

PSBank Loan Payments via InstaPay

Frequently Asked Questions

What are the PSBank Loans that I can settle using InstaPay?

You can pay the following PSBank loans by transferring funds from your account in other banks to your 15-digit loan account number via InstaPay:

- PSBank Auto Loan
- PSBank Home Loans (Home Loan, Home Construction Loan and Home Credit Line)
- PSBank Flexi Personal Loan
- PSBank Business Loans (SME Term Loan, SME Business Credit Line, etc.)

Note: Only those loan accounts with active, current or updated status are eligible for payment using the facility. Loan accounts which are past due or under litigation are NOT accepted.

How do I pay for my PSBank Loan via InstaPay?

- a. Log-in to your other Bank's online or mobile banking
- b. Select "InstaPay" from the "Fund Transfer" facility
- c. Select "PSBank" from the list of banks
- d. Input your 15-digit PSBank loan account number
- e. Review transaction details and tap "Submit"

Note:

- *Maximum amount for transfer using InstaPay is PhP50,000 per transaction. Other transaction limits (i.e. frequency, etc.) depends on the implementing guidelines set by the other bank where you maintain your source account.*
- *If your loan account is on an Auto Debit Arrangement (ADA) from a PSBank deposit account, you can also use InstaPay to transfer funds real-time to your ADA source account.*

Can I make partial payments?

Yes, you can make partial payments on or before your due date. For partial payments made on your due date, the InstaPay transaction limit of PhP50,000 and account limits set by the bank of your source account (if any) shall apply.

Is there a corresponding fee for paying my PSBank loan via InstaPay?

There is a minimal fee to be charged for InstaPay transactions and the amount differs among banks. You may check the bank where you maintain your source account for their corresponding fee or charges for InstaPay.

How will I know if my payment to my PSBank loan through InstaPay was successful?

If funds were successfully transmitted to your target PSBank loan account, you will receive a notification via SMS and/or email from the bank of your source account confirming your transaction.

These may serve as your payment receipt and we suggest that you keep these as proof of your loan payment.

When will my payment be reflected to my PSBank loan account?

Payments to your PSBank loan account via InstaPay made during weekdays will be posted to your account at the end of the day. While, payments made during weekends or holidays will be posted at the end of the next banking day.

Will there be instances of unsuccessful payment to PSBank loans via InstaPay?

Yes. The possible instances for unsuccessful transactions are:

- Status of your loan account is not current (i.e., past due, under litigation, etc.) or status have restrictions
- The bank where you maintain your source account or their online/mobile banking facilities are down
- You entered a wrong PSBank Loan account number
- BancNet connection is down
- PSBank connection is down

What if I entered a valid PSBank loan account number which belongs to another person, how will I recover the funds?

For all InstaPay transactions, as long as a valid account number is provided, it is considered final and can no longer be cancelled. Hence, we encourage you to ensure the accuracy of the PSBank loan account numbers that you indicate in your InstaPay transactions.

What should I do if I have concerns or questions on paying my PSBank loan via InstaPay?

For inquiries or concerns on paying your PSBank loan via InstaPay, you may call your PSBank branch of account, our 24/7 Customer Experience Hotline at (02) 8845-8888 or e-mail us at customerexperience@psbank.com.ph. You may also LiveChat with us at www.psbank.com.ph.

For inquiries or concerns on your InstaPay transactions, you may contact the bank or branch where you maintain your source account.

For more information on InstaPay, you may visit the BSP website at www.bsp.gov.ph/payment/nrps_overview.asp.