

Mobile Operating Systems (OS) supported by PNB Digital

Frequently Asked Questions

1. What is a mobile operating system (OS)?	<p>An OS is a software on your mobile device (phone and tablet) that allows it to run all your applications and programs.</p> <p>PNB Digital runs on Android and iOS (Apple) mobile devices.</p>
2. Why is it important to update my mobile device to the latest available OS?	<p>Updating your OS is one of the most important things you can do to keep your mobile device safe and running smoothly. Newer OS versions usually contain significant improvements along with important security and privacy enhancements to optimize your digital banking experience.</p> <p>Always update to the latest mobile operating system version available to keep PNB Digital running smoothly and securely.</p>
3. What is the minimum required OS version for PNB Digital?	<p>PNB Digital only works on mobile devices with the following OS versions:</p> <ul style="list-style-type: none"> • Android 10.0 or higher • iOS 15 or higher
4. How can I check the OS version of my mobile device?	<p>To check your mobile device OS version, please follow the steps below:</p> <p>For Apple Devices (iOS)</p> <ul style="list-style-type: none"> • Go to Settings > General > About <p>For Android Devices</p> <ul style="list-style-type: none"> • Go to Settings > About phone > Android version
5. How can I update my OS version?	<p>In most cases, your mobile device will prompt you if there is a new OS version available.</p> <p>You can also try to check if there is a new OS version available by following the steps below:</p> <p>For Apple Devices (iOS)</p> <ul style="list-style-type: none"> • Go to Settings > General > Software Update <p>For Android Devices</p> <ul style="list-style-type: none"> • Go to Settings > System/Software Update <p>If your device can no longer update to the minimum required OS version for PNB Digital, we suggest switching to a higher device model for you to continue using the app.</p>

Version 3.0 – August 29, 2025

Discontinuation of support for devices lower than Android 10

<p>1. Why will PNB Digital no longer work on old Android versions?</p>	<p>Mobile devices with older Android versions could no longer be supported by the app due to compatibility and performance issues.</p> <p>To keep PNB Digital running smoothly and securely, make sure that your device runs on the minimum required OS version.</p>
<p>2. What will happen to my PNB Digital user access if I do not switch to a higher mobile device model before October 29, 2025?</p>	<p>Your login credentials will remain active and can still be used when you eventually access PNB Digital with a higher mobile device model.</p>
<p>3. What will happen to my scheduled fund transfer and/or bills payment transactions on PNB Digital if I do not update my mobile device before October 29, 2025?</p>	<p>Your transactions will push through as scheduled unless you do any of the following:</p> <ul style="list-style-type: none"> a) Manually delete all your scheduled transactions in the app before October 29, 2025 by going to More>Manage Transactions b) Request to delete your user access through your branch of account.
<p>4. I already have a new mobile device. How do I transfer my PNB Digital access from my old device?</p>	<p>To transfer your access to another mobile device, log in to your currently registered device and go to More>Transfer to New Mobile Device and follow the steps. You must have both your currently registered and new mobile device with you to perform the transfer.</p> <p>If you no longer have your currently registered device, please visit any PNB branch or call PNB Customer Care (+632) 8573 8888 and request to unregister your device in PNB Digital. If you are a PNB Credit Cardholder with no deposit account enrolled in the app, you may call PNB Cards 24/7 Customer Service Hotline at (+632) 8818 9818 or DTF 1800 10 818 9818.</p> <p>Once unregistered, you may now log in to PNB Digital on your new mobile device.</p> <p>For your protection, never share your account and login details and other personal information with anyone. Never share your One-Time PIN (OTP) and Online Activation Codes.</p>

