

# Exciting Security Update for Cytonn Wallet!

Enjoy peace of mind while managing your investments with the secure and convenient Cytonn Wallet.

- Your investment security is our top priority, and we're excited to introduce a key enhancement to the **Cytonn Mobile App** and **USSD experience**.
- This new feature introduces **security questions** during the **PIN reset process**, providing an added layer of protection to your account.

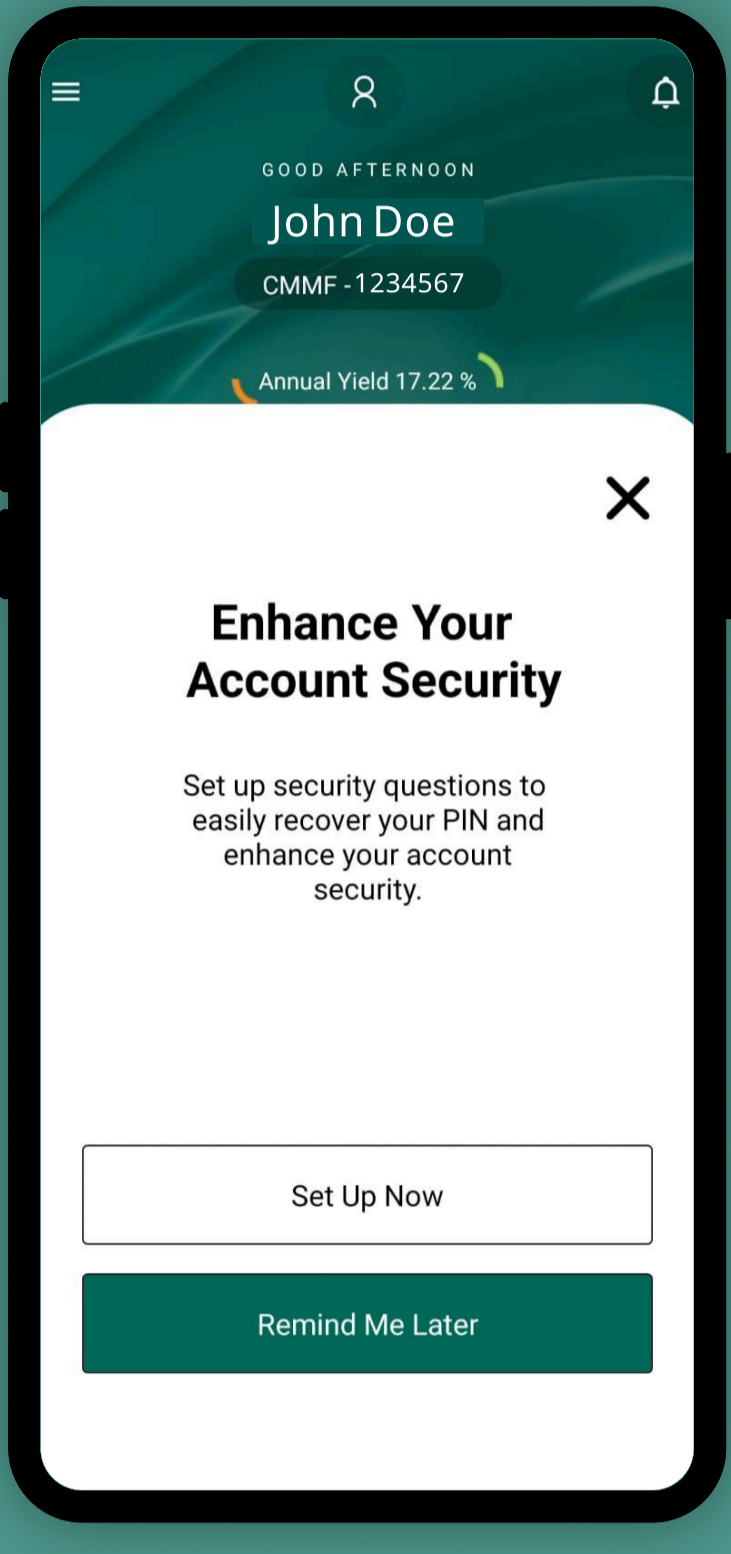
## Why This Update Matters

- ★ **Enhanced Security:** Security questions add an extra layer of protection to ensure that only you can reset your transaction PIN. This mandatory step ensures that your Cytonn Wallet account remains safe from unauthorized access.
- ★ **Seamless User Experience:** Forgot your PIN? No problem! With this update, resetting your PIN is not only more secure but also simple and convenient, allowing you uninterrupted access to your account.

