

How to login if you forgot your password

Step 1: Go to the Home page of www.sbmgroup.mu

Step 2: Click on "LOGIN" on the top right hand corner

Step 3: Click on "FORGOT PASSWORD"

Step 4: You have 3 options to choose from on the page with the header "Mode to set password":

Option 1:

- a. Click on "Online SMS OTP": One-Time-Password (OTP) is a 4-digit code that you will receive by sms if your mobile number is registered with SBM
- b. Insert your usual 7-digit Internet Banking USER ID to login (if you forgot it, call on 207 0111)
- c. Insert your "Access Code" and OTP that you received by sms
- d. If you need to re-generate the OTP again, Click on "Generate OTP"

Option 2:

- a. Click on "Online Card/PIN Authentication."
- b. Insert your usual 7-digit USER ID (if you forgot it, call on 2070111)
- c. Select either "ATM/Debit Card" or "Credit Card" and click "Next"
- d. You will be asked to input your 16-digit debit or credit card number and your corresponding PIN, that is, your 4 digit PIN that you use on ATMs or when you make purchases with your card.
- e. Insert also your debit or credit card expiry date in 4 digits (MMYY). For example, for September 2016, insert 0916. Then, click on "Next"
- f. Read carefully "Tips for choosing your password" so that your password is accepted. Example of an acceptable password is: aBCD*159386

Password conditions:

- 4 distinct alphabets, one of which should be in Capital letters

- Special character: Example: * or #
 - Numbers should be used
 - Your password should not contain blank spaces
 - Password length: 8-28
 - Your new password should not be the same as your 15 previous passwords used with SBM Internet Banking
- g. Set Internet Login Password: (Please select the Checkbox available before "Set Internet Login Password" Label)
 - a) Password
 - b) Retype Password
 - h. Set Transaction Password: (Please select the Checkbox available before "Set Transaction Password" Label)
 - a) Password
 - b) Retype Password and click "continue"
 - i. Click on "Continue" and you will be redirected to a new landing page
 - j. Close the page for security reasons
 - k. Go back to www.sbmgroup.mu and click on LOGIN to insert your usual USER ID and your new password

Option 3:

If options 1 and 2 are not convenient to you, you may choose option 3 from the « Mode to set Password » page which is requesting for a PIN Mailer. The PIN mailer will be sent to your communication address.

Step 5: Provide your "Customer Identification Number". You have to provide your usual Internet Banking User ID.

Step 6: Enter your new login and Transaction password

Step 7: Proceed with login using your new login and transaction passwords.