

Contact Information

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FREQUENTLY ASKED QUESTIONS

TOPIC: Application Concerns

How is the Pag-IBIG Loyalty Card Plus different from the original Loyalty Card?

The Pag-IBIG Loyalty Card Plus has now been enhanced with cash card features so that you may use your card to collect your loan disbursements, deposit your savings, withdraw from ATMs, pay for groceries and more. You may also use your card to avail of perks and discounts from Pag-IBIG partners as originally used.

Where do I avail of the card?

You may avail in designated Pag-IBIG Fund Branches. For the complete list of these branches, please refer to the branch locator in www.aub.com.ph/hellopagibig

How do I apply for my Pag-IBIG Loyalty Card Plus?

Approach the Pag-IBIG Loyalty Card Plus booths in designated Pag-IBIG branches and get an application form to get started.

How much is the card?

The Pag-IBIG Loyalty Card Plus costs Php 125.00

What is AUB's role in the card?

AUB is one of the bank partners for the Pag-IBIG Loyalty Card Plus Project. AUB enables the card to receive funds, withdraw and inquire through BancNet ATMs, as well as pay through BancNet POS devices.

What are the requirements for a Pag-IBIG Loyalty Card Plus?

You'll need a filled up registration form, at least 1 Pag-IBIG contribution within the last 6 months, a valid government ID, mobile number, and payment.

If I have no middle name, what do I put on the registration form?

Kindly input a "-" or dash character in place of your middle name.

What should I do if I do not receive an SMS after my card is printed? (SMS contains confirmation text from AUB and account number)

You should receive a text message within 5 minutes. However, it may take up to 30 minutes to receive the text message due to the connectivity of station to server, or signal problems. If you are waiting an unusually long amount of time, please inform our AUB hotline regarding this.

FREQUENTLY ASKED QUESTIONS

TOPIC: PAG-IBIG Loyalty Card Plus Inquiries

What is the Pag-IBIG Loyalty Card Plus?

The Pag-IBIG Loyalty Card Plus is a combination of Pag-IBIG's loyalty card program now with a built-in ATM card.

I already have an Pag-IBIG Loyalty Card issued on or before 2018. Can I still avail of the new card?

Yes, you may keep your old card for loyalty privileges and avail of the new Pag-IBIG Loyalty Card Plus to take advantage of ATM Card functionalities.

What can I do with Pag-IBIG Loyalty Card Plus?

Availing of the Pag-IBIG Loyalty Card Plus powered by AUB automatically enables you to receive loan proceeds directly to your card. You may withdraw the proceeds via BancNet ATMs or use the card directly to purchase goods via POS.

Can I have more than one Pag-IBIG Loyalty Card Plus?

You may only have one active Pag-IBIG Loyalty Plus Card powered by AUB. If you avail of another card from AUB, it will automatically disable the other card. Your account and funds will be transferred to the newest card you activate.

What does it mean to have an ATM card built into my Pag-IBIG Loyalty Card Plus?

With the added benefits of a BancNet ATM Card, you may avail of the following services: (1) ATM Withdrawal (BancNet Powered ATMs), (2) ATM Services (balance inquiry, pay bills, payment via POS, etc), and (3) Value-Add Service via Hello Pag-IBIG Mobile App.

Can I use my ATM card to purchase online?

As long as the online merchant accepts BancNet ATM cards, you may use your card to purchase online.

Is there a fee to use my ATM card online?

AUB will not charge a fee to you (the client) to use the ATM card online.

Is there a fee to use my ATM card via BancNet POS?

AUB will not charge a fee to you (the client) to use the ATM card via BancNet POS.

How do I check my card's balance?

Go to the nearest BancNet powered ATM and inquire your balance using your card.

How will I know my card's card number ?

Your 16 digit card number is located at the back of the Pag-IBIG Loyalty Card Plus.

What is my AUB Account number tied to the card?

Your AUB Account Number is provided via SMS upon successful registration for the Pag-IBIG Loyalty Card Plus.

What is the PIN code of my Pag-IBIG Loyalty Card Plus?

The PIN code of your Pag-IBIG Loyalty Card Plus is found inside the PIN mailer. This is a sealed envelope you will receive together with your card, welcome letter, and brochure. Inside the PIN mailer is a 4-digit PIN linked with your card.

How can I change the PIN code of my Pag-IBIG Loyalty Card Plus?

You change your PIN code using any Asia United Bank (AUB) ATM machine. Other ATM machines will not allow you to change your PIN.

What can I do with my Pag-IBIG Loyalty card at AUB Branches?

You may use the Pag-IBIG Loyalty Card Plus in AUB Branches to do the following:

- (1) ATM – Withdrawal of funds, Balance Inquiry, PIN Change
- (2) Over-the-counter – Balance Inquiry, PIN Change, Report Lost Card, Check AUB Account Number.