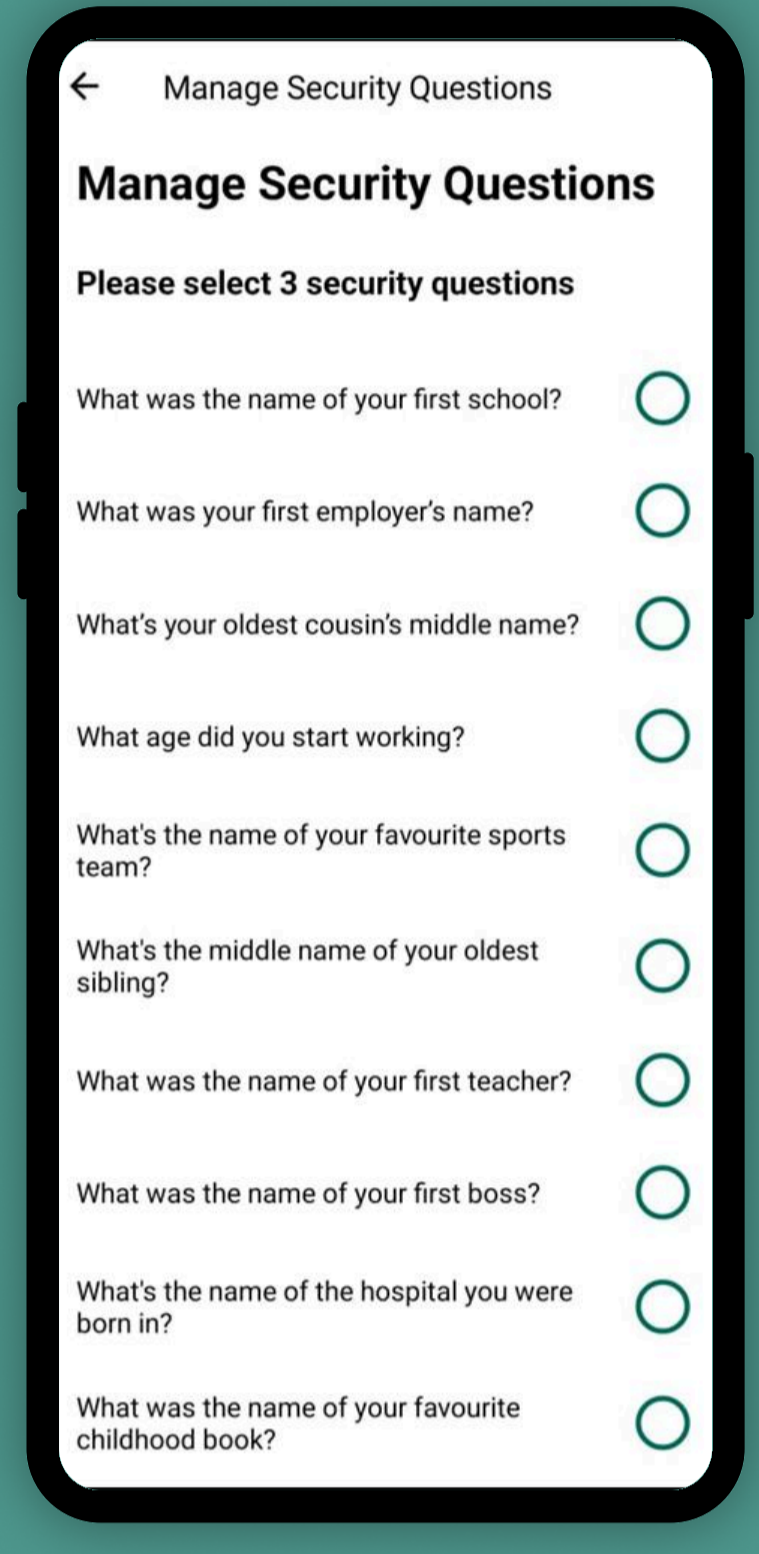


## How to Set up

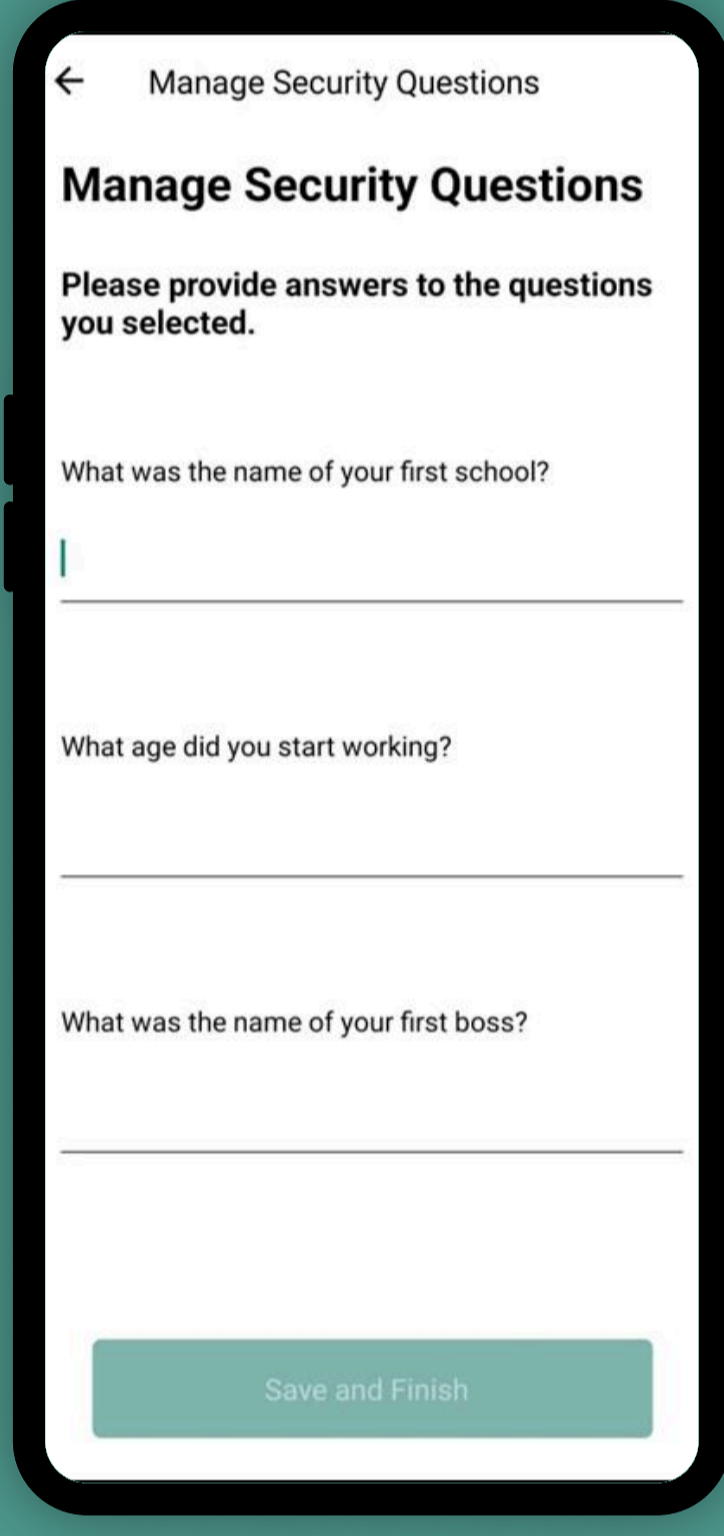
### Using App



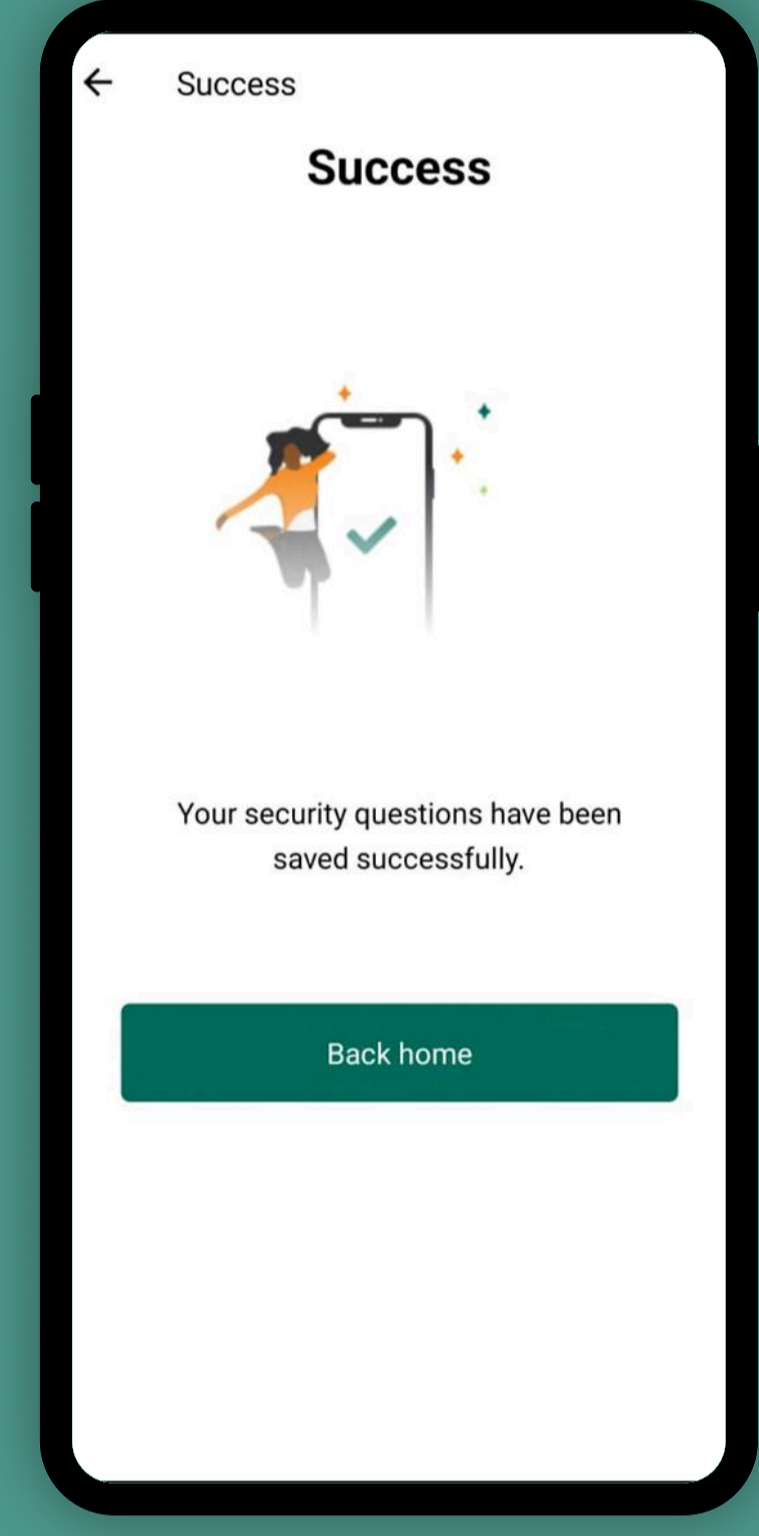
- 1 Open the Cytonn App on your device. Once logged in, you'll see a pop-up notification prompting you to set up your security questions. Tap the **"Set Up Now"** option to proceed.



- 2 From the list provided, select **three security questions** that are easy for you to remember but hard for others to guess.



