SBI MOBILE NUMBER UPDATE – CUSTOMER CHECKLIST

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Before you start

■ Keep your SBI account number and customer details handy.
■ Keep your debit card available if using an ATM-based process.
■ Check whether your old registered mobile number can receive SMS/OTP.
■ Keep the new mobile number active and accessible.

Choose the suitable method

■ Internet Banking: Sign in only through the official OnlineSBI portal. Open My Accounts & Profile → Profile → My Profile, enter your profile password and look for the mobile-number change facility. Follow the exact on-screen verification options shown for your account.
■ SBI ATM: SBI lists Mobile Number Update as an ATM value-added service. Use an SBI ATM, select Registration / Mobile Number Registration / Change Mobile Number where displayed, and follow the current prompts. Older SBI instructions describe OTP/reference confirmation using both old and new numbers; confirm the current on-screen instructions.
■ Branch: If you cannot complete digital/ATM verification, visit an SBI branch and submit a written mobile-number update request after checking the required identification.

After submitting the request

■ Save the reference number or acknowledgement.
■ Check the request status through the same authorised channel if the facility provides it.
■ Confirm that SBI has registered the new number before relying on SMS alerts or mobile banking.
■ Re-register or re-verify YONO/UPI/mobile banking if the app asks you to do so.

Security checklist

Never disclose OTPs, ATM PIN, UPI PIN, CVV, Internet Banking password or profile password to another person. Do not use links from unsolicited SMS, WhatsApp messages or callers claiming they can update your number. Type the official SBI address yourself or use the verified SBI app.

Official references

SBI ATM Services: https://sbi.bank.in/en/web/personal-banking/digital/atm-services
OnlineSBI: https://retail.onlinesbi.sbi/
SBI Contact Centre: https://sbi.bank.in/en/web/customer-care/contact-centre

Prepared: 2 November 2026 | Procedures and menu labels may change. Verify the latest instructions with SBI.