

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 2

- 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 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 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 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 11

- 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 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 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 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.

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Interest %	10		Interest %	10.00				
Annual Tax	500		Annual Tax	500.00		With the PNB Platin keep up-to-date wi in at the finest resta new horizons with i	um MasterCard, you can th the latest fashion, dine- aurants, and venture into ts vast array of perks and	
			Monthly Paym	nents		discounts. With the PNB Platinum Master the key to living the life you've always imagined is right in the palm of your hand		
			Principal + Interest	1,321.51			CONTACT ME	
			Тах	41.67		B PNB	ESSENTIALS)))	

STEP 5

- 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.

		ICT ME
Name	Alexa M	endoza
Email	alexame	ndoza@domain.com
Phone	+63 -	9271234567
CANC	EL	DONE

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 5

- 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 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 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 14

- 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

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	5		SGD	33.41	35.27
A TERMS			SAR	10.56	12.69
🔒 🛛 GET STA	RTED		BHD	118.00	126.52
			DKK		7.36
			SEK		5.91
			BND	33.28	35.64
		PN	IDR	0.0030	0.0041
			тнв	1.2569	1.3573





- Step 1 Back in the menu, you may select **FX RATES**.
- Step 2 FX RATES page shall appear.

1.7 FAQs



STEP 1



- 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





••••• Globe 🗢	10:46 AM	@ ≁ 89%
Ξ	ABOUT US	
About PNB		
Philippine Nation largest private lo assets and depos full range of bank large corporate, i enterprises (SME	al Bank (PNB) is one cal commercial bank sits. It is a universal b king and other financ middle market, small s) and retail custom	of the country's s in terms of oank providing a cial services to and medium

enterprises (SMEs) and retail customers. It maintains significant account relationships as well with the Philippine Government, national government agencies, local government units, and government owned and controlled corporations (GOCCs). PNB was originally established as a government bank in 1916 but has been 100% privatized since 2007. PNB is a publicly listed company with a broad shareholder base. Its major stockholder is the Lucio Tan Group, one of the Philippines' leading business conglomerates.

PNB's principal commercial banking activities include deposit-taking, lending, bills discounting, trade finance, foreign exchange dealings, fund transfers/remittance services, and treasury operations. Through its subsidiaries, the Bank engages in a number of diversified financial and related businesses such as remittance servicing in the United States, Hong Kong, Guam, Italy, Canada and France; full service banking in the United Kingdom; investment banking, non-life insurance, stock brokerage, leasing and financing; and freight forwarding services among others.

About PNB Mobile

Manage your accounts while on-the-go with PNB

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 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 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***.

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

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

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ogin Details	•	••		
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nail	alexamendoza@domain.com			
umber	********00018			
ias Name	My Savings			
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	as Name Password P	as Name My Savings	as Name My Savings	as Name My Savings

STEP 4



- 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 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

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A	ABC	0	-	Next	Password	Policy		14	L	DGIN TO YOUR ACCOU	JNT



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 2

- 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 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 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 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 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 5

- 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 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 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 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

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	My Savings Acc	26,918.99	Account Name	Alexa Mendoza		6	PHP 10.00	22 Mar 2017
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						6	PHP 4.00	22 Mar 2017
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STEP 2

- 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 Outstanding Balance Last Payment Amount Last Payment Posted

Minimum Amount Due Payment Due Date Statement Date 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 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.

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Pay To		•••	From	My Savings Account	
c	hecking Account 00	75	То	Checking Account 0	075
•	URRENT A/C PHP: xxxxx	xxx0075	Amount in PH	P Enter Amount	
			Transfer Date	21/Mar/2017	
			Remarks	Enter Remarks	
			Repeat	\bigcirc	
_					_

STEP 5

- 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.

No SIM 🗟	11:17	100% 🛑 🗲
	····	
My Savings Acc	count Checking	Account 0075
From	xxxxxxx0017	
То	xxxxxxx0075	
Amount	PHP 5,000.00	
Reference	730571	
Date	21 Mar 2017	
Please note applicable fee	that for transfers to o s may be charged to y	ther banks, our account.
Share Via		

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 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 5

- 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 8

- 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 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 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**.

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Payment De	tails	••••	Review and C	Confirm	••••	-		_
From	My Savings Accou	nt	From	My Savings Acc	ount			
То	Adamson Univ		То	Adamson Univ		C	INE TIME PASSWO	DRD
Student Number	201112650		Student			101 101	Il receive a One Time I (P) on your registered in number ending with 77	Password mobile 06
Amount in PHP	1000		Number	201112650				
Transfer Date	21/Mar/2017	•	Amount in PHP	1000.00		01b		
Remarks	Enter		Date	21 Mar 2017		Resen	d OTP	entinue
Repeat	\bigcirc		Remarks	N/A				
			Repeat?	NO				
			Payments receiv posted on the ne	ved after cut-off ti ext banking day.	me will be			

STEP 8

- 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**

No SIM 🗢	13:59						
Ξ	PAY BILL COMPLE	TE!					
My Savings Ad	count	Adamson Univ					
From	My Savings Acco	ount					
То	Adamson Univ						
Amount	PHP 1,000.00						
Reference	993158						
Date	21 Mar 2017 01:5	59:32 PM					
Payments rec posted on the	Payments received after cut-off time will be posted on the next banking day.						
Share Via							
\bigcirc	V						

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



- 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 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 5

- 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

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	Checking Accou	47,625.00	Account Type	Current Account		Account Type	Current Account		
	My Savings Acc	26,918.99	Account Name	mikey tang		Account Name	mikey tang		
			Available Balance	PHP 7,926,105.61		Available Balance	PHP 7,926,105.61		
			Current Balance	PHP 7,926,105.61		Current Balance	PHP 7,926,105.61		
			Recent Tra	ansaction		Recent Transaction			

STEP 1

STEP 2

- 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 5

- 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 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 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 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 5

- 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 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 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.

••••• Globe 奈		@ 98% 💶)	•••• Globe ᅙ	1:48 PM	98%	••••• Globe ᅙ	10:50 AM	@ 88% 💷)
		Send	Ξ		Send	Ξ		Send
Product	Auto loan	•	Product	Branch services	Ŧ	Message Type	Inquiry	Ψ.
Message Type	Inquiry	Ŧ	Message Type	Inquiry	Ŧ	Type your mes	ssage below	
Type your message below			Type your mes	sage below		Good day		
Done		Cancel	Done		Cancel	Done		
						q w e	r t y u	i o p
Auto Ioan			Inquiry			a s c	d f g h j	k I
Branch sei	rvices		Request					
Credit card	d		Complain	t/Problem		₹ Z >		m
Deposit						123 😄 🎍) space	return

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 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.

••••• Globe 중 4:43 PM @ 100% → / ••••• Globe 중 4:18 PM @ 100% →	••••• Globe 🗢	4:18 PM 🛞 100% 🗔
← CHANGE PASSWORD Done ← NOTIFICATIONS	÷	TOUCH ID SETTINGS
Old Password Enter Password Passw		6
New Password Enter Get Push Notifications	Use Touch Id	l For:
Confirm New Enter Password	Login	\bigcirc
Password Policy		
 Passwords should not be less than 8 characters and not more than 20 characters. Special Characters allowed: !@#\$%^&*()+=~()*;\/,.? Should be a combination of letters and at least one numeric Cannot reuse last 5 passwords 		

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.