Bengal Commercial Bank PLC.
Green PIN Service User Manual

Prepared based on the BGCB Green PIN workflow screenshots and the attached reference brochure.

Overview

Green PIN is a secure paperless service that enables customers to activate cards, issue a new PIN, reissue a forgotten PIN, and change an existing PIN using OTP verification.

Services

- Card Activation
- PIN Issue
- PIN Reissue
- PIN Change

Prerequisites

- BGCB Card
- Registered Mobile Number
- Card Expiry Date
- Date of Birth
- Internet Connection

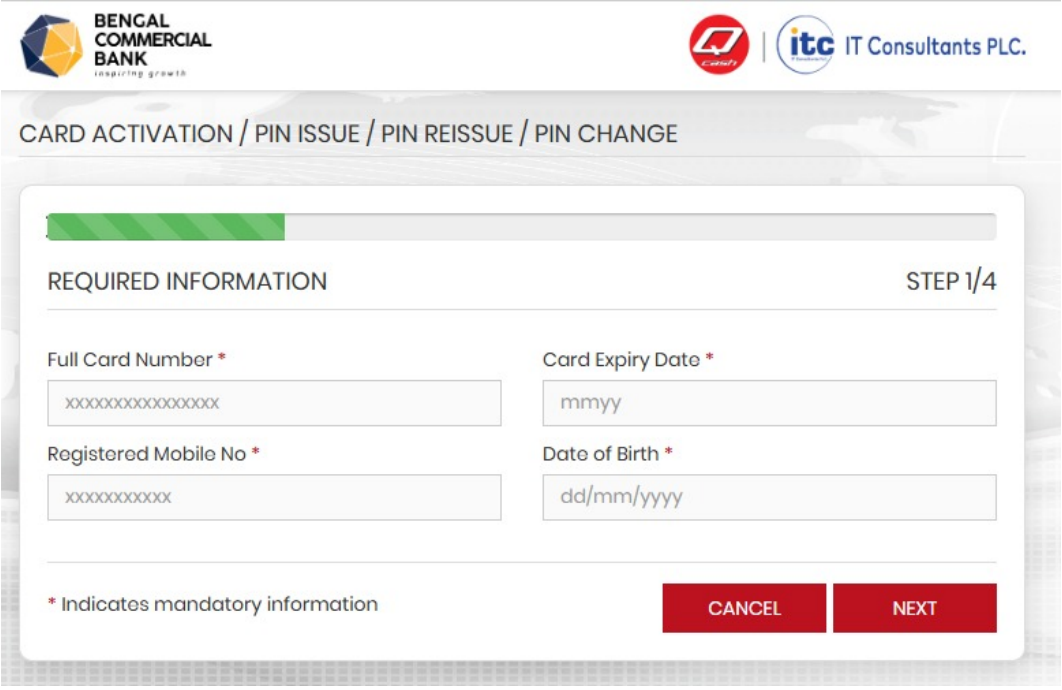
Step 1 – Visit Green PIN Portal

Link: https://www.bgcb.com.bd/gpin and Click on Confirm Botton

Card Activation and PIN Generation

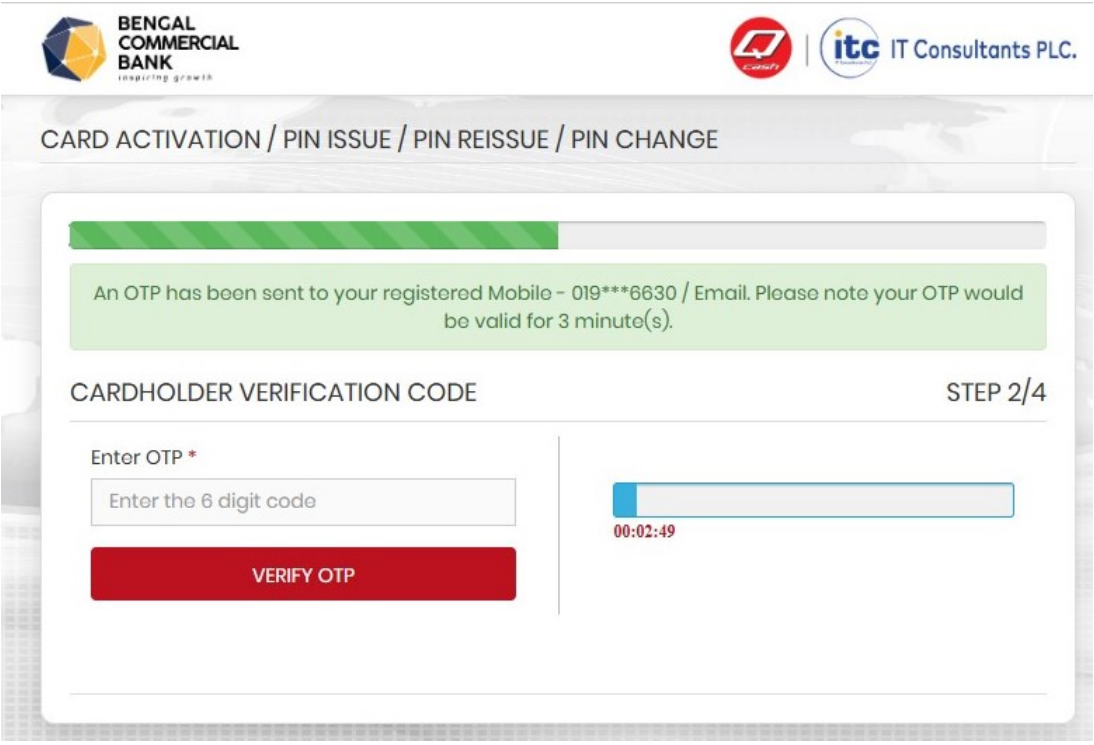
Step 2 - Customer Verification

Enter **Full Card Number, Card Expiry Date, Registered Mobile Number** and Date of Birth, then **click NEXT**.

