How to reset your 811 MPIN?

Hey there! Here is a quick guide to reset the MPIN for your 811 account. 811 is a completely paperless digital account & your MPIN (Mobile Personal Identification Number) is an extremely important tool that allows you to go ahead and enjoy banking the digital way with Kotak 811 Account.

What is CRN: Customer Relationship Number – We use it as your primary identifier.

What to do if you forgot your CRN: SMS CRN to 5676788 from your registered mobile number to get your CRN.

What to do if you have forgotten/ never saved your MPIN: SMS MPIN <space> <CRN> to 5676788 from your registered mobile number to set your MPIN. We will send you a link that's valid for 30 minutes only.

Easy steps to reset you MPIN for 811 OTP & Lite customers:

1. SMS MPIN <space> <CRN> to 5676788 from your registered mobile number.
2. Enter your DOB, Mother's Maiden Name & Aadhaar Number (Please enter details as per your account opening documents).
3. Once you click on Submit, you will receive a 6 digit OTP on your registered mobile number.
4. Enter the 6 digit OTP.
5. Enter you 6 digit MPIN and confirm.
6. Your MPIN has been set successfully.

Have a Physical Debit Card? Then use the below steps to reset your MPIN

1. Go to your Kotak Mobile Banking App > Click on 'Forgot MPIN'.
2. Enter your Debit Card details- Debit Card Number, Expiry Date, CVV, Card PIN.
3. Set a 6 digit MPIN and confirm.
4. Your MPIN has been set successfully.

Remember your Net banking password? Then use the below steps to reset your MPIN

1. Go to your Kotak Mobile Banking App > Click on 'Forgot MPIN'.
2. Click on 'Net banking'.
3. Enter your Net Banking password.
4. Set a 6 digit MPIN and confirm.
5. Your MPIN has been set successfully.

Finally you are ready to login, go ahead and enjoy the new cool features of your 811 account:

1. Enter your CRN.
2. Enter your MPIN.