



PHILIPPINE NATIONAL BANK

MOBILE BANKING APP

USER GUIDE

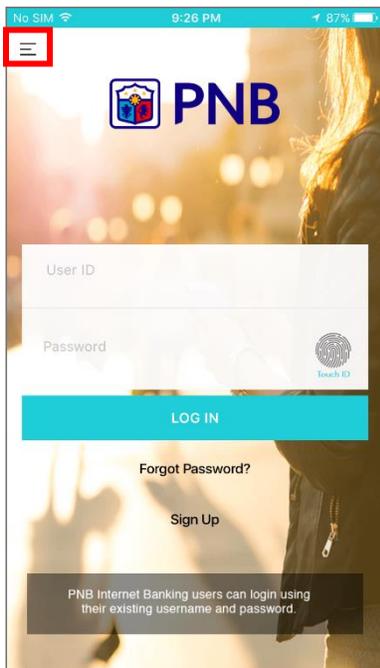
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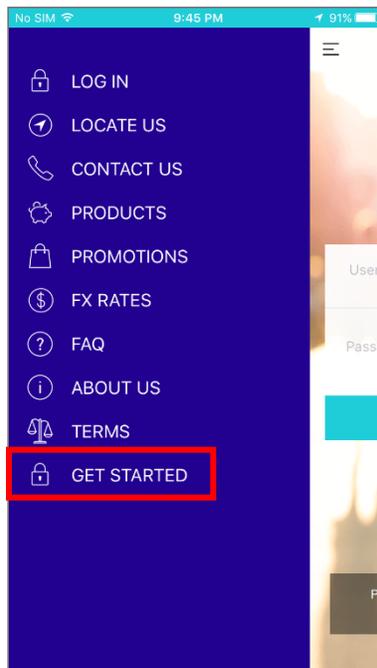
1 Main Menu

You may navigate through some of the app's features even without having an account yet. Feel free to browse through some of the contents to get a glimpse of what PNB has in store for you.

1.1. Get Started



STEP 1



STEP 2



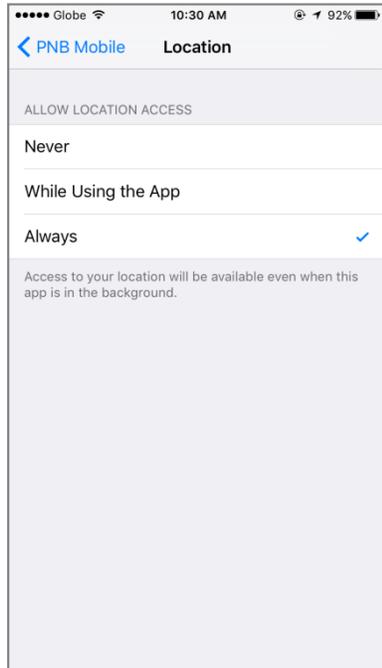
STEP 3

Step 1 Upon opening the app, tap the button on the upper left corner to open the menu.

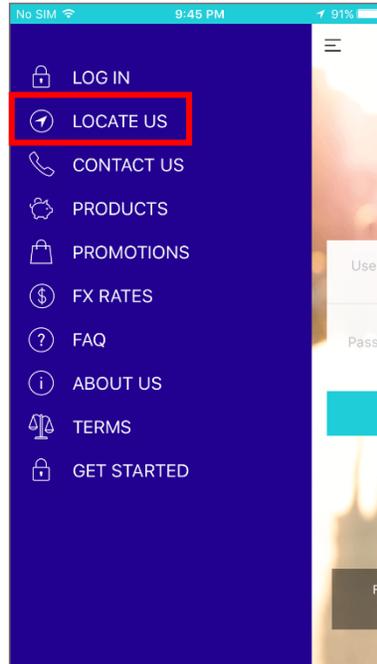
Step 2 You may tap **GET STARTED** to see the features page.

Step 3 Swipe left or right to browse.

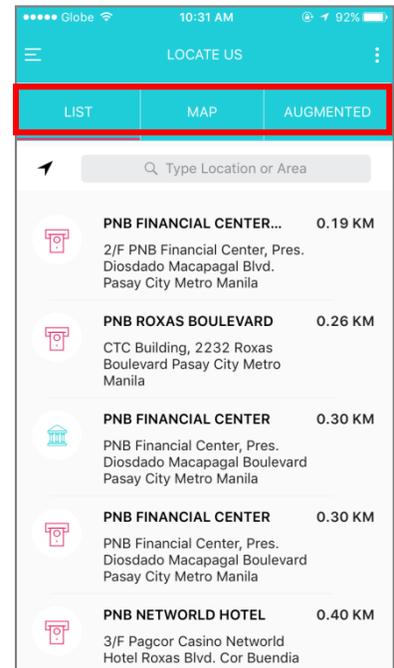
1.2 Locate Us



STEP 1

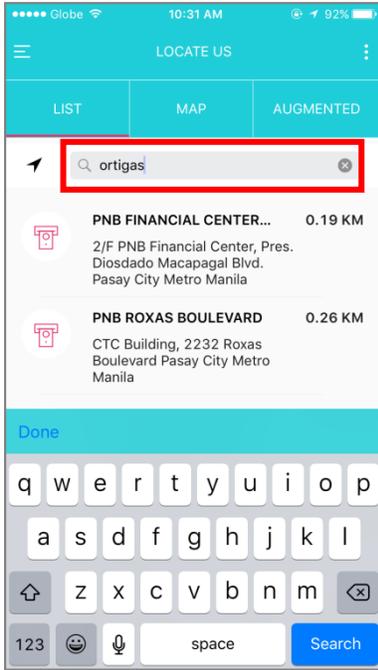


STEP 2

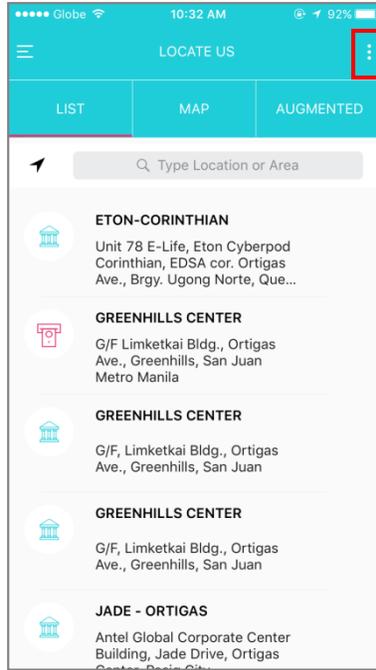


STEP 3

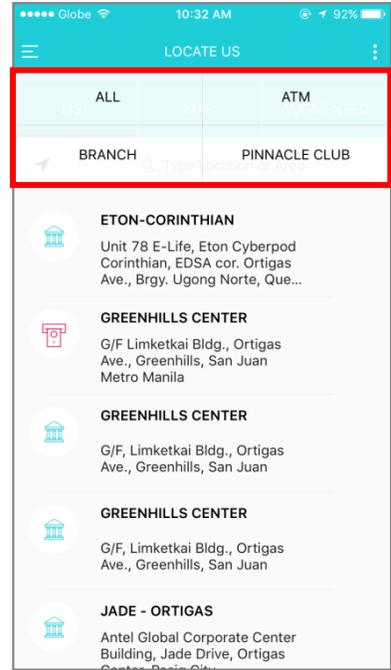
- Step 1** Before moving on to the **LOCATE US** feature, make sure that the services location on your device is turned on.
- Step 2** Go back to the menu and select **LOCATE US**.
- Step 3** A list of the closest branches, ATMs, and Pinnacle Club areas shall appear.



STEP 4

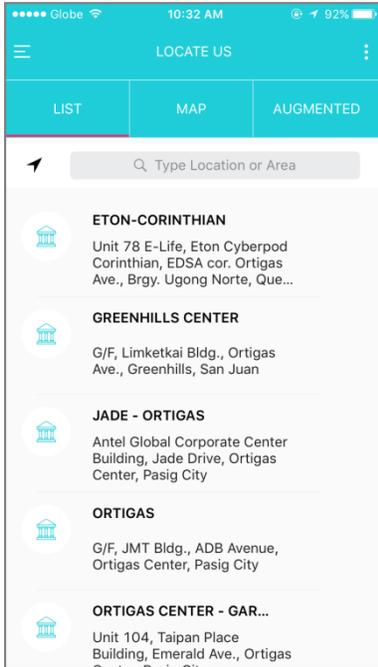


STEP 5

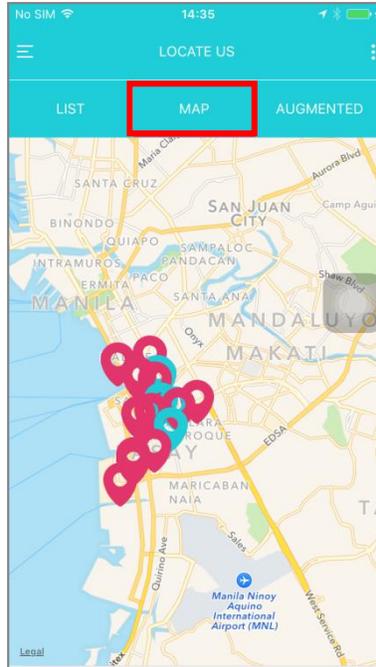


STEP 6

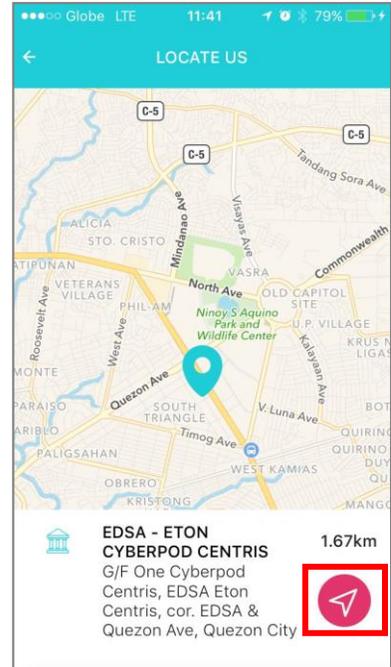
- Step 4** You may type the desired area on the search bar to show the branches and ATMs available.
- Step 5** Tap on the three-dotted button on the upper right corner to open the sorting menu.
- Step 6** Select **ATM**, **BRANCH**, or **PINNACLE CLUB** to show respective locations.



STEP 7



STEP 8

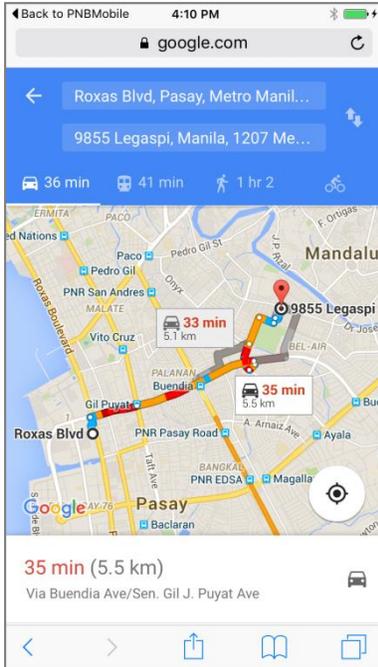


STEP 9

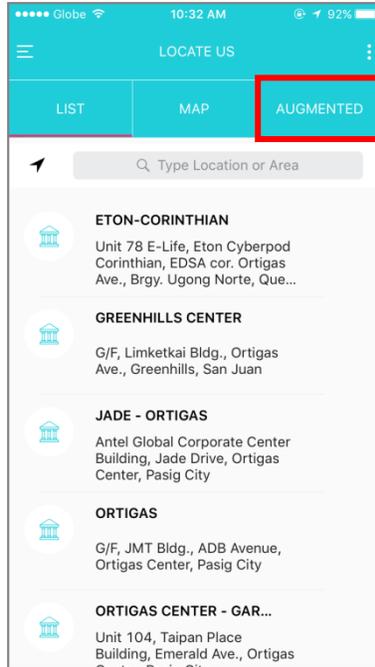
Step 7 For instance, the list given was the result of choosing **BRANCH**.

Step 8 You may select **MAP** to show a detailed grid containing the branches or ATMs.

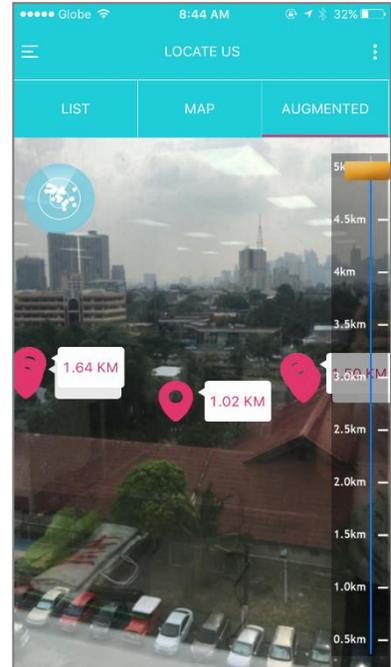
Step 9 The Map shall open and tapping on a particular branch shall reveal its location and schedule. You may tap the arrow icon on the lower right corner of the screen to get directions.



STEP 10



STEP 11



STEP 12

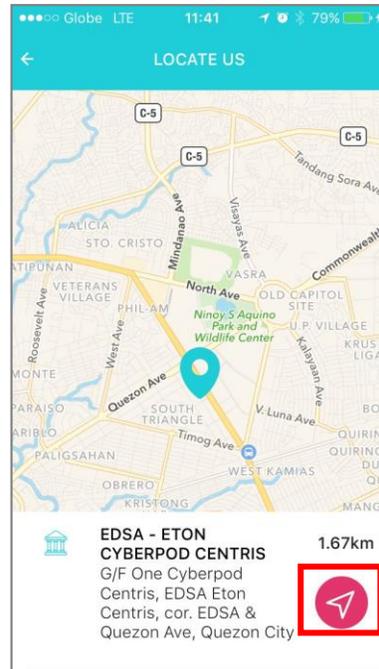
Step 10 *Waze* or *Google Maps* shall calculate a route for you. (*Waze* shall open if both apps are installed. If both apps are not available, your default browser shall open.)

Step 11 Back in the LOCATE US menu, tap **AUGMENTED**.

Step 12 You shall be led to a camera view, which pinpoints the exact location of the branches depending on where you point the device.



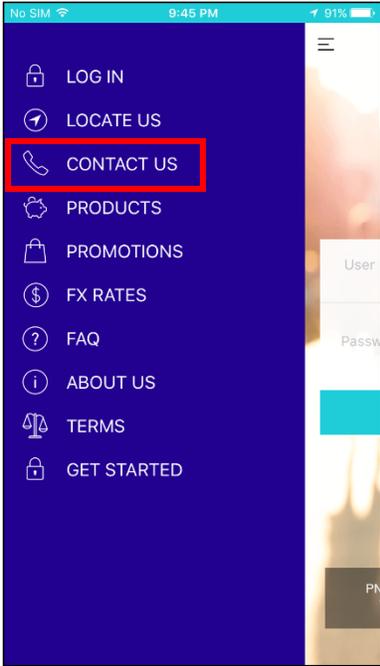
STEP 13



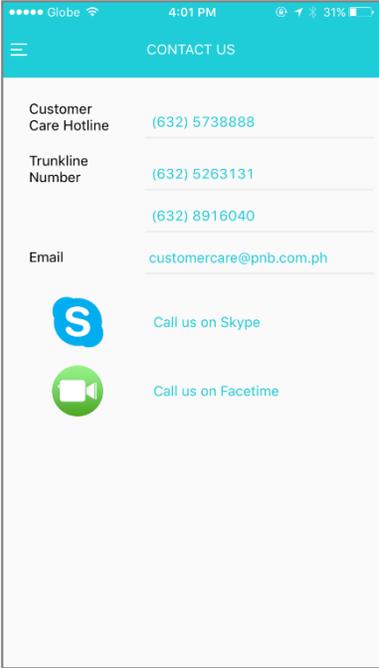
STEP 14

- Step 13** Toggle the distance adjuster at the right part of the screen to fiddle with the branches/ATMs that may be seen in the Augmented view. You may also tap on a particular branch/ATM to show more details about it.
- Step 14** Tap the navigation button on the lower right corner to open *Waze* or *Google Maps* for more detailed directions. (*Waze* shall open if both apps are installed. Your default browser shall open if both apps are unavailable.)

1.3 Contact Us



STEP 1

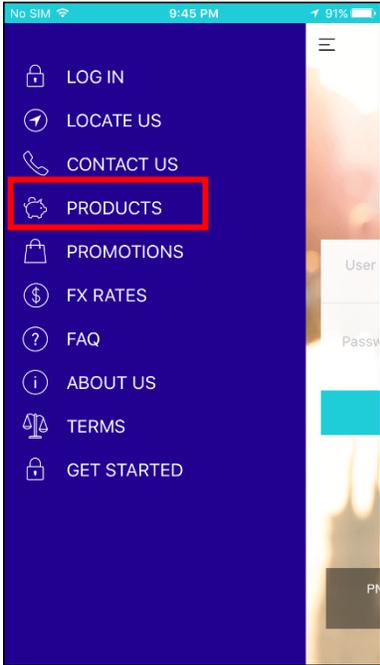


STEP 2

Step 1 At the menu, select **CONTACT US**.

Step 2 You may pick one of the contact numbers to give a call. Choose the email below it to send a message; or press the Skype or FaceTime (for iOS devices only) to contact via video call.

1.4 Products



STEP 1

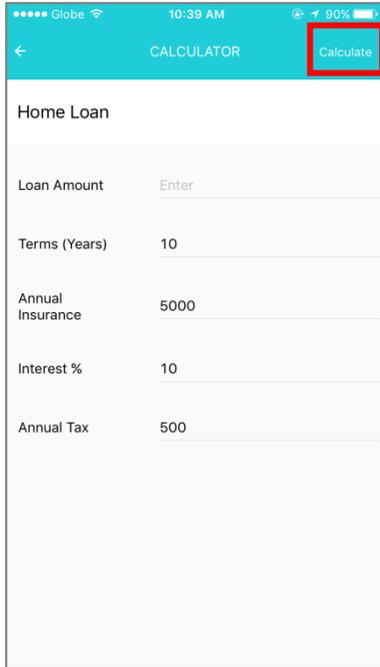


STEP 2

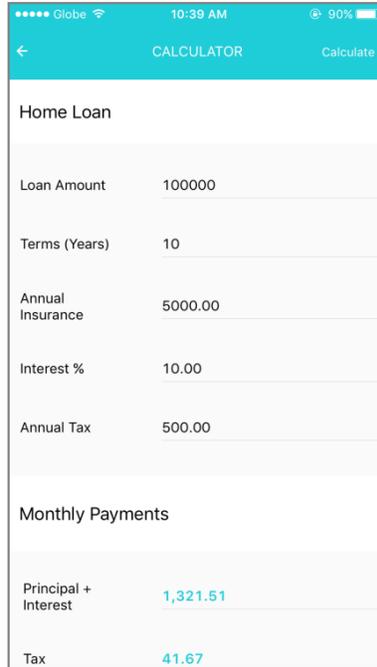


STEP 3

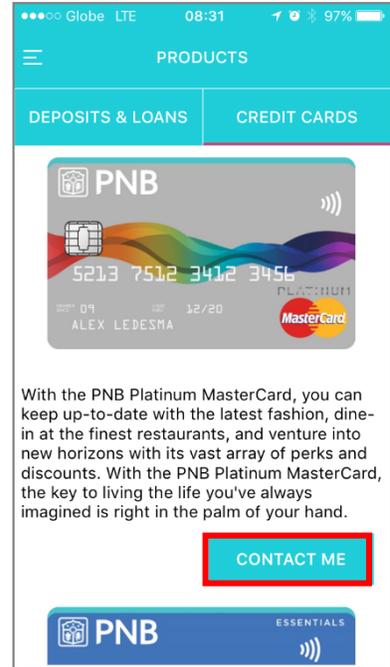
- Step 1** Tap **PRODUCTS**.
- Step 2** You shall be brought to the **DEPOSITS & LOANS** page where you may browse through the products. Then, you may tap **CONTACT ME**.
- Step 3** Back in the Products menu, you may select **GET QUOTE** to show the Loan Calculator page.