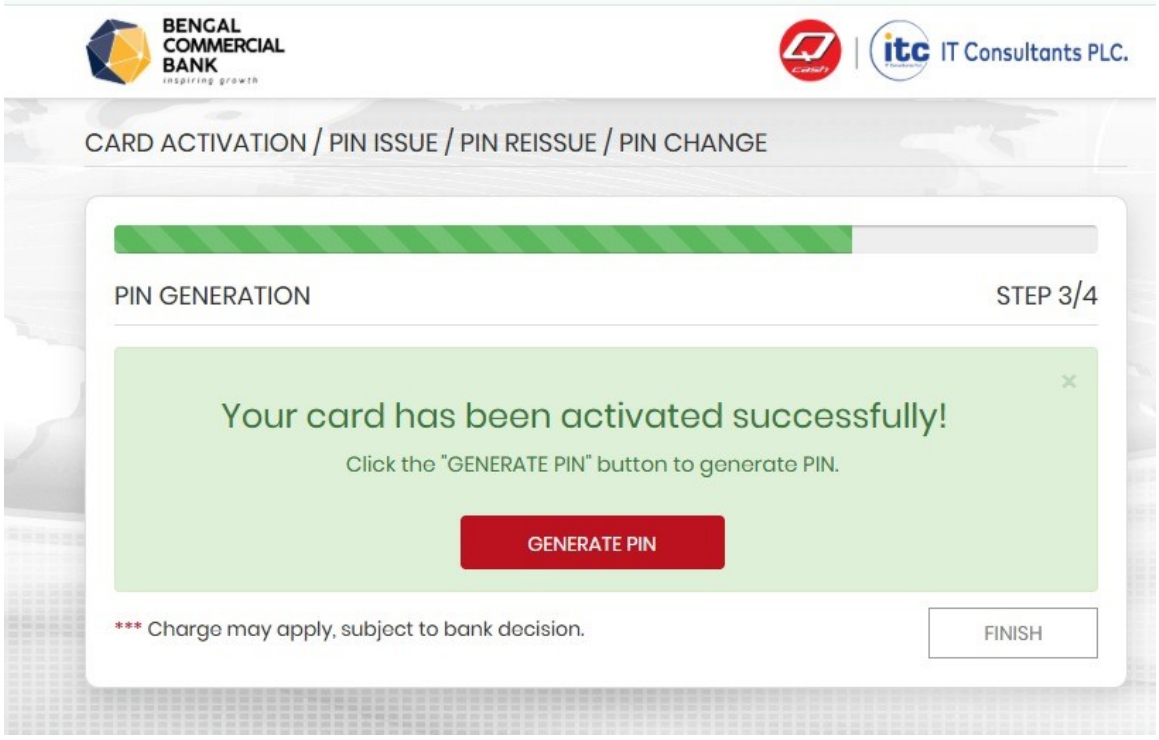


Step 2 - OTP Verification

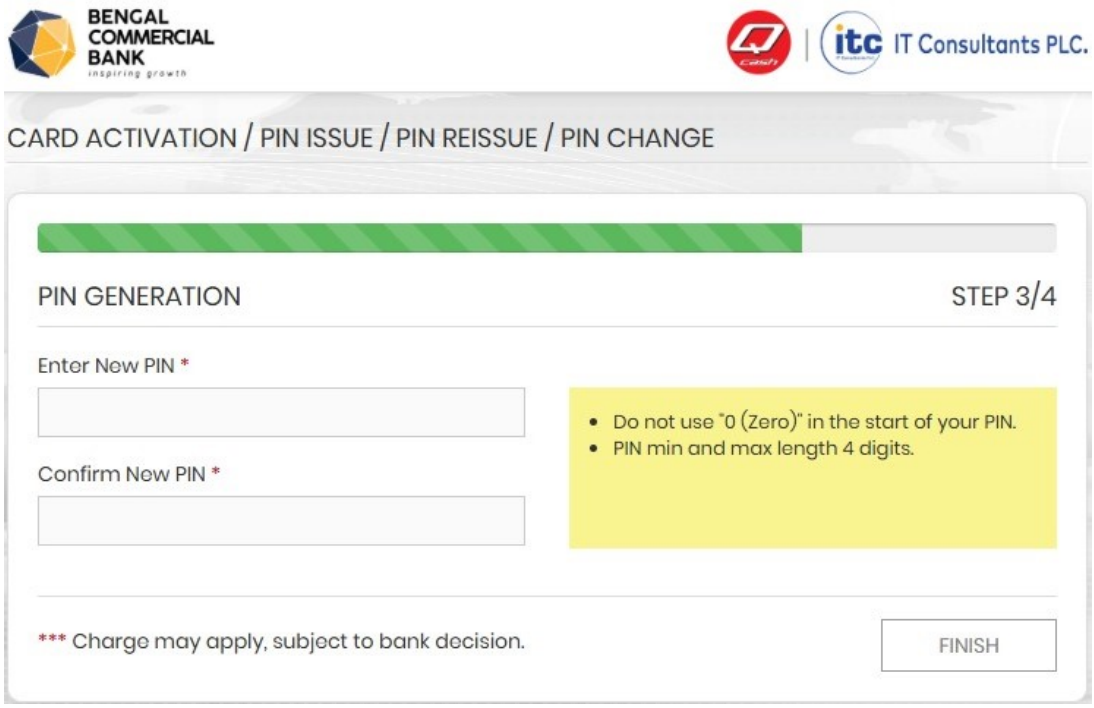
Enter the 6-digit OTP sent to your registered mobile