



## 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