STEP 4



STEP 5



STEP 6

Step 4 You may input the loan amount (minimum of 100,000) then press **CALCULATE**.

Step 5 Monthly Payment details shall appear (Home Loan in this case).
*Same rules apply for Auto Loan.

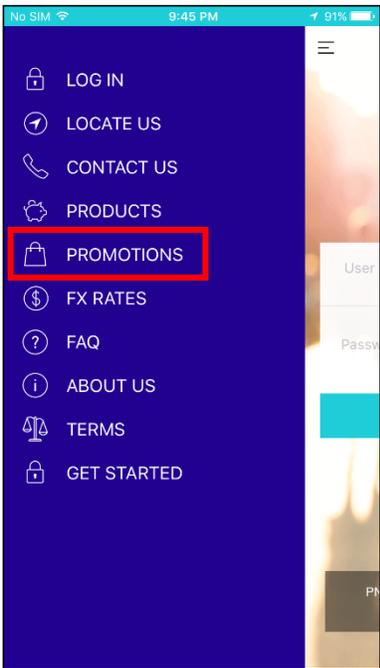
Step 6 Back in the Products menu, you may also tap **CREDIT CARDS** and select the **CONTACT ME** option.



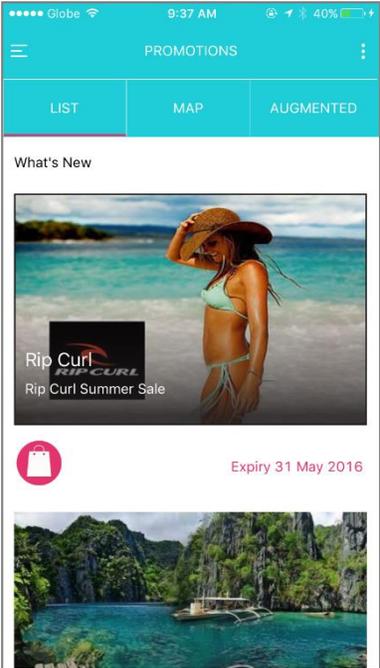
STEP 7

Step 7 A new page shall open, asking for your Name, Email, and Phone Number. Kindly expect an email/phone call from PNB Credit Cards.

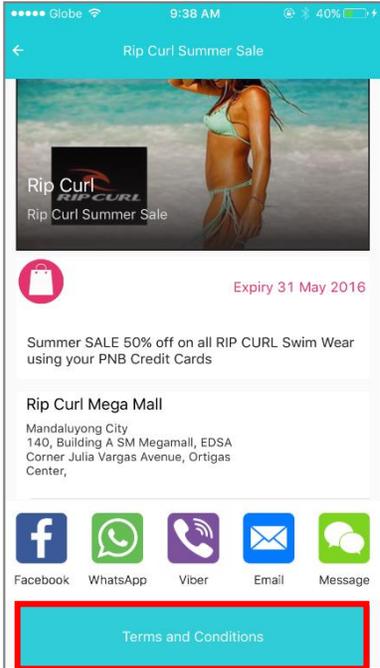
1.5 Promotions



STEP 1

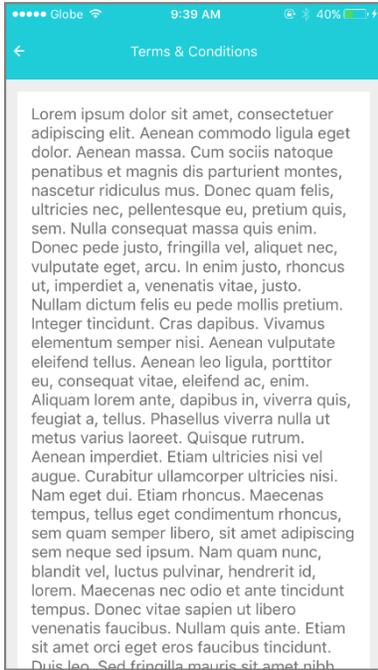


STEP 2

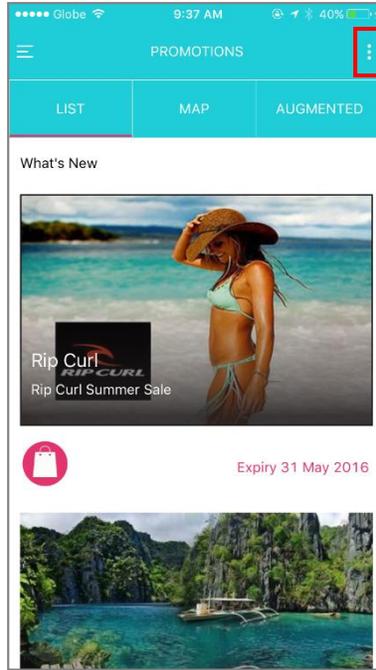


STEP 3

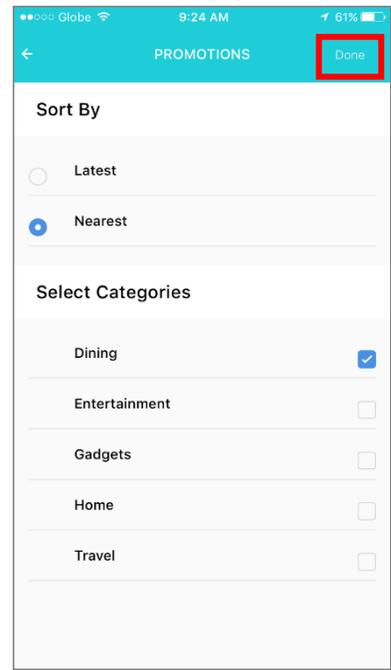
- Step 1** Tap **PROMOTIONS**.
- Step 2** You may browse through the promos and choose one to know more about it.
- Step 3** A more detailed description of the promo shall appear. This may be shared via Facebook, WhatsApp, Viber, Email, or Message. You may tap **Terms and Conditions**.



STEP 4



STEP 5

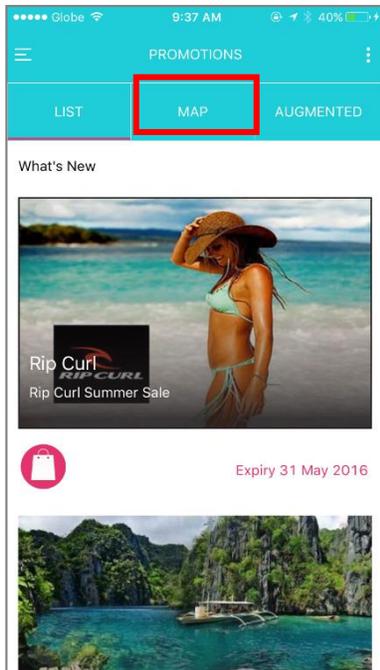


STEP 6

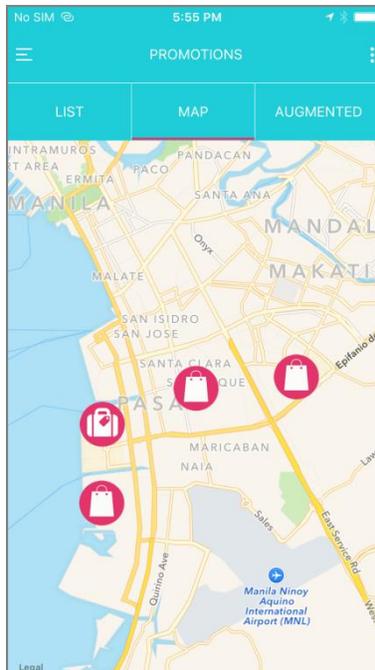
Step 4 The Terms & Conditions page shall be opened.

Step 5 Back in the Promotions list, you may tap the three-dotted button on the upper right corner of the screen to set the filter.

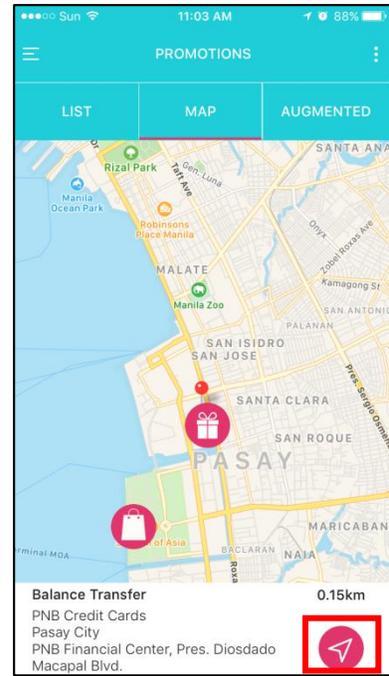
Step 6 You may adjust the filter to sort promos by type, distance, and time. Then, press **Done**.



STEP 7

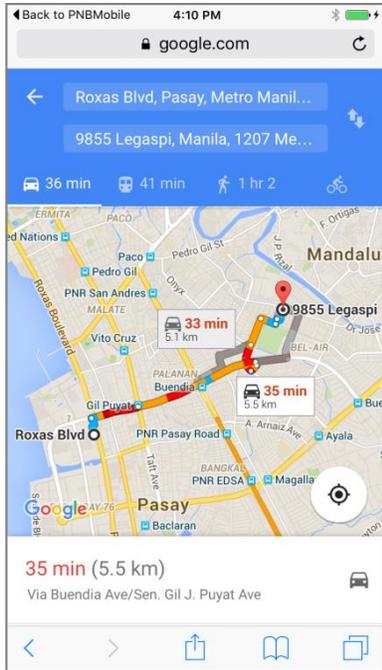


STEP 8

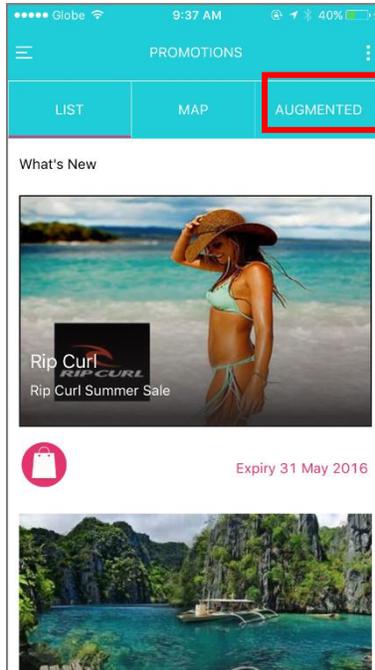


STEP 9

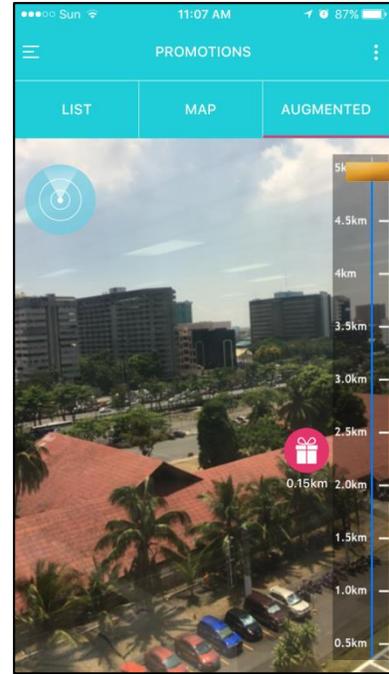
- Step 7 Back in the promotions list, you may press **MAP**.
- Step 8 Map shows the promos nearby. You may tap the promo icon to know more about it.
- Step 9 Promo details shall appear with the distance and direction included. You may tap the *navigate* button on the lower right corner to calculate a route.



STEP 10

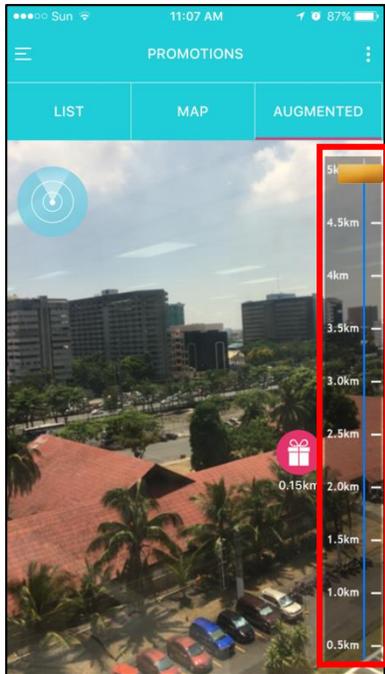


STEP 11

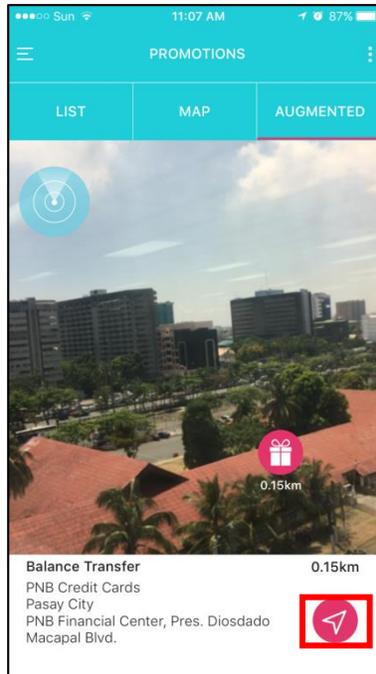


STEP 12

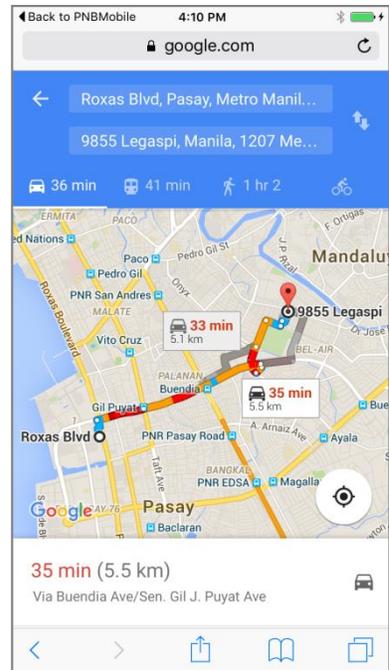
- Step 10** Either *Waze* or *Google Maps* shall open, depending on which is installed. (If both are installed, *Waze* shall open. Your default browser shall open if both apps are unavailable.)
- Step 11** Back in the promos list, you may press **AUGMENTED**.
- Step 12** Your camera shall open. Depending on where the device is pointed, the nearest promotion locations shall appear onscreen.



STEP 13



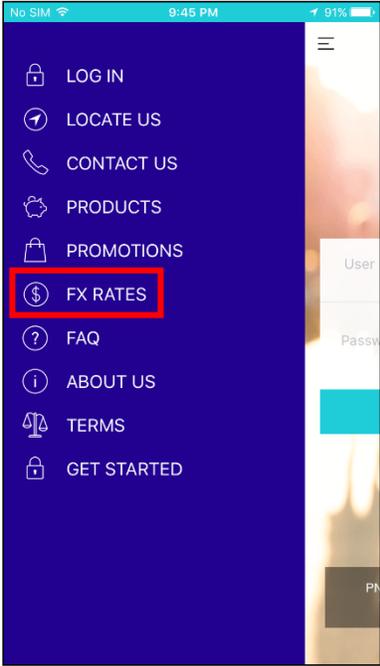
STEP 14



STEP 15

- Step 13** You may toggle the range slider at the right part of the screen to sort the promos according to distance.
- Step 14** Select a promo to get more details. You may tap the navigation icon on the lower right corner.
- Step 15** Waze shall calculate a route towards the promo destination. (*Google Maps* shall open if the former is not installed. If both apps are unavailable, your default browser shall open.)

1.6 FX Rates



STEP 1

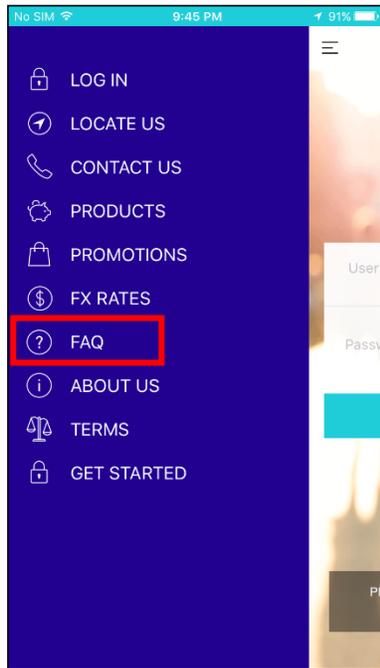


STEP 2

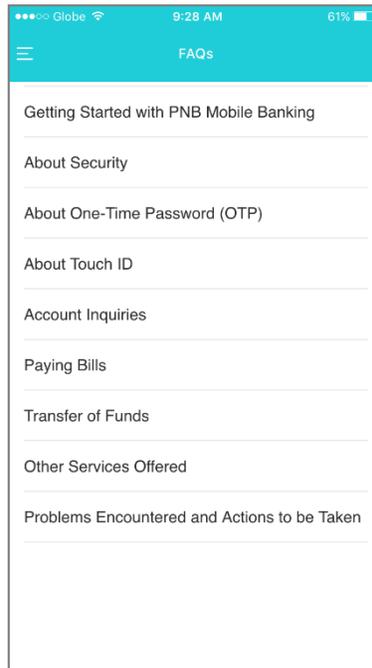
Step 1 Back in the menu, you may select **FX RATES**.

Step 2 FX RATES page shall appear.

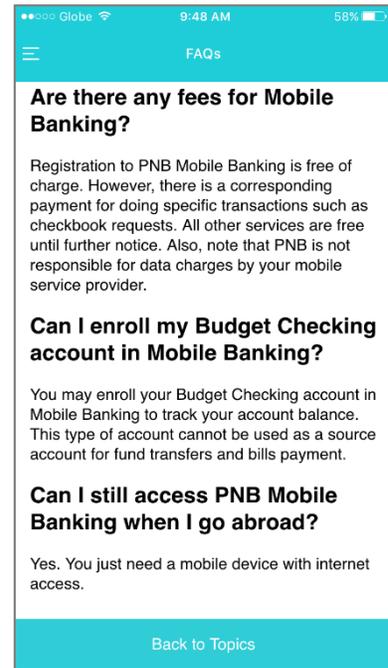
1.7 FAQs



STEP 1



STEP 2



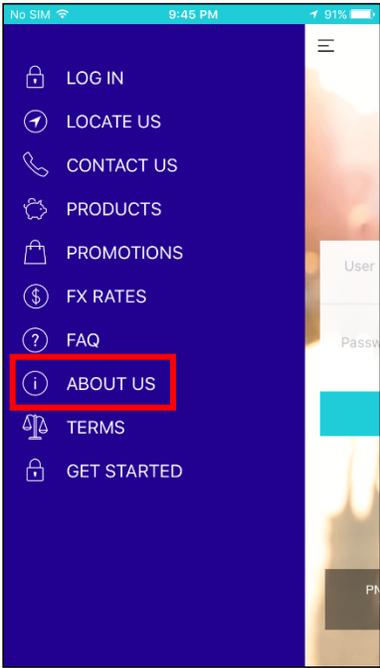
STEP 3

Step 1 Tap **FAQ**.

Step 2 **FAQ** page shall appear. Choose any of the sections.

Step 3 App shall go to the selected section.