number. OTP is valid for 3 minutes. Click VERIFY OTP.



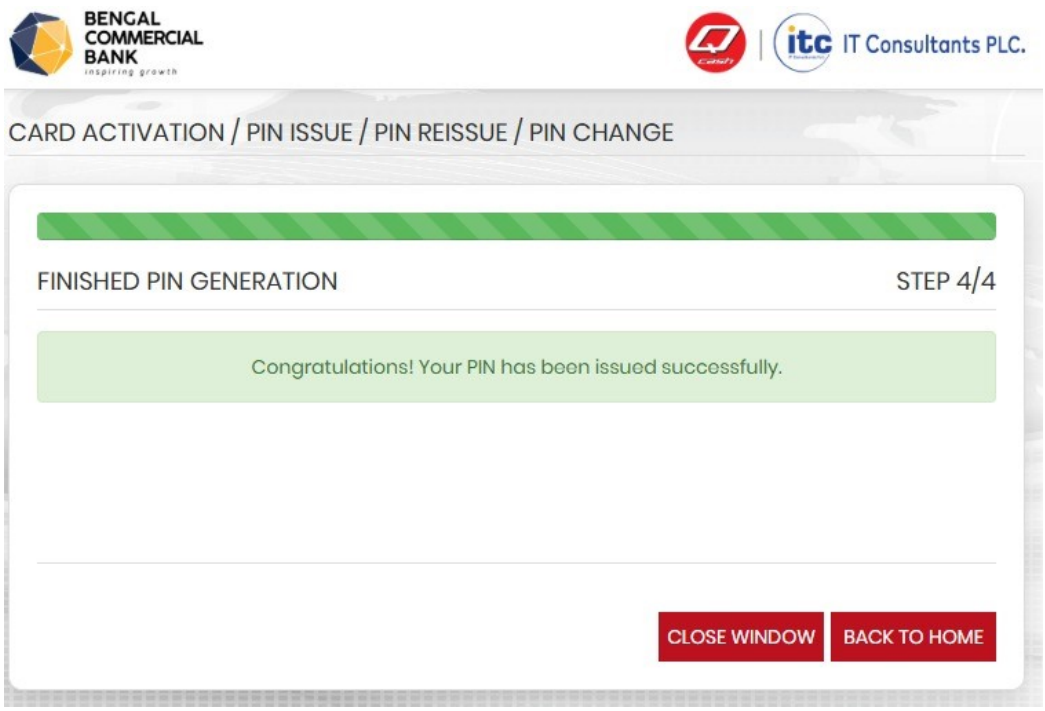
Step 3 Card Activation Completed and Click on Generate PIN