- 3 For each selected question, type in your answers in the respective fields. Double-check your answers to ensure they are accurate and consistent. Remember, these will be used to **verify your identity during future PIN resets**. Once all answers are filled in, tap **"Save and Finish."**

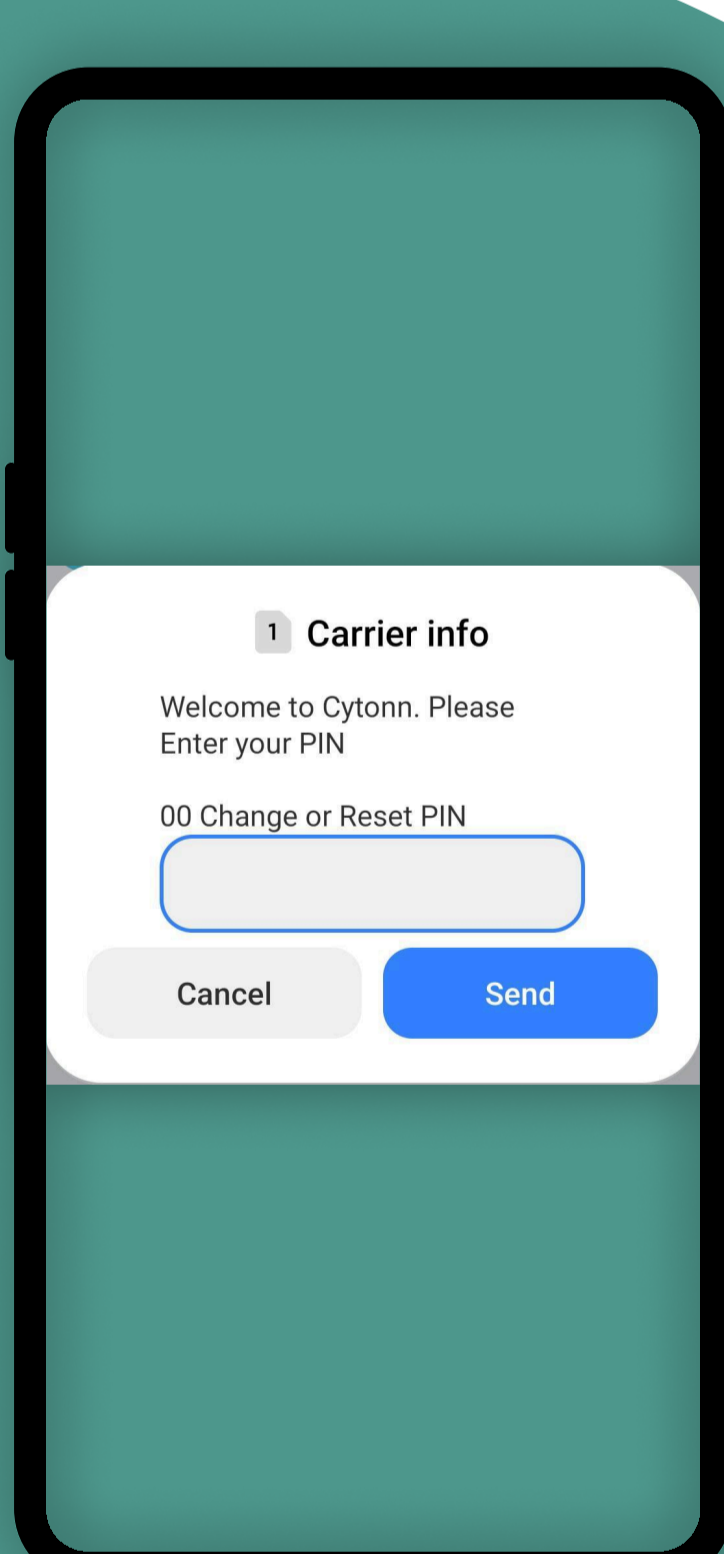


- 4 A **confirmation message** will appear, letting you know that your security questions have been set up successfully.

