Self 'PIN Reset' through USSD
(User Flow)

Forgot PIN Flow

Nagad

1. Cash Out
2. Send Money
3. Mobile Recharge
4. Payment
5. Bill Pay
6. MFI
7. My Nagad
8. PIN Reset

CANCEL   SEND

Step 1

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1. Forgot PIN
2. Change PIN
0. Main Menu

CANCEL   SEND

Step 2

Enter your Nagad registered NID/Photo ID number here:

CANCEL   SEND

Step 3

Please wait for the SMS for confirmation.
0. Main Menu

CANCEL   SEND

Step 4

Enter 4 digits of your Birth Year (YYYY):

CANCEL   SEND

Step 5

Have you done any transaction in last 90 days?
1. Yes
2. No

CANCEL   SEND

Step 6

Carrier info

Please select a service from your last 10 transactions:
1. Send Money
2. Cash Out
3. Mobile Recharge
4. Payment
5. Bill Pay

2

Cancel   Send

Step 7

Enter Transaction Amount:

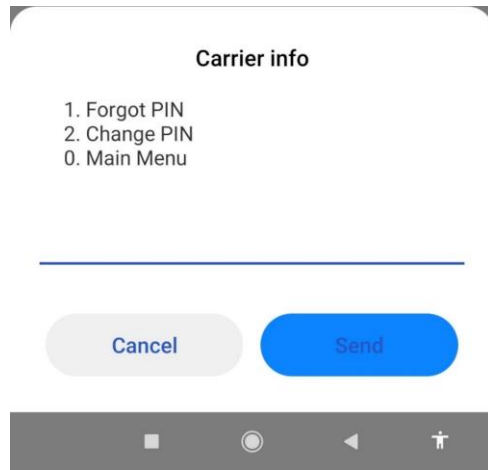CANCEL   SEND

Step 8

Wednesday, Today

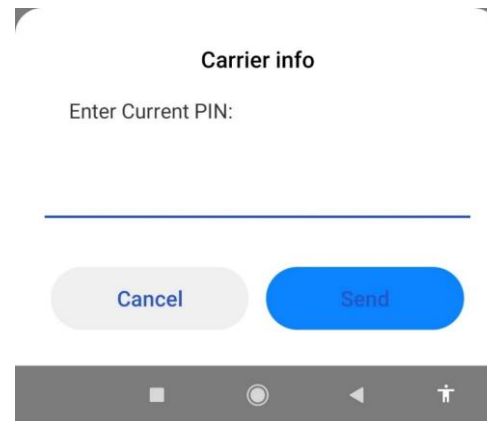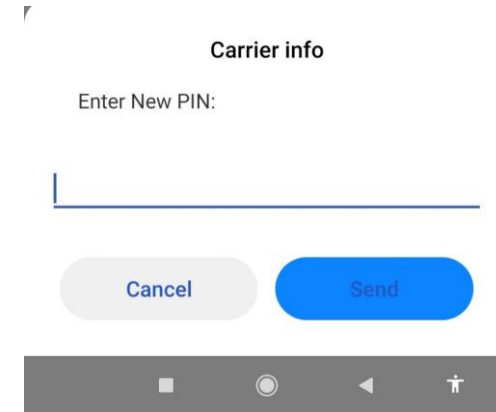You PIN has been RESET successfully. Please dial *167# to SET a new 4 Digit PIN.
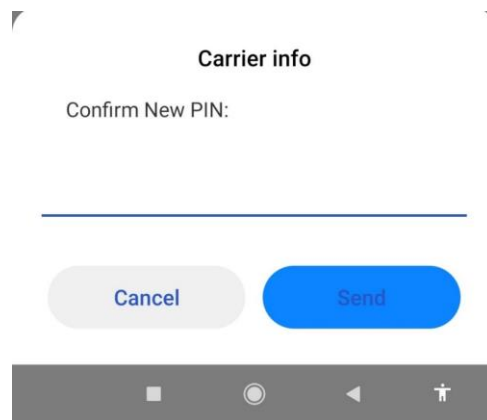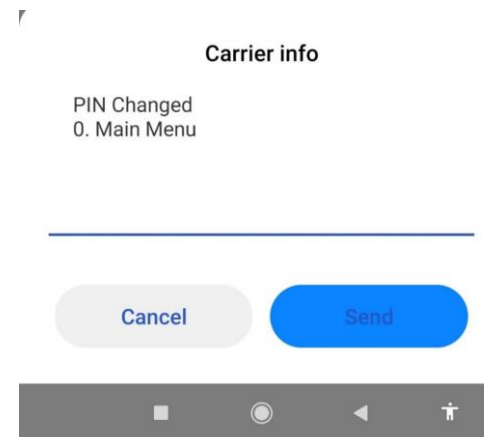
1 min ago

Completed

Change PIN Flow

Carrier info

1. Forgot PIN
2. Change PIN
0. Main Menu

_____

Cancel   Send

Step 1

Carrier info

Enter Current PIN:

_____

Cancel   Send

Step 2

Carrier info

Enter New PIN:

_____

Cancel   Send

Step 3

Carrier info

Confirm New PIN:

_____

Cancel   Send

Step 4

Carrier info

PIN Changed
0. Main Menu

_____

Cancel   Send

Completed

Thank You