Set 04 digit PIN for your card and Click Finish



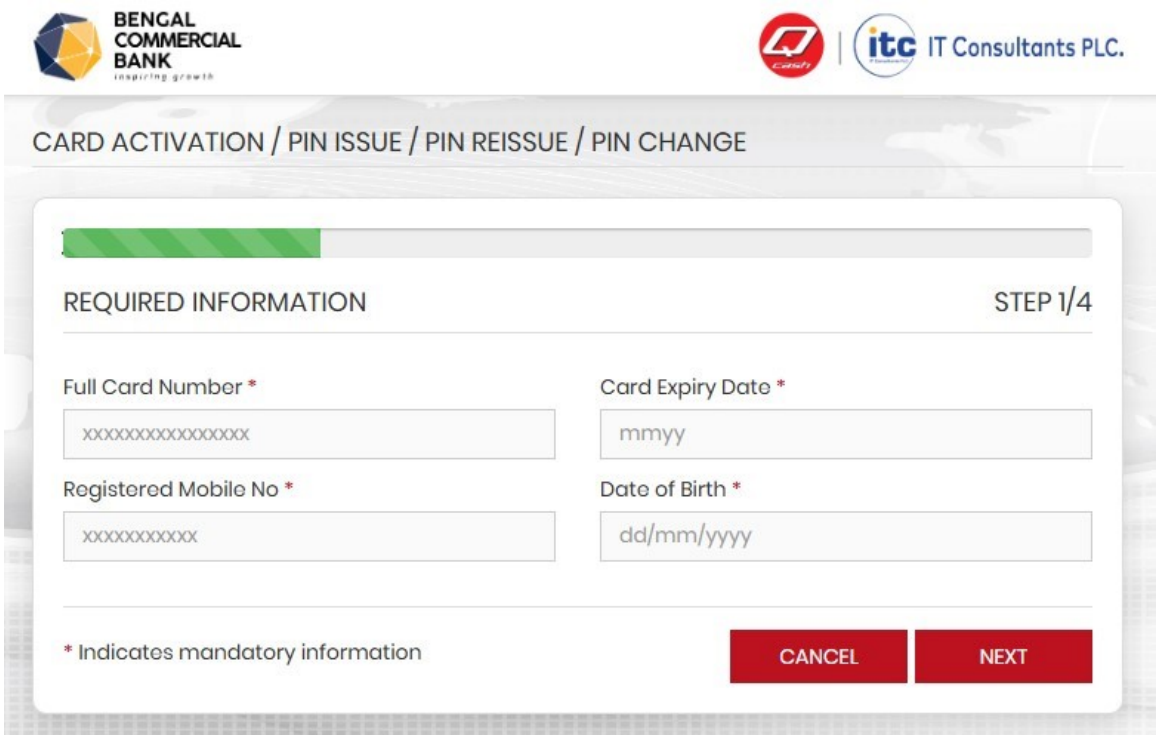
PIN Generation completed Click on Close Window or Back To Hame

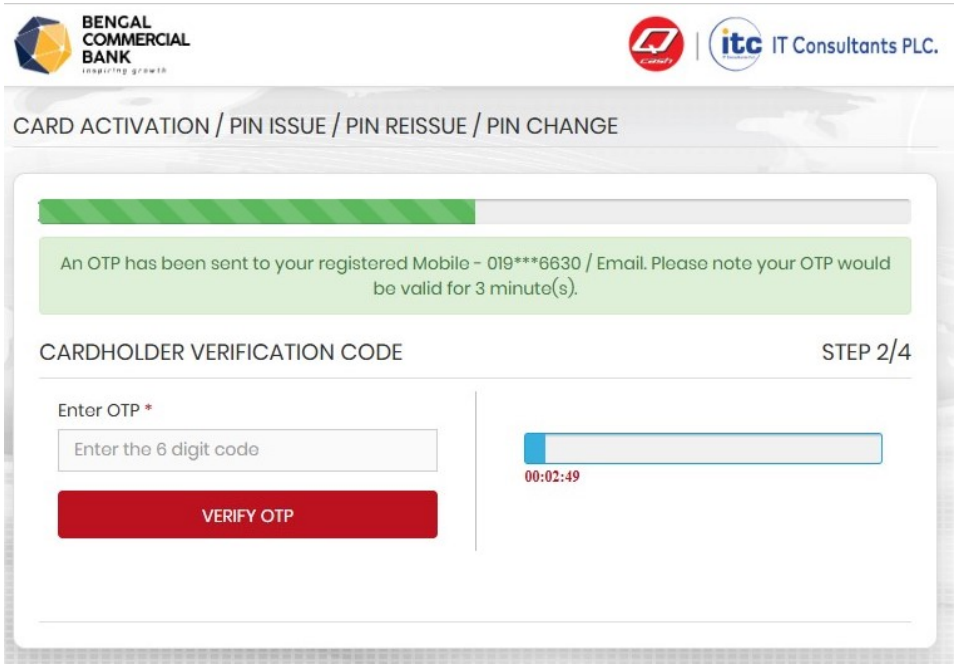


End of Card Activation and PIN Generation

Step 3 - Select Service for PIN Change

Choose CHANGE PIN. Applicable charges may apply as per the Bank's Schedule of Charges.




