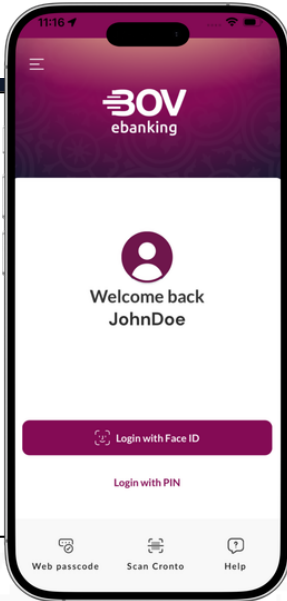


How to change your PIN

IMPORTANT INFORMATION

- This can only be done through the app on your device.
- Have your Identity Document at hand.
- BOV will NEVER ask for your card details, PIN, verification codes, or passwords via SMS, phone call, or email with links. DO NOT share these details or click on any links sent to you. BEWARE of urgent requests and always contact the Bank directly if in doubt.

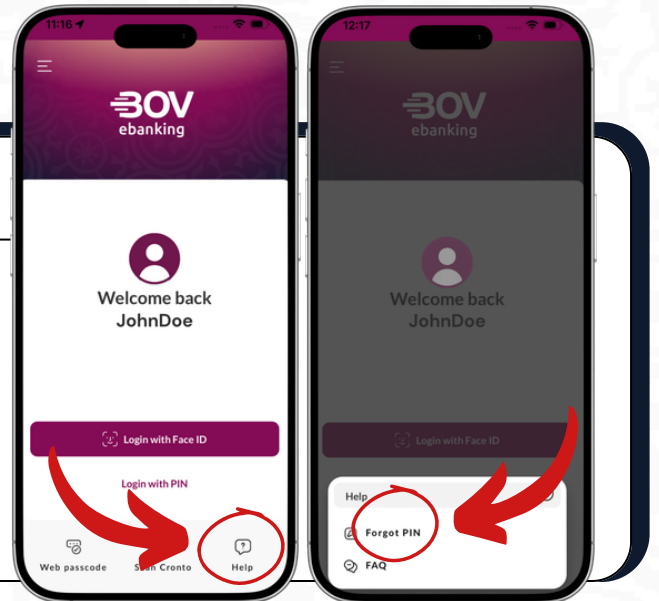
1



Open the BOV ebanking application.

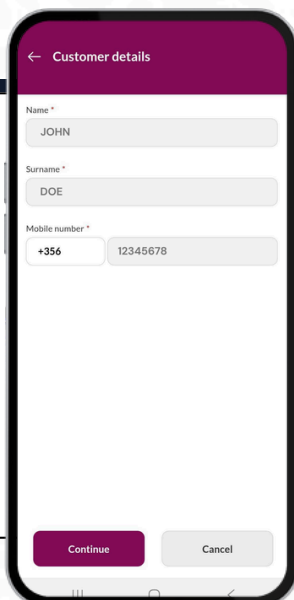
2

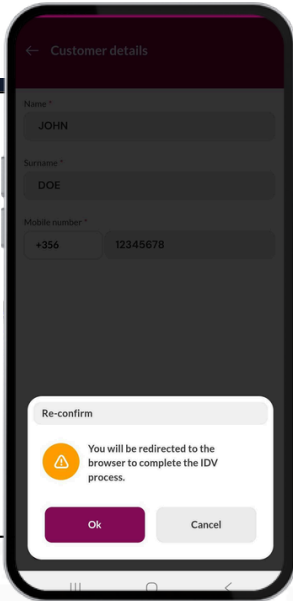
Click on **“Help”** at the bottom right corner and go to **‘Forgot PIN’**.



3



Your details will be shown on the screen.





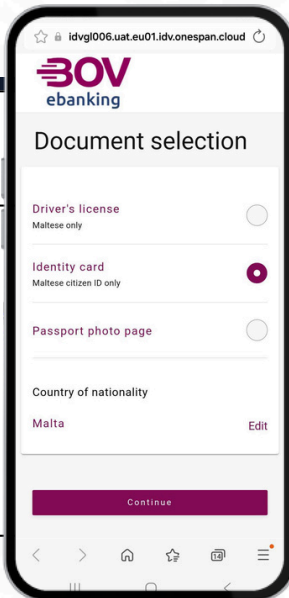
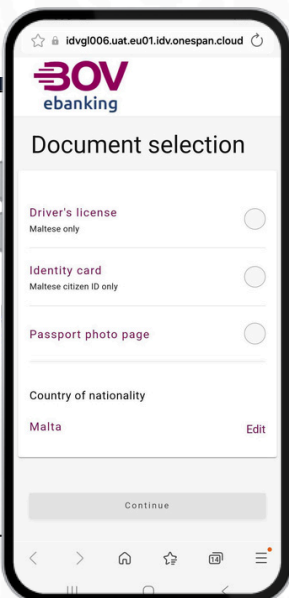
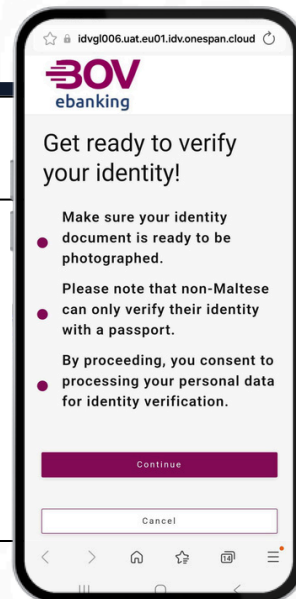
4

You are advised that you will be transferred to a third-party site to start the Identity Verification (IDV) process.

