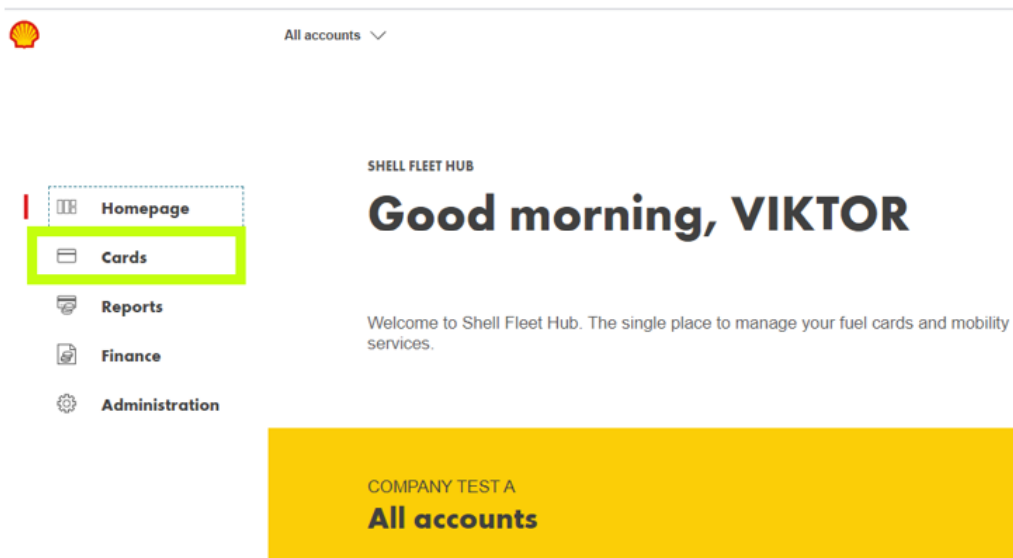


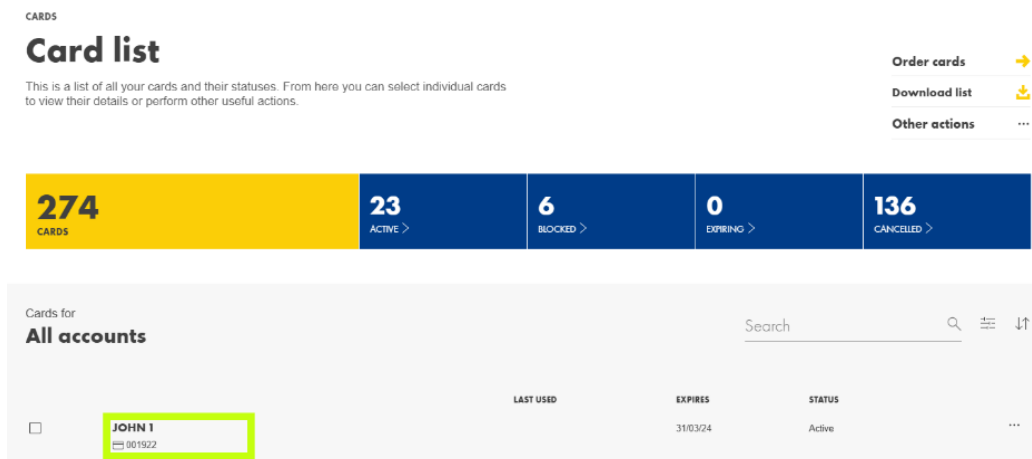
# How to resend PIN?

If you have forgotten your 4 digits Shell Card PIN, you may request for resending it through Shell Fleet Hub. Else, you also have the possibility to view the PIN in Shell Fleet Hub. You will find the feature on the same screen.