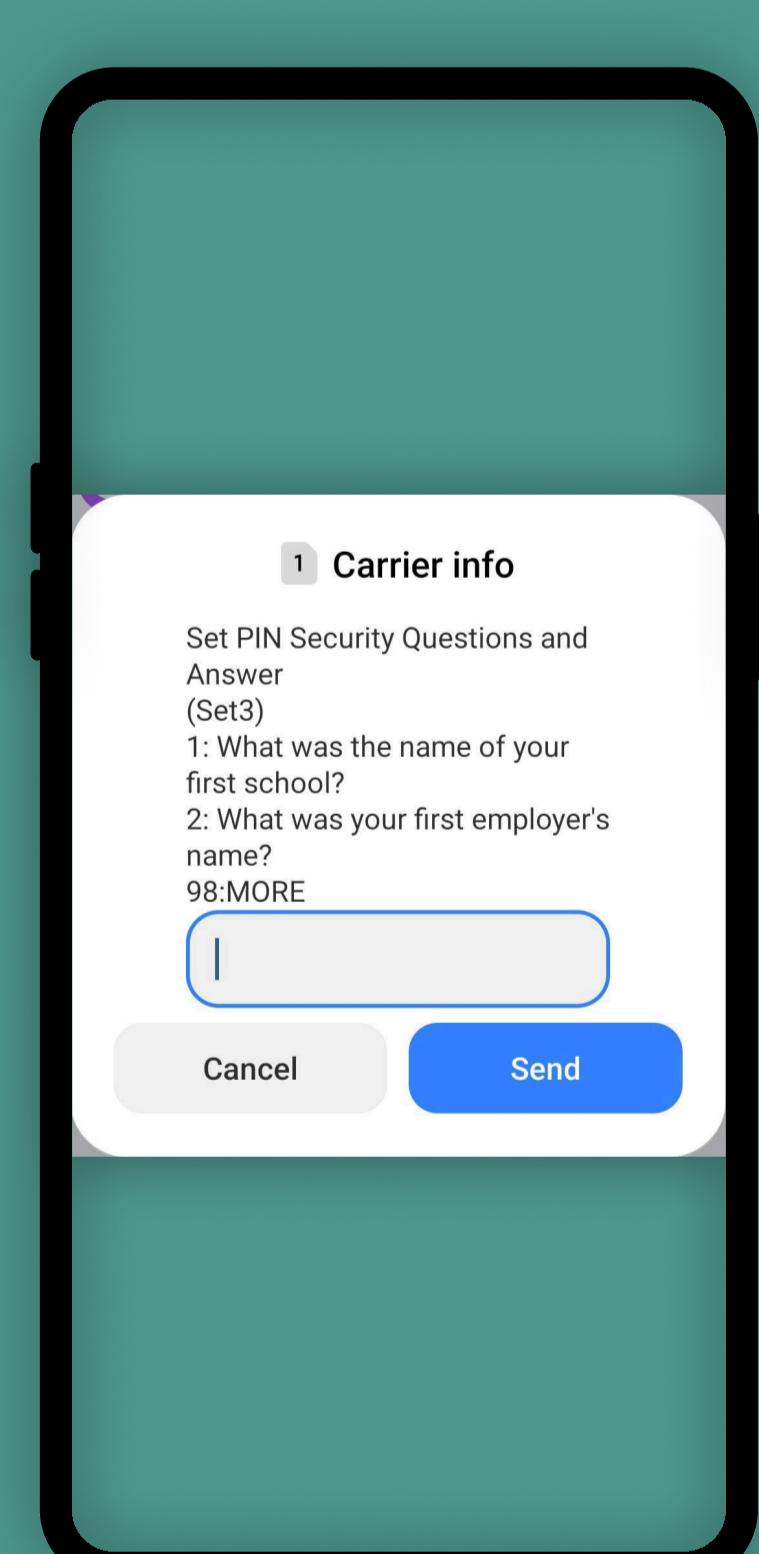
### To Set Up Later:

- Navigate to the Menu and **Top Left corner** of the Dashboard.
- Select Login and **Security > Set Security Questions**.
- Enter your 4-digit transaction PIN to proceed.

