

Online Banking Password Recovery Guidelines

Forgot your Password? No Worries. We will help you recover it quickly!

All you need is:



A mobile number registered with the bank.



- Nations Debit Card or
- American Express® Credit Card or
- MasterCard Credit Card

STEP 01 - FILL DETAILS

Choose the card type with which you wish to recover your Nations Online Banking password.

If you recover the password choosing Credit or Debit Card with PIN, you will be enabled for transactions.

If you recover the password choosing Credit Card with CVV, you will be only enabled for inquiries. If you wish to enable for transactions, please contact us on (011) 4 711 411.

Ensure to enter the card number without any spaces.

01 FILL DETAILS 02 VERIFY 03 CHANGE PASSWORD

How would like to recover your password?
NTB Credit Card

Enter your Credit Card No.
Enter your Credit Card PIN
[I don't know my PIN](#)

Enter your verification code*
300386

Continue →

STEP 02 - VERIFY

On the click of the "CONFIRM" button, you will receive a One Time Passcode (OTP) to the mobile number and email address displayed on screen.

Please ensure the displayed contact details are correct before confirmation.

Part of the contact details are masked for your own security.

01 DETAILS FILLED 02 VERIFY 03 CHANGE PASSWORD

Your security code for verification will be sent to your mobile no. XXXXXXXXXXXX353
Not you? Call +94 114 711 411 to update your records

CANCEL X CONFIRM ✓

STEP 03 - VERIFY

Please enter the One Time Passcode (OTP) that you received to your mobile or email and click "VERIFY".

01 DETAILS FILLED 02 VERIFY 03 CHANGE PASSWORD

A security code has been sent to your mobile no. XXXXXXXXXXXX353

Enter the security code with ref. no: The security code is valid only for 180 secs. [Re-send](#) the code to your registered mobile no.

VERIFY ✓

STEP 04 - CHANGE PASSWORD

You may now enter your preferred password as per the displayed password criteria on screen and click "UPDATE PASSWORD".

01 DETAILS FILLED 02 VERIFIED 03 CHANGE PASSWORD

You're almost there M D S!
You can now update your password

Username
Enter your password
Re-enter your password

UPDATE PASSWORD →

STEP 05 - SUCCESSFUL

Your new Password has been updated successfully. You may now login to your account.

✓ Password updated successfully!
Feel free to login to your account

INTERNET BANKING LOGIN

USERNAME
PASSWORD
Enter your verification code*
354832

LOGIN →

For Assistance:

Please contact us on (011) 4 711 411 or visit your nearest Nations Trust Bank branch.