

What is PESONet and InstaPay?

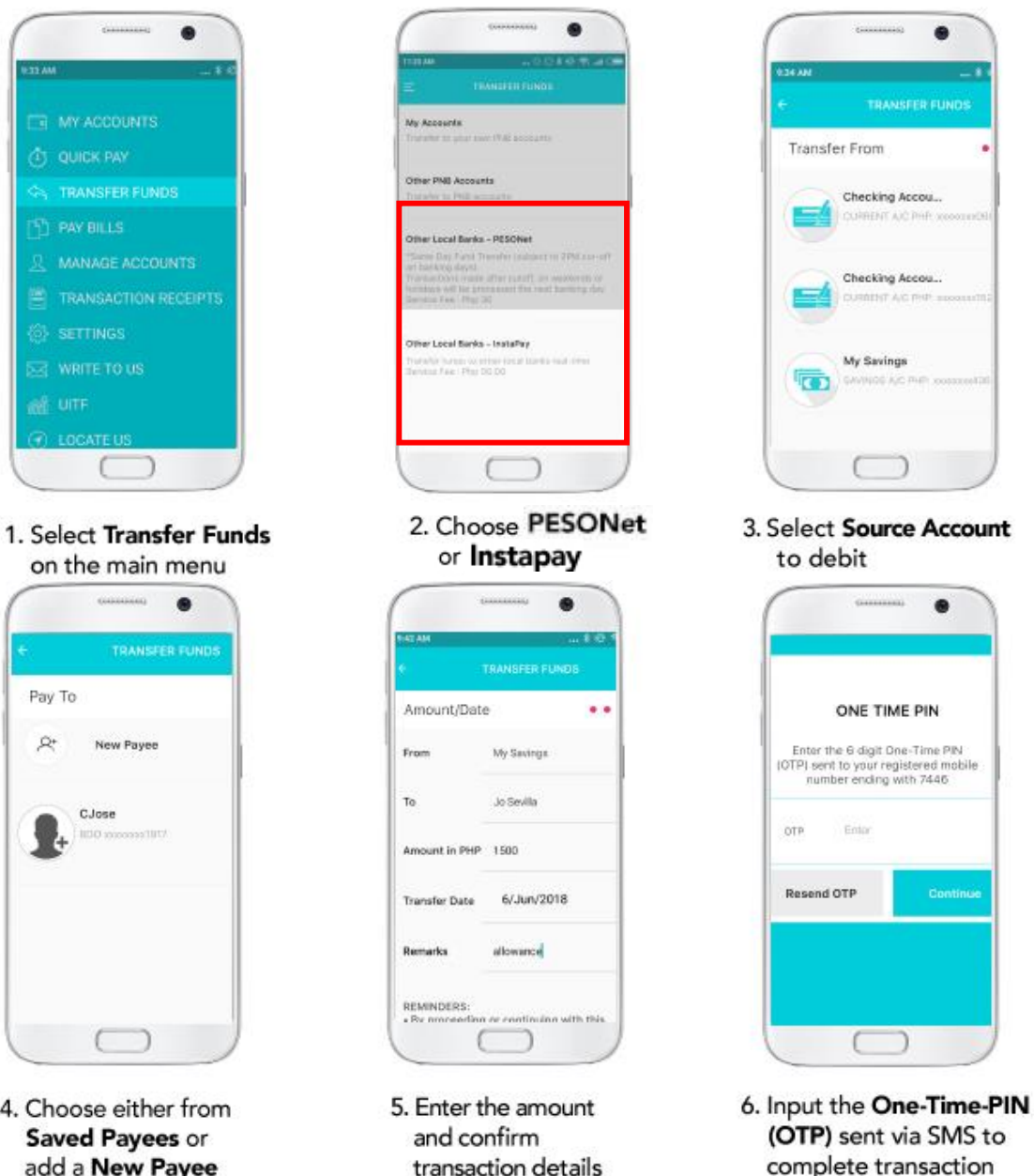
Both services are interbank funds transfer services to any participating local banks and e-money issuers within the Philippines. They are available to all PNB Internet Banking and PNB Mobile Banking App users with Peso-denominated savings and current accounts.

- PESONet allows depositors to perform non-time sensitive fund transfers with same-banking day credit to the beneficiary account subject to cut-off.
- InstaPay provides 24/7 real-time crediting of funds. The beneficiary account shall instantly receive the funds once the transaction is completed.

PESONet and InstaPay both provide a secure, faster and more convenient way to send funds or to settle payments in lieu of cash or checks.





How do I perform a PESONet/InstaPay transaction using PNB Internet Banking or the PNB Mobile Banking App?



- 1. Select Transfer Funds on the main menu**
- 2. Choose PESONet or InstaPay**
- 3. Select Source Account to debit**
- 4. Choose either from Saved Payees or add a New Payee**
- 5. Enter the amount and confirm transaction details**
- 6. Input the One-Time-PIN (OTP) sent via SMS to complete transaction**

You will receive notifications in your registered email and mobile numbers when PNB has successfully received your transaction for transmittal to the receiving bank.

