

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. 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.

4. How much can I loan?

You may loan up to P5,000.

The loanable amount is computed based on the 10% of net payroll credit.

5. 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

6. What is the interest rate?

PBCOM Bale is a zero interest rate loan product.

7. What are the fees and charges?

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

- a. PHP 25 fee for every PHP 500 withdrawal amount or a fraction thereof to customers whose salary is credited weekly or semi-monthly
- b. PHP 50 fee for every P500 withdrawal amount or a fraction thereof to customers whose salary is credited monthly

Collection fee of P20 or P50 for every P500 unpaid balance is charged on the due date.

Enrollment, Availment

8. How can I enroll in PBCOM Bale?

You may enroll through any of the following

- a. Accomplish and sign the Bale Terms and Conditions
- b. Reply to the SMS sent by PBCOM once you are pre-qualified to avail Bale.
- c. Via PBCOM ATM upon display of the pre-qualification screen

9. 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.

10. When can I avail the PBCOM Bale?

You may avail once you receive the SMS notification.

11. How can I avail the loan?

You may go to any ATM to withdraw.

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

You may view your available balance via POP Personal. You may also call PBCOM Customer Care Hotline at +632 8777 2266 or inquire your available balance via ATM.

If you are not yet enrolled in POP Personal, you may visit <http://bit.ly/3rld7gC> and click Sign Up or download the POP mobile app



13. How will I know the total amount availed?

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

If you are not yet enrolled in POP Personal, you may visit <http://bit.ly/3rld7gC> and click Sign Up or download the POP mobile app



14. 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

15. When do I pay the loan?

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

16. How will I pay for the loan?

The availed Bale amount will be paid once your salary has been 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.

17. May I pay the loan in advance?

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

18. When will the payment reflect?

Any credit /payment to the payroll account will be reflected immediately.

19. 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.

20. 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.

21. 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.

22. 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.