



Follow the below Two - Step Process to generate your TPIN and/or personalize your Credit Card PIN

STEP 1: TPIN Generation (for access to Call Center)

Customers that have already generated their TPIN previously, please move to STEP 2 directly. All other customers, please keep your registered mobile phone handy as a One Time Password (OTP) will be sent to this number for authentication. It would be advisable to dial the RBL Bank Call Centre from another phone line, preferably a land line.

- Call RBL Bank Toll Free number (24hrs): 1800 121 9050
- Dial 3 for Credit Card
- Dial 2 for Cards Menu
- Enter your 16 digit card no followed by #
- Speak to RBL Bank Customer Service Executive to authenticate your identity
- An OTP (One time password) will be triggered to your registered mobile no.
- Upon prompt re-enter your 16 digit card number followed by #
- Enter a four digit TPIN of your choice
- When prompted, enter your OTP followed by #
- TPIN is now set and ready to be used.
- Please keep TPIN private and confidential

Please turn overleaf for STEP 2

The Ratnakar Bank Limited,
Building No. 1, Modi Mill Compound, Okhla Phase -3, New Delhi - 110 020



CUSTOMER SERVICE
1800 121 9050 (Toll Free)



E-MAIL
cardservices@rblbank.com



WEBSITE
www.rblbank.com

STEP 2: Personalizing your RBL Bank EMV Chip Credit Card PIN

Once you have completed STEP 1 (TPIN generation) you can go ahead and set/personalise your Credit Card PIN. Please keep your registered mobile phone handy as a One Time Password (OTP) will be sent to this number for authentication.

- Call RBL Bank Toll Free number (24hrs): 1800 121 9050
- Dial 3 for Credit Card
- Dial 2 for Cards Menu
- Enter your 16-digit card number followed by #
- Enter your 4-digit TPIN followed by #
- Dial 5 to set/change your Credit Card PIN
- An OTP (One time password) will be triggered to your registered mobile no.
- Enter CVV number followed by #
- Enter expiry date (mm/yy) followed by #
- Enter OTP followed by #
- Enter your old 4-digit PIN followed by #
- Enter your new 4-digit PIN followed by #
- PIN changed
- Please keep Credit Card PIN private and confidential

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