FAQs		
<p>Is there a cut-off time for interbank funds transfer transactions?</p>	<p>2PM for same-banking day transmittal to the receiving bank</p> <p>Transactions received after cut-off, on holidays or weekends will be processed for transmission to the receiving bank on the next banking day</p>	<p>There is no cut-off</p> <p>You can transfer funds 24/7 with real-time credit to beneficiary account</p>
<p>How much can I transact?</p>	<p>P100,000 per transaction</p>	<p>P50,000 per transaction</p>
<p>Are there any applicable fees for interbank funds transfer?</p>	<p>Php30 per transaction</p>	<p>Php50 per transaction</p>
<p>Can I request cancellation of an interbank funds transaction?</p>	<p>The fee shall be automatically debited from your nominated source account after successful OTP confirmation.</p>	
<p>How soon are funds credited to the receiving bank?</p>	<p>Once your account has been debited, the transaction made via PNB Internet Banking or the PNB Mobile Banking App is final and can no longer be cancelled.</p>	<p>Within cut-off time, PNB shall send the funds transfer instruction to the receiving bank on or before 4PM.</p> <p>Credit to the payee account is dependent on the processing of the receiving bank. Please inform your payee to coordinate with their bank of account if funds have already been credited to their account.</p>
<p>Will there be instances for unsuccessful credit to the receiving bank?</p>	<p>The final credit to the payee/ beneficiary account may not be successfully processed by the receiving bank for several reasons, such as:</p> <ul style="list-style-type: none"> • Invalid payee account number (may be incorrect, closed, dormant, blocked, frozen) • Name of the beneficiary account does not match the name of the beneficiary submitted • The currency of the beneficiary account is not a qualified PHP account <p>Please ensure to obtain the correct account information from your payee to avoid delays in the credit to the beneficiary account.</p>	<p>If in case the transaction was successful and yet the funds have not been credited to the beneficiary account, this will be subject to the receiving institution's crediting.</p> <p>Possible causes:</p> <ul style="list-style-type: none"> • Host is down • Bancnet connection is down • Receiving bank is down <p>Funds is expected to be credited to the beneficiary account within the next banking day.</p>

<p>How will the funds be returned to me if the interbank funds transfer transaction was not credited to the receiving bank?</p>	<p>The fund transfer amount, net of transaction fee will be credited back to your source account as soon as the funds are returned to us by the receiving bank.</p>	<p>For failed transactions, no credit shall be made to the beneficiary account.</p> <p>If the source account was debited for the fund transfer amount and service fee, they will be credited back on the next banking day.</p>
<p>I have transferred money to the wrong account. How do I attempt to recover the funds?</p>	<p>As long as a valid account number is provided, the transaction will be final and can no longer be cancelled. We encourage you to obtain the correct account information from your payee to make your transaction hassle-free.</p>	

PARTICIPATING RECEIVING INSTITUTIONS

INSTITUTION		
Al-Amanah Islamic Investment Bank	✓	
Asia United Bank	✓	✓
ANZ	✓	
BDO	✓	✓
Bangkok Bank	✓	
Bank of America	✓	
Bank of China	✓	
Bank of Commerce	✓	✓
BPI	✓	✓
Bank of Tokyo-Mitsubishi	✓	
Chinabank Savings	✓	✓
Chinabank	✓	✓
Citibank	✓	
CTBC Bank	✓	✓
Deutsche Bank	✓	
Development Bank of the Philippines	✓	✓
Dungganon Bank		✓
East-West Bank	✓	✓
Equicom Savings Bank	✓	✓
First Consolidated Bank	✓	
G-Cash		✓
HSBC	✓	
Industrial Bank of Korea	✓	
ING Bank N. V.	✓	
ISLA Bank		✓
JPMorgan Chase Bank	✓	
KEB Hana Bank	✓	
Land Bank of the Philippines	✓	
Malayan Bank		✓
Maybank	✓	✓
Mega Intl Commercial Bank	✓	
Metrobank	✓	✓
Mizuho Bank	✓	
OmniPay		✓
Partner Rural Bank (Cotabato)		✓
PayMaya		✓
Philippine Business Bank		✓
PBCOM	✓	✓
PS Bank	✓	✓
Philtrust Bank	✓	✓
Producers Savings Bank Corporation	✓	
Veterans Bank	✓	✓
PNB Savings Bank		✓
RCBC	✓	✓
RCBC Savings Bank		✓
Robinsons Bank	✓	✓
Security Bank	✓	✓
Shinhan Bank	✓	
Sterling Bank of Asia	✓	✓
Sumitomo Mitsui Banking Corp	✓	
Standard Chartered	✓	
Sun Savings Bank		✓
UnionBank	✓	✓
UCPB	✓	✓
UCPB Savings Bank		✓
United Overseas Bank	✓	
Wealth Development Bank	✓	
Yuanta Savings Bank	✓	✓