# CIB Smart Wallet Update

## ⊕ Re-set PIN

In case you forgot your PIN or your CIB Smart Wallet got locked, you can now reset your PIN through the app without the need to contact the call center.

### Security Questions

Upon updating the app, you will be asked to set security questions. The security questions were added to protect your data while using the CIB Smart Wallet services. Additionally, in case you forgot your wallet PIN, or your wallet got locked, you can now easily reset your PIN code through the app by answering the security questions amongst other validation requirements without the need to contact the customer service center.

the updated steps as follows:

- Download or update the App from your device's app store (App Store, Google Play, Huawei AppGallery).
- Enter the Mobile Number used to register to CIB Smart Wallet.
- Enter the Activation Code received via SMS.
- Create a PIN, confirm it (if it hasn't been set before), or if you already have a PIN, then please enter it.
- Select 3 out of the 10 security questions and answer them. Each answer's characters should be between 40 characters. The answer is not case sensitive and special characters are allowed. The response field should not be left blank.
- 6- Enter your PIN for Confirmation

If you skip setting the security questions upon the update, you can set them from within the app, by visiting the "Settings" page, then "Set or Change Security Questions," and proceed with setting your security questions.

### Re-setting your PIN:

If you forgot your PIN, you can re-set it via the app immediately! The steps are simple:

1. When logging into the app, if you forgot your PIN, click on "Forgot your PIN?"
2. Enter the mobile number and national ID registered to the wallet
3. You will receive an OTP on the registered mobile number linked to the wallet
4. Enter this OTP on the app, then respond to the security questions you set previously
5. Upon successful validation, set your new Smart Wallet PIN

The validation of the OTP and security questions happens after answering the security questions. In case of any error, customer will receive a new OTP in an SMS and should re-enter it in the OTP field.

The criteria of setting a PIN:

1. PIN code must consist of 6 digits
2. PIN code should not include more than two repetitive digits (111)
3. PIN code should not include three consequential digits (123)