# SBI Registered Mobile Number Update

Independent educational checklist • Not an SBI form or official bank document • Reviewed 17 November 2026

## Before you choose a method

If your old registered SIM is unavailable, the SBI ATM route described in SBI's published mobile-number update guide may not work because that process asks for OTPs sent to both the old and new numbers. The most clearly documented alternative is to visit an SBI branch and submit a letter of request for verification. An eligible Internet Banking customer may also see an IRATA (ATM-based approval) route; confirm the current option inside OnlineSBI before relying on it.

## Branch visit preparation checklist

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| ■ | Visit your SBI home branch or contact the branch first to confirm its current procedure. |
| ■ | Carry your SBI passbook or account details (do not share them with anyone over an unsolicited call). |
| ■ | Carry original identity proof and a copy; examples include PAN or Aadhaar, subject to the branch's accepted-document requirements. |
| ■ | Carry your new mobile phone/SIM so you can receive a verification SMS or OTP if requested. |
| ■ | Write a signed request stating that the old number is unavailable and asking SBI to register your new number. |
| ■ | Ask the branch whether any additional form, photograph, or document is required for your account. |
| ■ | Obtain an acknowledgement/reference, if provided, and ask how to check completion. |
| ■ | After confirmation, test an SBI alert or service and re-register YONO/UPI if the app asks you to do so. |

## Internet Banking / IRATA: what to verify

Use only the official OnlineSBI website that you type into your browser. Check whether your profile offers “Change Mobile Number – Domestic Only” and an IRATA/ATM approval option. Availability can depend on account, debit-card and Internet Banking conditions. Do not assume that every customer can complete this route without old-number access.

## ATM method: important limitation

SBI's published mobile-number update PDF describes an ATM process that asks for both the old and new mobile numbers and sends OTPs to both. If the old number is permanently unavailable, do not rely on this route unless SBI confirms a different current procedure for your case.

## Security reminders

- Never disclose your OTP, ATM PIN, CVV, Internet Banking password or profile password to anyone.
- Do not install remote-access apps at the request of a caller claiming to be from SBI.
- Use only SBI's official website, app stores and branch channels.
- FinBankingTech is an independent educational website, not SBI or an SBI support channel.

## Official references

SBI Mobile Number Update guide (PDF): https://sbi.co.in/documents/136/1364568/MOBILE_NO_UPDATE.pdf
SBI Contact Centre: https://sbi.bank.in/web/customer-care/contact-centre
SBI YONO Registration FAQs: https://sbi.bank.in/web/customer-care/yono-registration

This checklist is for preparation only. SBI may request additional verification or documents depending on the account and circumstances.