: none">➤ Insert State Bank Debit Card at any State Bank ATM.➤ Select language.➤ Select “Set PIN” option on the ATM screen.➤ Enter 11-digit account number and confirm.➤ OTP generated and sent to Registered Mobile Number (RMN) on successful verification of account number.➤ On receipt of OTP, click on continue to proceed.➤ Enter 4-digit OTP received over SMS in the Screen➤ PIN Entry Screen displayed on successful verification of OTP.	<ol style="list-style-type: none">1. PIN generation through ATM offers effortless and hassle-free process, customer can instantly generate / Set Debit Card PIN of own choice.2. PIN will be set in a single process instead of two processes i.e., OTP generation and PIN change required previously.3. The newly set debit card PIN can be used for transacting instantly.

Existing Process	Revised Process	Rationale
<p>same.</p> <ul style="list-style-type: none"> ➤ Upon confirmation, One Time PIN (OTP) will be sent on registered mobile number. OTP will be valid for 2 days. ➤ Cardholder has to create new PIN using OTP at any State Bank ATM (Banking > PIN Change) to carry out further transactions 	<ul style="list-style-type: none"> ➤ Customer enters 4-digit PIN of his/ her choice. ➤ Re-enter 4-digit PIN ➤ 4-digit debit card PIN updated ➤ Successful PIN generation message shall be sent via SMS to their RMN. 	<p>4. Safe and secure</p>

3. PIN generation process which is currently displayed in ATM kiosks is required to be updated with revised process immediately. Operating Units are advised to revise the PIN generation process displayed in ATM kiosks immediately in English, Hindi, and local languages as per the Official Languages Act. Sample of Notice to be displayed in ATM room is attached as Annexure-A.

4. We reiterate the instructions related to PIN generation process of Debit Card through SMS, ATM, IVR, RINB, GCC, Kiosk, YONO and Branches as Annexure-B to the circular.

4. Please arrange to circulate the instructions to all the Offices/Staff under your administrative control for their information & promotion of new process among Debit Card holders.

Yours faithfully,

(Vasudha Bhat Kumar)

CGM (TB-S &SP)

Enclosures: As above.