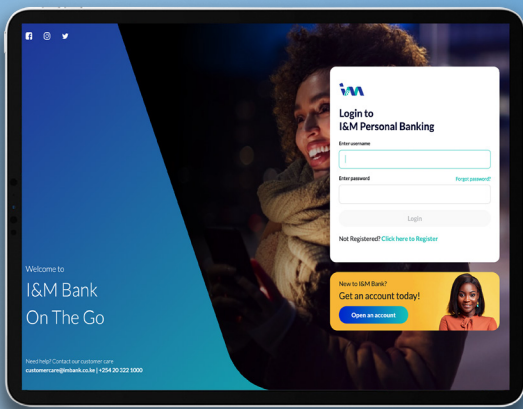
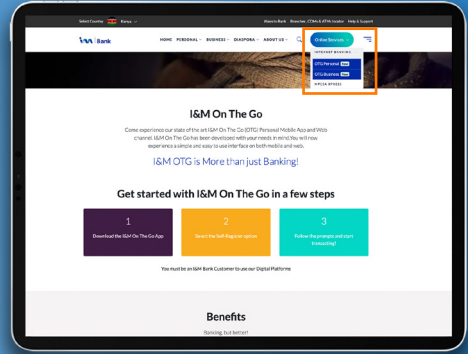


CREATE YOUR PIN ON OTG WEB TODAY

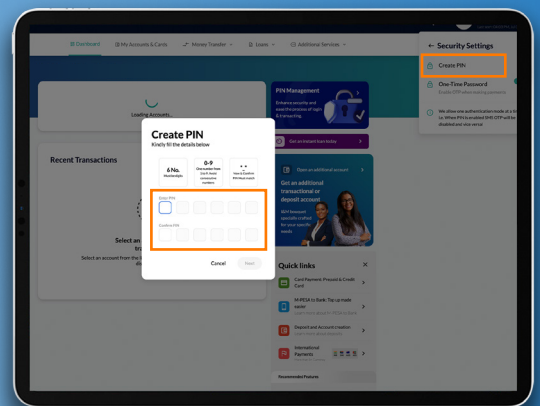
Step 1

Go to I&M Bank Kenya website, click on Online Services, click on Internet Banking, then click on OTG Personal.



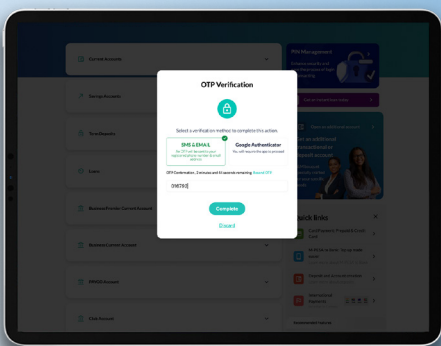
Step 2

Login to your OTG Web platform using your credentials.



Step 3

Click on Create PIN & input your unique 6 - Digit PIN. **It must NOT start with digit zero (0)**
(Do not show it to anyone)

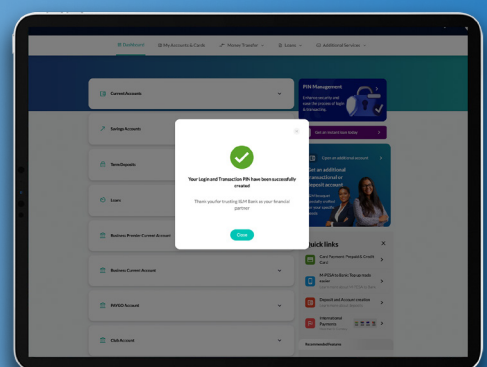


Step 4

Select your preferred authentication method. Input the OTP code received to verify.

