

PARTNER RURAL BANK (COTABATO), INC.
Mobile Banking System

FREQUENTLY ASK QUESTIONS:

1. Where can I download the Partner Rural Bank mobile app?

- You can download the mobile app at Partner Rural Bank's website under fund transfer tab, www.partnerbank.com.ph/fundtransfer.

2. How to install the mobile app in Android/iOS mobile phones?

- Tap the mobile app icon to start the installation.

3. I have no existing account with Partner Rural Bank Inc, am I qualified to register as a new user?

- No. You must open an account to the nearest branch of Partner Rural Bank. Bring 2 pieces 1x1 photo picture and valid IDs.

4. How can I register my existing account?

- Tap the "New User?" at the right top most corner of the MBS Login screen. Once tapped, Personal Information Screen and Account Information Screen will be displayed. Supply the information required to complete the registration. Then click "Submit" button.

5. In Personal Information Screen, what personal information that should be supplied?

- The personal information that should be supplied are (1) First Name, (2) Middle Name, (3) Last Name, (4) Suffix, (5) Birth Date

6. For Account Information Screen, what are those account information that need to be supplied?

- The account information that should be supplied are (1) Username, (2) Account Number, (3) Mobile number, (4) eMail, (5) Account Type

7. What are the formats of Username and Account number?

- The format of Username is Alphanumeric and should be between 6 to 15 characters long. Example: johnloyd32

- The Account number format is purely numeric and must be 13 characters. The account number can be found in the passbook cover. It can also be found at the front face of Partner Rural Bank EMV ATM Card.

8. How will I know that my User registration is successful?

- The message will be displayed as “Your enrolment details have been submitted and pending for bank’s verification and activation, please contact your bank for details”

9. How long will it take to validate my User registration?

- For week days (Mon-Fri), the user registration is validated during the day. A text/SMS message containing the permanent Username will be sent to your enrolled mobile phone number.
- For weekends and holidays, validation is done on the next banking day. A text/SMS message containing the permanent Username will be sent to your enrolled mobile phone number.

10. Once validated, how should I activate my Username?

- To activate account, the user must tap the “Activate Account” tab in the Login Page. Encode the Username in the provided field of Activation Page and tap the “Activate” button.
- When the username is valid, the user will receive a text or SMS containing the One-Time-Pin (OTP) and will be redirected to the OTP page. The user should encode immediately the six (6) digits OTP and tap “Verify” button.
- When the OTP provided by the user is verified valid, the mobile application will display the Nominate Password Screen.
- Enter the nominated password in the Password field.
- Re-enter the nominated password in the Confirmation field.
- Tap the “Submit” button. The system will now redirect back to the Login Page. The user account is activated.

11. What is OTP?

- OTP stands for One Time Pin (OTP). The OTP is composed of six (6) numeric characters. This will be sent to the enrolled mobile number or email address.
- OTP validity is three (3) minutes.

12. What is the password format?

- Password must be alphanumeric with special character. The length is eight (8) to twelve (12) characters and must have at least one uppercase letter. Password is case sensitive. Sample: @Juan_01

13. How should I know if my user account is activated?

- Login the user account in the login page. Once login succeeded, Partner Rural Bank Mobile App Home screen will be displayed. This means user account is activated.

14. I forgot my password, how to retrieve or change it?

- The User should tap the “forgot password?” in the login page, provide the Username and tap the “Submit” button.
- If the provided Username matches the records in the system, the system will provide an OTP via SMS to the enrolled mobile number.
- The user will be redirected to the OTP Page.
- Enter the six (6) digits OTP and tap “Verify” button.
- The system will redirect the user to the ‘Change Account Password’ Page. Enter the new nominated password in the “Password field”. Re-enter the same nominated password in the “confirmation field”.
- Tap “Submit” button. The system will redirect the User to the Login Page.
- Enter Username & the new nominated password.

15. What if I forgot my username?

- The User should tap the “forgot password?” from the Login page. In the forgot password page, tap the “forgot username?” link.
- The user must provide the enrolled mobile number and tap the “Verify” button.
- A text message/SMS containing the Username will be sent to the provided mobile number.

16. Why MBS application forcibly logs out the user?

- When the application is idle for 3 minutes, the MBS system will automatically logout the user from the system.

17. How can I transfer fund using Instapay?

- In the Bank Home Page, tap Fund Transfer icon. The Fund Transfer Page will be displayed.
- Tap the Instapay icon. The user will be redirected to Instapay Fund Transfer pages.

18. In the Instapay Fund Transfer first page, what are the details that should be supplied?

- The details that should be supplied are (1) **Amount**, (2) **source account** i.e. your savings/checking account in Partner Rural Bank, (3) **Beneficiary bank**, (4) **Beneficiary account number** i.e. account number of the person where you send the money , (5) **Purpose of transfer**, all fields are mandatory.

19. In the Instapay Fund Transfer second page, what are the details that should be supplied?

- The details are (1) beneficiary First name, (2) beneficiary Middle name (optional), (3) beneficiary Last name, (4) Mobile number (optional), (5) email address (optional).

20. What is the maximum amount limit for every transfer?

- The maximum amount is Php50,000.00 pesos per transaction.

21. Why my account was blocked?

- Supplying invalid/incorrect password for three (3) consecutive times, the system will automatically block the account.

22. How to unblock blocked account?

- Blocked account will be automatically unblocked after 24 hours..

23. How will I know if my transaction is successful?

- A pop up message “Transferred Successfully!!” is visible in the Fund Transfer page.

-END-