Philippine National Bank (Europe) Plc

Online User's Manual
Version 2
(New 3D Secure Debit Card System)

www.pnb.com.ph/europe

Step 1: Open your browser.

Step 2: Type in *www.pnb.com.ph/europe* at the address bar

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Philippine National Bank (Europe) Plc

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Online Remittance

LOGIN | SIGN UP

Guide | New User

For new users, click here

For existing users, click here

Remit from these countries United Kingdom and Northern Ireland Submit

quick tools

Products and Promos

PNB Global Locator

Remittance Tracker

Forms

fscs
Protecting your money
Your eligible deposits with Philippine National Bank (Europe) Plc. are **protected up to a total of £85,000** by the Financial Services Compensation Scheme, the UK's deposit protection scheme.

Any deposits you hold above £85,000 limit are not covered.

Please ask here for further information or visit **www.fscs.org.uk**

Advisory

Our opening and closing time
NOTTING HILL OFFICE

Monday to Friday 9:30am to 5:00pm (Remittance cut off time 4:30pm)

Saturday and Sunday

IMPORTANT ANNOUNCEMENT

To all our valued clients

If you are initiating payments to our account for onward transmission to the Philippines, please be advised that you must now redirect these to Natwest bank, and use the applicable account for your chosen currency. The details are provided below:

For GBP:

EXCHANGE RATES: 10/14/2015	
Sterling £ to Peso	70.5000
Sterling £ to US Dollar	1.5068
Sterling £ to Euro	1.3211
US Dollar to Peso	45.4800
US Dollar to Euro	0.8941
Euro to Peso	52.4000
Euro to US Dollar	1.1185

Quick Links
• GFMC Balance

Step 3: Read the *terms and conditions* and click *Accept* to continue.

Step 4: Choose either debit or credit card that you wish to use.

Credit Card payments: there is a 2% service fee per transaction.

For transaction using **Debit Card payments** there will be **NO 2% service fee added**

Step 5: Choose your *beneficiary*

Step 6 : Choose the *Purpose* of the remittance and enter the *Amount* you wish to remit. Click *Remit Now* button to proceed.

Step 7 : Review your remittance details, click *Confirm* to proceed.

3D SECURITY and ONSCREEN TRANSACTION DETAILS

3D Secure: Debit or Credit Cards which have 3D security, will be re-directed to the user's bank to verify of the transaction.

Screen Confirmation - confirmation detail that the user's payment has been completed with authorisation code by the user's bank.

REVIEW OF REMITTANCE TRANSACTIONS

My Account - summary of all your remittance transactions

Reference Column

1LDA xxxxxx - means that the users remittance went through and a corresponding transaction reference number has been generated.

TBC - means that PNB have received your instructions and payment and is now awaiting PNBE supervisor's approval

Failed - means that the user's remittance is unsuccessful, you need to call 0207 397 1340

Incomplete - means that the user cancelled transaction is complete

Status

Processing, means that the user details are being verified.

Archived, means that the transaction is complete

On screen receipt this serves as the user's official receipt