

Frequently Asked Questions (FAQs)

T-PIN & Card-PIN Generation through Call Center

What is T-PIN?

T-PIN is a 4 digit Telephone Personal Identification Number (T-PIN) to verify the authenticity of the customer to allow instant access to his/her Credit Card or Account/Debit Card related certain information after calling at UCB Call Center number 16419 (from Bangladesh) & +8809611016419 (from outside of Bangladesh). T-PIN will be unique for each Account, Debit and Credit Card which is a secured service.

Your Telephone Personal Identification Number (T-PIN) is your electronic signature. Your T-PIN is your identification for Call Center / Phone Banking services and therefore should remain confidential.

How to avail T-PIN?

T-PIN has to be generated by calling at 16419 (from Bangladesh) & +8809611016419 (from outside of Bangladesh). The customer has to call from his/her registered mobile number to generate his/her T-PIN.

What services can a customer avail by using T-PIN?

Once the T-PIN is generated, the customer can avail following automated services for his/her Account, Debit and Credit Card by calling at 16419 (from Bangladesh) & +8809611016419 (from outside of Bangladesh):

- ✓ Listen to Balance information & last 5 transactions (for Account/Debit Card)
- ✓ Balance information, Outstanding amount, Minimum dues, Payment Due Date & last 5 transactions (for Credit Card)
- ✓ Generate/Reset/Change existing Card-PIN (Credit / Debit Card PIN). T-PIN is prerequisite to generate Card-PIN

What is Card-PIN?

Your Credit or Debit Card PIN is called Card-PIN. It is a 4 digit Personal Identification Number to verify the authenticity of the customer to enable to perform various functionalities at the ATM and validate 'Point of Sale' (POS) transactions.

Your Card-PIN is your identification for Credit or Debit Card transactions and therefore should remain confidential.

How to avail Card-PIN?

Card-PIN can be generated by calling at 16419 (from Bangladesh) & +8809611016419 (from outside of Bangladesh). The customer has to call from his/her registered mobile number to generate his/her Card-PIN. It is important to note that, the T-PIN is mandatory to generate new Card-PIN or reset/change existing Card-PIN.

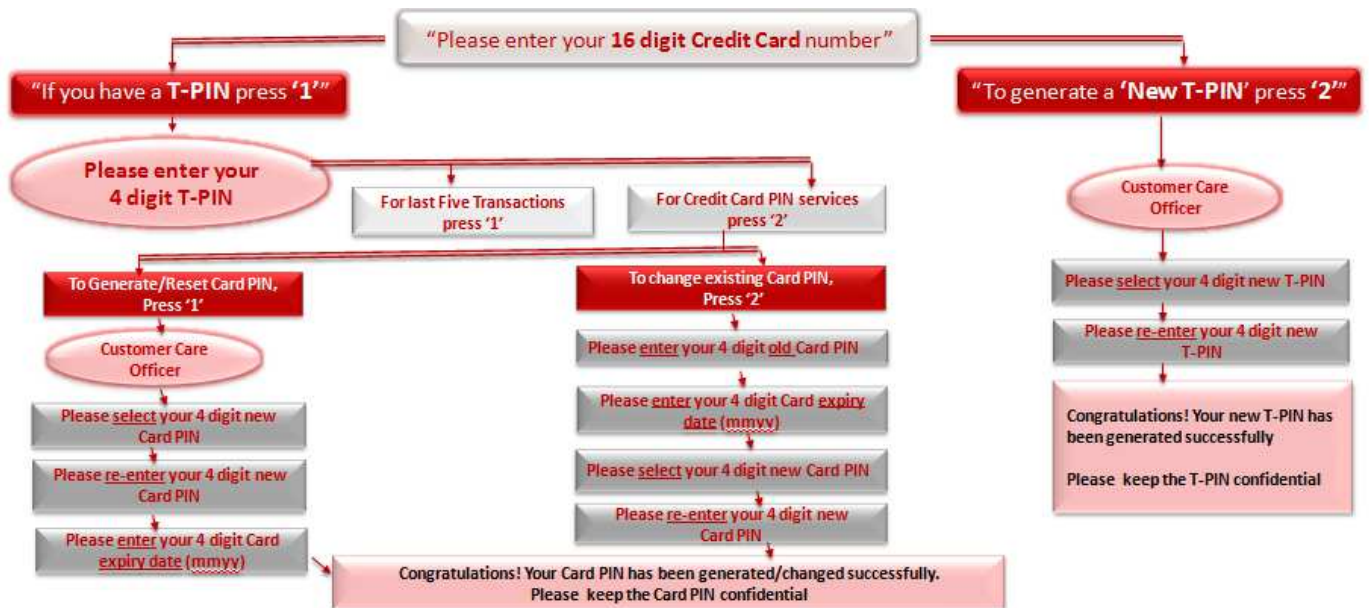
What if I lose my T-PIN or Card-PIN?

In case you do not remember your T-PIN or Card-PIN, please call at 16419 (from Bangladesh) & +8809611016419 (from outside of Bangladesh) from your registered mobile number and generate new T-PIN & Card-PIN. It's that simple.

Full IVR menu mapping for generating T-PIN & Card-PIN:



After pressing "1" from the above menu, customer will be directed to the following **"Credit Card & PIN Services Menu" in IVR**



After pressing “2” from the main IVR menu (depicted above), customer will be directed to the following **“Account, Debit Card & PIN Services Menu”** in IVR