<p>5. I won't be able to switch to a new device immediately. How can I perform my banking transactions?</p>	<p>You may perform your transactions using these alternative banking channels:</p> <table border="1" data-bbox="542 226 1531 1165"> <thead> <tr> <th data-bbox="542 226 1052 260">Transactions</th> <th data-bbox="1052 226 1531 260">Channel</th> </tr> </thead> <tbody> <tr> <td data-bbox="542 260 1052 352">Account/Transaction History</td> <td data-bbox="1052 260 1531 573" rowspan="3">PNB ATMs Nationwide</td> </tr> <tr> <td data-bbox="542 352 1052 478">Fund Transfer (To select BancNet member banks)</td> </tr> <tr> <td data-bbox="542 478 1052 573">Bills Payment (BancNet billers)</td> </tr> <tr> <td data-bbox="542 573 1052 665">Bills Payment (Select OTC billers)</td> <td data-bbox="1052 573 1531 947" rowspan="4">Any PNB Domestic Branch</td> </tr> <tr> <td data-bbox="542 665 1052 758">Cash Withdrawal (OTC)</td> </tr> <tr> <td data-bbox="542 758 1052 850">PESONet (OTC)</td> </tr> <tr> <td data-bbox="542 850 1052 947">Checkbook Order</td> </tr> <tr> <td data-bbox="542 947 1052 1073">Credit Card services</td> <td data-bbox="1052 947 1531 1073">Call PNB Cards Customer Care (+632) 8818 9818</td> </tr> <tr> <td data-bbox="542 1073 1052 1165">UITF Online inquiries</td> <td data-bbox="1052 1073 1531 1165">Email PNB Trust Customer Care trust_customercare@pnb.com.ph</td> </tr> </tbody> </table>	Transactions	Channel	Account/Transaction History	PNB ATMs Nationwide	Fund Transfer (To select BancNet member banks)	Bills Payment (BancNet billers)	Bills Payment (Select OTC billers)	Any PNB Domestic Branch	Cash Withdrawal (OTC)	PESONet (OTC)	Checkbook Order	Credit Card services	Call PNB Cards Customer Care (+632) 8818 9818	UITF Online inquiries	Email PNB Trust Customer Care trust_customercare@pnb.com.ph
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<p>6. I no longer wish to use PNB Digital. How do I delete my user access?</p>	<p>You may visit any PNB branch or call PNB Customer Care/ PNB Cards 24/7 Customer Service Hotline to request the deletion of your access to PNB Digital.</p> <p>Please note that once your user access is deleted, all your scheduled transactions (if any) will not push through.</p>															

Mobile Operating Systems (OS) supported by PNB Digital

Frequently Asked Questions

Version 2.0 - February 20, 2024

Updating of OS on mobile device

<p>1. What is a mobile operating system (OS)?</p>	<p>An OS is a software on your mobile device (phone and tablet) that allows it to run all your applications and programs.</p> <p>PNB Digital runs on Android and iOS (Apple) mobile devices.</p>
<p>2. Why is it important to update my mobile device to the latest available OS?</p>	<p>Updating your OS is one of the most important things you can do to keep your mobile device safe and running smoothly. Newer OS versions usually contain significant improvements along with important security and privacy enhancements to optimize your digital banking experience.</p> <p>Always update to the latest mobile operating system version available to keep PNB Digital running smoothly and securely.</p>
<p>3. What is the minimum required OS version for PNB Digital?</p>	<p>PNB Digital only works on mobile devices with the following OS versions:</p> <ul style="list-style-type: none"> • Android 8.0 or higher • iOS 15 or higher
<p>4. How can I check the OS version of my mobile device?</p>	<p>To check your mobile device OS version, please follow the steps below:</p> <p>For Apple Devices (iOS)</p> <ul style="list-style-type: none"> • Go to Settings > General > About <p>For Android Devices</p> <ul style="list-style-type: none"> • Go to Settings > About phone > Android version
<p>5. How can I update my OS version?</p>	<p>In most cases, your mobile device will prompt you if there is a new OS version available.</p> <p>You can also try to check if there is a new OS version available by following the steps below:</p> <p>For Apple Devices (iOS)</p> <ul style="list-style-type: none"> • Go to Settings > General > Software Update <p>For Android Devices</p> <ul style="list-style-type: none"> • Go to Settings > System/Software Update <p>If your device can no longer update to the minimum required OS version for PNB Digital, we suggest switching to a higher device model for you to continue using the app.</p>

