

## **FAQs on GREEN PIN**

### **1. What is Green PIN?**

Green Pin has been introduced as a replacement for Physical Paper Pin mailers as Go Green initiative to save Paper and time. Cardholders can set their own Pin immediately for their Debit Cards, by means of OTPs sent to their Registered Mobile Numbers. Branches, have to opt for Green Pin while issuing New Card /Repin. After successful processing of the same by the branch, Card holders can visit any of the **IOB ATMs** nearby and insert the Card, immediately an OTP (6 digits) will be generated and sent to Cardholder's Registered Mobile. On receipt of OTP, Cardholders to insert the Card again and enter the OTP received in mobile. On entering the correct OTP, they will be provided with a screen to choose their own PIN. Customer to enter 4 digit PIN of his choice and confirm again by re-entering the same PIN to complete the process successfully.

**The main features of the Green Pin are: (i) OTP of 6 digits is sent to Registered Mobile Number (ii) It is valid only for 3 minutes from its delivery(for security reasons) (iii) It can be used only once. (iv) It will work only in IOB ATMs (v) Green Pin is not applicable for NRE Accounts.**

### **2. How to set Green PIN?**

- Visit any of the IOB ATM
- Insert the Card
- 6 digit OTP will be sent to Registered mobile
- After receipt of OTP, Insert the Card again and Enter OTP
- If OTP is correct then Screen prompts to enter 4 digit PIN of your choice and Confirm by Re-entering the New PIN again to complete the process.
- After successful Creation of New PIN Debit Card can be put to use.

### **3. In how much time is the OTP delivered on customer registered mobile number?**

OTP will be delivered to the Customers registered mobile number within 1 minute. Green PIN generation should be completed within 3mins.

### **4. Customer has received the Green Pin OTP on registered mobile number, how can he/she set the**

### **5. How much time it will take for generating Green PIN after applying in the branch?**

In the case of Re-Pin for existing Cards , Customers can generate Green PIN in IOB ATMs immediately after successful processing of request by the Branch. In the case of issuance of New Cards , Green PIN Generation can be attempted only after activation of the new Card by the Branch.

### **6. Who are all eligible for Green PIN?**

All the existing and new customers are eligible.

### **7. What will happen if first transaction is tried in other bank ATM without setting Green Pin?**

As Green PIN has not been generated for the card through IOB ATMs, this card will not be recognised and "Invalid Card" message will be displayed.

### **8. If mobile number is not attached Whether physical pin mailer can be obtained?**

Yes, on specific request to the branch, Cardholder can opt for physical pin mailer, which will be generated at ATM Division , Central Office and will be sent to the branch(repin) or to the Customer (if new Card) by Speed Post.

### **9. What should be done If OTP is not received?**

**Non Receipt of OTP may be due to the following reasons.**

1. The particular mobile **network signal may be weak inside the ATM Room.**

2. The mobile number registered in Finacle may be different from mobile number registered for ATM Card. The concerned branches should ascertain the correct mobile number registered in Finacle and take up with [atmcard@iobnet.co.in](mailto:atmcard@iobnet.co.in) for updating in ATM Switch.