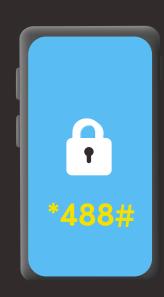


SECURE YOUR ACCOUNT BY SETTING UP **USSD SECURITY QUESTIONS**



Keep fraudsters away by setting up your mobile banking security questions as you safeguard your account. Kindly follow below steps to get started:

Step 1: Dial *488#

Step 2: Enter your secret PIN

Step 3: Set up answers to the following security questions:

o Step 3a: Security question 1 o Step 3b : Security question 2 o Step 3c : Security question 3

Step 4: A flash message displays confirming your successful set-up.

Step 5: The USSD session will terminate and you will require to log-in for a new session.

For subsequent log-in, follow these steps:

Step 1: Dial *488#

Step 2: Enter your secret PIN

Step 3: Respond to random security questions

o Correct answer: Services menu displays

o Wrong answer: If a wrong answer is given to the random security

questions, access will be blocked.

To reset, kindly call our Contact Center on:

+254 711 056444 or +254 732 156444

NCBA will never contact you to ask for your PIN or One Time Password(OTP)

ncbagroup.com

Go for it