Can I deposit money to my Pag-IBIG Loyalty Card Plus?

Yes, you are able to make a deposit to your account. Over-the-counter deposits through any AUB branch is FREE of charge. Your account has no maintaining balance and no dormancy charge. Maximum balance of the account is Php 200,000.00

How do I deposit to my account?

You may make a deposit through any AUB branch. Use the Virtual Teller Kiosk (VTK) by clicking 'Deposit' and inputting your AUB Account Number.

FREQUENTLY ASKED QUESTIONS**TOPIC: Hello Pag-IBIG Mobile Application****What is the Hello Pag-IBIG app?**

The Hello Pag-IBIG app is a companion app for your Pag-IBIG Loyalty Card Plus. You may register your card for the service to gain access to additional features for your account. The app also allows you to manage your account and your Pag-IBIG Loyalty Card Plus.

What are the requirements to register for Hello Pag-IBIG app?

1. Pag-IBIG Loyalty Card Plus powered by AUB
2. Access to mobile phone no.
3. Smartphone with camera and stable internet connection

I don't have a Pag-IBIG Loyalty Card Plus yet, may I apply for the card using the app?

No, you may not. To register for the service, you must have already been issued a Pag-IBIG Loyalty Card Plus powered by AUB. Please go to <https://www.aub.com.ph/hellopagibig/howtoapply> for more details.

Why should I register my Pag-IBIG Loyalty Card Plus?

For added convenience in managing your Pag-IBIG Loyalty Card Plus bank account

- Block/Unblock your card wherever you are
- Change your card's PIN anytime through the app
- Access additional features like pera padala, buy load, pay bills and more
- All transactions reflect on app in real-time as well.

I have just registered my Pag-IBIG Loyalty Card Plus, upon logging in however, there is a prompt saying that "Username or Password is incorrect". What should I do?

Ensure that login details are correct. Also, make sure that you have already been approved of your account registration. You will receive a text notification once you have been approved of your Hello Pag-IBIG account access.

How do I cash-in to my Hello Pag-IBIG account, is it different from cashing-in to my Pag-IBIG Loyalty Card Plus bank account?

Your Hello Pag-IBIG account is the same account as your Pag-IBIG Loyalty Card Plus account. Any changes in the balance of your bank account will reflect on both your card and your mobile app.

I registered my previous Pag-IBIG Loyalty Card Plus, however, I just had this replaced with a new one. How do I register my new card number?

You do not need to register your new number. Upon issuance of your replacement Pag-IBIG Loyalty Card Plus, the app will automatically update to your latest active card number.

Can I access Hello Pag-IBIG account in my personal computer/laptop?

No, you may not. Your Hello Pag-IBIG account may only be accessed from your registered mobile device.

I tried logging in to a separate mobile device, it was asking me to register my device. What does this mean?

You may only access your account on one (1) primary registered device. As an added security feature, you may only access your account in one mobile device at any time. To elect your primary registered device, simply attempt to login from the mobile device you wish to use then follow the on-screen instructions to proceed.

I failed to input the correct password during login and now it says that my account is locked. How do I have my account unlocked?

To unlock your account, press the 'Forgot Password' link on the login page. Follow the on-screen instructions to elect a new password. Once this is done, you will be able to access your account with your new password.

I lost my primary registered device, how do I block access to my account?

Login your account from a different device and register this as your new primary device in order to block access on previous mobile device.

I have a concern regarding a transaction made on Hello Pag-IBIG, how do I have this issue resolved?

Please report your concern to our AUB Hotline at (02) 8282-8888 for immediate assistance.

FREQUENTLY ASKED QUESTIONS

TOPIC: Troubleshooting Concerns

What should I do if I lose the card?

Don't worry, you will not lose your account nor balance when you lose your card. Call the AUB hotline at (02) 8282-8888 or 1-800-10-282-8888 and request to immediately block your card. Next, go to one of the available Pag-IBIG branches and request for a replacement card.

Is there a fee for card replacement?

Card replacement fee will cost Php 125.00.

What do I do if my card cannot be read by the AUB ATM?

Go to the same branch you availed of the card and inform the attendant that your card is defective. The card will be replaced for free upon validation.

Whom do I call if I have an issue with my Pag-IBIG account?

Kindly direct your concern to (02) 8724-4244 (Pag-IBIG 24/7 hotline).

How do I update my Pag-IBIG account details (name, email, cellphone number or etc)?

To update your Pag-IBIG membership information please go to the nearest Pag-IBIG Branch and approach the information booth for assistance.

My card was captured by an ATM machine, what should I do?

You may request the nearest branch of the ATM's bank provider for assistance; you may then claim your card from said branch. Please note that if you have lost your card for more than 2 banking days since capture, your card will be deactivated.