Step 5

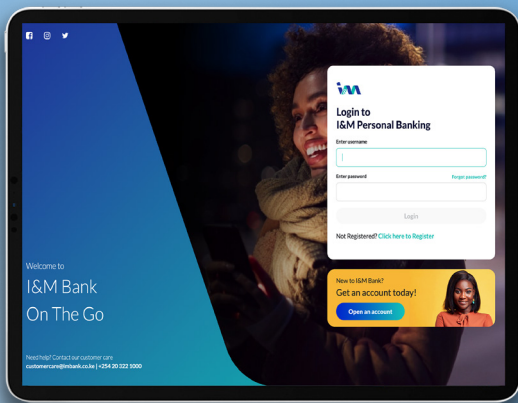
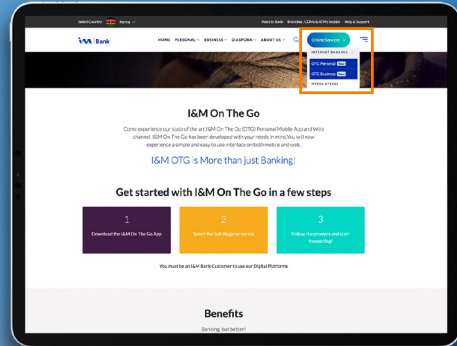
Click Complete & that's it, you have successfully set up your secure PIN.



CHANGE YOUR PIN ON OTG WEB TODAY

Step 1

Go to I&M Bank Kenya website, click on Online Services, click on Internet Banking, then click on OTG Personal.

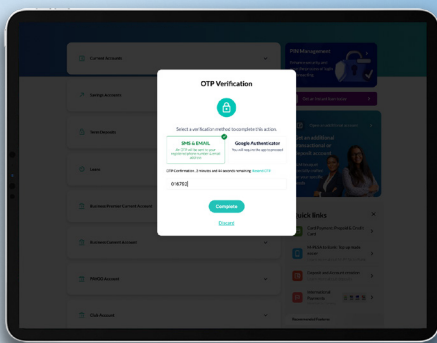
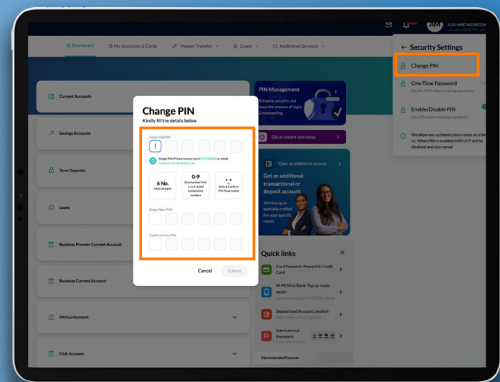


Step 2

Login to your OTG Web platform using your credentials.

Step 3

Click on PIN Management, then Change PIN & input your unique 6 - Digit PIN. **It must NOT start with digit zero (0)**
(Do not show it to anyone)

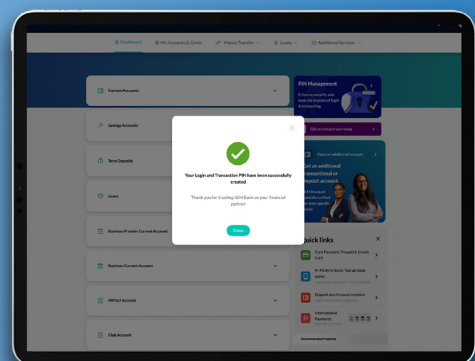


Step 4

Select your preferred authentication method. Input the OTP code received to verify.

Step 5

Click Complete & that's it, you have successfully set up your secure PIN.



RESETTING YOUR PIN ON OTG WEB

To reset PIN, contact customercare@imbank.co.ke
or call **0719 088 000 / 0732 100 000**

KYC will be done to verify ownership. You will receive a message containing a temporary PIN which you'll use to reset your PIN. This can only be done via the OTG App using the below steps:

Step 1

Log in to the OTG App using your credentials.

Step 2

Click on 'more' option, select Security Settings followed by reset PIN

Step 3

Enter the temporary PIN, then enter New PIN
Re-enter new PIN to confirm.
(your pin must NOT start with digit zero)

Step 4

You will then receive a success confirmation popup message on OTG & SMS.