SBM e-secure

USER GUIDE

SBM Bank (Mauritius) Ltd
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SBM e-secure User Guide

What is SBM e-secure?

SBM e-secure provides an additional layer of protection for your online purchases at registered merchants using two-factor authentication, by means of a One-Time Password (OTP) sent to your registered mobile number or email address to complete your transaction.

How does SBM e-secure work?

Step 1

Perform purchases at any Visa Secure/MasterCard Secure Code registered merchant.
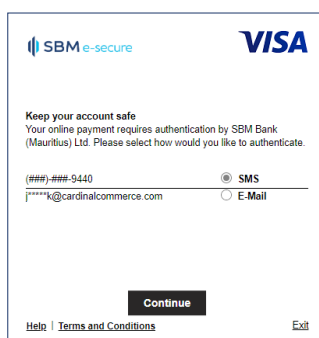
Step 2

Checkout:
- Proceed to checkout page.
- Enter your SBM card number, expiry date and the 3 digits located at the back of the card on the checkout page.
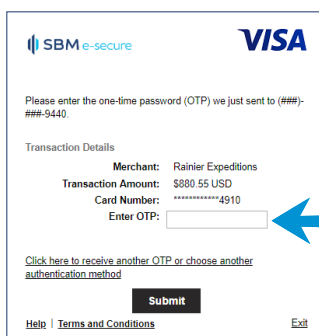
Step 3

- An e-secure pop up window will appear, asking you to select the preferred authentication channel to send the OTP.

*Note: Customers registered for one channel only will not get this option.

- You will receive an OTP on your registered mobile number or e-mail address based on the authentication channel selected.

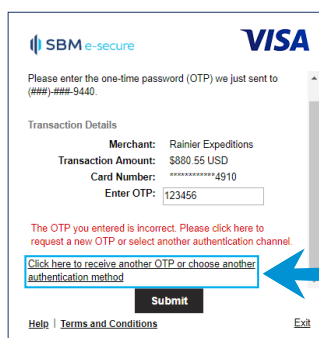- Enter your e-secure OTP and proceed to complete payment.

Enter the 6 Digits Code (OTP) received on your mobile number or email address in the field

What to do in case of incorrect OTP or OTP not received?

- Please click on the link **'Click here to receive another OTP or choose another authentication method'**

Click here

- Proceed as per Step 3 above.

Do not hesitate to reach out to us for support and/or assistance using the contact details below