-  If you press 'Ok', you will be able to proceed.
-  If you press 'Cancel', you will be redirected to the Customer Details screen.

5

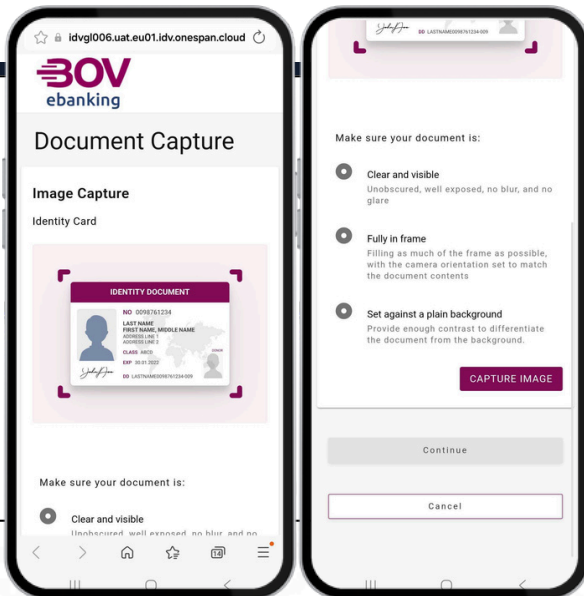
Identity Verification site and now you can start the process by clicking on 'Continue'.



6

Choose the document you would like to use for registration.

7



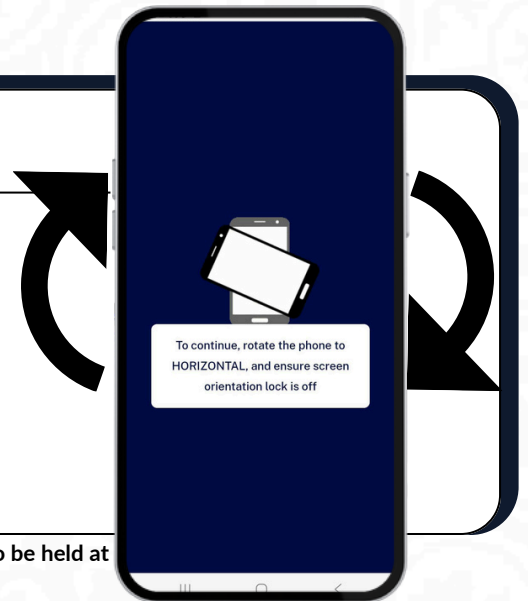
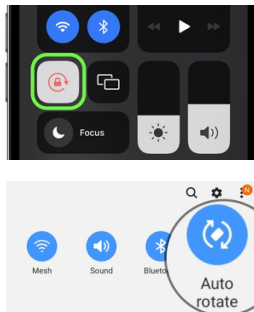
You will be required to take a photo of the front and back of your identity document.

Follow the tips.

8

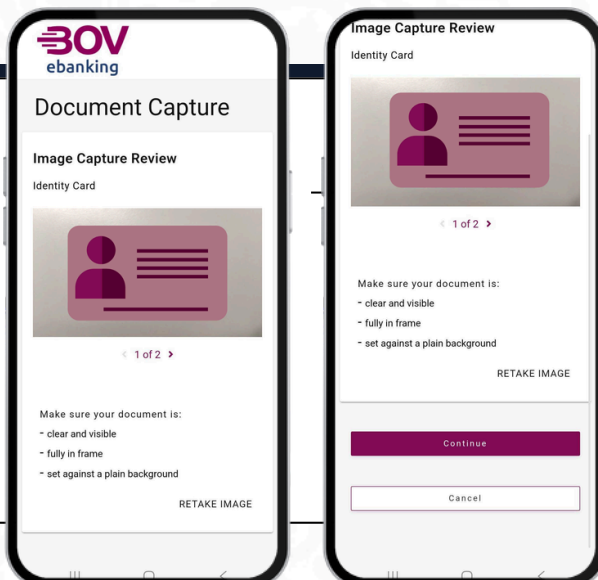
If you are an IOS user, make sure your **Orientation Lock** is switched off.

If you are an Android user, make sure your **Auto-rotate** is switched on.



