

Types of Card Control Errors with reasons

Incorrect Customer/CIF Id entered

4:19 PM

Registration

Customer ID
12345678

PROCEED

Invalid request

OK

Invalid/incorrect OTP entered

4:20 PM

Authenticate

Please enter OTP received on your registered mobile number

Enter OTP
.....

SUBMIT

Entered OTP is invalid.

OK

MPIN validation – Cannot create MPIN using repetitive single digit

4:20 PM

Create MPIN

Create your 6 digit M-pin

Enter M-PIN
.....

Repeat M-PIN
.....

PROCEED

Invalid MPIN - creating MPINs in a sequence or repetition of single digits is restricted for security reasons.

OK

MPIN validation – Cannot keep same MPIN while reset

4:21 PM

Create MPIN

Create your 6 digit M-pin

Enter M-PIN
.....

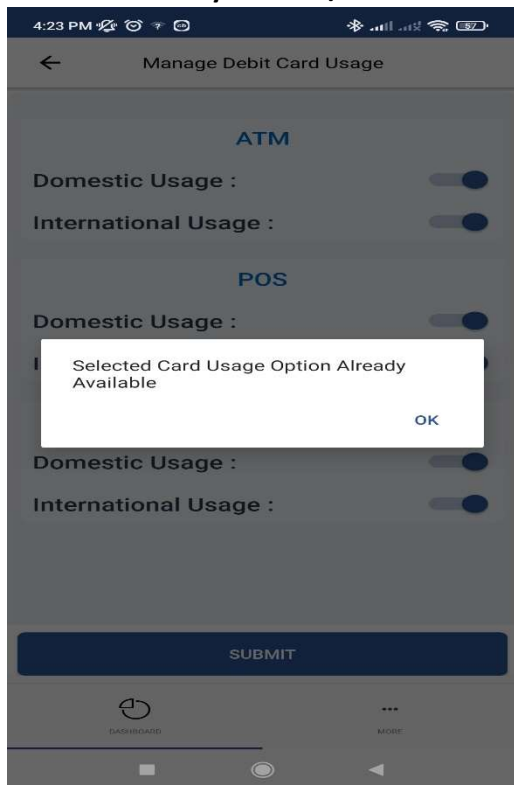
Repeat M-PIN
.....

PROCEED

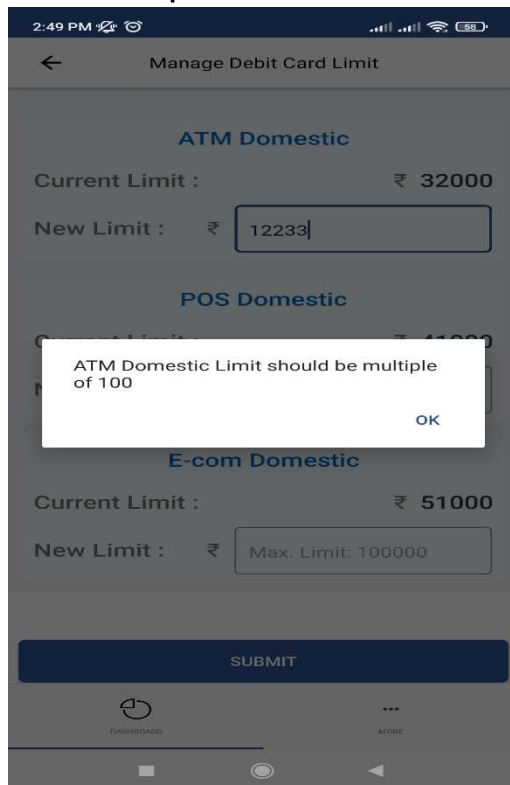
New MPIN cannot be same as your last 5 MPIN's

OK

Trying to enable/disable the options which are already enabled/disabled



Limits can be changed only in multiples of 100



You are trying to set the limits above maximum allowed limits as per bank's policy