Discontinuation of support for devices lower than iOS 15

<p>1. What are the Apple mobile devices that will no longer be supported by PNB Digital?</p>	<p>The following Apple devices can no longer update to the minimum iOS version 15 required by PNB Digital.</p> <p><i>Source: support.apple.com/en-us/HT201624</i></p> <table border="1" data-bbox="542 411 1422 768"> <thead> <tr> <th data-bbox="542 411 834 468">iPhone</th> <th data-bbox="834 411 1127 468">iPad</th> <th data-bbox="1127 411 1422 468">iPod Touch</th> </tr> </thead> <tbody> <tr> <td data-bbox="542 468 834 768"> <ul style="list-style-type: none"> • 6 /6 Plus • 5s • 5c • 4s • 4 • 3GS • 3G • Gen 1 </td> <td data-bbox="834 468 1127 768"> <ul style="list-style-type: none"> • Air (1st) • Mini 3 • Mini 2 • Mini • Gen 4 • Gen 3 • 2 • Gen 1 </td> <td data-bbox="1127 468 1422 768"> <ul style="list-style-type: none"> • Gen 6 • Gen 5 • Gen 4 • Gen 3 • Gen 1 • Gen 1 </td> </tr> </tbody> </table> <p>To continue using PNB Digital, we suggest that you switch to a higher mobile device model that runs on the minimum required iOS version before April 22, 2024</p>	iPhone	iPad	iPod Touch	<ul style="list-style-type: none"> • 6 /6 Plus • 5s • 5c • 4s • 4 • 3GS • 3G • Gen 1 	<ul style="list-style-type: none"> • Air (1st) • Mini 3 • Mini 2 • Mini • Gen 4 • Gen 3 • 2 • Gen 1 	<ul style="list-style-type: none"> • Gen 6 • Gen 5 • Gen 4 • Gen 3 • Gen 1 • Gen 1
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<p>2. Why will PNB Digital no longer work on old iOS versions?</p>	<p>Mobile devices with older iOS versions could no longer be supported by the app due to compatibility and performance issues.</p> <p>To keep PNB Digital running smoothly and securely, make sure that your device runs on the minimum required iOS version.</p>						
<p>3. What will happen to my PNB Digital user access if I do not switch to a higher mobile device model before April 20?</p>	<p>Your login credentials will remain active and can still be used when you eventually access PNB Digital with a higher mobile device model.</p>						
<p>4. What will happen to my scheduled fund transfer and/or bills payment transactions on PNB Digital if I do not update my mobile device before April 20?</p>	<p>Your transactions will push through as scheduled unless you do any of the following:</p> <ul style="list-style-type: none"> c) Manually delete all your scheduled transactions in the app before April 22, 2024 by going to More>Manage Transactions d) Request to delete your user access through your branch of account. 						

