

Steps to change IB password via the “Forget Password” Option

- Go to: <https://www.sbmgroup.mu/>
- Click on **“Log on to Internet Banking”** on the top Right Corner
- Select **“Mauritius”**
- Once on the Login Page, click on **“Forgot password?”** option
- **Select from :**
 - (1) *Online SMS OTP*
 - (2) *Online Card/Pin Authentication*
 - (3) *Pin Mailer*

1. Online SMS OTP

- Insert Login ID
- You will receive an OTP (One Time Password) on your registered mobile number and your registered e-mail address. **(In case you do not receive the OTP, click on “Generate OTP”)**
- Insert the **OTP** and click on **“Continue”**
- Insert Login Password
- Retype Login Password
- Insert Transaction Password
- Retype Transaction Password
- Click on **continue**
- You will receive a confirmation message
- Then click on **“Go to Login Page”**

2. Online card pin authentication

- Insert [Login IB](#)
- Insert [Customer ID](#)
- Select Mode of registration from ATM/Debit Card or Credit card and click on **"NEXT"**
- Insert Card No
- Insert Card Pin
- Insert Card Expiry Date (format MMY- e.g:0119 for January 2019)
- Click on **"NEXT"**
- Insert Login Password
- Retype Login Password
- Insert Transaction Password
- Retype Transaction Password
- Click on continue
- You will receive a confirmation message.
- Then click on ["Go to Login Page"](#)

3. Pin Mailer

- Insert Login ID, Customer ID, First Name, Last Name, Mobile Number (Including Country code) and click on Continue
- Verify User details and click on Submit
- You will receive a confirmation message

[Note that New password will be sent by post on your registered address](#)