



# TRANSFER FUNDS *through* instaPay

## What is INSTAPAY?

INSTAPAY is an electronic fund transfer (EFT) service that allows clients to transfer PHP funds near real-time between accounts of participating BSP-supervised banks and non-bank e-money issuers in the Philippines.

## Why INSTAPAY?



### Safe and Secure

InstaPay follows global security standards. Transactions are protected by multiple security solutions like data encryption.



### Convenient

No need to withdraw your money from your PTC account and deposit it to other local banks.



### Fast

Transfer funds from your PTC Account to other local banks in real-time.



### Available 24/7

Transfer funds anytime using Philtrust BankOnline.

## HOW TO TRANSFER FUNDS VIA INSTAPAY USING THE PHILTRUST BANKONLINE?

Log in to Philtrust BankOnline and follow these steps:

1. In the Account dashboard page, Choose> INSTAPAY/PESONeT menu> New Transfer
2. Select Instapay as mode of transfer.
3. Fill out the required details.
4. Enter the Numeric Password.
5. Click Continue to proceed.
6. A successful message will be displayed.



# LIST OF INSTAPAY PARTNERS

Instapay allows you to send and receive money through the following banks and e-wallets.

- Alipay\*
- AllBank
- AUB
- Bangko Mabuhay\*
- Bank of Commerce
- BDO
- BDO Network Bank\*
- Binangonan Rural Bank
- BPI / BPI Family
- BPI Direct BankO
- Camalig Bank
- CARD BANK
- CARD SME Bank
- Cebuana Lhuillier Rural Bank
- China Bank
- China Bank Savings
- CIMB
- CIS Bayad Center
- Community Rural Bank of Romblon
- CTBC
- DBP
- DCPay (Coins.ph)
- Dumaguete City Development Bank\*
- Dunganon Bank
- East West Bank
- East West Rural Bank
- Equicom Savings Bank
- GrabPay
- G-Xchange (GCash)
- ING Bank
- ISLA Bank\*
- Landbank
- Legazpi Savings Bank
- Lulu Financial Services
- Malayan Bank
- Maybank Philippines
- Metrobank
- Mindanao Consolidated Cooperative Bank
- Omnipay\*
- PalawanPay
- Partner Rural Bank
- PayMaya
- PBCom
- Philippine Business Bank\*
- Philtrust Bank
- PNB
- Producers Bank
- PSBank
- QCRB\*
- Queen Bank
- RCBC
- Robinsons Bank
- Rural Bank of Guinobatan
- Seabank
- Security Bank
- ShopeePay
- Standard Chartered Bank
- Starpay
- Sterling Bank of Asia
- Sun Savings Bank
- Tayocash
- UCPB
- UCPB Savings Bank\*
- USSC Money Services
- Union Bank
- Veterans Bank\*
- Wealth Bank
- Zybi Tech

 \*Only for receiving money

# Frequently Asked Questions (FAQS)

## What will I do when my account was debited but I encountered an error upon sending my INSTAPAY transaction?

Philtrust Retail Internet Banking facility (Philtrust BankOnline) will automatically debit your source account first before sending the transaction to the receiving/beneficiary account based on the clear-before-settlement arrangement. If you encountered an error upon sending your Instapay transaction, depending on the nature of error, the amount will be automatically reversed and credited back to your account including the transaction fee. In other cases, reconciliation or reversal will be done on next banking day. In the event that the transaction successfully pushed through with no confirmation of successful credit from the receiving bank, you may also check with the receiving/beneficiary account if the amount was credited.

## What is the limit of the amount that can be transferred through INSTAPAY?

You may transfer multiple times but the maximum or total amount you can transfer per day is PHP50,000.00.

## What fees apply to INSTAPAY transactions?

INSTAPAY transaction fee is PHP15.00.

*Recipients of the funds will not be charged of any fees.*

## How does INSTAPAY work?

Philtrust Online Banking (As Sender) will automatically debit the source account including the applicable service charges prior to sending it to the receiving account. The funds will be credited to the beneficiary/recipient's account near real time.

**For any concerns, you may contact us through the following:**



Contact your branch of account



Philtrust Bank Hotline: 8524-9061



Email: [Ptc\\_customerdesk@philtrustbank.com](mailto:Ptc_customerdesk@philtrustbank.com)



Deposits are insured by PDIC up to P500,000 per depositor.

Philtrust Bank is supervised by the Bangko Sentral ng Pilipinas (+632 708-7087|[consumeraffairs@bsg.gov.ph](mailto:consumeraffairs@bsg.gov.ph)).

Philtrust Bank is a proud member of Bancnet.

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