

### First Time Green PIN/Debit Card PIN generation for Fino Debit Card is disabled on Bpay

- Till now, the Green PIN generation for Fino Debit Cards was enabled on Bpay for even First time PIN Generation
- Now, with effect from 13<sup>th</sup> April 2020, we are disabling the first time Green PIN generation on Bpay for Fino Debit Cards

- Error which shall pop up on Bpay, if the customer tries to generate Green PIN for the first time is:

#### **INFO**

**Dear Customer, Please visit our Branches or Merchant Point to generate your first Debit Card PIN. Thank you**

प्रिय ग्राहक, कृपया आपका पहला डेबिट कार्ड पिन जनरेट करने के लिए हमारी निकटतम शाखा या मर्चेन्ट पॉइंट पर जाएँ। धन्यवाद।

- For all Fino Debit Cards, Green PIN generation for the first time can ONLY be done on Assisted Channel – Branch or Merchant. This functionality is applicable for New and Reissued Debit Cards.
- Hence, please inform the customers accordingly and help the customers to generate Green PIN for their Debit Cards, once their Account is opened
- Please note that Debit Card PIN Reset other than the first time PIN generation, can be done through Bpay