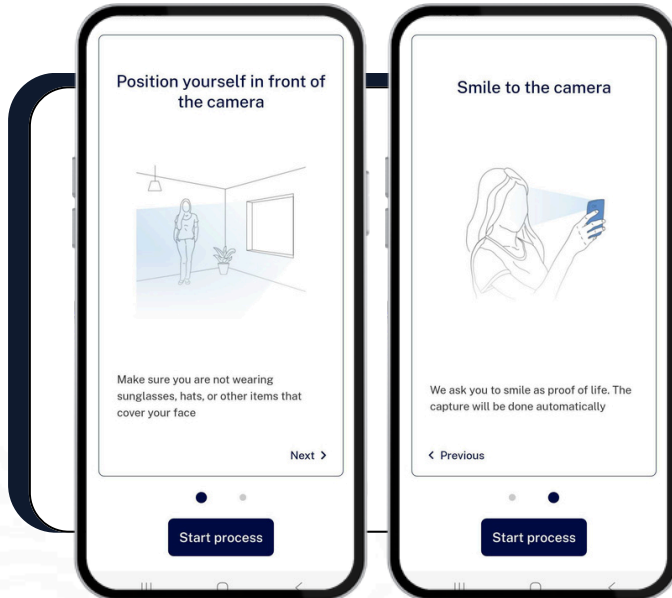
*Your mobile phone needs to be held at a 90 degree angle.

9



Take an image of the front and back of the document.

You will be able to re-take the photos or continue with the process by clicking on '**Continue**'.



10

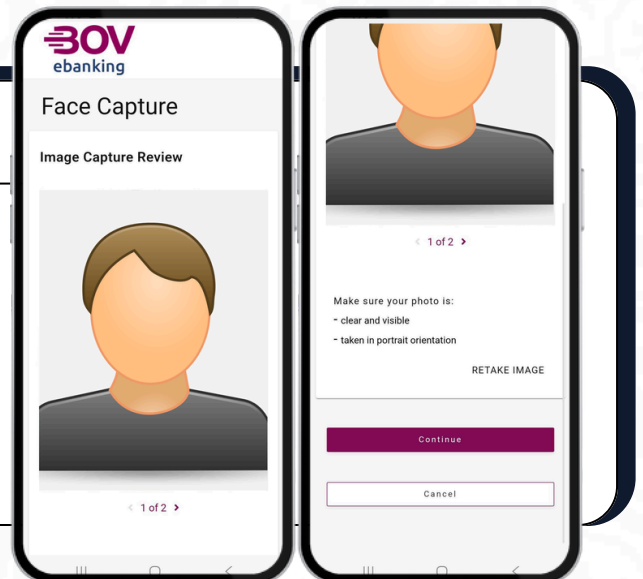
Follow the instructions provided on the screen.

11

Take a selfie.

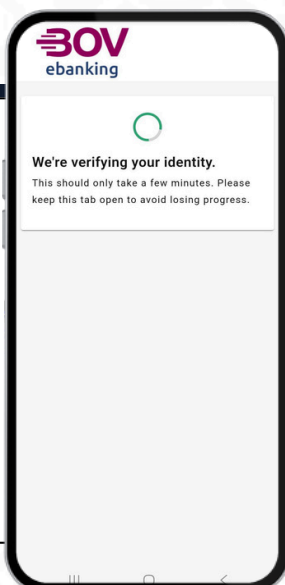
Post taking the selfie you will be able to:

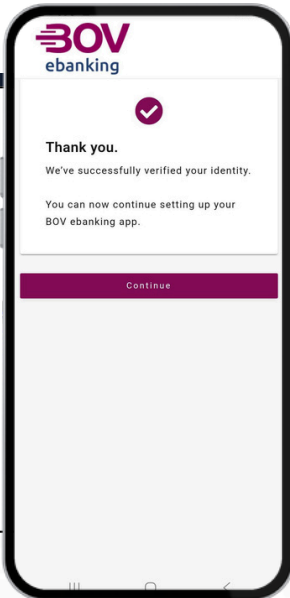
- Re-take the images by pressing '**Retake Image**'
- Proceed to the next step by clicking '**Continue**'



12

Please wait till the system verifies your identity.





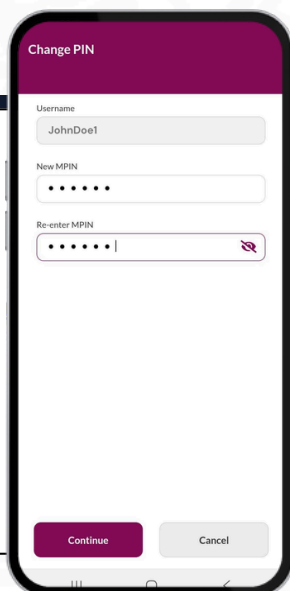
13

If your identity was verified successfully, click on '**Continue**'.

If your identity was not verified, you will be able to re-do the process.

14

After clicking on '**Continue**', you will be redirected back to the app.



15

Enter a new PIN.

***Make sure the PIN is 6 digits long. You cannot use repetitive sequences such as 111111, 121212, 000000 etc.**

16

Your PIN has been changed successfully.