1.8 About Us



STEP 1

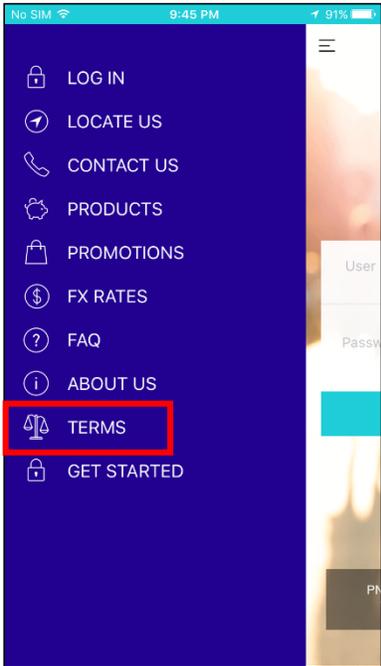


STEP 2

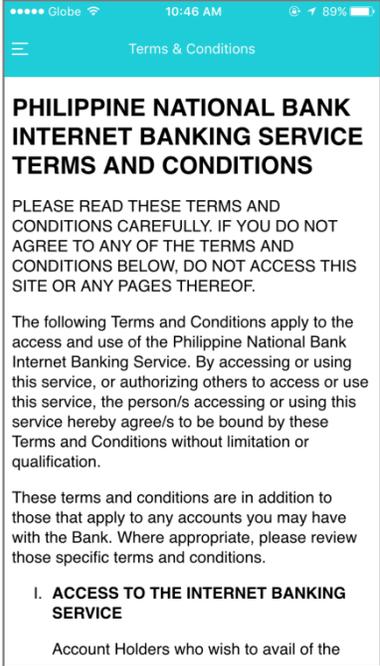
Step 1 You may also select **ABOUT US**.

Step 2 **About Us** page shall appear.

1.9 Terms and Conditions



STEP 1



STEP 2

Step 1 You may select **TERMS** at the menu.

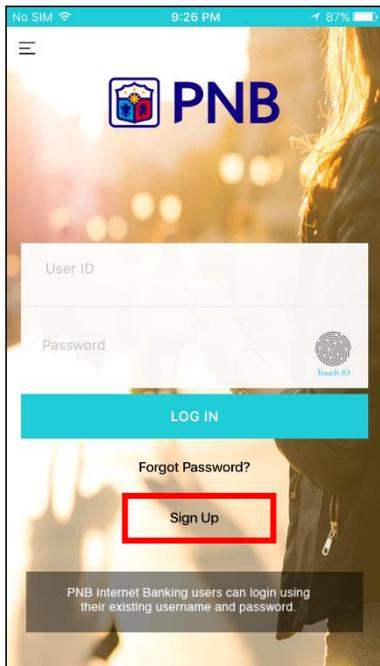
Step 2 **Terms & Conditions** page shall appear.

2 Enrollment

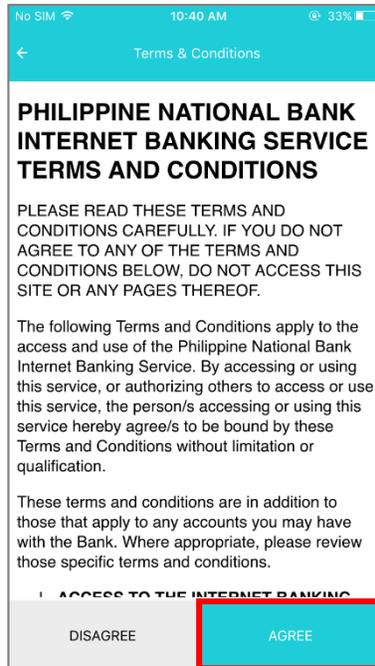
There are two ways to enroll for bank customers.

2.1 Enrollment using ATM Card

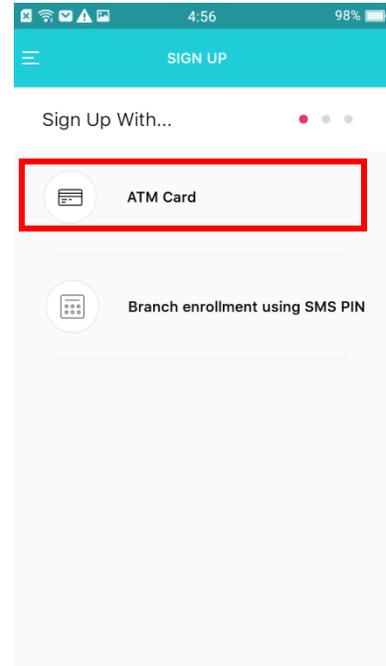
For all individual ATM accounts only



STEP 1



STEP 2



STEP 3

Step 1 Upon navigating the PNB Mobile App, choose **Sign Up**.

Step 2 PNB Mobile App shall direct you to the Terms and Conditions page. After reading the agreement, tap **AGREE**.

Step 3 In the Sign Up page, choose the type of enrollment then tap **ATM CARD***.

* The following ATM Account Types are not allowed for enrollment using ATM Card:

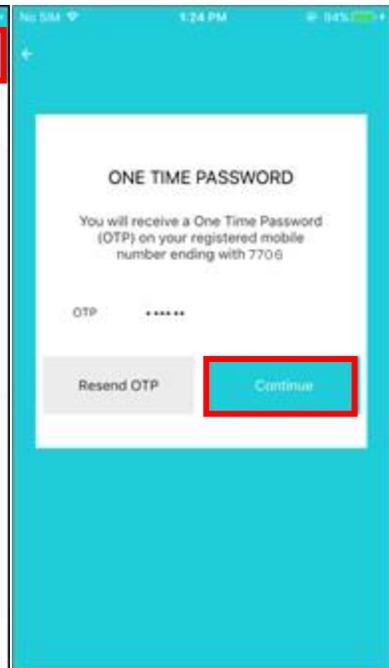
- Pensioner Accounts – SSS/GSIS
- Joint or/and Accounts
- Corporate Accounts



STEP 4

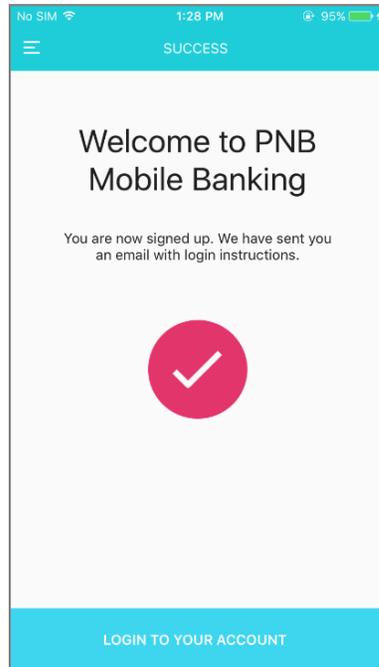


STEP 5



STEP 6

- Step 4** In the ATM Card Details page, choose the type of account to be enrolled then input the valid Card Number and PIN. Then tap **Continue** located at the upper right corner of the page.
- Step 5** Fill out the Login Details correctly. Ensure that your mobile number and email address are correct. Tap **Continue**.
- * Password must be eight characters including one upper-case letter, one special character and alphanumeric characters.
- Step 6** Enter the 6-digit One Time Password (OTP) which shall be sent to your registered mobile number. Press **Continue**.

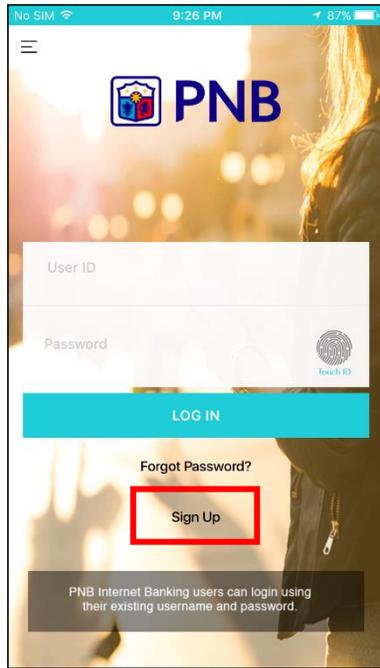


STEP 7

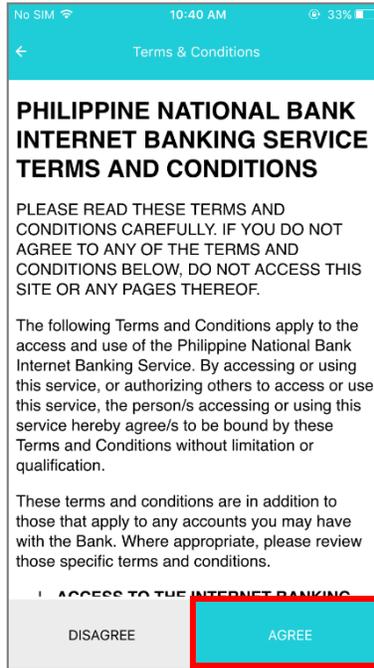
Step 7 A confirmation page shall appear to acknowledge that your account has been enrolled successfully.

2.2. Branch enrollment using SMS PIN

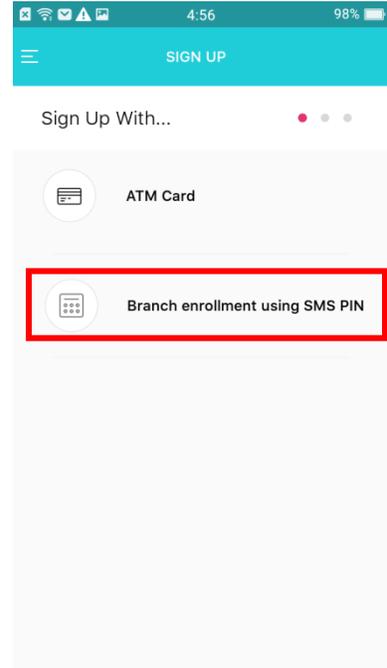
For all Non-ATM, Joint/Or and Pensioner accounts



STEP 1



STEP 2

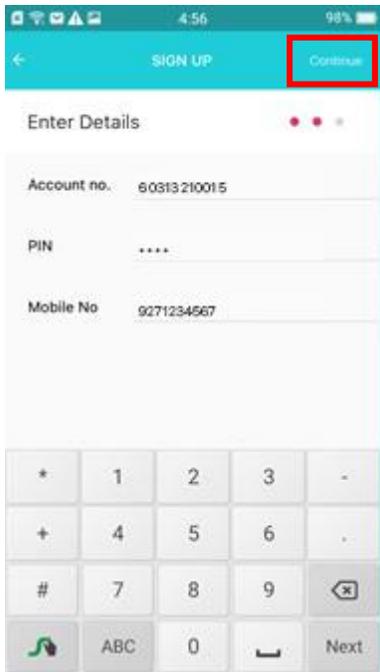


STEP 3

- Step 1** Go to the nearest PNB branch to request for Mobile Banking Enrollment via SMS PIN.
- Step 2** Upon navigating the PNB Mobile App, choose **Sign Up**.
- Step 3** PNB Mobile App shall direct you to the Terms and Conditions page. After reading the agreement, tap **AGREE**.
- Step 4** In the Sign Up page, choose the type of enrollment then tap **Branch enrollment using SMS PIN***.

* The following Account Types are not allowed for branch enrollment using SMS PIN:

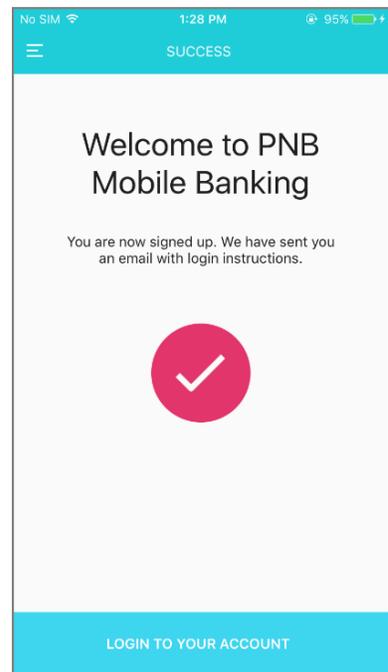
- Joint/and Accounts
- Corporate Accounts



STEP 5



STEP 6



STEP 7

Step 5 Enter your account number, SMS PIN sent to your registered mobile number and your mobile number. Then tap **Continue** located at the upper right corner of the page.

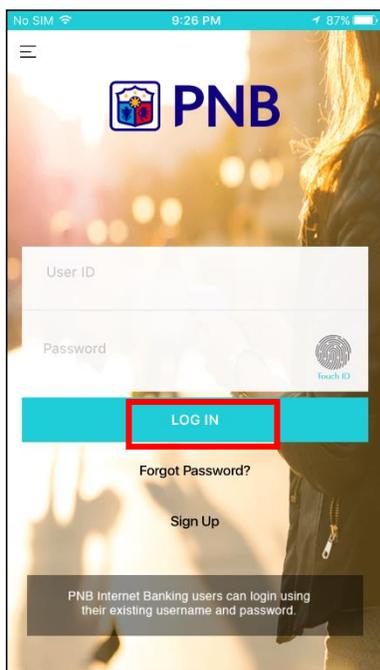
Step 6 Fill out the Login Details correctly. Ensure that your mobile number and email address are correct. Tap **Continue**.

* Password must be eight characters including one upper-case letter, one special character and alphanumeric characters.

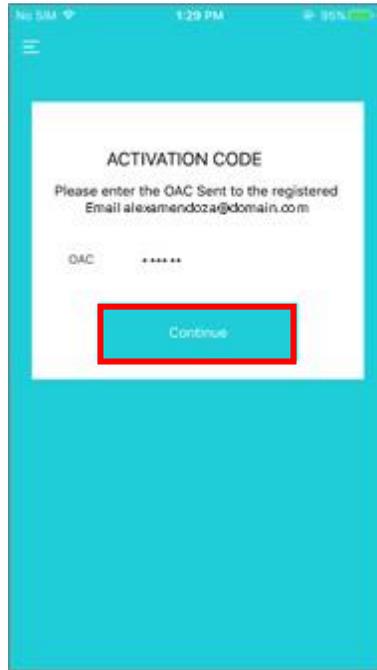
Step 7 A confirmation page shall appear to acknowledge that your account has been enrolled successfully.

3 Login

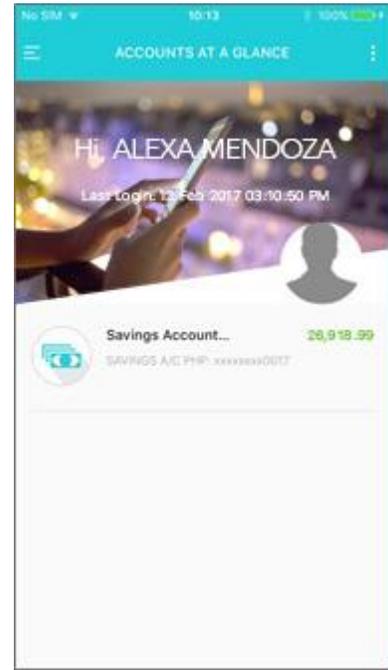
From this point onwards, you shall be able to access the main features of the Mobile Banking App.



STEP 1



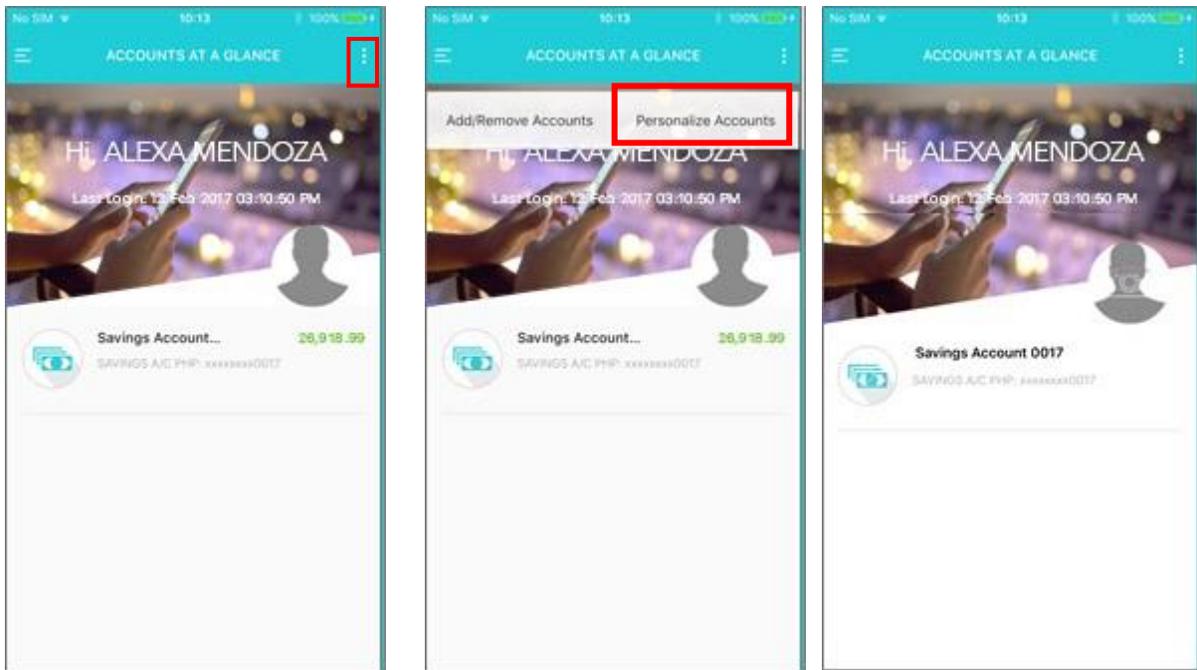
STEP 2



STEP 3

- Step 1** Enter your Username and Password, then tap **LOG IN**.
- Step 2** The first time you log in to the app, you shall be asked to enter the Online Activation Code (OAC) sent to your registered e-mail address. Then, tap **Continue**. Upon your next login, you shall be directed to **MY ACCOUNTS** page.
- Step 3** Once successfully logged into PNB Mobile, the system should be able to display the **MY ACCOUNTS** page. This page contains the client name, last login date, and the list of enrolled accounts.

4 Account Personalization

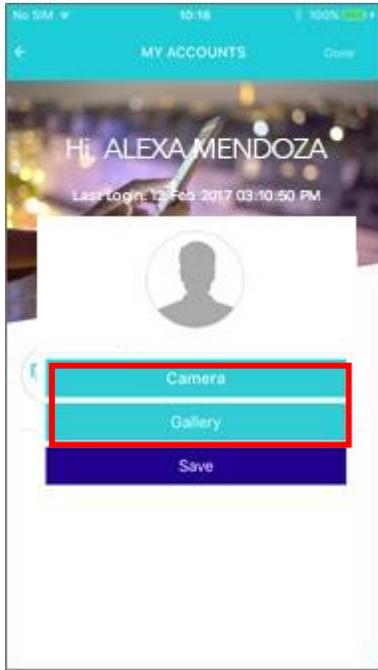


STEP 1

STEP 2

STEP 3

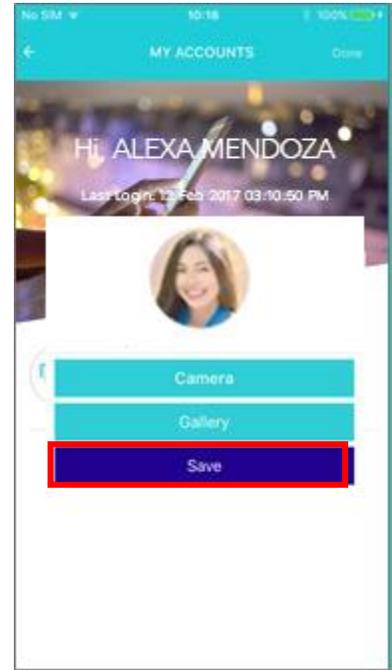
- Step 1** Once logged in, select the three-dotted button at the upper right corner.
- Step 2** A dropdown menu shall appear. You may tap **Personalize Accounts** to configure the profile picture and account image and alias.
- Step 3** Select the profile picture icon to change the image.



