PNB Net Banking Password Reset Checklist

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Before you begin

Use only PNB's official internet banking website. The exact recovery options and verification steps shown may depend on your user profile and current bank controls.

- Your PNB Internet Banking User ID / Customer ID.
- Access to the mobile number registered with PNB.
- Your PNB account details.
- DOB or PAN details, if requested by the portal.
- Your debit card and ATM PIN, if the online recovery route requests them.
- A secure device and updated browser.

Online password reset checklist

1. Type https://ibanking.pnb.bank.in/ into your browser and verify the domain.
2. Open Retail Internet Banking and enter your User ID as requested.
3. Select the Forgot Password link.
4. Enter the account / Customer ID details requested by PNB.
5. Complete OTP verification using the mobile number registered with PNB.
6. Complete the additional verification shown by the portal. This may include DOB/PAN and debit-card number plus ATM PIN.
7. Select whether you want to reset the login password, transaction password or both, if those choices are displayed.
8. Create a strong password that follows the rules shown on the official portal.
9. Submit the request and follow the confirmation message before attempting to log in.

If you do not have an active debit card

PNB has documented an alternative verification route for eligible users, which may use registered security questions or account-related questions. Availability depends on your profile and the options currently displayed. If the portal does not offer this route, contact PNB or visit your branch.

When branch or customer-care help may be needed

■ Your User ID is unknown or cannot be recovered online.

■ Your registered mobile number is inactive or needs updating.

■ Your User ID/password is disabled after repeated incorrect attempts.

■ Online verification fails or the portal does not offer an eligible recovery route.

■ You suspect that someone else knows your password or has accessed your account.

Security reminders

Never share your OTP, ATM PIN, login password, transaction password, CVV or full card credentials with callers or message senders. Enter sensitive details only on the genuine PNB website. Do not install screen-sharing or remote-access apps at an unknown person's request.

Official portal: https://ibanking.pnb.bank.in/
PNB official website: https://pnb.bank.in/
This checklist is an independent educational aid, not a PNB-issued form. Follow the instructions currently displayed by PNB.