



**SHIVALIK**  
Shivalik Small Finance Bank

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## **Frequently Asked Questions (FAQs) – Online Debit Card PIN Generation**

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**Q. Can customer generate debit card PIN as soon as they receive the card?**

**A.** The PIN for new debit card can be generated only after 48 hours of issuance whereas the PIN generation for existing debit cards can happen immediately.

**Q. Can online PIN be generated for all debit cards?**

**A.** The PIN can be generated for active debit cards only.

If the card is temporarily blocked, then the customer needs to unblock the card to initiate generation of PIN.

PIN cannot be generated for hot-listed or permanently blocked debit cards.

**Q. How do I generate/set debit card PIN online?**

**A.** You can generate/set debit card PIN online by adhering the following steps:

- Browse Shivalik Bank website and click on the "Debit Card PIN Generation" links.
- Enter your registered mobile number and Customer ID.
- Click "Next" and enter cards details and Date of Birth.
- Accept Terms and Conditions
- Enter OTP as received on the registered mobile number and set PIN of 4 digits as per choice.
- PIN successfully generated.

**Q. What are the prerequisites for online PIN generation?**

**A.** The customer should have a registered mobile number to receive OTP (One Time Password) during the process of PIN generation.

**Q. What are details required from the customer's end?**

**A.** The customer should have his/her Customer ID , Card details, Date of Birth and registered mobile number.

**Q. What if the customer is unaware/forgets his Customer ID?**

**A.** The customer can

- **SMS <MYCUST Y>** from his/her registered mobile number and send it to 9211401010
- Customer ID is mentioned on the first page of Passbook and Cheque Book

**Q. How often can a customer generate his/her PIN?**

**A.** The customer can generate or reset his/her PIN as per his/her requirement.



**Q. Is there any service charge that the customer needs to pay for Online PIN generation?**

**A.** No, the service is free, to extend seamless digital banking experience to our valued customers.

**Q. How do I come to know that the PIN has been generated?**

**A.** On successful generation of PIN , you get an alert message “PIN changed/generated successfully” on the screen. And customer shall receive SMS confirmation on successful PIN generation.

**Q. Do I need to wait for some time after PIN generation to use my card?**

**A.** No, the debit card can be used immediately after the PIN generation.

**Q. Is there any limit to my transaction on the day the PIN is generated?**

**A.** No, there will be no effect on the prescribed limit.