

Credit Card PIN Change FAQs

1. What is an OTP?

An OTP is a One Time PIN which you will receive on the mobile number that we (Standard Chartered Bank Botswana) hold in our systems. It is a temporary PIN that will be used to change your PIN to a PIN of your choice at a Botswana Standard Chartered Bank ATM¹

2. I have received an SMS on my phone in regards to an OTP for my credit card but I have not received my credit card as yet, what should I do?

You will receive your credit card within the next 7-14 days, please keep the OTP in a safe place, you will need the OTP to change your PIN to a number of your choice. If you receive your card later than 14 days, please call the client centre on +267 (0) 361 5800 and request for a new PIN.

3. I have received my new credit card, how do I create a PIN?

PIN creation for a new card is a 2 step process:

- a. Once your credit card application is approved and the card is created, a one-time password (OTP) is generated and sent to the phone number you provided in the credit card application. The OTP is valid for **14 days** from the day you receive it. You will need the OTP to create a PIN of your choice.
- b. Upon receiving your new credit card, you need to go to an SCB ATM in Botswana¹
 - Insert your credit card
 - You will be prompted to enter the OTP
 - From the menu options select the option for PIN change
 - Enter the 4 digit combination you want as your PIN

4. Do I have to call the call centre to activate my card?

Yes, you are required to call the call centre on +267 (0) 361 5800 to activate your card before using it.

5. Am I able to change the credit card PIN before activating my credit card?

Yes, you can change your PIN at a SCB Botswana ATM¹ before activating your card although we recommend you call our call centre to activate your card first. This will give you an opportunity to get any clarification you may need on the PIN change process.

6. How do I change the PIN on my existing credit card?

You can change your existing credit card PIN at an SCB ATM in Botswana¹

- Visit an SCB ATM in Botswana and insert your credit card
- You will be prompted to enter your existing PIN to access the menu
- From the menu options you should select the option for PIN change
- Enter the 4 digit combination you want as your PIN

7. I have forgotten my credit card PIN, how do I get a new one?

- Call the SCB call centre at +267 (0) 361 5800
- When you get to an agent, request to change your credit card PIN
- SCB will immediately send you an OTP on the mobile number we hold in our records, it is valid for **14 days**
- You should go to an SCB ATM in Botswana¹ and insert your credit card
- You will be prompted to enter the OTP
- From the menu options you should select the option for PIN change
- Enter the 4 digit combination you want as your PIN

¹ There are 47 ATMs where you can change your Credit Card PIN, please refer to no 16 to find an ATM near you

8. How long is the OTP valid for?

The OTP will be valid for 14days

9. My OTP has expired, what do I do?

OTPs expire after 14 days. Please call the contact centre at +267 (0) 361 5800 to request a new OTP. The OTP will be sent to the mobile number we hold in our systems.

10. Once I get the OTP can I use any ATM to set my PIN?

No. The client can only use SCB ATMs in Botswana¹ to set your PIN. In Botswana, there are 21 ATMs which do not allow for PIN Change, the list of ATMs where PIN Change is possible, is provided below.

11. How often can I change my credit card PIN?

There is no limit to the number of times you can change your credit card PIN

12. I have replaced my previous credit card can I set up my own PIN?

Yes you can set your own PIN on replaced cards. Replaced credit cards will follow the same process as that of a new credit card. Refer to point 3 above.

13. My credit card has been renewed will I get a one time PIN for it?

For renewed credit cards the PIN on the expired card will continue to work on the renewed card. Should you wish to change this PIN you can visit the nearest SCB Botswana ATM¹ use the PIN on your expired card to change to a PIN of your choice.

14. To which mobile number will the OTP be sent to?

The OTP will be sent to your mobile number held in our records.

15. Can I use my credit card One Time PIN to purchase goods at a point of sale?

No, the One Time PIN is a temporary PIN. The one time PIN is meant to facilitate a secure way for you to set up a PIN of your choice and then use this for POS and ATM transactions going forward.

16. Once I have set my PIN on the ATM, how long do I have to wait before using it at a point of sale?

As soon as you have changed your PIN at the ATM to a PIN of your choice, you can use your credit card at a point of sale to purchase goods.

17. A list of the ATMs are below where you can change your Credit Card PIN:

No.	ATM Name - ID
1	Jwaneng Choppies Mall
2	Mahalapye New Mall
3	Serowe branch
4	Serowe junction
5	Palapye Choppies
6	Palapye Engen
7	Selebi Phikwe 2
8	Selebi Phikwe 1
9	S/phikwe Choppies
10	F/town1 branch
11	F/town Nswazi mall
12	F/town Industrial
13	F/town 6 branch
14	Orapa
15	Orapa Shopping Centre
16	Maun branch

No.	ATM Name - ID
17	Maun branch
18	Maun Engen
19	Molepolole
20	Mall Branch (Gaborone)
21	Grand Palm
22	Molepolole Shell
23	Priority Banking
24	Industrial Branch (Gaborone) 1
25	Industrial Branch (Gaborone) 2
26	Riverwalk Gaborone
27	Pep stores Gaborone Station
28	Oasis (Tlokweng)
29	Tswana Spar (Block 3)
30	Airport Junction 1
31	Airport Junction 2
32	Mountain view shopping centre

No.	ATM Name - ID
33	Mogoditshane shell
34	Nkoyaphiri Shopping Centre
35	F/town Nzano 1
36	F/town Nzano 2
37	Hemamo 1
38	Hemamo 2
39	No Mathata Gaborone
40	Woolworths Broadhurst
41	Shell BBS Mall Gaborone
42	Pilane Shell
43	Game-City 1
45	Game-City 2
46	Rail park mall2805
47	Masa Centre CBD
48	Mochudi