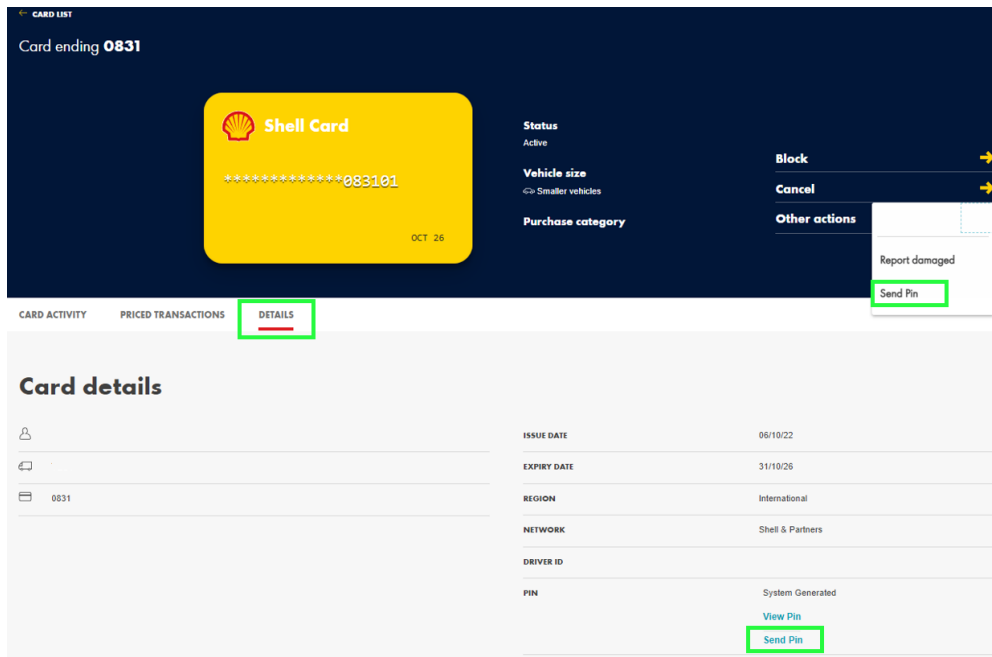
1. Select **Cards** from the menu in the top left corner of the page.



2. Click on the card you wish to resend the PIN.



3. Click on the **Other actions**, and click on **Send PIN**.  
Or, click on **Details** and **Send PIN**.



4. Channel preferences popup window will appear. PIN can be sent by email, sms or by post.  
**SMS and Email are highly recommended as the delivery will just take a few minutes.**  
Post delivery takes up to 10 working days depending on the country.

a) **Send PIN by email:**

Select **By Email**, click on the pencil and enter the recipient email address. Once entered, click on the ✓ symbol to validate. Shell Fleet Hub will ensure that the email address is correct.

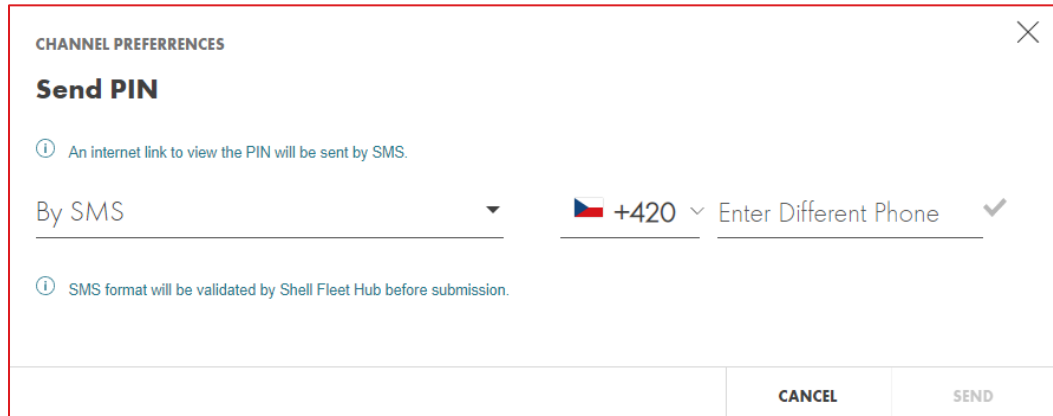
The screenshot shows the 'CHANNEL PREFERENCES Send PIN' popup window. It has a title bar with a close button (X). The main content area contains the following elements:

- An information icon (i) followed by the text: 'An internet link to view the PIN will be sent by email.'
- A dropdown menu set to 'By Email' with a pencil icon to its right.
- An input field containing the email address 'default@shell.com' with a pencil icon to its right.
- Another information icon (i) followed by the text: 'Email address format will be validated by Shell Fleet Hub before submission.'

At the bottom of the window, there are two buttons: 'CANCEL' and 'SEND'.

**b) Send PIN by SMS:**

Select **By SMS**, click on the pencil to select the country code and enter the recipient phone number. Once entered, click on the ✓ symbol to validate. Shell Fleet Hub will ensure that the phone number is correct.