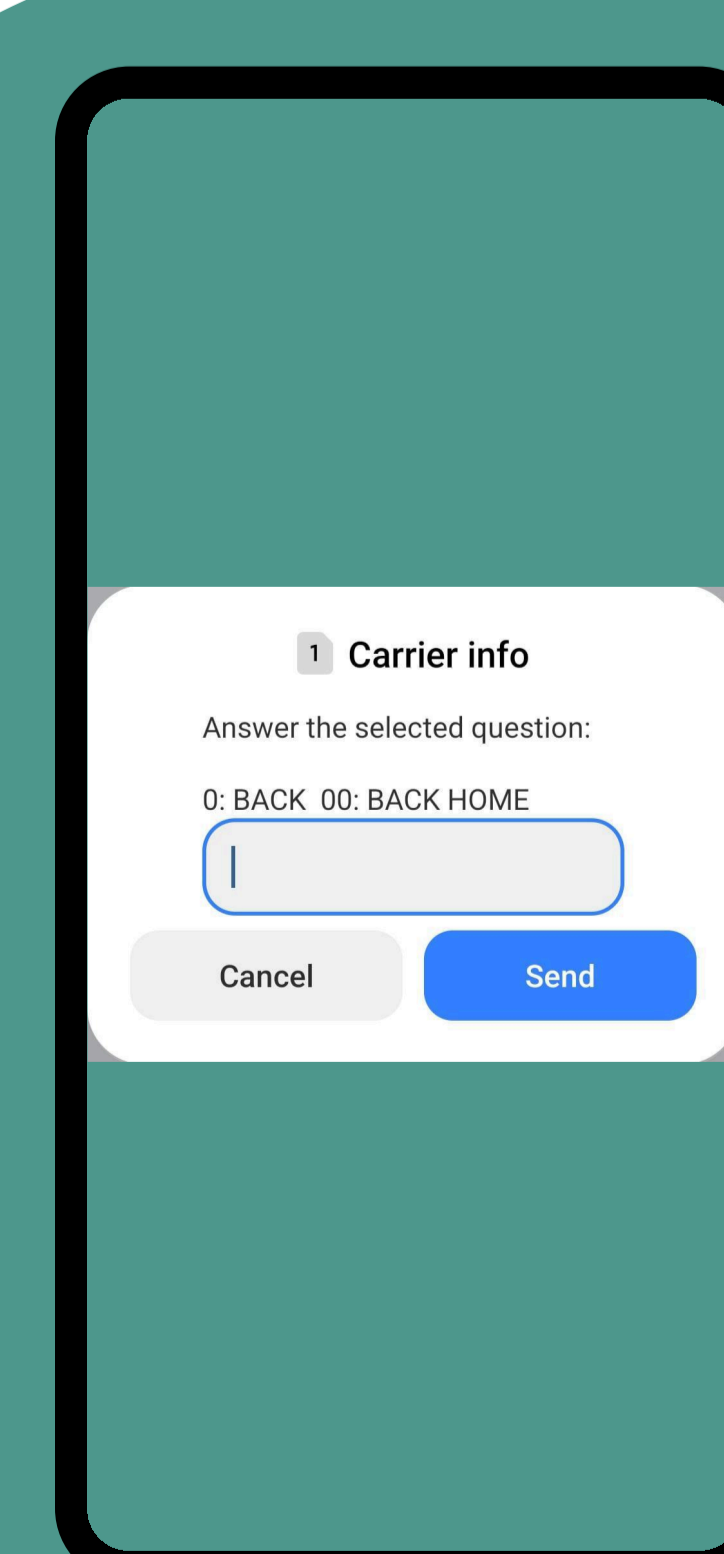
### Using USSD



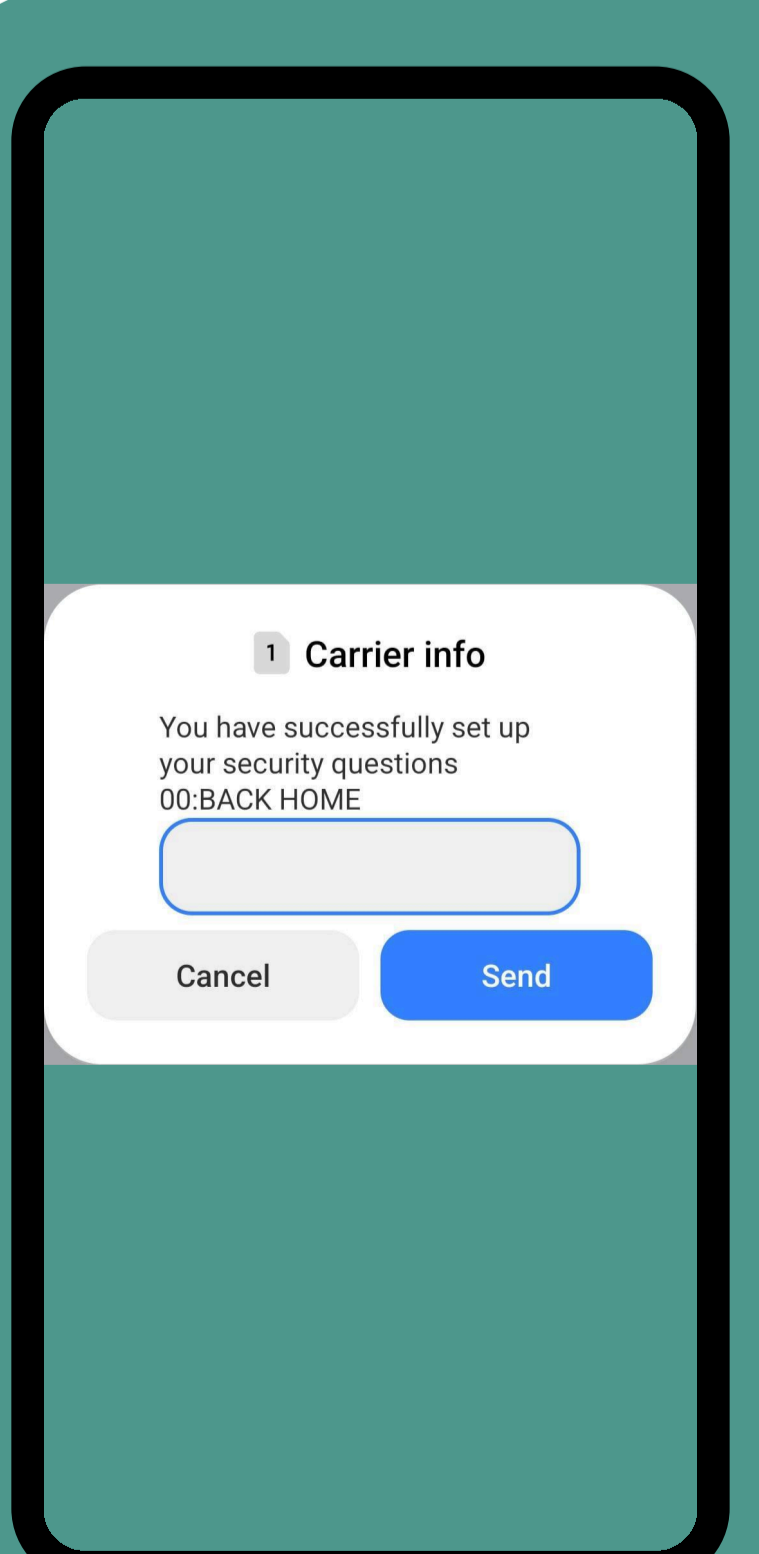
- 1 Dial **\*809#** and enter your 4-digit transaction PIN



- 2 From the list provided, **select three security questions** that are easy for you to remember but hard for others to guess.



- 3 For each selected question, type in your answers in the respective fields. Double-check your answers to ensure they are accurate and consistent. Remember, these will be used to **verify your identity during future PIN resets**.



- 4 A **confirmation message** will appear, letting you know that your security questions have been set up successfully.

### To Set Later:

On the menu, select **My Account>Set PIN Security questions** and proceed.

For More Enquiries Contact Us on:

Cell: **+254(0) 709 101 200**

Whatsapp: **+254(0) 709 101 200**

Email: [clientservices@cytonn.com](mailto:clientservices@cytonn.com)