<p>5. I already have a new mobile device. How do I transfer my PNB Digital access from my old device?</p>	<p>For a complete guide on registering PNB Digital to a new mobile device, please visit pnb.com.ph/changedevice</p> <p>You will be required to enter your username and password information during device registration.</p> <ul style="list-style-type: none"> • If you forgot your username, you may view it by tapping 'More' in your old device. Your username is shown on the topmost part of the screen. In case you no longer have your old device, you may contact your branch of account for assistance. • If you forgot your password, tap the 'Reset Password' link on the login screen. <p>For your protection, never share your account and login details and other personal information with anyone. Never share your One-Time PIN (OTP) and Online Activation Codes.</p>															
<p>6. I won't be able to switch to a new device immediately. How can I perform my banking transactions?</p>	<p>You may perform your transactions using these alternative banking channels:</p> <table border="1" data-bbox="542 835 1529 1675"> <thead> <tr> <th>Transactions</th> <th>Channel</th> </tr> </thead> <tbody> <tr> <td>Account/Transaction History</td> <td rowspan="3">PNB ATMs Nationwide</td> </tr> <tr> <td>Fund Transfer (To select BancNet member banks)</td> </tr> <tr> <td>Bills Payment (BancNet billers)</td> </tr> <tr> <td>Bills Payment (Select OTC billers)</td> <td rowspan="4">Any PNB Domestic Branch</td> </tr> <tr> <td>Cash Withdrawal (OTC)</td> </tr> <tr> <td>PESONet (OTC)</td> </tr> <tr> <td>Checkbook Order</td> </tr> <tr> <td>Credit Card services</td> <td>Call PNB Cards Customer Care (+632) 8818 9818</td> </tr> <tr> <td>UITF Online inquiries</td> <td>Email PNB Trust Customer Care trust_customer care@pnb.com.ph</td> </tr> </tbody> </table>	Transactions	Channel	Account/Transaction History	PNB ATMs Nationwide	Fund Transfer (To select BancNet member banks)	Bills Payment (BancNet billers)	Bills Payment (Select OTC billers)	Any PNB Domestic Branch	Cash Withdrawal (OTC)	PESONet (OTC)	Checkbook Order	Credit Card services	Call PNB Cards Customer Care (+632) 8818 9818	UITF Online inquiries	Email PNB Trust Customer Care trust_customer care@pnb.com.ph
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<p>7. I no longer wish to use PNB Digital. How do I delete my user access?</p>	<p>Please visit your branch of account to request the deletion of your access to PNB Digital.</p> <p>Please note that once your user access is deleted, all your scheduled transactions (if any) will not push through.</p>
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Discontinuation of support for select Android OS versions on PNB Digital

Version 1.0 - August 23, 2023

Frequently Asked Questions

<p>1. What is a mobile operating system (OS)?</p>	<p>An OS is a software on your mobile device (phone and tablet) that allows it to run all your applications and programs.</p> <p>PNB Digital runs on Android and iOS mobile devices.</p>
<p>2. Why is it important to update my mobile device to the latest available OS?</p>	<p>Updating your OS is one of the most important things you can do to keep your mobile device safe and running smoothly. Newer OS versions usually contain significant improvements along with important security and privacy enhancements to optimize your digital banking experience.</p> <p>Always update to the latest mobile operating system version available to keep PNB Digital running smoothly and securely.</p>
<p>3. What is the minimum required OS version for PNB Digital?</p>	<p>For Android devices, PNB Digital will only work on OS versions 8.0 (Oreo) or higher starting October 25, 2023.</p> <p>For iOS devices, the app will continue to run on OS versions iOS 13 or higher.</p>
<p>4. How can I check the OS version of my mobile device?</p>	<p>To check your mobile device OS version, please follow the steps below:</p> <p>For Android</p> <ul style="list-style-type: none"> Go to Settings > About phone > Android version <p>For iPhone (iOS)</p> <ul style="list-style-type: none"> Go to Settings > General > About
<p>5. How can I update my OS version?</p>	<p>In most cases, your mobile device will prompt you if there is a new OS version available.</p> <p>You can also try to check if there is a new OS version available by following the steps below:</p> <p>For Android</p> <ul style="list-style-type: none"> Go to Settings > System/Software Update <p>For iPhone (iOS)</p> <ul style="list-style-type: none"> Go to Settings > General > Software Update

