

## FREQUENTLY ASKED QUESTIONS

### 1. What is eRegalo?

eRegalo is a product where a Sender can give monetary gifts to a Recipient using PBCOMobile and PBCOM Online Platform (POP). eRegalo is free of charge.

### 2. Do I need to have my account registered in POP or a PBCOMobile account to send an eRegalo?

Yes. You need to have an account registered in POP or a PBCOMobile account to send an eRegalo.

### 3. How will I send an eRegalo?

To send an eRegalo, you need to follow these steps:

- (1) Log-in to your PBCOM Online Platform (POP) account or PBCOMobile account
- (2) Go to Bills Payment
- (3) Click the **Unregistered tab**
- (4) Choose “eRegalo” in list of billers
- (5) Fill-out the required fields:
  - Source Account
  - Biller Name > Click **eRegalo**
  - Mobile Number: <of the recipient>
  - Amount
  - Remarks: Name of recipient and/or special message

### 4. What information do I need from my recipient to send the eRegalo?

You need to ask the mobile number of your recipient.

If your recipient has an account with PBCOMobile or in POP Personal, you have to use the mobile number registered under that account. For those without PBCOMobile account, the mobile number the recipient will give you must be used when he/she open an account.

### 5. How will my recipient know that I have sent him an eRegalo?

Your recipient will receive an SMS from PBCOM that you sent an eRegalo. He/she needs to open a PBCOMobile Account to get the money

### 6. Does my recipient needs to have a PBCOMobile account to receive the eRegalo I sent?

Yes. Your recipient needs to have a PBCOMobile account to receive the eRegalo you sent.

### 7. How will my recipient withdraw the eRegalo?

Once your recipient has a PBCOMobile account, he/she can get a free PBCOMobile Debit Card from any PBCOM branch. Your recipient has to link this debit card to his/her PBCOMobile account. Once linked, he/she can now withdraw the funds.

### 8. Where can my recipient withdraw the money?

Your recipient can withdraw the money in any PBCOM ATMs and other banks' ATMs nationwide.

### 9. Is there a fee when my recipient withdraws my eRegalo?

None, if he/she will withdraw using PBCOM ATMs. There is a fee if withdrawal is via other banks' ATMs.

**10. Can I send an eRegalo to minors?**

Yes, but only if the recipient is at least 13 years old.

**11. If I want to send an eRegalo to below 13 years old, what is my option?**

Your option is to send the eRegalo to the recipient's parent or guardian. The parent/guardian should have /open a PBCOMobile account.

**12. What are the requirements so that my recipient, who is a minor, can open a PBCOMobile Account?**

If your recipient is between 13 to 17 years old, he/she needs to prepare the following requirements before opening a PBCOMobile account:

- (1) Minor's ID (if School ID (for Filipino students), it should be signed by the school principal or head of the educational institution
- (2) Minor's birth certificate
- (3) Parental Consent Form signed by the minor's your parent/guardian,
- (4) ID of the minor's your parent/guardian

**13. Where will the requirements be submitted?**

The requirements will be uploaded in the PBCOMobile app, during the minor's account opening process. Once the system prompts to take a picture of the ID, the picture should include all requirements.

**14. Where will the minor get a copy of the Parental Consent Form?**

A downloadable Parental Consent Form is available in the PBCOMobile App. The link is found before the Terms and Condition.

Your recipient may fill-out the fillable form and send or print, fill-out and scan.

**15. What will happen if no Parental Consent Form was sent by my recipient?**

Your eRegalo will be credited to your recipient's account but cannot be withdrawn because the PBCOMobile account he/she opened is not fully verified.

**16. What happens to my eRegalo if my recipient did not open a PBCOMobile account?**

Your recipient has 21 days to open a PBCOMobile account upon receipt of eRegalo SMS. If your recipient did not open within this time, your money will automatically credit back to your account.

**17. What should I do in case I inputted a wrong mobile number of my recipient or my recipient lost his mobile phone.**

You may request for cancellation through the following:

- (1) Concierge Menu in PBCOMobile App
- (1) PBCOM Customer Care
  - Customer Care Numbers: Metro Manila: +632 8777- 2266 | Domestic Toll Free: 1-800-10-777-2266
  - Customer Care Email: [customercare@pbcom.com.ph](mailto:customercare@pbcom.com.ph)