STEP 4

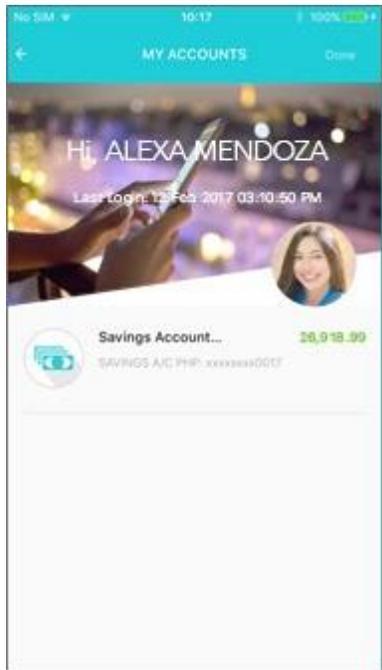


STEP 5



STEP 6

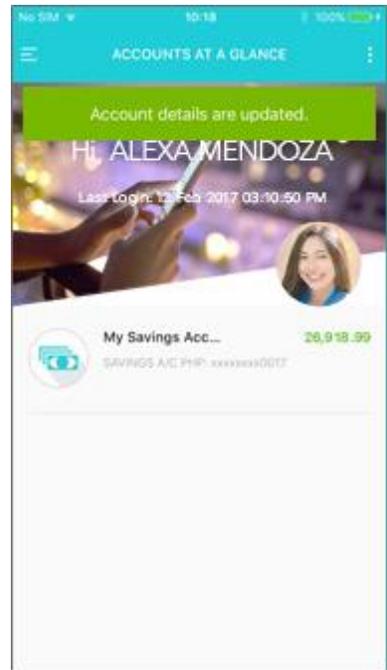
- Step 4** The app shall ask for the source of your desired image. By selecting **Camera**, it shall ask for a photo to be captured while choosing **Gallery** shall allow you to pick an image from your stock photos.
- Step 5** Crop the image in order to fit within the size of the profile picture.
- Step 6** Press **Save**.



STEP 7



STEP 8

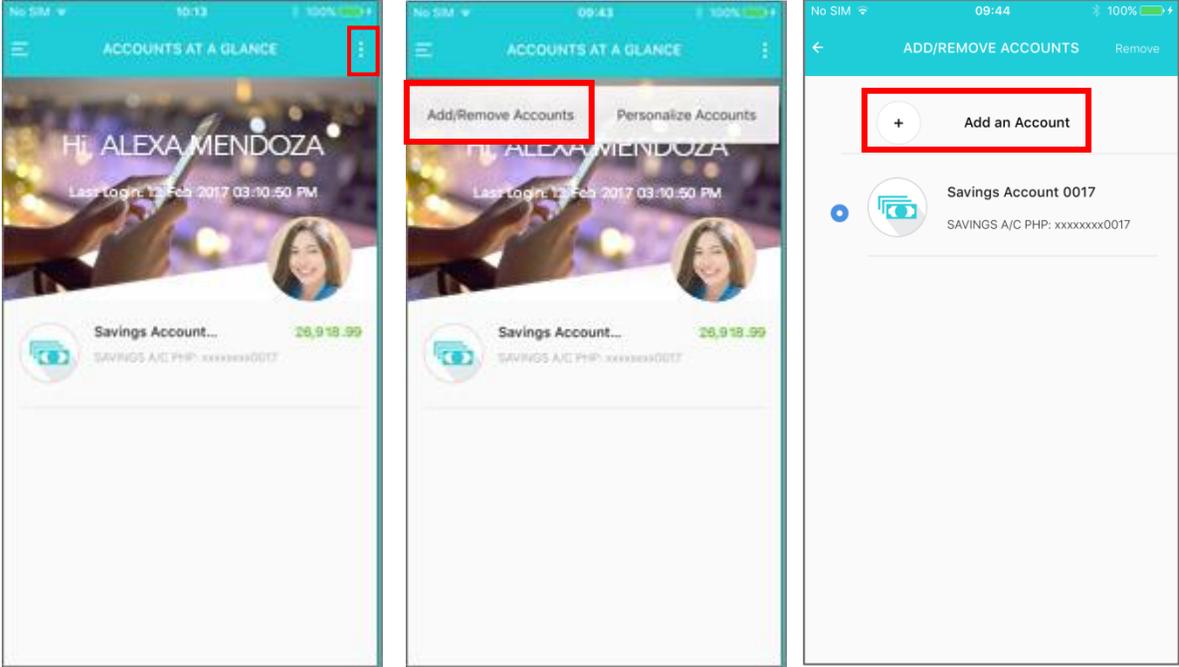


STEP 9

- Step 7** Back in the customization menu, you may select an account to input/change its alias.
- Step 8** Input the new alias and press **Done**.
- Step 9** Account details shall now be updated.

5 Add Other Deposit & Credit Card Accounts

5.1 Add Other Deposit Accounts



STEP 1

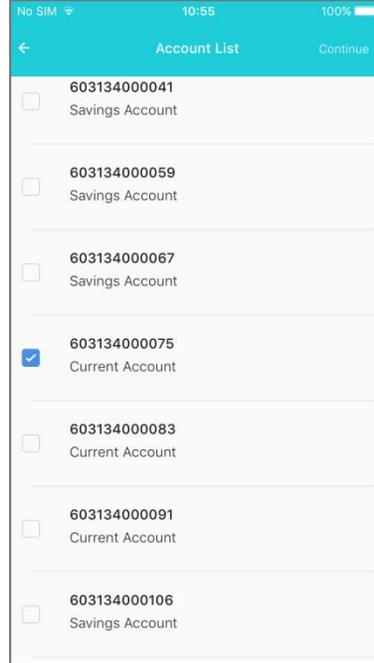
STEP 2

STEP 3

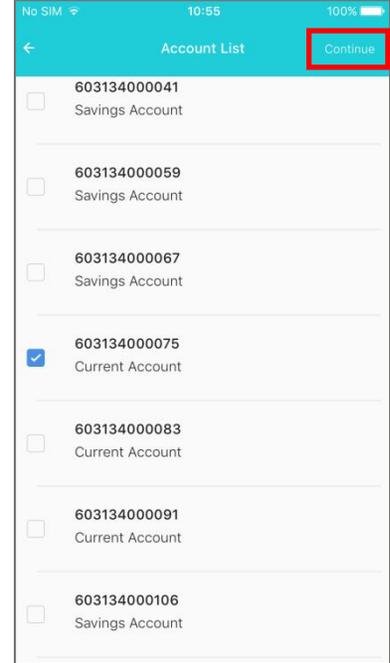
- Step 1** Once logged in, select the three-dotted button at the upper right corner.
- Step 2** A drop-down menu shall appear. Tap **Add/Remove Accounts**.
- Step 3** Select **Add an account**.



STEP 4

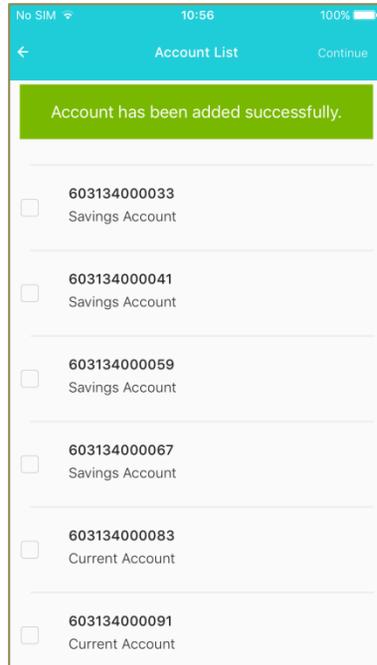


STEP 5

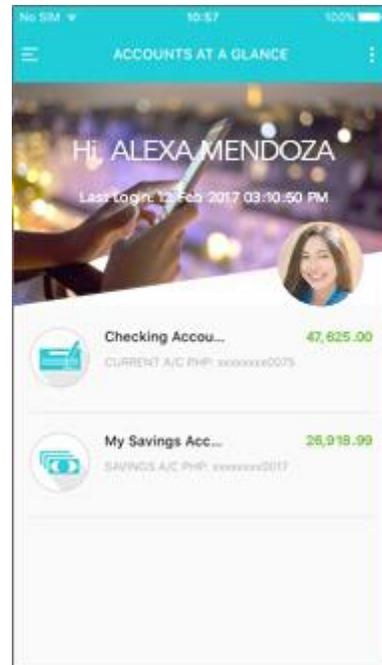


STEP 6

- Step 4 Enter the 6-digit one-time password (OTP) sent through registered mobile number, then press **Continue**.
- Step 5 Choose desired account/s from the list of available accounts to be enrolled.
- Step 6 Press **Continue**.



STEP 7

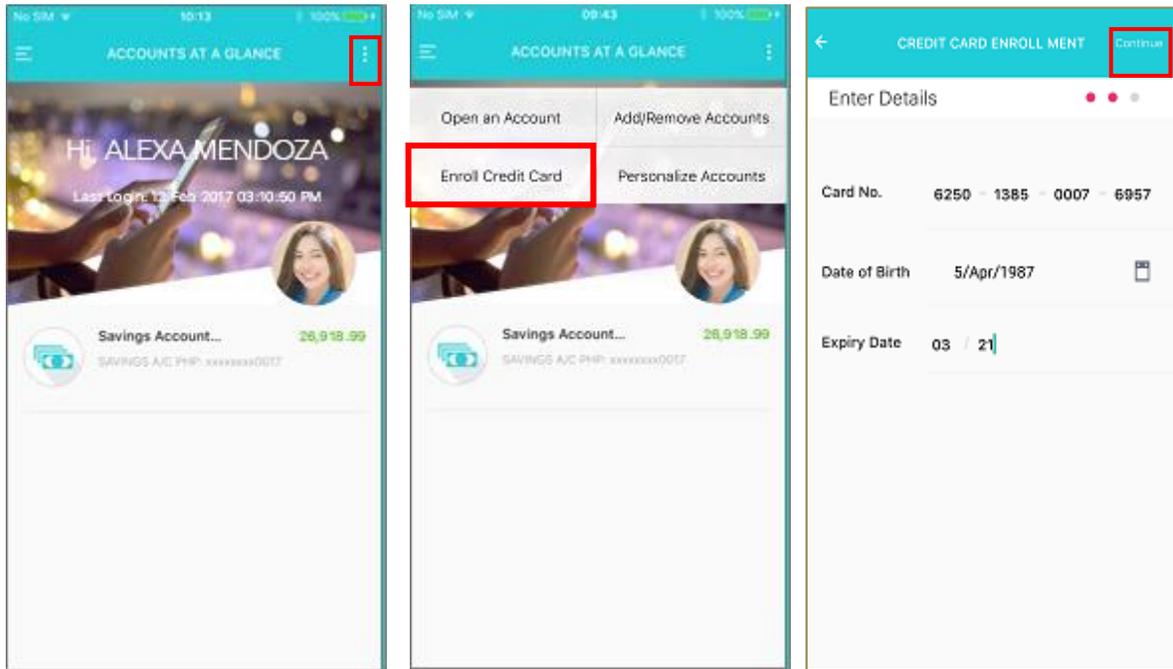


STEP 8

Step 7 You shall be prompted that the account/s have been successfully enrolled.

Step 8 Users shall now be able to view their additional accounts at the **MY ACCOUNTS** page.

5.2 Add Credit Card Accounts

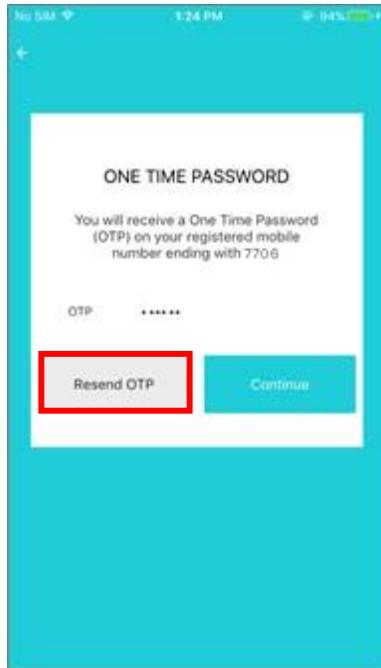


STEP 1

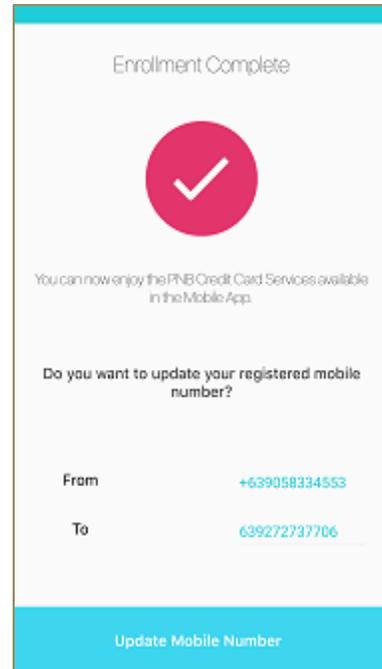
STEP 2

STEP 3

- Step 1** Once logged in, select the three-dotted button at the upper right corner.
- Step 2** A drop-down menu shall appear. Tap **Enroll Credit Card**.
- Step 3** Enter your credit card number, date of birth and card expiry date. Press **Continue**.



STEP 4



STEP 5

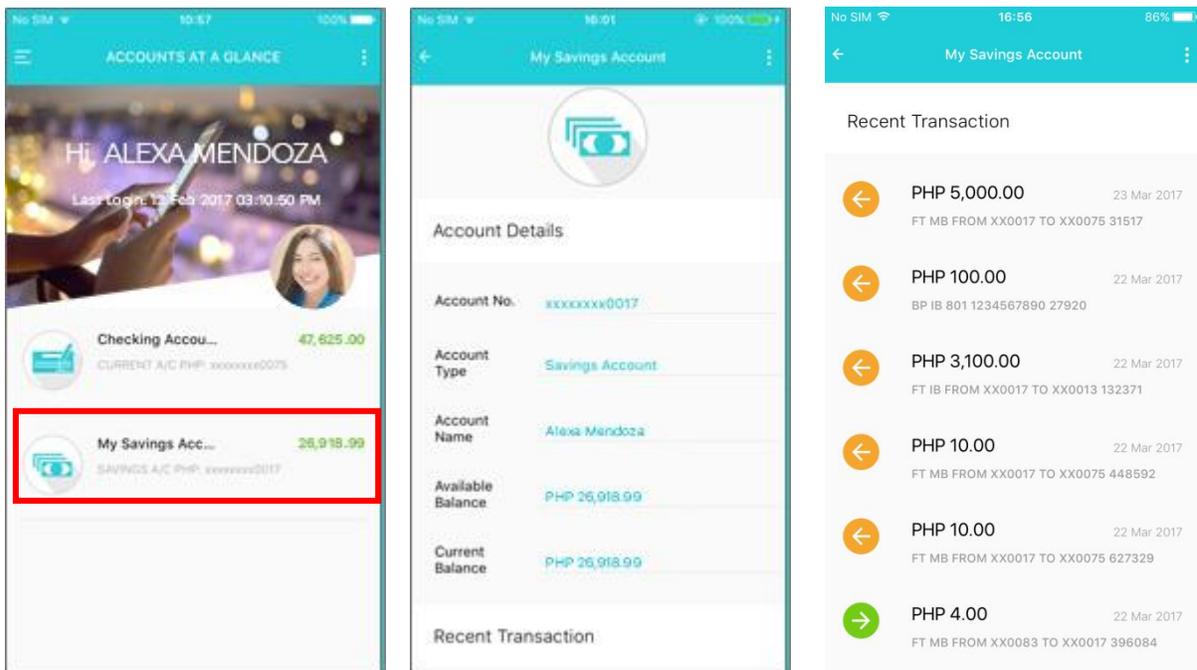
Step 4 Enter the 6-digit one-time password (OTP) sent through your registered mobile number with PNB Credit Cards then press **Continue**.

Step 5 You shall be prompted that the account has been successfully enrolled.

Note: If you have more than one card or a supplementary, all will be automatically added in one single enrollment

6 Account Inquiry

6.1 Deposit Accounts



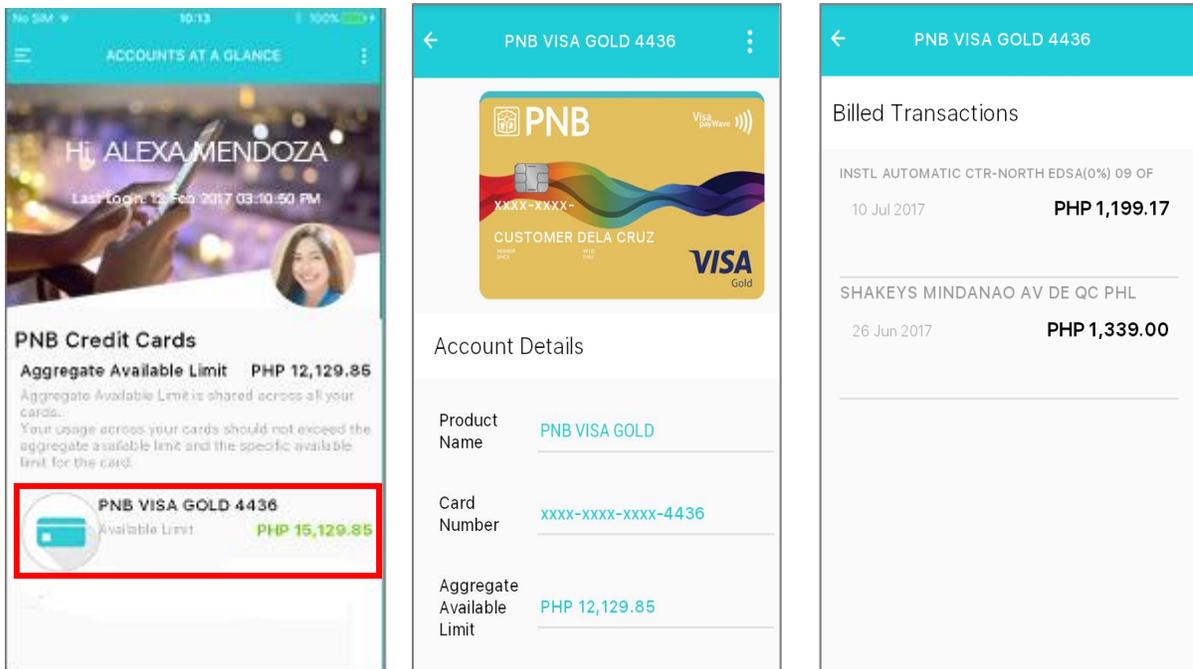
STEP 1

STEP 2

STEP 3

- Step 1** Go to the **MY ACCOUNTS** page. This page contains the account name, last login date, time (Philippine time zone), and the list of enrolled accounts. Note that only eligible accounts shall be displayed on the screen. For inquiries, tap the account and check the account summary.
- Step 2** Account Details field includes the Account Alias, Account Number, Account Type, Account Name, Available Balance, Current Balance, and Currency.
- Step 3** The Transaction History of the account may be viewed by scrolling down the page.

6.2 Credit Card Accounts



STEP 1

STEP 2

STEP 3

Step 1 Go to the **MY ACCOUNTS** page. This page contains the list of all your credit card accounts. You will be able to view the type of card and its available credit limit. If you have more than one card, the aggregate available limit will be displayed on top. For inquiries, tap the account and check the account summary.