BENGAL COMMERCIAL BANK
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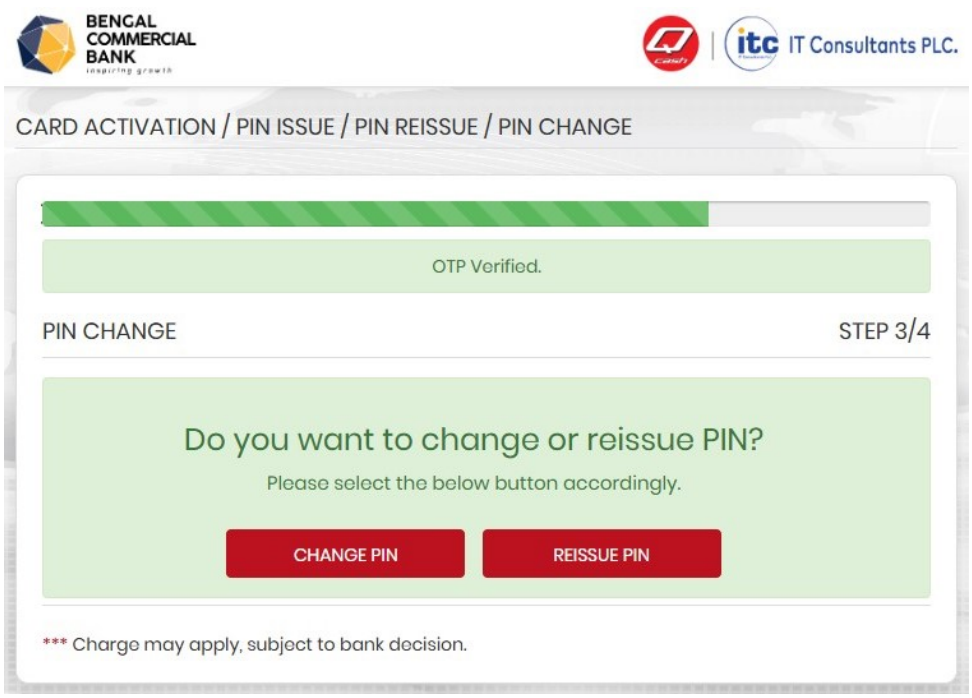
CARD ACTIVATION / PIN ISSUE / PIN REISSUE / PIN CHANGE
An OTP has been sent to your registered Mobile - 019***6630 / Email. Please note your OTP would be valid for 3 minute(s).
CARDHOLDER VERIFICATION CODE
STEP 2/4
Enter OTP *
Enter the 6 digit code
VERIFY OTP
00:02:49


BENGAL COMMERCIAL BANK
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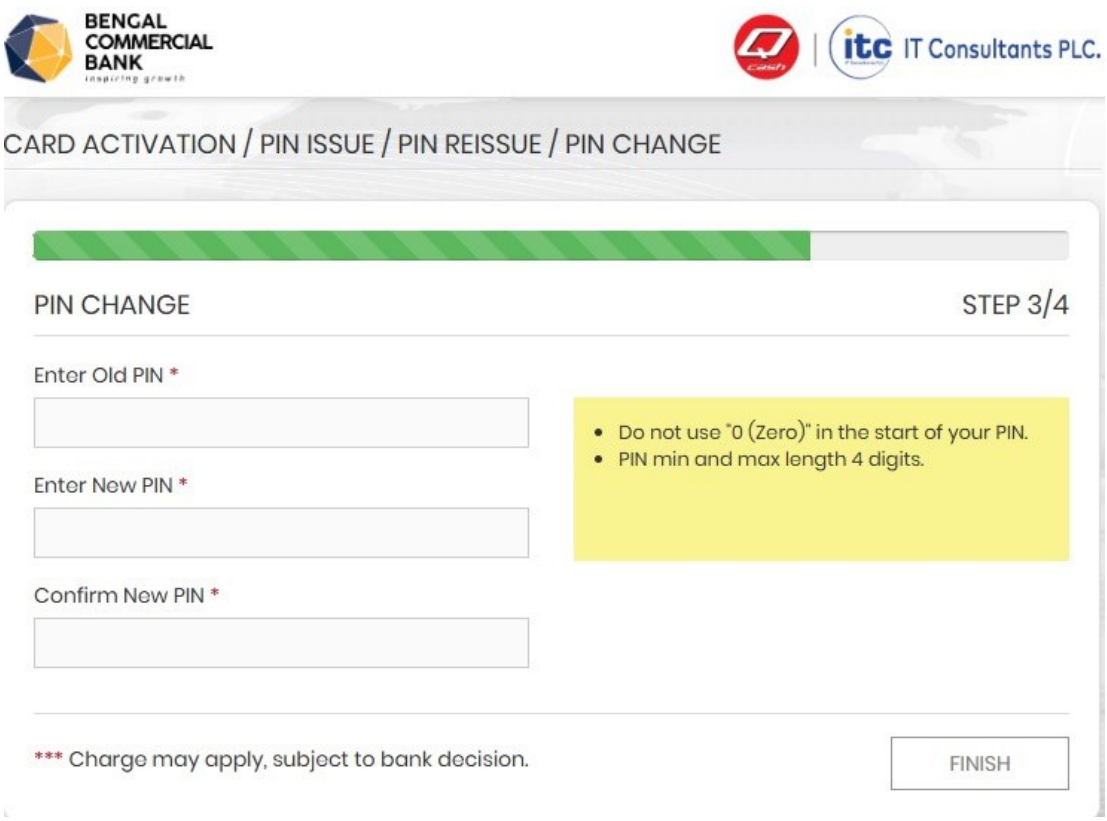
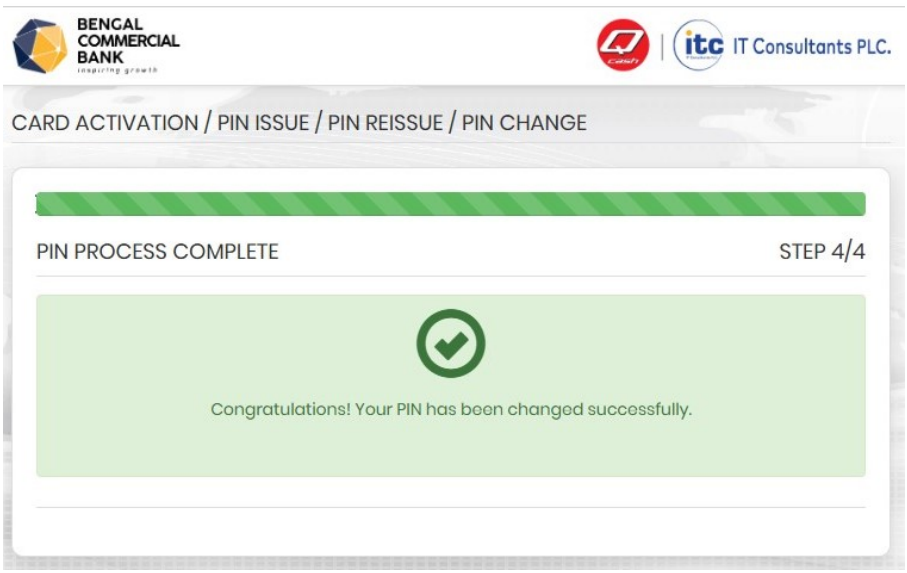
CARD ACTIVATION / PIN ISSUE / PIN REISSUE / PIN CHANGE
OTP Verified.
PIN CHANGE
STEP 3/4
Do you want to change or reissue PIN?
Please select the below button accordingly.
CHANGE PIN
REISSUE PIN
*** Charge may apply, subject to bank decision.

