MOBILE BANKING

Frequently Asked Questions

1. ***How do I activate my AUB Mobile App?***

   Existing Preferred Online Banking users may simply download and install the AUB Mobile App from Google Play Store or Apple App Store.

   Input your username and password. A Registration ID will be sent to your mobile number. Device Registration provides additional security to avoid unauthorized people from using your access credentials.

   Non-financial Users (Personal or Corporate) will be redirected to the Preferred Online Banking Log In page.

   Once you have logged in, click the **User Icon** near your name, select **Device Maintenance**, tick the **Registration ID** sent to you then click **Activate**.

   Financial Users (Personal or Corporate) will need to provide the code shown on your Security Token.

   After this, you may start using your AUB Mobile App.

2. ***What are the services available in the AUB Mobile App?***

   For Financial and Non-financial users, you may view your Account details, eSOA, queue transactions online via VTK and request for checkbook; block/unblock ATM cards.

   For Financial users, you may do Fund Transfer, Bills Payment, Buy and Sell FOREX.

3. ***How do I change my password in the AUB Mobile App?***

   The Reset Password in the AUB Mobile App will be available soon. Currently, password reset is done via Preferred Online Banking for security purposes.

4. ***What transactions will require the Security Token?***

   Device registration during initial enrollment, change of password and enabling of Fingerprint,Bills Payment, Fund Transfer and FOREX amounting to more than Php50,000.00 per transfer.

5. ***My Security Token is not working, what should I do?***

   Please **email** your branch of account and indicate your username in Preferred Online Banking plus your Security Token's serial found at the back of the token.

6. ***How do I enable my fingerprint?***

   The Fingerprint feature must first be enabled in your device. Once this is done, log in the AUB Mobile App, tap the **Settings Icon** and select **Enable Fingerprint.**

   Use the same fingerprint registered in your device, input your Preferred Online Banking password, enter the code from your Security Token then wait for the successful message.

7. ***My device has a Face Login feature, how do I enable it?***

   The Face Login feature for the AUB Mobile App is currently for Iphone X and higher Iphone models only.

   The Face Login feature must be enabled in your device prior to activating it in your app.

   Once done, login to the AUB Mobile App, tap the **Settings Icon** and look for the **FaceID Login** and toggle it to the **right**.

   Follow the instructions in registering your face, input your password then enter the code from your Security Token.Wait for the successful message.

8. ***How many devices can I enroll?***

   A maximum of 5 devices (tablet/mobile/iPad) are allowed for each userID.

   To enroll additional new devices, you may delete any unused device by logging in to your AUB Mobile App, click the **User Icon** near your name, search for **Device Maintenance**, tick the **Registration ID** then Delete.

9. ***Can I use multiple user IDs in one mobile device?***

   No. Only one user can log in your AUB Mobile App using the device's registration ID.

10. ***Can a corporate user enroll in the AUB Mobile App?***

    No. Mobile Banking is for **personal use** only.