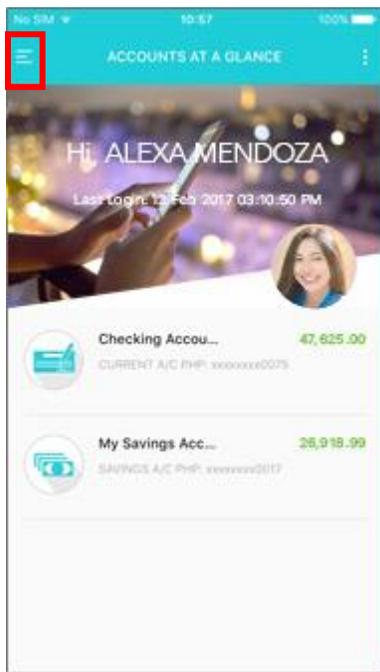
Step 2 Account Details field includes the following:

Available Limit	Minimum Amount Due
Outstanding Balance	Payment Due Date
Last Payment Amount	Statement Date
Last Payment Posted	Total Amount Due

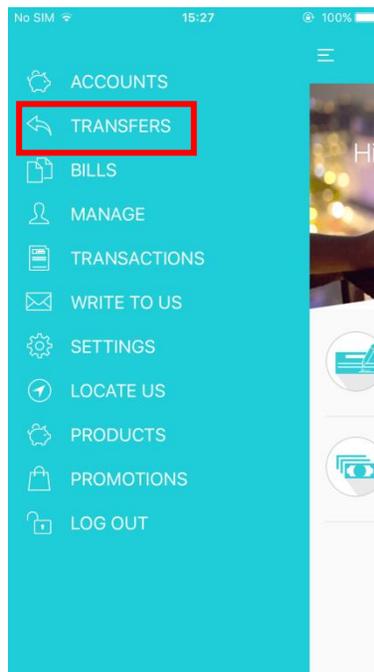
Step 3 You will be able to view your Statement and Unbilled Transactions by scrolling down the page.

7 Fund Transfer

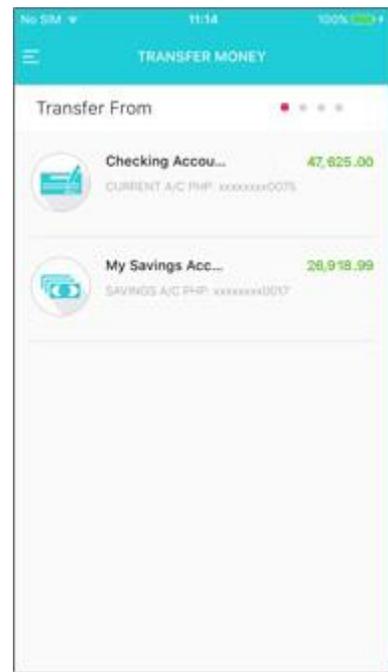
7.1. Fund Transfer to Own Account



STEP 1



STEP 2

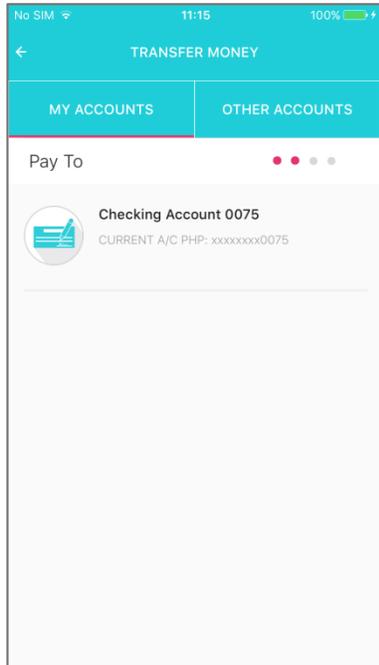


STEP 3

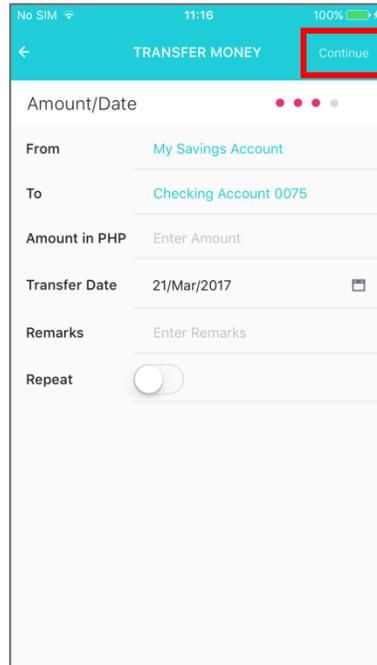
Step 1 Press the **MENU** button located at the upper left corner of the page.

Step 2 Tap **TRANSFERS**.

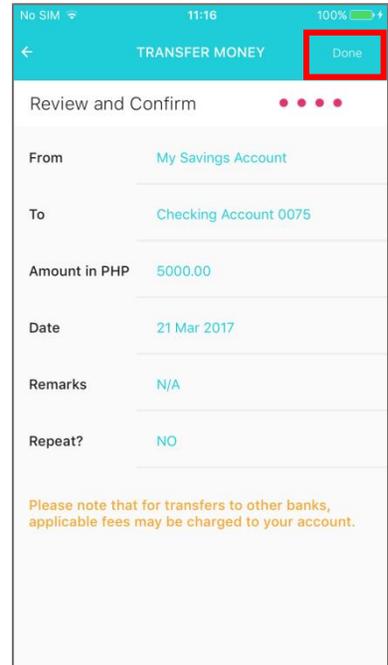
Step 3 You shall be directed to **TRANSFER MONEY** page. Select the source account to be debited.



STEP 4

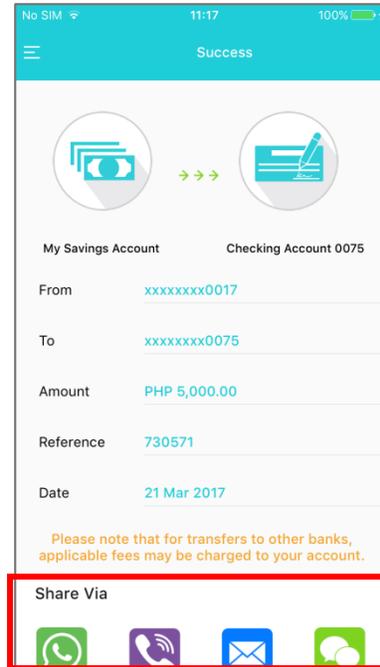


STEP 5



STEP 6

- Step 4 You shall be directed to the **Pay To** field wherein the valid destination account may be selected. Choose the destination account to be credited.
- Step 5 Enter the amount to be transferred as well as the remarks. See to it that the amount entered is within the available balance of the source account and/or the maximum amount (1B for Peso and 1M for Dollar). Then, press **Continue**.
- Step 6 The Review and Confirm field allows you to check the entered details before finalizing the transaction. If the details are correct, tap **Done**. Otherwise, press the arrow to go back to make the necessary adjustments.

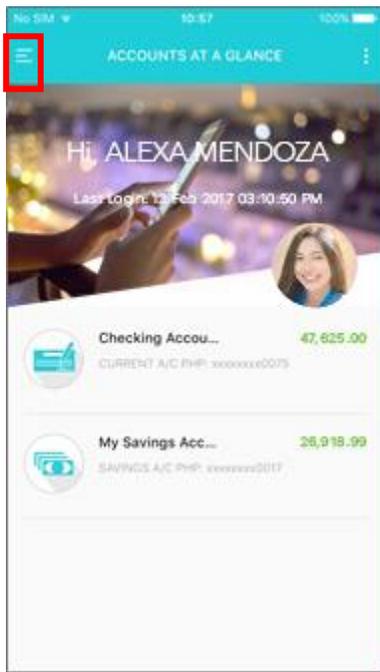


STEP 7 & 8

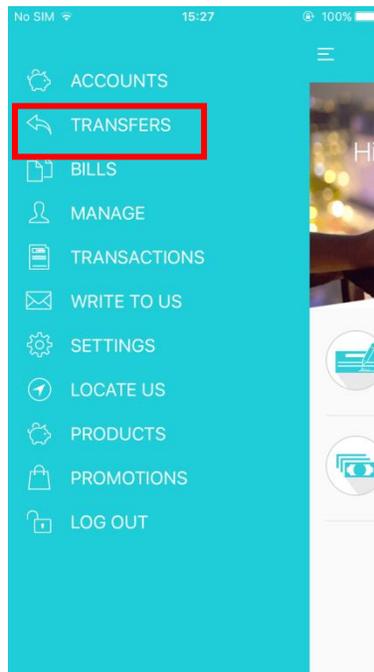
Step 7 A confirmation page shall appear to acknowledge that the transfer has been successful. This also displays the summary of the transaction made.

Step 8 You may send the confirmation message of your transaction by clicking any one of the Share icons below (WhatsApp, Viber, Email and Text Message).

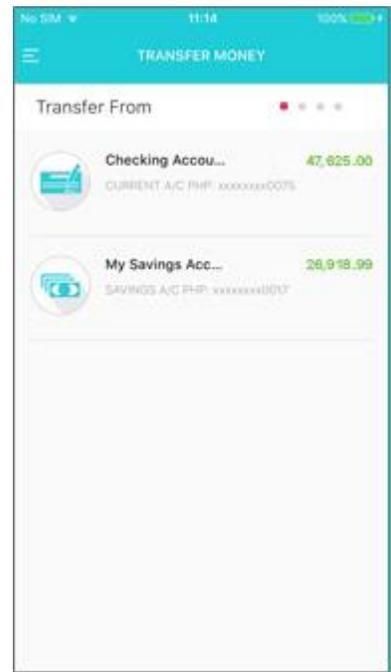
7.2. Fund Transfer to Third-Party Account



STEP 1

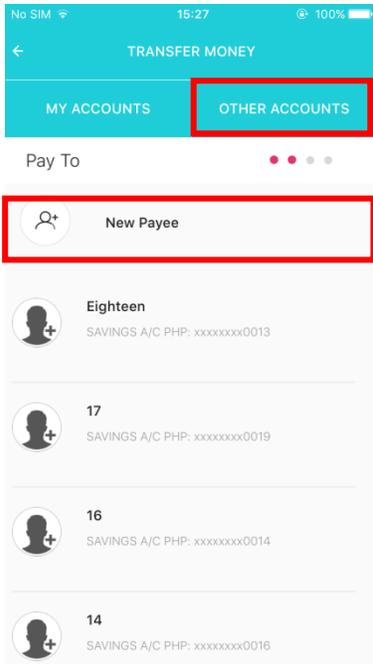


STEP 2

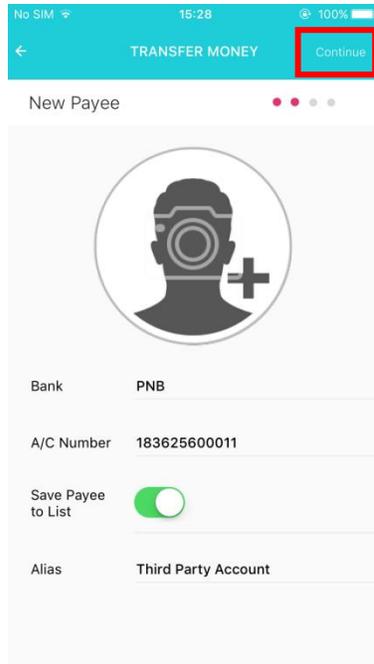


STEP 3

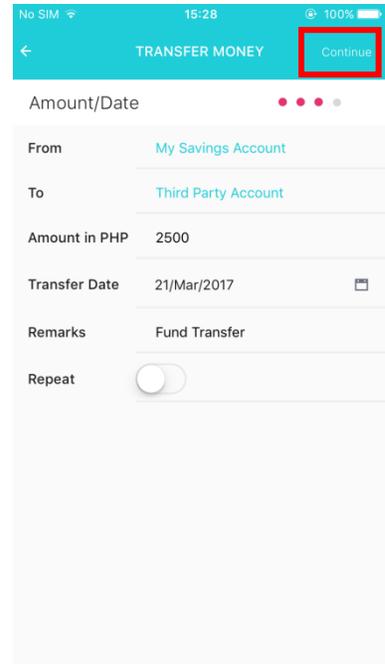
- Step 1** Press the **MENU** button located at the upper left corner of the page.
- Step 2** Select **TRANSFERS**.
- Step 3** You shall be directed to **TRANSFER MONEY** page. Select the source account to be debited.



STEP 4

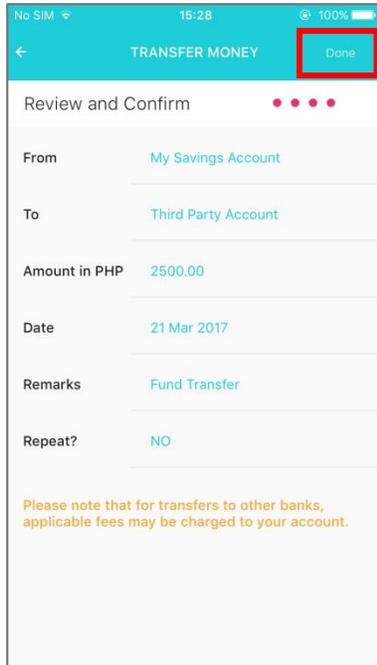


STEP 5

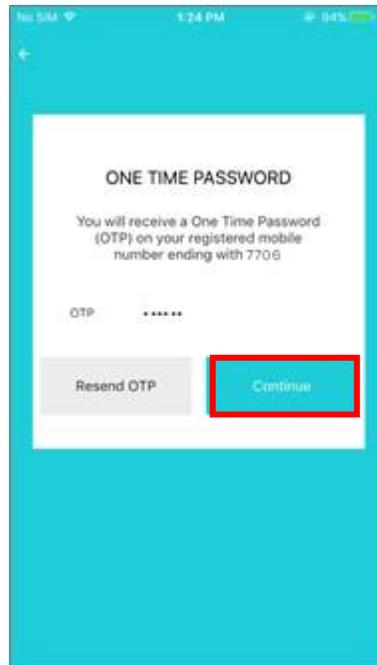


STEP 6

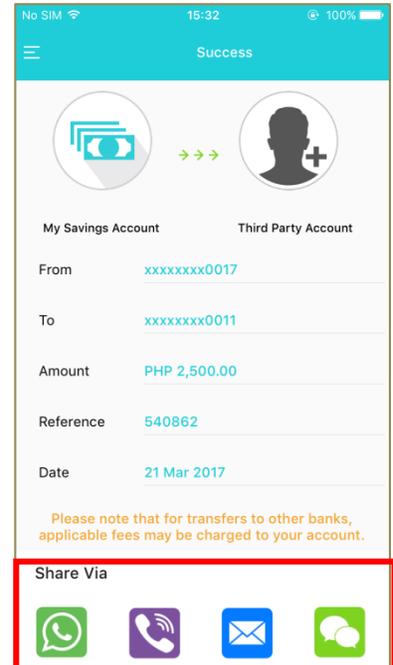
- Step 4** You shall be directed to the **Pay To** page. Select **OTHER ACCOUNTS**. Then, tap **New Payee**.
- Step 5** Enter the Third-Party Account Number and Alias. By swiping the "Save Payee to List" button to the right, information about the payee shall be saved for future transaction(s). Then, tap **Continue**.
- Step 6** Enter the amount to be transferred as well as the remarks. Make sure that the amount entered is within the available balance of the source account and/or the maximum amount (1B for Peso and 1M for Dollar). Then, press **Continue**.



STEP 7



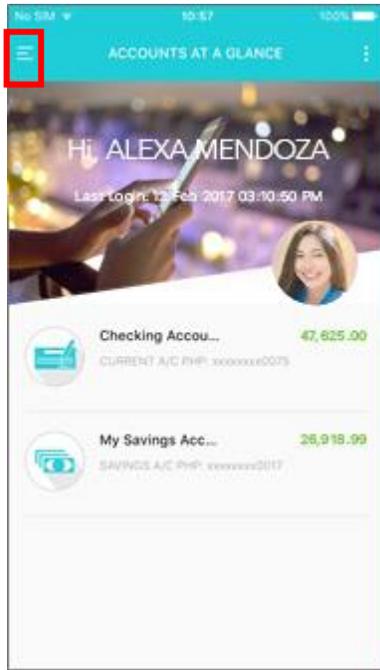
STEP 8



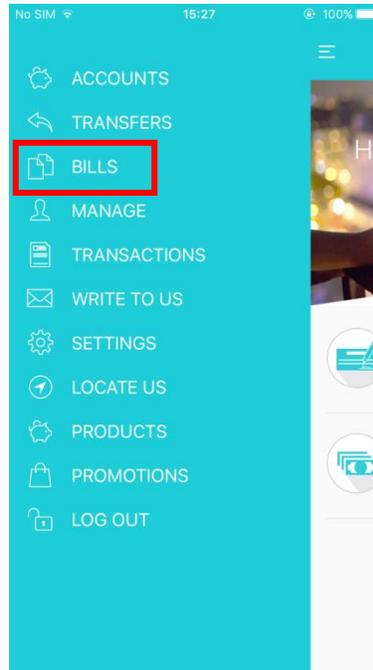
STEP 9

- Step 7** The Review and Confirm field allows you to check the entered details before finalizing the transaction. If the details are correct, select **Done**. Otherwise, press the arrow to go back to make some adjustments.
- Step 8** Enter the One Time Password (OTP), which shall be sent to your registered mobile number. Tap **Continue**.
- Step 9** A confirmation page shall appear to acknowledge that the transfer has been successful. This also displays the summary of the transaction made.
- Step 10** You may send the confirmation message of your transaction by clicking any one of the Share icons (WhatsApp, Viber, Email and Text Message)

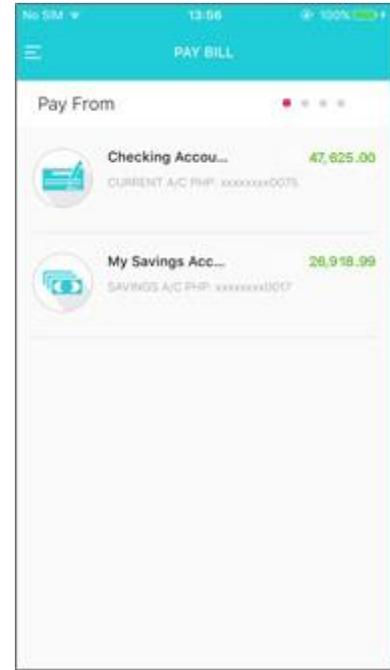
8 Bills Payment



STEP 1

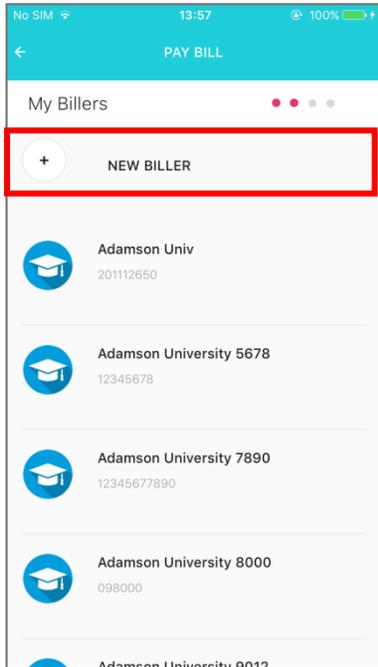


STEP 2

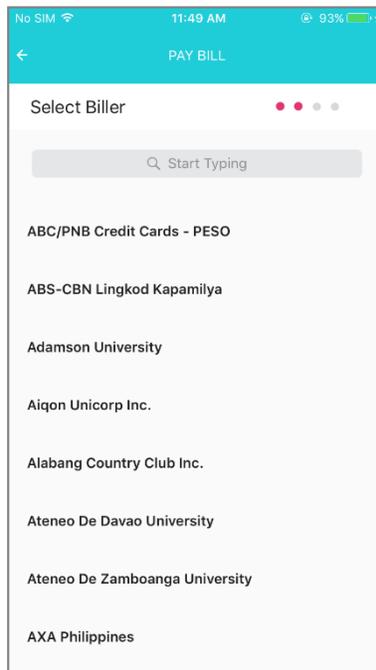


STEP 3

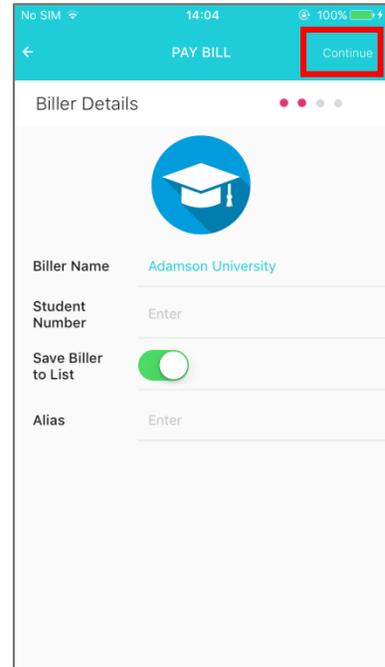
- Step 1** Press the **MENU** button located at the upper left corner of the page.
- Step 2** Select **BILLS**.
- Step 3** You shall be directed to **PAY BILL** page. Choose the source account to be debited.