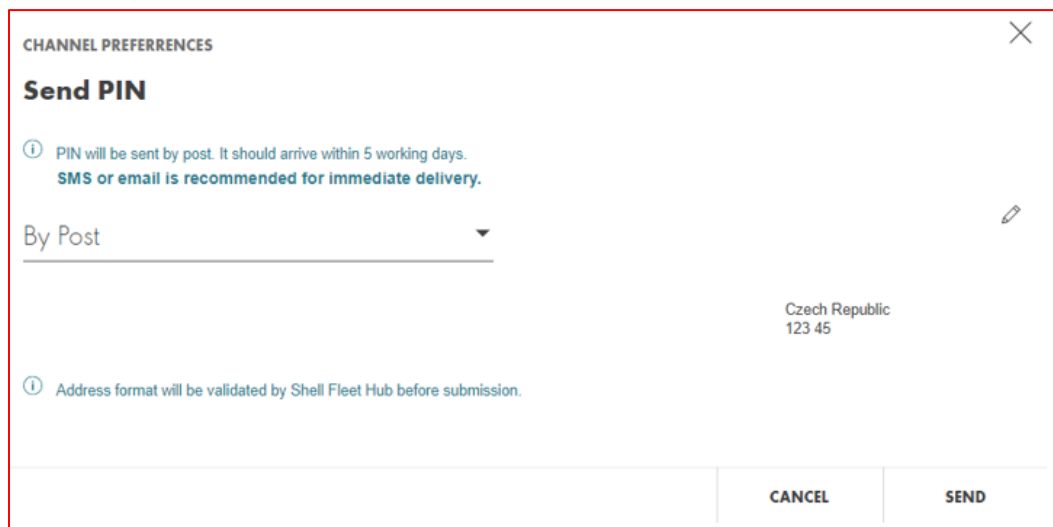
The screenshot shows a dialog box titled "CHANNEL PREFERENCES" with a close button (X) in the top right corner. The main heading is "Send PIN". Below the heading, there is an information icon (i) and the text: "An internet link to view the PIN will be sent by SMS." The delivery method is set to "By SMS" with a dropdown arrow. To the right, there is a country code selector showing a Czech Republic flag and "+420" with a dropdown arrow, followed by a text input field containing "Enter Different Phone" and a checkmark icon (✓). Below this, another information icon (i) states: "SMS format will be validated by Shell Fleet Hub before submission." At the bottom right, there are two buttons: "CANCEL" and "SEND".

**c) Send by Post:**

Resending PIN by post is also possible but **not recommended due to delivery delay**.

Either you can send the PIN to the displayed address or use the pencil to choose another address. Delivery address will be checked by SFH to ensure its correctness.

**Note:** By post is not possible when card has a self-selected PIN or Fleet PIN.



The screenshot shows a dialog box titled "CHANNEL PREFERENCES" with a close button (X) in the top right corner. The main heading is "Send PIN". Below the heading, there is an information icon (i) and the text: "PIN will be sent by post. It should arrive within 5 working days. SMS or email is recommended for immediate delivery." The delivery method is set to "By Post" with a dropdown arrow and a pencil icon (✎) to the right. Below this, there is a text input field containing "Czech Republic" and "123 45". Below the input field, another information icon (i) states: "Address format will be validated by Shell Fleet Hub before submission." At the bottom right, there are two buttons: "CANCEL" and "SEND".

5. Click on **Send** to send the PIN via the chosen channel.

6. In case you have chosen **Email or SMS delivery**, see below next steps:
- Recipient receives an email or sms with a link to access the PIN. **Click on the PIN link**. Below webpage will open.  
**Note:** This is a onetime link that will expire after a successful login or 30 days.



VIEW AND MANAGE PIN

## CARD LOGIN

LAST 6 DIGITS OF YOUR CARD NUMBER

-----



EXPIRY DATE

MM/YY



CVV

CVV

**Continue** →

[CONTACT US](#)

[TERMS & CONDITIONS](#)

[PRIVACY POLICY](#)

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- Enter card credentials (Last 6 digits of your card number, Expiry Date and CVV.) The CVV is located at the back of your physical Shell card. Click on **Continue**.

c) Hover over the padlock to see your PIN one digit at a time.



VIEW AND MANAGE PIN

**VIEW PIN**



View Pin



**i** Keep your cursor on each Lock Icon to see each pin digit once at a time. If you are using smartphone, press and hold. By clicking Change Pin, user can change the pin after successful validation.