

PBCOM BALE FACILITY FAQs

About the Product

1. What is PBCOM Bale?

PBCOM Bale is a facility that allows payroll customers to advance on their salary in the most convenience way possible by simply going to any ATM and withdrawing the full or partial approved loanable amount.

2. Am I qualified to avail PBCOM Bale?

You are qualified if you have a PBCOM payroll savings account with a full-time regular employment status, fixed basic monthly salary of at least P5,000 net of deductions and good track record and no administrative case. Note: Commission based compensation is not considered on the monthly salary.

3. How do I apply for PBCOM Bale?

- a. Sign on the Bale Terms and Conditions
- b. via PBCOM ATM or
- c. Reply to the SMS sent by the Bank.

4. What is the minimum salary to avail PBCOM Bale?

You must have a fixed basic monthly salary of at least P5,000 net of deductions.

5. How much can loan?

You may loan up to a maximum amount of P5,000. The loanable amount is computed based on the 10% of net monthly payroll credit.

6. What are the loan terms?

There are two types of loan terms based on the payroll date

- a. semi-monthly with a maximum of fifteen (15) days
- b. monthly with a maximum of thirty (30) days

7. What is the interest rate?

PBCOM Bale is a zero interest rate loan product.

8. What are the fees and charges?

A fixed availment and collection fees are charged to the customers based on payroll credit.

- a. Twenty-Five Pesos (P25) for every Five Hundred Pesos (P500) availment/collection fee is charged to the customer whose salary is credited weekly or semi-monthly

- b. Fifty Pesos (P50) for every Five Hundred Pesos (P500) availment/collection fee is charged to the customer whose salary is credited monthly

Collection fee of Twenty-Five Pesos (P25) or Fifty Pesos (P50) for every Five Hundred Pesos (P500) unpaid balance is charged on the due date. Enrollment, Availment.

9. How can I enroll in PBCOM Bale?

- a. Sign on the Bale Terms and Conditions(T&C)
- b. via PBCOM ATM orc. Reply to the SMS sent by the Bank

10. How will I know if my enrollment is successful?

You will be notified via SMS once you have been approved and can avail PBCOM Bale when you enroll via submission of the signed T&C and SMS. However, Bale facility will be immediately available when you enroll via PBCOM ATM.

11. When can I avail the PBCOM Bale?

You may avail once you receive the SMS notification or notified via PBCOM ATM.

12. How can I avail the loan?

You may withdraw at any ATM.

13. How will I know my PBCOM Bale available balance?

You may view your available balance via ATM. You may also call PBCOM Customer Care Hotline at (+632) 8777-2266.

14. How will I know the total amount availed?

You may view your current balance via ATM or POP Personal. You may also call PBCOM Customer Care Hotline at (+632) 8777-2266.

15. Can I still avail even if my PBCOM Debit card is lost/stolen?

You may still avail once your PBCOM Debit card has been replaced. Payment, Suspension, Reactivation and Cancellation

16. When do I pay the loan?

The availed Bale amount should be paid on the every 15th or 30th of the month.

17. How will I pay for the loan?

The availed Bale amount will be paid once your salary is credited to your PBCOM payroll account. If your salary is insufficient to cover for the availed/loan amount, you may deposit or transfer fund to your PBCOM payroll account.

18. May I pay the loan in advance?

Yes, you may pay the loan in advance. Any credit transaction to the account will be considered a payment to the Bale loan.

19. When will the payment reflect?

Any credit /payment to the payroll account will be reflected immediately. For checks payment, it will be available once deposit is cleared.

20. What happens if the salary credit / payment is insufficient to pay for my loan?

If the salary credit is insufficient to pay for the amount availed, the Bale limit will become past due, the day after the following cut-off, which is on the 15th or 30th day of the month. You may deposit or transfer fund to your payroll account to pay for the loan.

21. Once payment is credited to the account with past due status, will the account become active?

Yes, the Bale facility will become active the following day once payment is reflected.

22. How will I know if the funds are insufficient to cover for the loan?

You will be notified via SMS once the account becomes past due. PBCOM Collection Unit may also call to inform you of the status and amount to be paid.

23. After the past due is fully settled, can I avail again?

Yes, you may avail again once the loan is fully settled and the Bale facility becomes active.

24. When will the account become permanently cancelled?

If the account is past due after three consecutive cut-offs, the Bale Facility will become permanently cancelled.