STEP 4

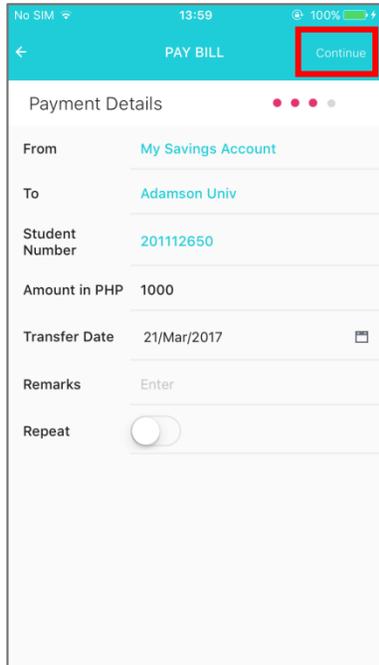


STEP 5

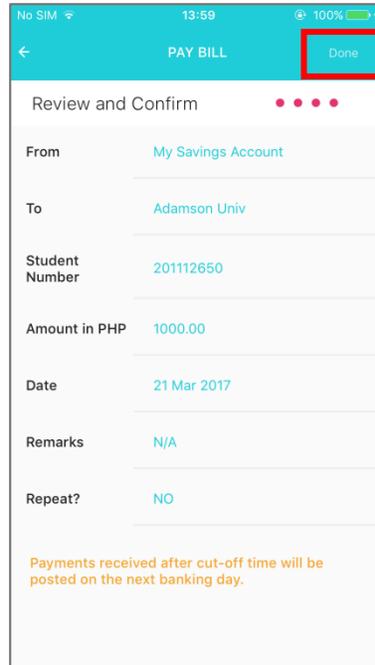


STEP 6

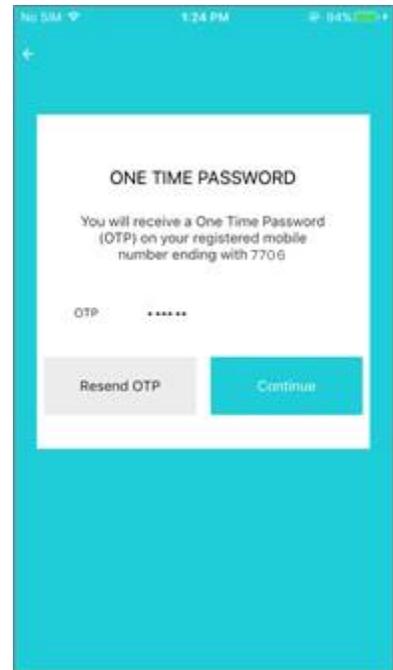
- Step 4** You shall be directed to My Billers field. Tap **NEW BILLER**.
- Step 5** You shall then be provided with a list of available billers. Enter the Biller's Name, then select one.
- Step 6** Enter the Subscriber Number and Alias. By swiping the "Save Biller to List" button to the right, information about the biller shall be saved for future transaction(s). Then, press **Continue**.



STEP 7

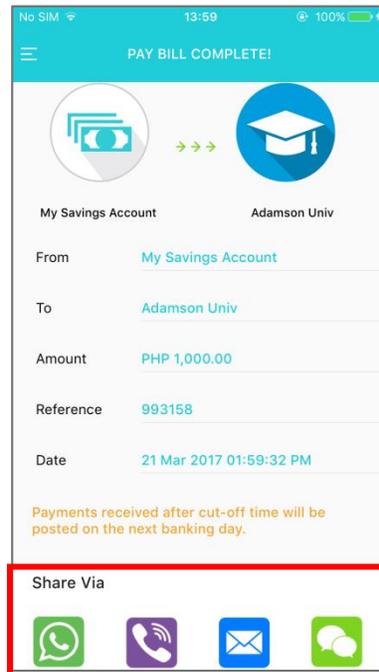


STEP 8



STEP 9

- Step 7** Enter the amount to be paid and remarks. Then, tap **Continue**.
- Step 8** The Review and Confirm field allows you to check the entered details before finalizing the transaction. If the details are correct, tap **Done**. Otherwise, you may go back to make some changes.
- Step 9** Enter the One Time Password (OTP), which shall be sent to your registered mobile number. Tap **Continue**



STEP 10

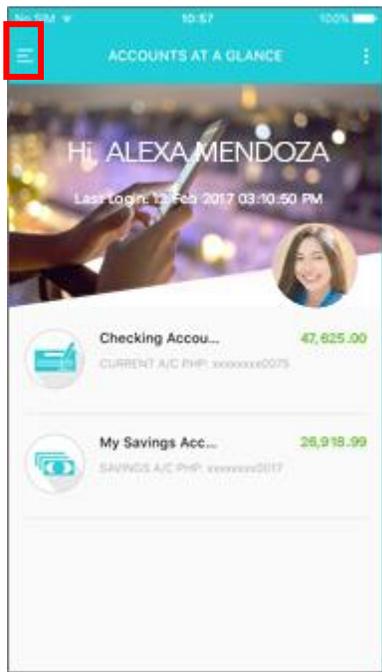
Step 10 This page shall appear to confirm the payment. This also displays the summary of the transaction made. You may also share this via the apps available below the page.

You will receive an email confirmation for every successful bills payment

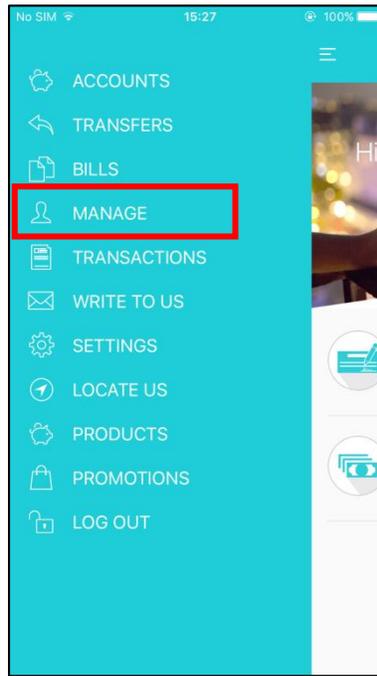
9 Managing Payees

This feature shall enable you to decide whether to add new payees/billers and keep or remove your payee/biller's record. The images and aliases of these payees or billers may be changed according to your preference.

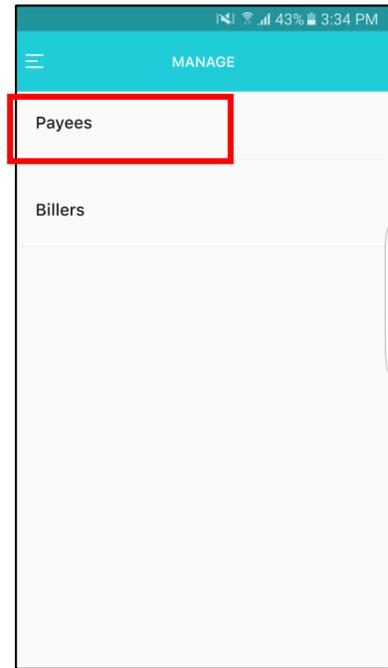
9.1. Adding Payees



STEP 1



STEP 2

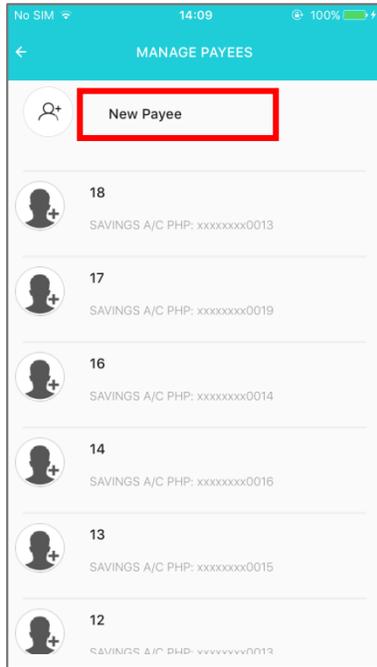


STEP 3

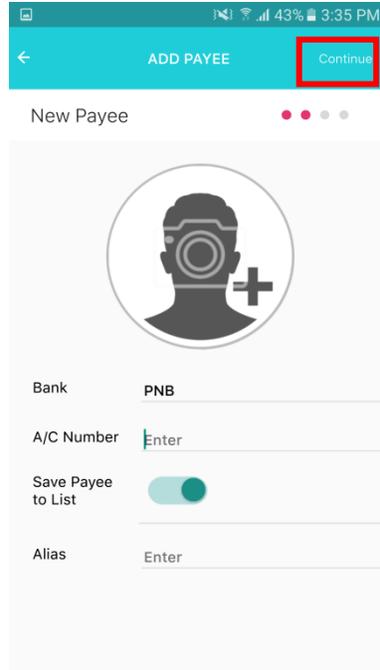
Step 1 Press the **MENU** button located at the upper left corner of the page.

Step 2 Tap **MANAGE**.

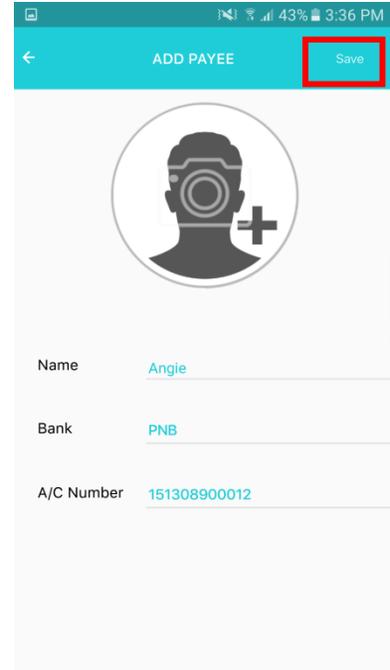
Step 3 Select **Payees**.



STEP 4



STEP 5

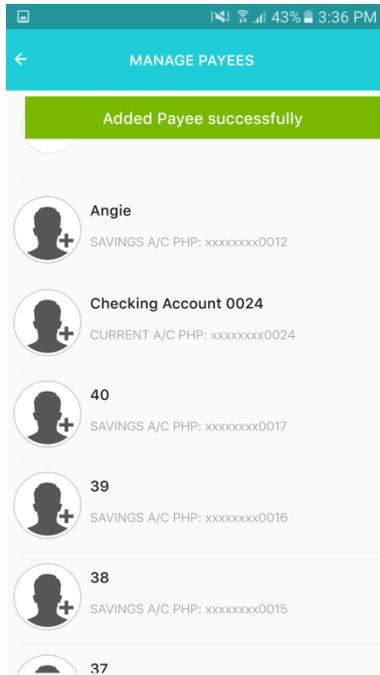


STEP 6

Step 4 Tap **New Payee**.

Step 5 Enter the Third-Party Account Number and Alias. Then, tap **Continue**.

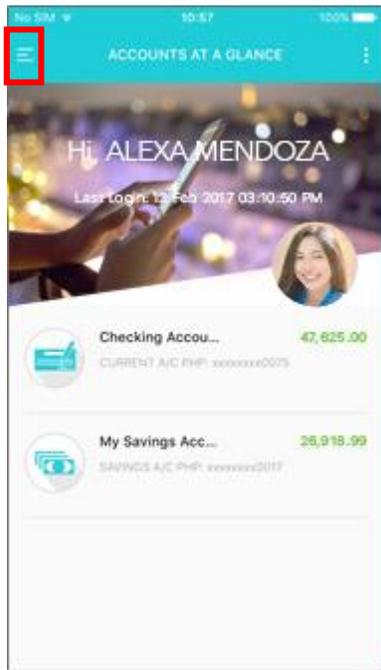
Step 6 Review new payee details then press **Save**.



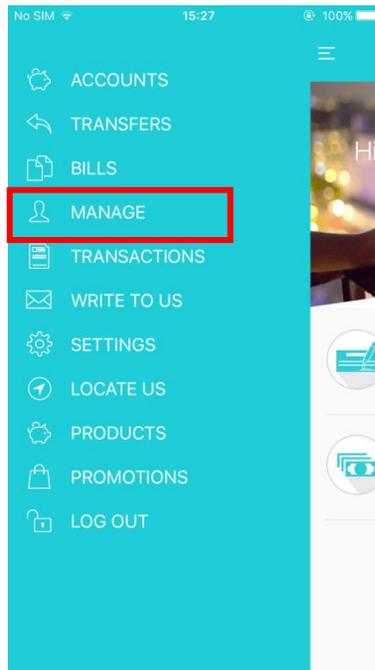
STEP 7

Step 7 You shall be prompted that the account has been successfully enrolled.

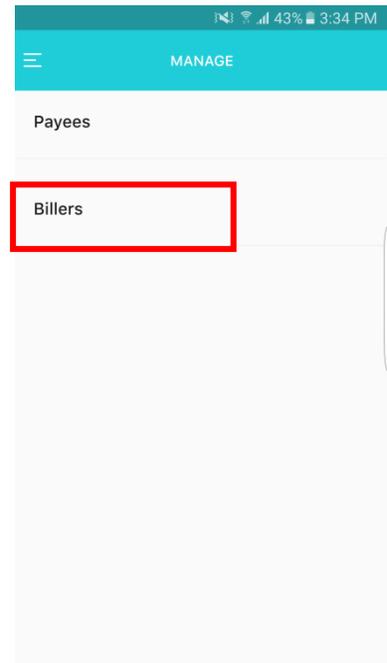
9.2. Adding Billers



STEP 1



STEP 2

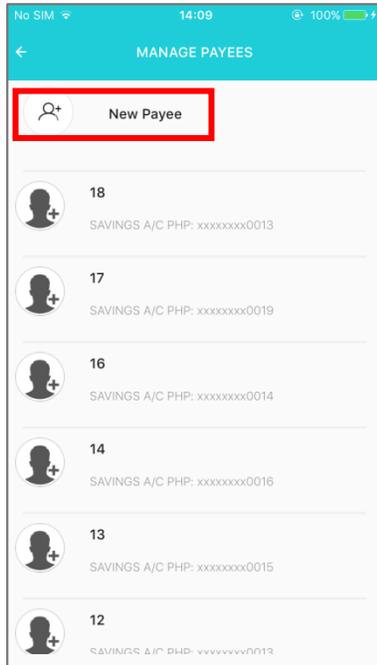


STEP 3

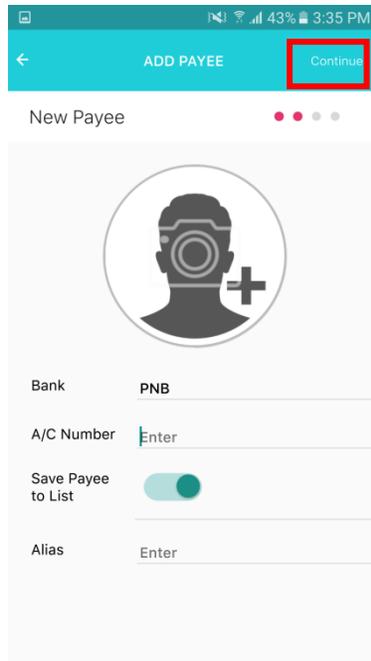
Step 1 Press the **MENU** button located at the upper left corner of the page.

Step 2 Tap **MANAGE**.

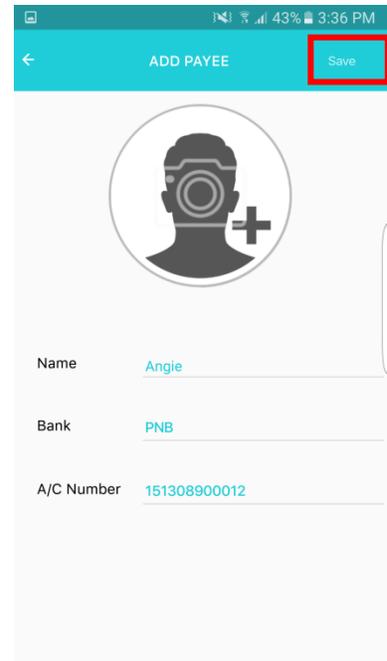
Step 3 Select **Billers**.



STEP 4



STEP 5

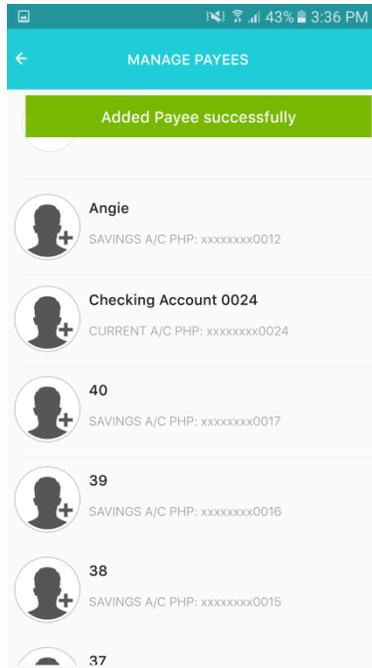


STEP 6

Step 4 Tap **New Payee**.

Step 5 Enter the Third-Party Account Number and Alias. Then, tap **Continue**.

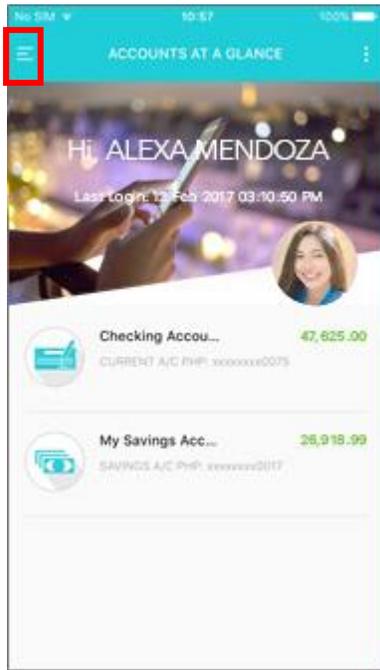
Step 6 Review new payee details then press **Save**.