Input your old PIN and New PIN



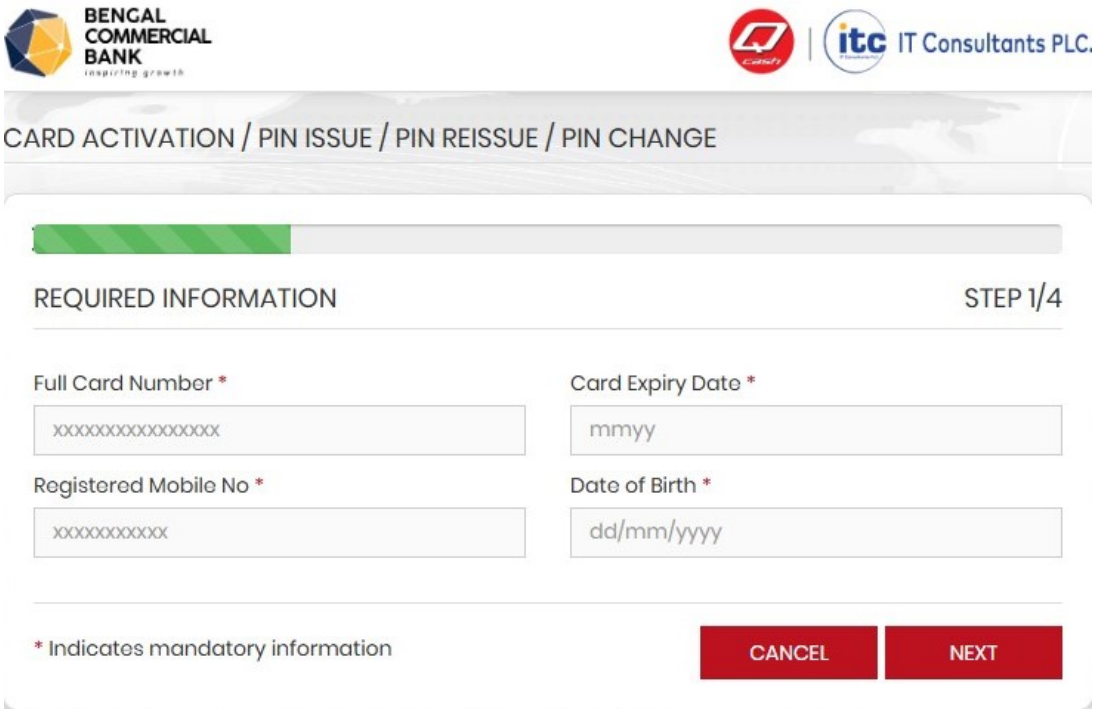
Step 4 - Completion

The system displays a confirmation message indicating that your PIN has been changed successfully.

