

# PHILTRUST

## ONLINE

Anytime, All the time!

## What is Philtrust Online?

Philtrust Online is the internet banking channel of Philtrust Bank that allows you to access your Philtrust Accounts and perform banking transactions via a secured browser-based internet application.

## What are the features of Philtrust Online?



### Safe and Secure

Bank with peace of mind, your account, money and information are protected.



### On-Us Fund Transfer

Real-time sending of funds to other Philtrust Bank account holders.



### PESONet

Send funds to other banks up to PHP 200,000.00. Subject for approval



### Account Viewing

Managed your accounts in one dashboard.



### Instapay

Real-time sending of funds to Other Banks.

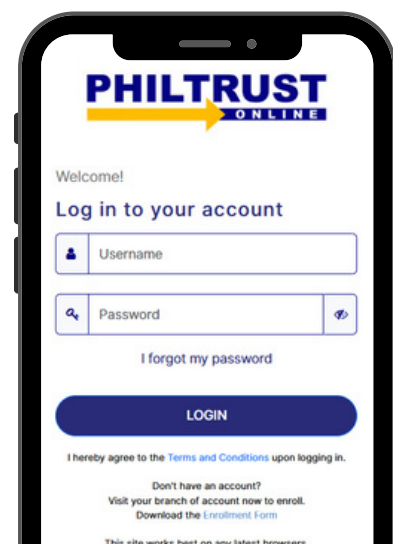


### Checkbook Order

Order checkbook online and pick it up to your branch of account.

## How to access your Philtrust Online?

1. Visit the Philtrust Bank Website "<https://www.philtrustbank.com/>"
2. Click the "LOGIN" button on upper right portion of the website.
3. Ensure that you are redirected to the correct Philtrust Online website "<https://www.philtrustbankonline.com/>"
4. Input your correct username, password and one-time password.
5. Once on the dashboard, you may now enjoy the convenience of Philtrust Online



## What are the transaction fees and limits?

TRANSACTIONS	FEES	LIMITS
PTC CASA to Own Account (PHP)	PHP 0.00	No Limit
PTC CASA to Other PTC CASA (PHP)	PHP 0.00	PHP 100,000.00 per day
Instapay	PHP 15.00	PHP 50,000.00 per day
Pesonet	0.01 to 50,000.00 = PHP 25.00 50,000.01 to 200,000.00 = PHP 50.00	PHP 200,000.00 per day
Checkbook Re-order	Personal = PHP 250.00	No Limit

## Frequent Asked Questions (FAQs)

### Who can enroll in Philtrust Online?

Philtrust Online is offered/available to individual retail clients of Philtrust Bank with a Peso or Dollar account savings or current/checking account.

Note: US Dollar fund transfer will be available soon.

### How do I enroll in Philtrust Online?

You can enroll by visiting your branch of account and fill out an enrollment form. You may also download the enrollment form via the Philtrust website and fill out the form prior to visiting your branch of account.

### How soon can I access my account in Philtrust Online?

You can access your account as soon as you have received an email to your nominated email address.

To activate your account, perform the following steps:

- Click "Activate Now" and nominate a Login Password and Numeric Password then submit.
- Once done, you may go to Philtrust Bank Corporate website @ <https://www.philtrustbank.com> and click the login button to access the Philtrust Online Login Page.

## What type of accounts can I enroll in the Philtrust Online?

A. Active Accounts

B. Account Types:

- Individual Accounts
- Joint OR Accounts (JOR)
- In-Trust-For Accounts (ITF)

C. Product Types allowed for Initial Enrollments:

- Regular Savings Account
- Current/Checking Account
- ATM Savings Account
- Employee Payroll Account (For PTC employees only)

During online enrollment request, the following types of accounts can be enrolled via online request if you have already been granted access to Philtrust Online:

PRODUCT TYPES	PASSBOOK BASED	ATM BASED
Regular Savings Account	Yes	No
Current/Checking Account	Yes	No
ATM Savings Account	No	Yes
Time Deposit	N/A	N/A

\*Time Deposit and Dollar Savings are for viewing only.

## How can I enroll my other accounts into my Philtrust Online?

You can enroll your other accounts (own account) via online request by doing the following steps:

1. In the Philtrust Online homepage, go to "Account Maintenance" menu.
2. Click the "Request for Additional Account Number (Own Account) or Request for Additional Time Deposit (Own Account)" option.
3. Enter the 12-digit Account Number (Current/Savings) or 6-digit CTD No. to be enrolled and click "SUBMIT".

Wait for an email notification (for at least 1 banking day) confirming the account has been successfully added.

## How do I enroll additional 3rd Party Account (other Philtrust client's account) as beneficiary?

1. In the Philtrust BankOnline homepage, go to "Account Maintenance" menu.
2. Click the "Request New 3rd Party Account Number" option.
3. Enter the 12-digit Account Number of the account being enrolled and click "SUBMIT".
4. Wait for an email notification confirming the account has been successfully added for at least 1 banking day.

## My password got locked since I exceeded the maximum PIN attempts, what should I do?

If your password was locked after you exceeded the maximum three (3) login attempts, your password will be reset after 24 hours.

## What if I forgot my login password? How can I reset?

In the login page, go to "I forgot my password". You will be asked to select your preferred channel to receive your One-Time Password either via your registered mobile number or email address. You may also go and visit your branch of account.

## How do I change my login password in Philtrust Online?

To change your password, follow these steps:

1. Go to "Security Settings", choose "Change Login Password" to change your log-in password.
2. You will be asked to select your preferred channel to receive your One-Time Password either via your registered mobile number or email address.
3. Input the One-Time Password, then
4. You will be directed to the Password Resetting screen.
5. Nominate your new password. Note: Password should be at least 8-20 characters long having a combination of alphabetical upper and lower cases, numeric and special characters.
6. Confirm your password then click the Submit button.

If you wish to change your Numeric password, follow the same steps under Security Settings. Choose "Change Numeric Password". You will be asked to input your 6-digit numeric password and click submit.

### Ensure to secure your account information:

- Always secure your Passwords.
- Do not disclose your username/passwords to anyone.
- Never store your Username and Password where they can be accessed by others. It is preferable to memorize them.
- Password should be at least 8 to 20 characters long having a combination of alphabetical uppercase and lowercase, numeric and special characters.
- Change your passwords regularly.

## What if I forgot my Username?

You may go to your branch of account for the retrieval of your username.

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

Contact your branch of account  
Philtrust Bank Hotline: 8524-9061



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



PhiltrustBank



**PHILTRUST BANK**  
A UNIVERSAL BANK  
*Trusted by generations*