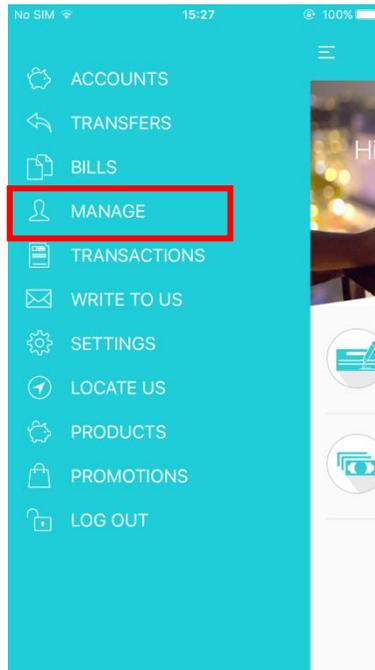
STEP 7

Step 7 You shall be prompted that the account has been successfully enrolled.

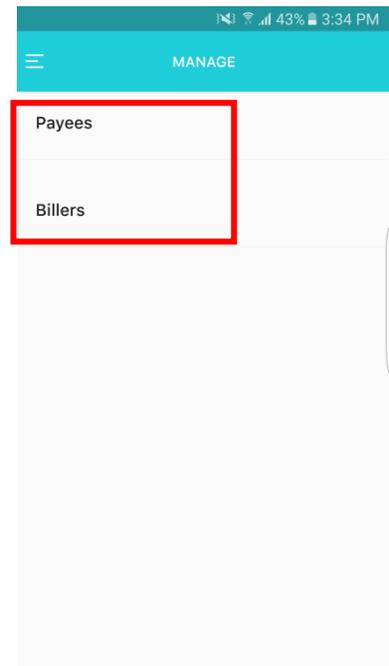
9.3. Editing Payees/Billers



STEP 1

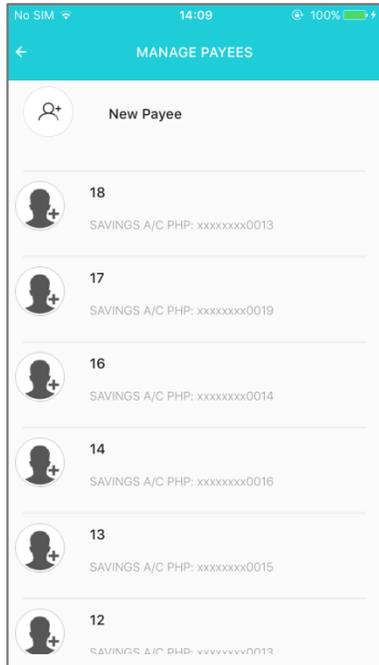


STEP 2

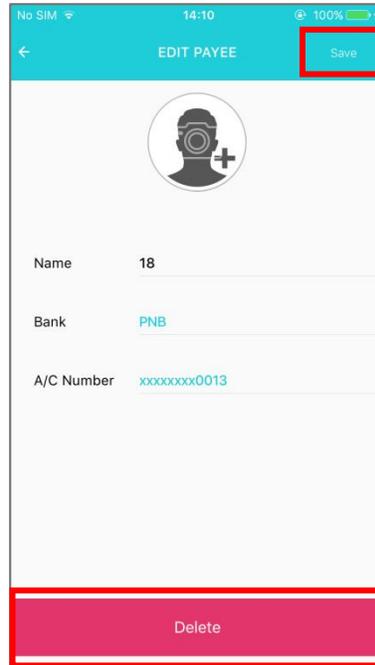


STEP 3

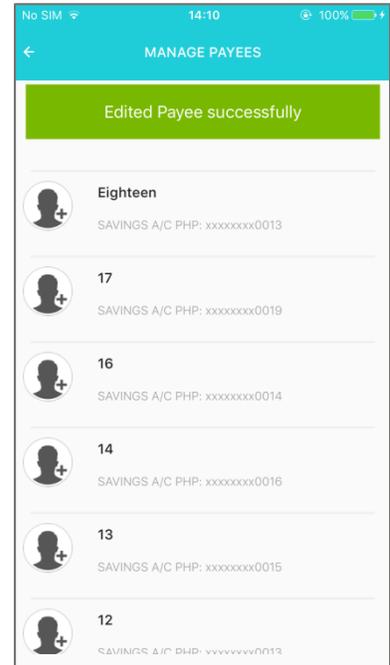
- Step 1 Press the **MENU** button located at the upper left corner of the page.
- Step 2 Tap **MANAGE**.
- Step 3 Select **Payee** or **Biller**.



STEP 4



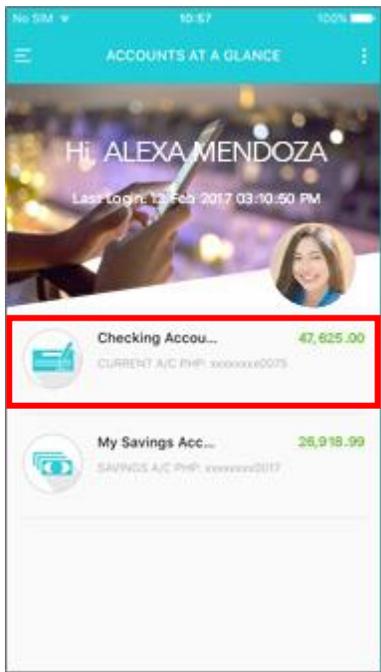
STEP 5



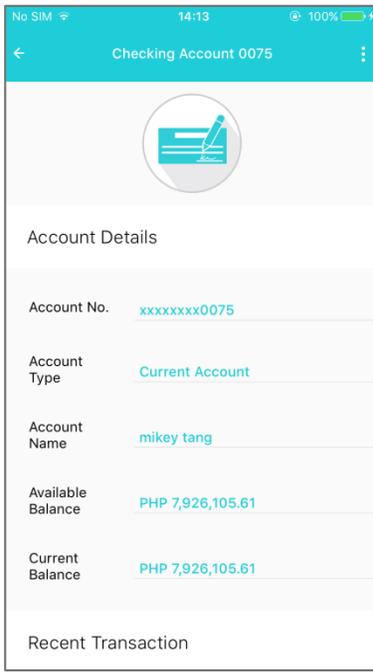
STEP 6

- Step 4** You shall be directed to a listing of third party payees/billers. Choose the payee/biller to be edited or deleted.
- Step 5** If you want to delete the Payee/Biller, press **Delete**. If you want to change the name of the Payee/Biller, erase the existing one and supply an alternative, then tap **Save**.
- Step 6** You shall be prompted that payee/biller details has been successfully edited.

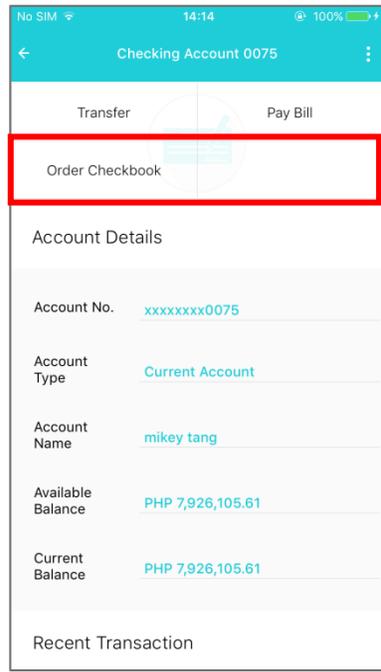
10 Checkbook Reorder



STEP 1

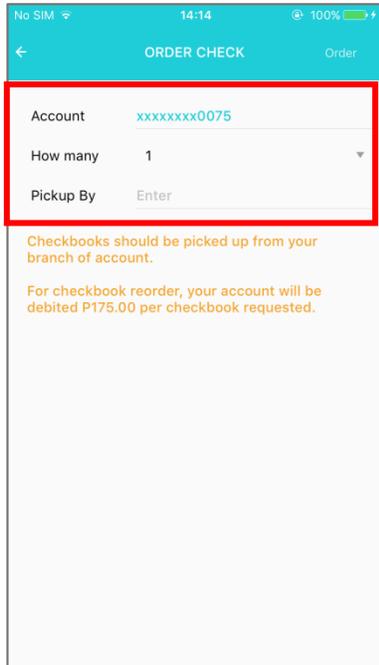


STEP 2

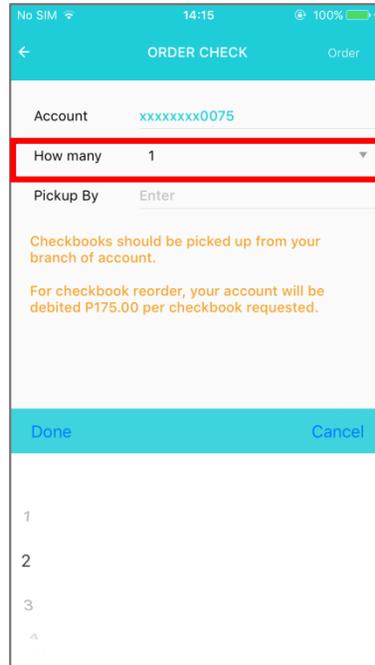


STEP 3

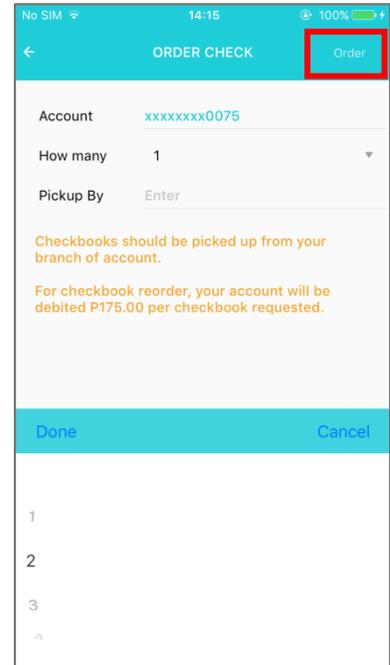
- Step 1** Go to the **MY ACCOUNTS** page. Select the checking account, which shall be the source for making the checkbook reorder.
- Step 2** You shall be directed to the Account Details page of the checking account selected. This also includes the Recent Transactions associated with the account. Press the three-dotted button located at the upper right corner of the page.
- Step 3** Then, tap **Order Checkbook**.



STEP 4

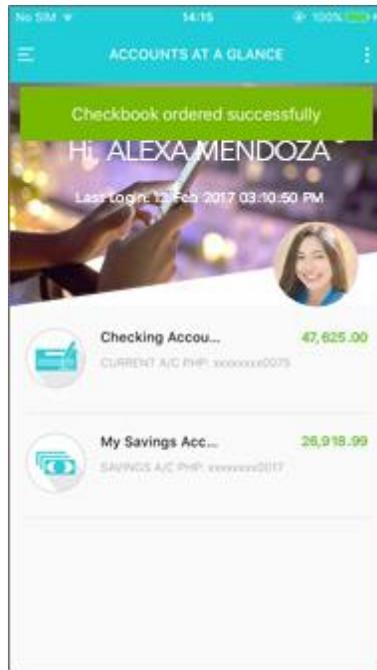


STEP 5



STEP 6

- Step 4** You shall be directed to the **ORDER CHECK** page where the details of the transaction should be filled out.
- Step 5** Select the number of checkbooks to be ordered. Note that a maximum of 10 may be ordered.
- Step 6** The checks may be picked up in your maintaining branch. You may also input a representative who shall pick up the checkbook(s). Review the details entered then tap **Order**.

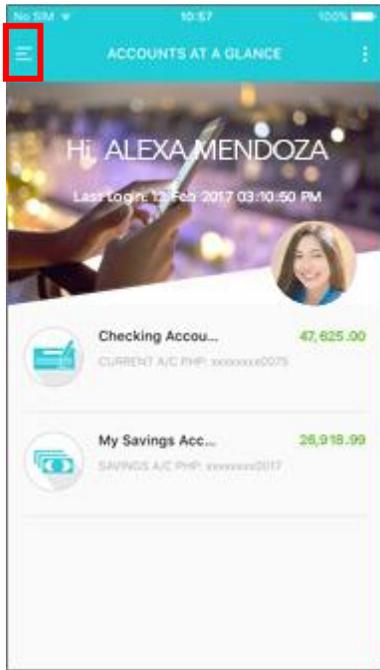


STEP 7

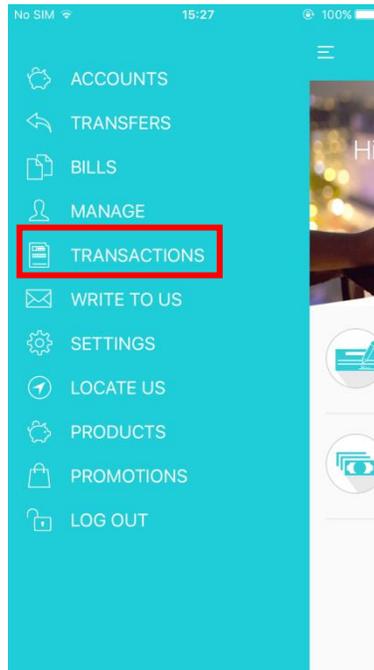
Step 7 Upon completing the transaction, you shall be redirected to **MY ACCOUNTS** page and be notified.

11 Transactions

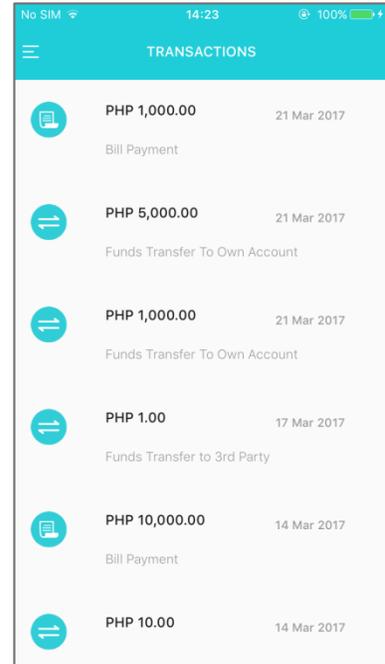
By using this feature, you shall be able to monitor all transactions done using the app.



STEP 1

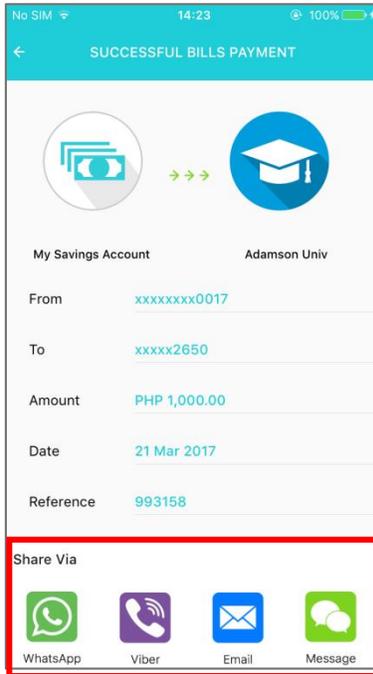


STEP 2

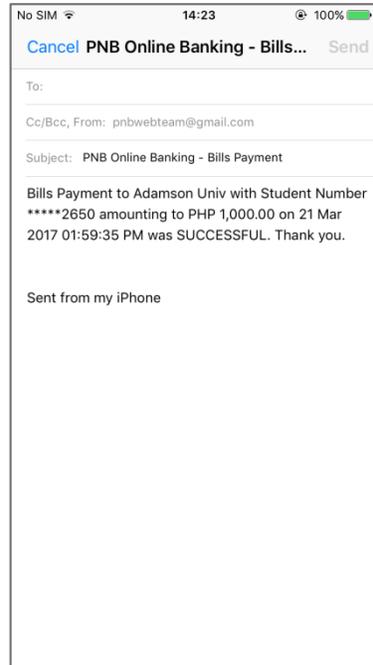


STEP 3

- Step 1** Press the **MENU** button located at the upper left corner of the page.
- Step 2** Tap **TRANSACTIONS**.
- Step 3** You shall be directed to the **TRANSACTIONS** page. This page contains the list of transactions made and completed in the PNB Mobile Banking App, regardless if successful or not. The details include the amount, type of transaction and the date of transaction.



STEP 4



STEP 5

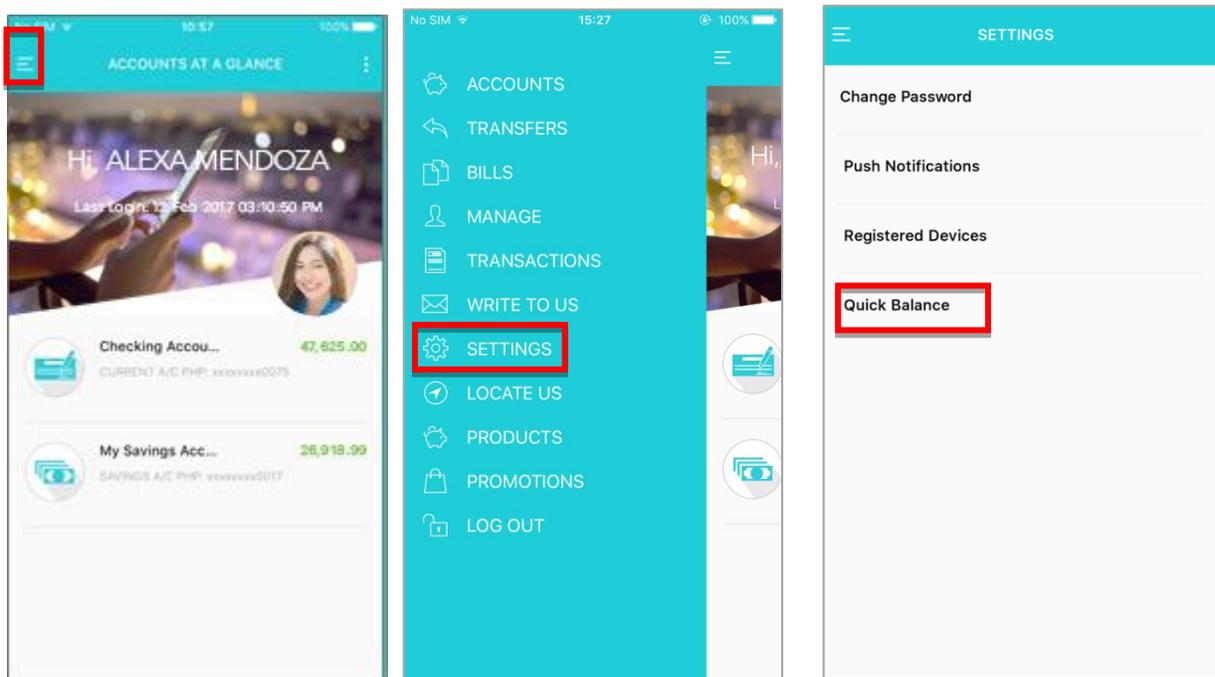
Step 4 Selecting a particular transaction shall allow you to see more details about the transaction selected.

Step 5 You may share the details of the transaction via WhatsApp, Viber, Email or Message. See the sample given via email.

12 Quick Balance

This feature will enable you to view a snapshot of your account balances without having to login to the app.