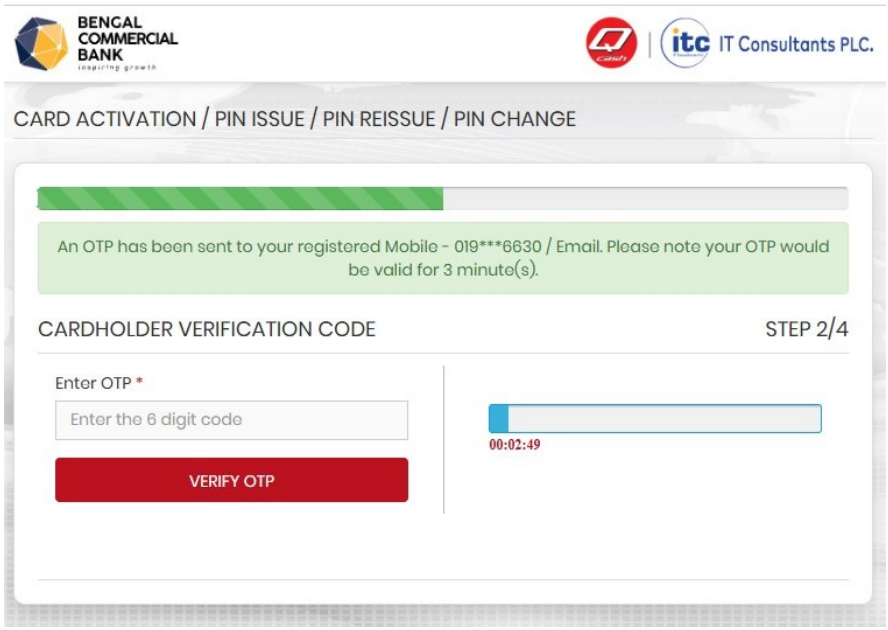


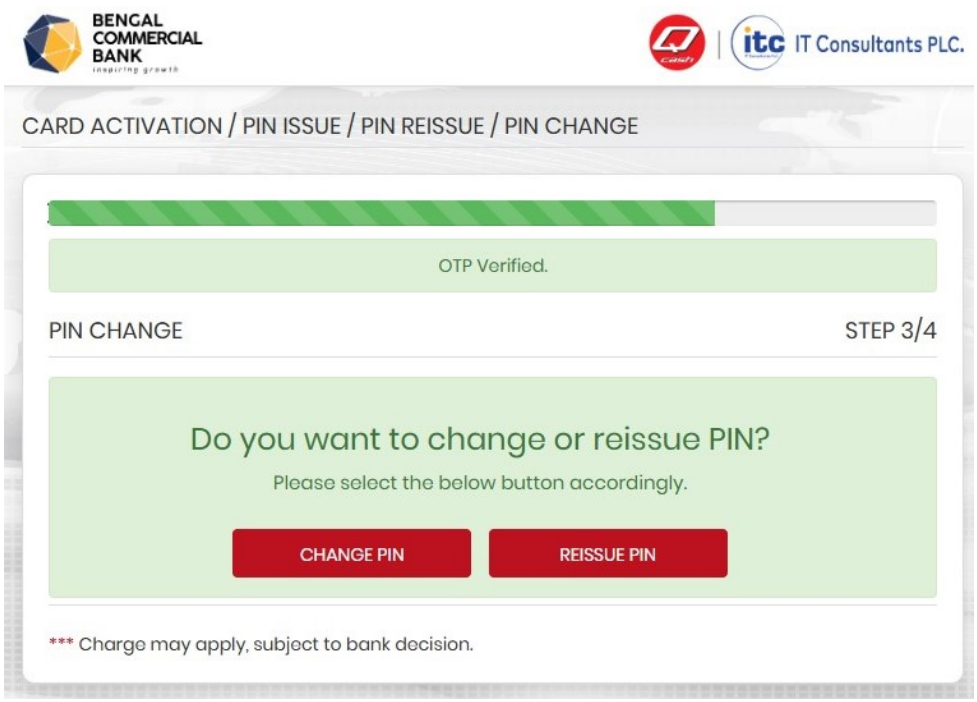
<--End of PIN Change→

PIN Reissue



OTP




BENGAL COMMERCIAL BANK
IT Consultants PLC.
CARD ACTIVATION / PIN ISSUE / PIN REISSUE / PIN CHANGE
OTP Verified.
PIN CHANGE
STEP 3/4
Do you want to change or reissue PIN?
Please select the below button accordingly.
CHANGE PIN
REISSUE PIN
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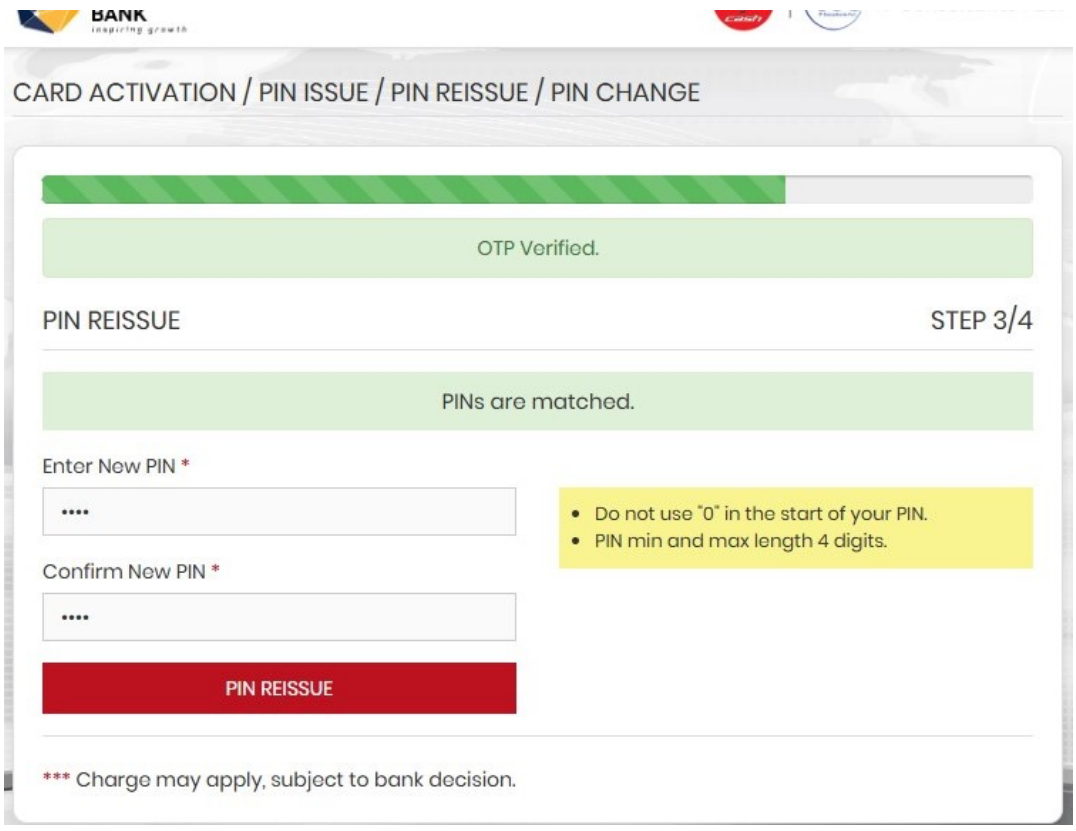
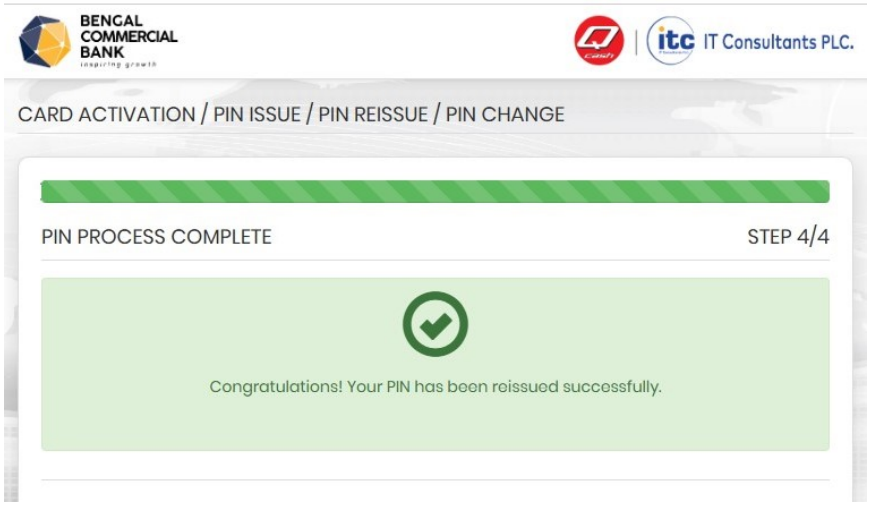
PIN


CARD ACTIVATION / PIN ISSUE / PIN REISSUE / PIN CHANGE
OTP Verified.
PIN REISSUE
STEP 3/4
PINs are matched.
Enter New PIN *
Confirm New PIN *
Do not use "0" in the start of your PIN.
PIN min and max length 4 digits.
PIN REISSUE
*** Charge may apply, subject to bank decision.



Security Guidelines

Never share your PIN, OTP, CVV or card details. BGCB will never ask for these details via phone, SMS or email.

Benefits

- 24/7 availability
- Paperless process
- Secure OTP authentication
- No branch visit required
- Fast and convenient.