<p>6. I currently have an Android OS version that is lower than the minimum requirement. Will I still be able to use PNB Digital?</p>	<p>You will be unable to update and access the next version release of PNB Digital if your mobile phone's OS version is lower than the minimum required.</p> <p>To continue using PNB Digital, we suggest that you switch to a higher mobile device model that runs on the minimum required OS version.</p>
<p>7. Why will PNB Digital no longer work on old OS versions?</p>	<p>Mobile devices with older OS versions could no longer be supported by the app due to compatibility and performance issues such as app crashes and errors.</p> <p>To keep PNB Digital running smoothly and securely, we encourage you to switch to a mobile device model with an OS version of at least 8.0 for Android and 13 for iOS.</p>
<p>8. What will happen to my PNB Digital user access if I do not switch to a higher mobile device model before October 25?</p>	<p>Your login credentials will remain active and can still be used when you eventually access PNB Digital with a higher mobile device model.</p>
<p>9. What will happen to my scheduled fund transfer and/or bills payment transactions on PNB Digital if I do not update my mobile device before October 25?</p>	<p>Your transactions will push through as scheduled unless you do any of the following:</p> <ul style="list-style-type: none"> a) Manually delete all your scheduled transaction in the app before October 25, 2023 by going to More>Manage Transactions b) Request to delete your user access through your branch of account.
<p>10. I already have a new mobile device. How do I transfer my PNB Digital access from my old device?</p>	<p>For a complete guide on registering PNB Digital to a new mobile device, please visit pnb.com.ph/changedevice</p> <p>You will be required to enter your username and password information during device registration.</p> <p>If you forgot your username, you may view it by tapping 'More' in your old device. Your username is shown on the topmost part of the screen. In case you no longer have your old device, you may contact your branch of account for assistance.</p> <p>If you forgot your password, tap the 'Reset Password' link on the login screen.</p> <p>For your protection, never share your account and login details and other personal information with anyone. Never share your One-Time PIN (OTP) and Online Activation Codes.</p>

<p>11. I won't be able to switch to a new device immediately. How can I perform my banking transactions?</p>	<p>You may perform your transactions using these alternative banking channels:</p> <table border="1" data-bbox="521 226 1378 1325"> <thead> <tr> <th data-bbox="521 226 998 268">Transactions</th> <th data-bbox="998 226 1378 268">Channel</th> </tr> </thead> <tbody> <tr> <td data-bbox="521 268 998 369">Account/Transaction History</td> <td data-bbox="998 268 1378 611" rowspan="3">PNB ATMs Nationwide</td> </tr> <tr> <td data-bbox="521 369 998 508">Fund Transfer (To select BancNet member banks)</td> </tr> <tr> <td data-bbox="521 508 998 611">Bills Payment (BancNet billers)</td> </tr> <tr> <td data-bbox="521 611 998 714">Bills Payment (Select OTC billers)</td> <td data-bbox="998 611 1378 1026" rowspan="4">Any PNB Domestic Branch</td> </tr> <tr> <td data-bbox="521 714 998 819">Cash Withdrawal (OTC)</td> </tr> <tr> <td data-bbox="521 819 998 924">PESONet (OTC)</td> </tr> <tr> <td data-bbox="521 924 998 1026">Checkbook Order</td> </tr> <tr> <td data-bbox="521 1026 998 1199">Credit Card services</td> <td data-bbox="998 1026 1378 1199">Call PNB Cards Customer Care (+632) 8818 9818</td> </tr> <tr> <td data-bbox="521 1199 998 1325">UITF Online inquiries</td> <td data-bbox="998 1199 1378 1325">Email PNB Trust Customer Care trust_customercare@pnb.com.ph</td> </tr> </tbody> </table>	Transactions	Channel	Account/Transaction History	PNB ATMs Nationwide	Fund Transfer (To select BancNet member banks)	Bills Payment (BancNet billers)	Bills Payment (Select OTC billers)	Any PNB Domestic Branch	Cash Withdrawal (OTC)	PESONet (OTC)	Checkbook Order	Credit Card services	Call PNB Cards Customer Care (+632) 8818 9818	UITF Online inquiries	Email PNB Trust Customer Care trust_customercare@pnb.com.ph
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