# Digital Banking Tips 🍃

Reset your password (PAC)

If you have forgotten your password (PAC) or if you find yourself locked out of Online Banking or the Mobile App after three incorrect login attempts, you can reset your password in a few simple steps. You will require the last three digits of your SIN and you must already have set up 2-Step Verification on your account.

If you would prefer to not enter any personal infomation online, please call our truly local Contact Centre at **1-866-866-6641** for assistance in resetting your password (PAC).

1 Click **Forgot PAC?** below the **LOGIN** button.

2 Verify your **Branch**, **Member number** and the **last three digits of your SIN**. Once you've entered the correct information, select **CONTINUE**.
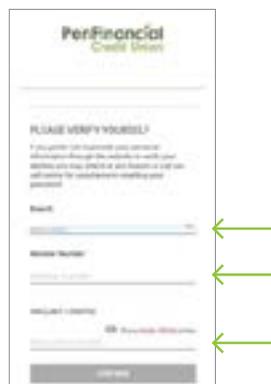
**3** Enter the 2-Step Verification (2SV) code you receive and select **CONTINUE**.

4 Enter your new password (PAC) and select **CONTINUE**. Your new password must contain a minimum of 8 and a maximum of 30 alpanumeric characters, with at least 1 capital letter, 1 lower case letter, and one 1 number.

5 You will receive confirmation that your password (PAC) was reset successfully. Select **GO TO LOGIN** and log in to your Online Banking accounts with your new password (PAC).
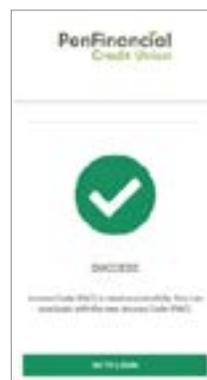
Note: Ensure your password is strong, consisting of a minimum of 8 characters, with a mix of numbers, upper-case and lower-case characters.

For more digital banking tips and information, visit **PenFinancial.com/digitalbanking**