12.1 Activate Quick Balance

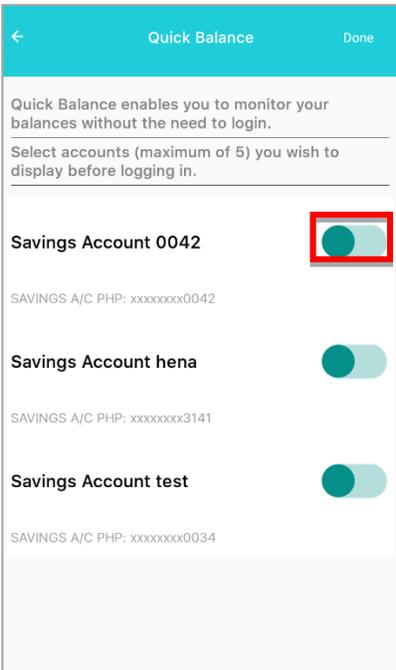


STEP 1

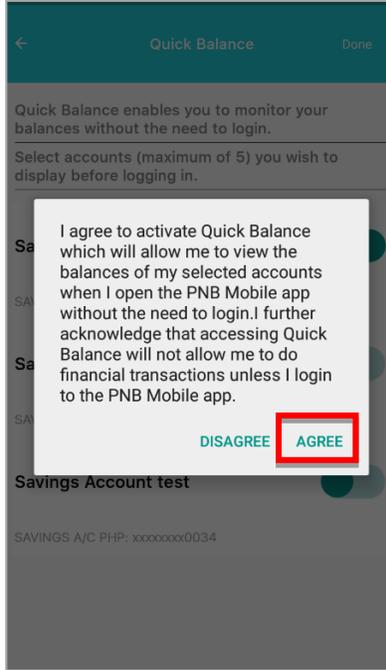
STEP 2

STEP 3

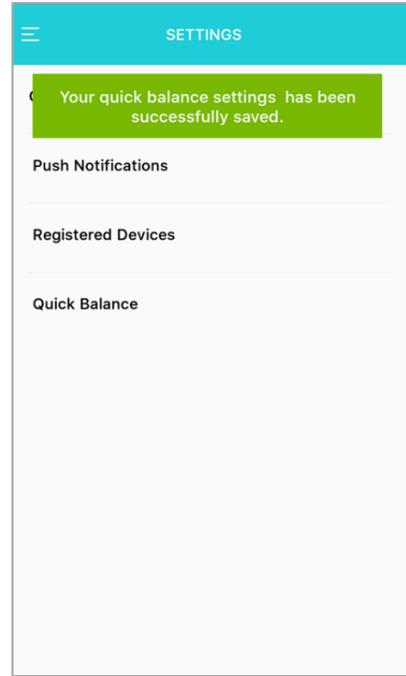
- Step 1** Go to the **MY ACCOUNTS** page. Tap the button on the upper left corner of the page.
- Step 2** Screen should display the menu. Select **SETTINGS**.
- Step 3** You shall be directed to the **SETTINGS** page. Select **QUICK BALANCE**.



STEP 4



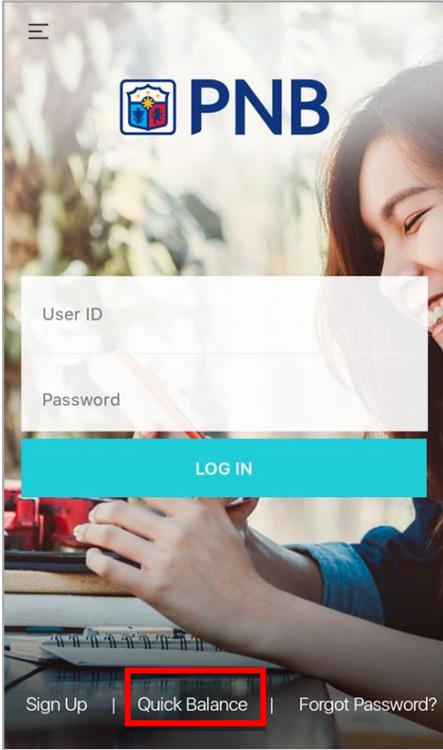
STEP 5



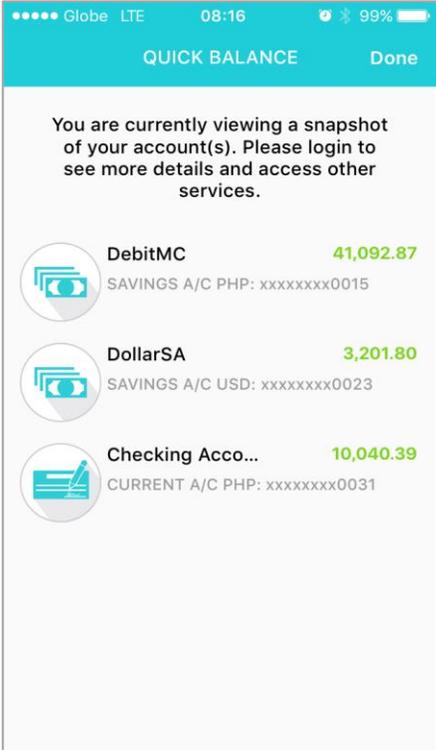
STEP 6

- Step 4 Select the account(s) you wish to display.
- Step 5 Click **Agree** to confirm activation.
- Step 6 Quick balance has been activated.

12.2 Access Quick Balance



STEP 1



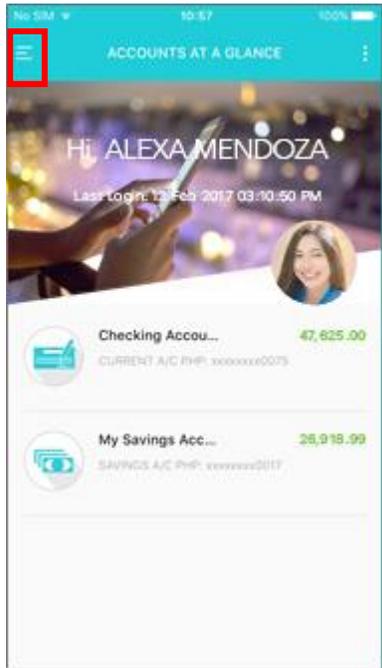
STEP 2

Step 1 In the app login page. Click **Quick Balance** at the bottom.

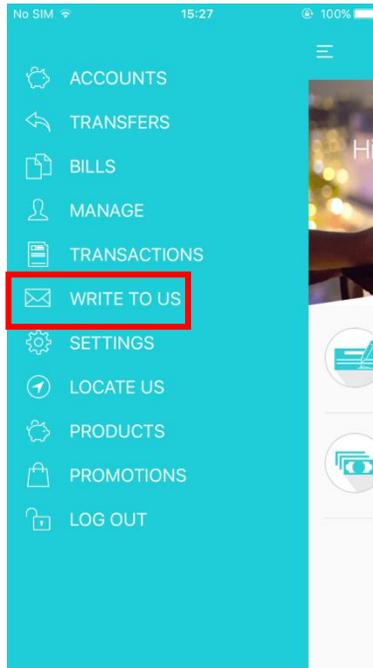
Step 2 Quick Balance page will appear.

13 Write To Us

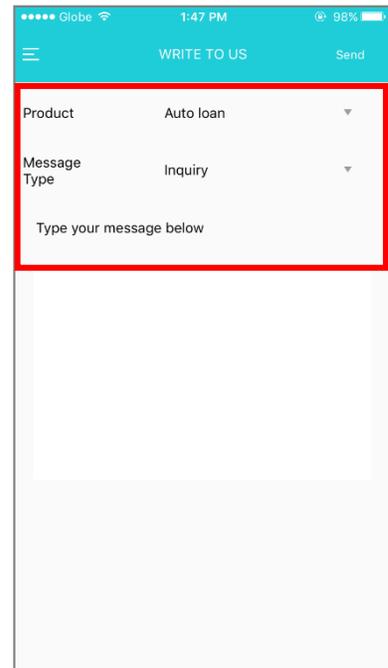
If you have any inquiries, requests or complaints, feel free to contact us by using this feature.



STEP 1

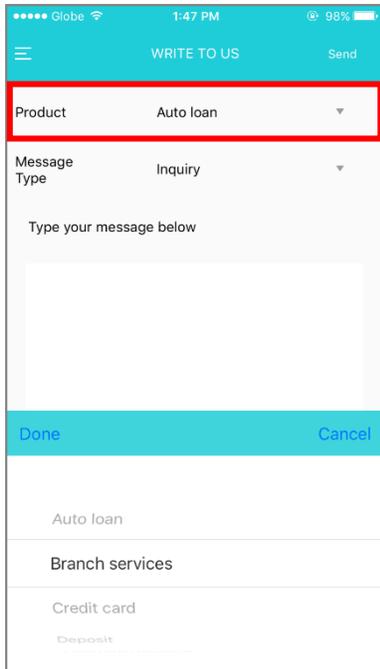


STEP 2

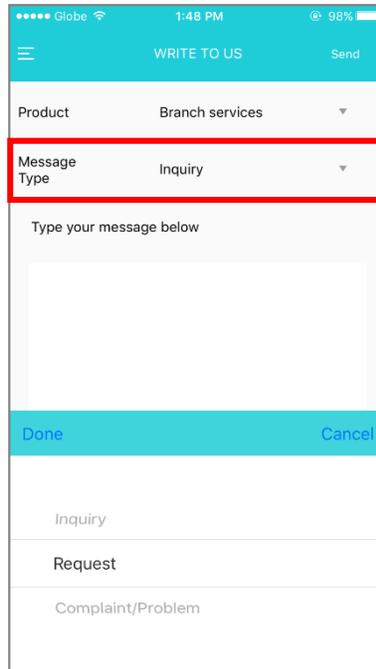


STEP 3

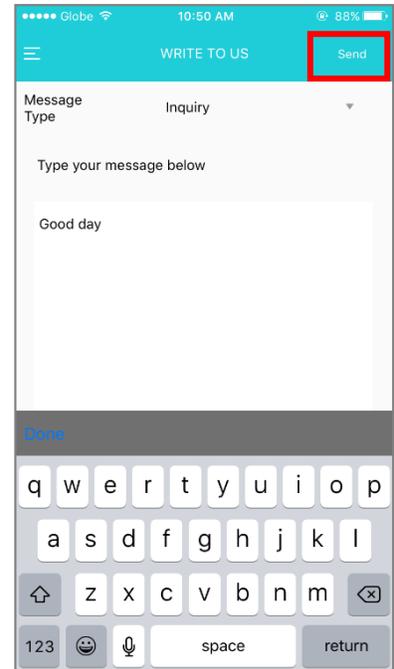
- Step 1** Press the **MENU** button located at the upper left corner of the page.
- Step 2** Select **WRITE TO US**.
- Step 3** You shall be directed to the **WRITE TO US** page. You shall then need to specify the type of product and message to be delivered.



STEP 4



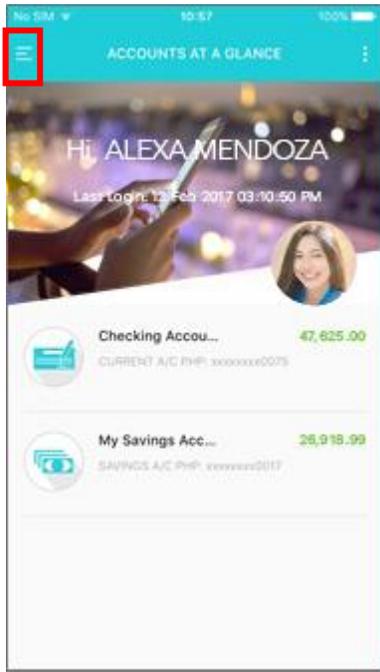
STEP 5



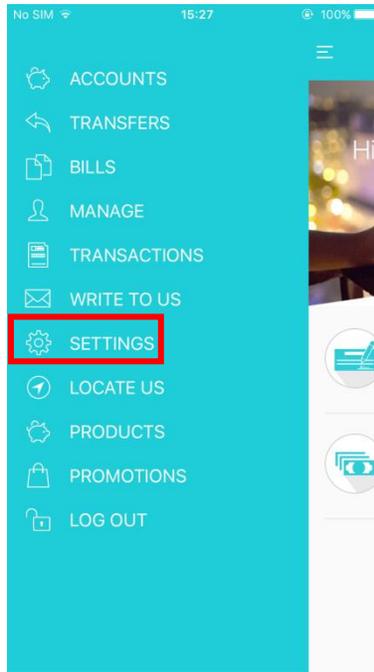
STEP 6

- Step 4** Press the **Auto Loan** default tab to see the list of product types.
- Step 5** Tap the **Inquiry** default tab to see the list of message types.
- Step 6** Type your message then hit **Send**.

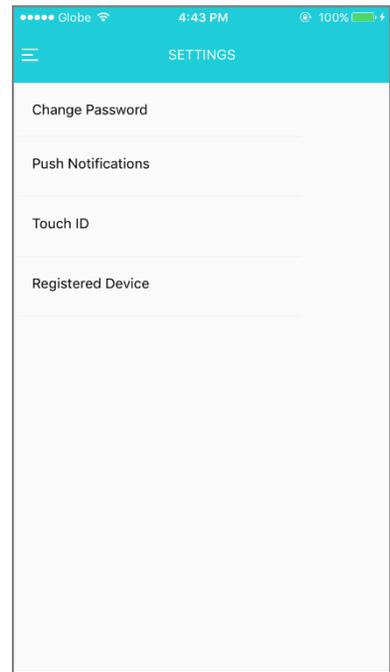
13 Settings



STEP 1

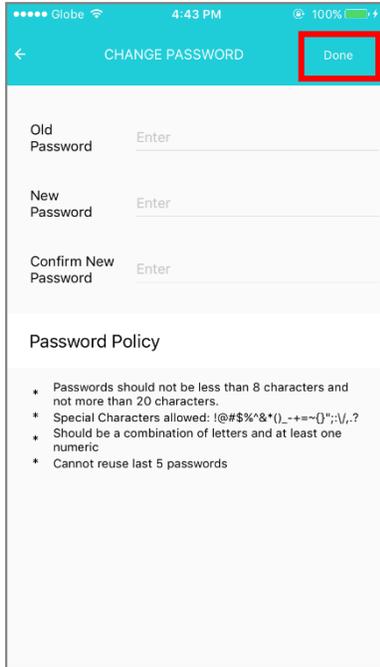


STEP 2

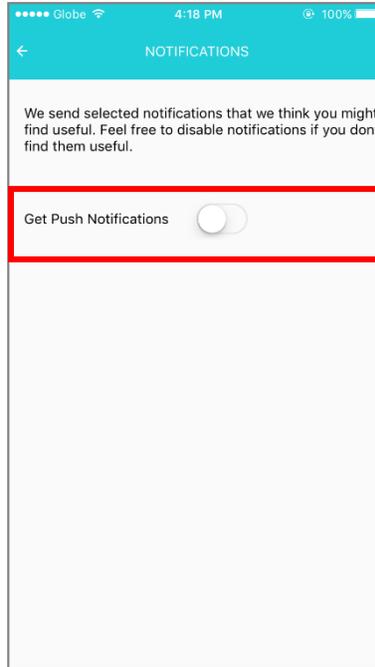


STEP 3

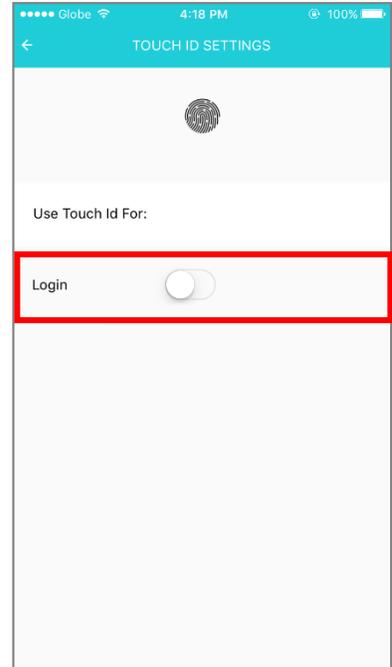
- Step 1** Go to the **MY ACCOUNTS** page. Tap the button on the upper left corner of the page.
- Step 2** Screen should display the menu. Select **SETTINGS**.
- Step 3** You shall be directed to the **SETTINGS** page where you may select a particular setting to execute.



STEP 4a

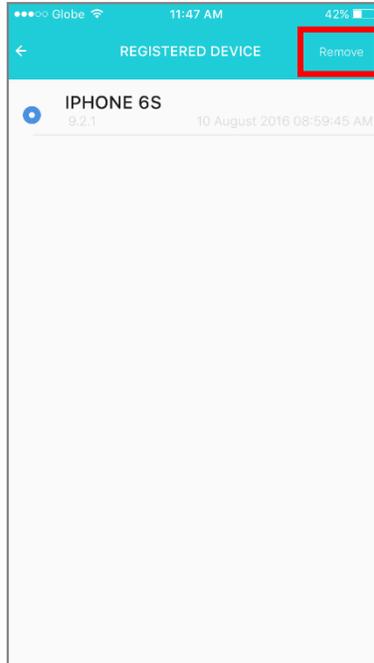


STEP 4b



STEP 4c

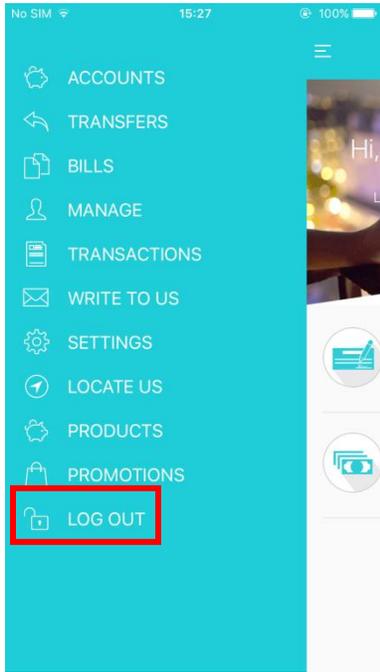
- Step 4a** Upon tapping **Change Password**, you shall be asked to fill out the required fields and then press **Done**.
- Step 4b** When selecting **Push Notifications**, you shall have to swipe the button to the right if you want to avail of the feature. If not, make sure the button is situated on the left.
- Step 4c** Tapping **Touch ID** may let you decide whether to use your fingerprint to log in or not.



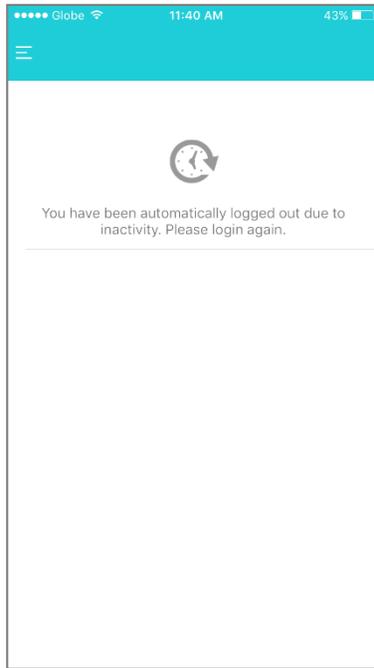
STEP 4d

Step 4d Choosing **Registered Device** shall let you see the model of the device/s registered in your account. Note that you may register your account to a maximum of 2 devices. In case you decide to use your account in another device, simply press **Remove** to unregister the device/s. Using mobile banking in a new device would require a One Time Password (OTP) in order to register your account.

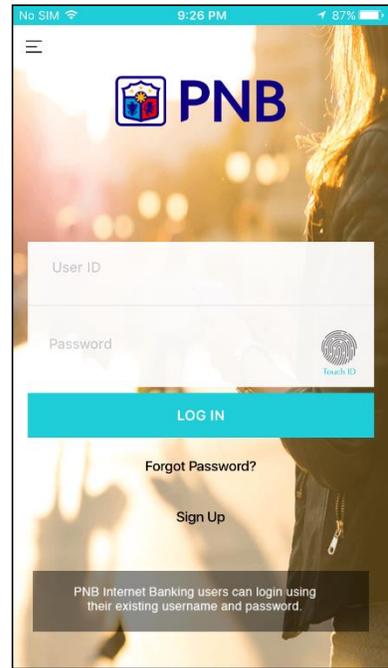
14 Log Out



LOG-OUT



Session Timeout A



Session Timeout B

LOG OUT

You may **LOG OUT** by choosing it in the menu.

Session Timeout A

Being idle for 5 minutes while logged in shall prompt the app to log you out automatically.

Session Timeout B

Being idle for 5 minutes in the pre log in stage shall bring you to the log in page.