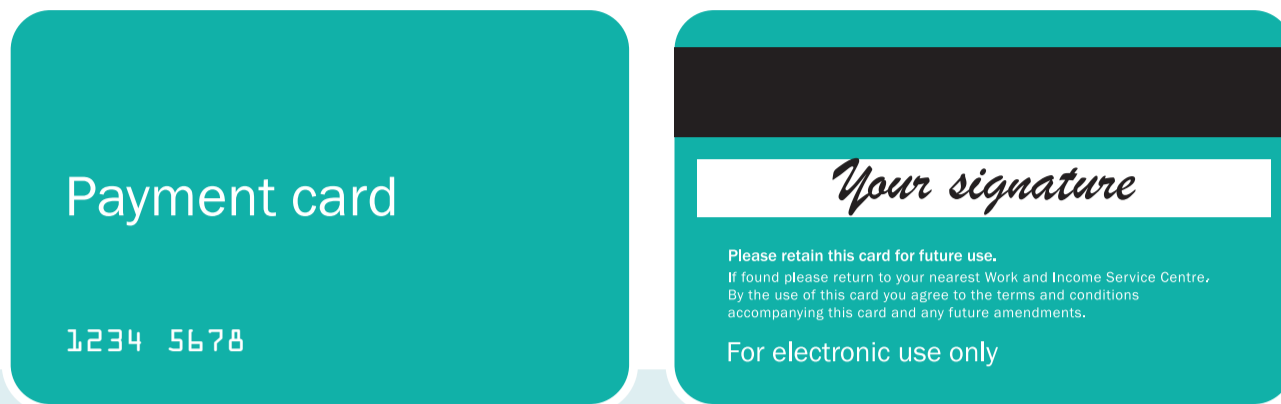


PIN change for Work and Income payment cards



Customers now need to set personalised PINs

The last 4 digits on cards won't work as the PIN from 23 September 2024

EFTPOS messages

Signature required

Customer still needs to sign receipt (no change).

Check signature and choose:

- **yes** – if it's a match
- **no** – if it's not a match (decline).

Refer to card issuer

Customer needs to set a PIN.

They can set/reset a PIN:

- online in **MyMSD** or **MyStudyLink**
- by phoning **Work and Income** on **0800 559 009** and saying, 'set my card PIN'.

Incorrect PIN

Customer can try entering PIN up to 5 times or reset PIN:

- online or by phone (see above).

PIN tries exceeded

Card locks when incorrect PIN entered 5 times. Customer can:

- unlock card and reset PIN online or by phone (see above), or
- try again the next day.



More information
workandincome.govt.nz/paymentcard
0800 559 009



MINISTRY OF SOCIAL DEVELOPMENT
TE MANATŪ WHAKAHIATO ORA

WORK AND INCOME
TE HIRANGA TANGATA