

SWITCH TO THE NEW PNB PREPAID CARD

Dear Valued Clients,

Please be informed that beginning **May 15, 2023**, your existing **PNB Prepaid Mastercard and PNB-PAL Mabuhay Miles Prepaid Mastercard** (issued until August 31, 2022) will no longer be valid for use. This includes transactions to purchase items online and in-store, to pay bills, to check balances, or to access funds via PNB ATMs and other banks' ATMs.

In this regard, please get your **new PNB Prepaid Card** at the nearest PNB branch to enjoy the following benefits:



Earn rewards points that can be redeemed for Mabuhay Miles (applicable only to the PNB-PAL Mabuhay Miles Prepaid Mastercard)*



Enjoy exclusive Mastercard perks and discounts.



View your balances, perform transactions, and more with the PNB Digital App.



Easy access to your funds (cash withdrawal, fund transfer, and bills payment via PNB branches)



Transfer and pay bills easily using PNB and other banks' ATMs.



No maintaining balance.

**The new PNB-PAL Mabuhay Miles Prepaid Mastercard does not have the multicurrency feature.*

FREQUENTLY ASKED QUESTIONS (FAQs):

1. What is a PNB Prepaid Card?

The PNB Prepaid Card is a Mastercard-schemed reloadable prepaid card issued by the Philippine National Bank (PNB). This is often referred to as a “stored-value card,” wherein the amount is electronically loaded in the card. Unlike debit cards, prepaid cards do not require a maintaining balance, do not earn interest, nor are they insured by PDIC. Unlike credit cards, prepaid cards do not require the customer to pass credit criteria for them to have the card. The prepaid cards are applicable to all new and existing customers and are issued by PNB for personal use, for face-to-face purchases, online transactions, ATM use, and other legal purposes.

2. Why did PNB release new Prepaid Cards?

PNB released new prepaid cards to provide our customers with upgraded and better features and functionalities such as:

- a. Enrollment to PNB Digital App wherein cardholders can view balances, perform transactions, and more
- b. Access to additional PNB Branch Over the Counter transactions (withdrawal, fund transfer, bills payment, and many more); and
- c. Access to additional transactions with other banks' ATM

3. How do I replace my old PNB Prepaid Cards with the new PNB Prepaid Card?

1. Visit the nearest PNB branch
2. Present the following:
 - a. One (1) valid government-issued ID
 - b. Old PNB Prepaid Mastercard or PNB-PAL Mabuhay Miles Prepaid Mastercard issued until August 31, 2022 with card number starting with **5209 2412 XXXX XXXX**.
3. Choose your preferred type of prepaid card:
 - a. Non-personalized (without name) - card will be issued the same day of purchase or replacement request.
 - b. Personalized (with name) - card needs to be picked-up from the branch after a specified turn-around time.
 - 3–5 banking days for Metro Manila
 - 5-7 banking days for Luzon
 - 7–10 banking days for Visayas and Mindanao
4. Fill out the Customer Information Form with consent
5. Sign the Terms & Conditions
6. Pay for the card fee of your preferred PNB Prepaid Card

Please refer to the table for the fees below:

	PNB Prepaid Mastercard	PNB-PAL Mabuhay Miles Prepaid Mastercard
Non-Personalized (without name)	Php 150	P150
Personalized (with name)	Php 250	P250

Note: For prepaid card used for payroll, incentives, and commissions, please coordinate with your company regarding the replacement of your old prepaid card

4. How can I activate my new PNB Prepaid Card?

When you drop by your branch of account to pick up your new prepaid card, our Branch Officers will process your card activation. Please remember to bring your old prepaid card and one (1) valid government-issued ID for verification and updating purposes.

5. Can I have my new Prepaid card activated and PIN MAILER claimed in another branch aside from my branch of account?

No. You are requested to drop by your branch of account/branch where the Prepaid Card was requested for replacement/purchase.

6. Until when can I use my old Prepaid Card?

Beginning **May 15, 2023**, your old PNB Prepaid Mastercard and PNB-PAL Mabuhay Miles Prepaid Mastercard (issued until August 31, 2022) will no longer be valid for use. This includes transactions to purchase items online and in-store, to pay bills, to check balances, or to access funds via PNB ATMs and other banks' ATMs.

7. What will happen if I have remaining balance?

We highly encourage the cardholders to use the remaining balance of his/her card via ATM withdrawal, e-Commerce, and POS prior to **May 15, 2023**. Cardholders may also request the branch to transfer their funds upon opening of the new PNB Prepaid Card.

For additional concerns and queries, please call PNB Customer Care at (+632) 8573 8888 or visit any PNB branch.