

For Internal Citco Use Only

Payroll Bank Application - User Guide

General Reminders in using the ePayDAO Facility

1. Please DO NOT share or send your Reference Code to anyone, except for authorized UnionBank representatives who are officially assisting you with your application queries and troubleshooting requests.
2. If you did not receive an SMS/text message containing your reference Code, please inform your Corporate HR so that they could double-check the uploaded mobile number.
3. Your Reference Code will expire after five (5) calendar days from the date of the enrollment initiated by your Corporate HR. After expiration, the code may no longer be used to enter the UnionBank Online app.
4. If you already have an existing UnionBank Online profile, please log out from your existing app profile and create a new one by deleting and re-downloading the app.
5. Your Corporate HR may return your application to request for document re-uploads due to blurred photos, expired IDs, etc. You will receive the notification for returned applications via email and re-log in to the UnionBank Online app using your nominated username and password.
6. If you accidentally leave the UnionBank Online form/site in the middle of your application, you may go back by re-logging in using your username and password (when application was discontinued AFTER username and password nomination) or by inputting your Reference Code again (when application was discontinued BEFORE username and password nomination).
7. In your ePaycard DAO application, you must nominate an email address that has not been used yet for any UnionBank Online App profile as the email address is a unique identifier being used by the bank.

Steps in Creating Payroll Bank Account

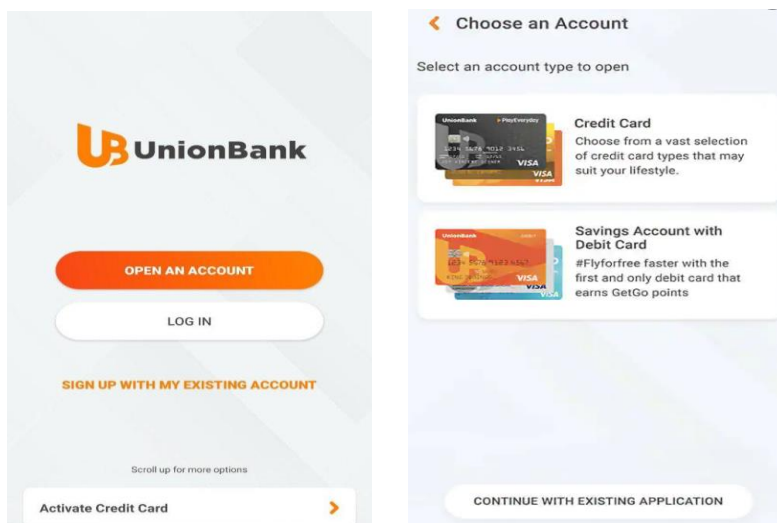
The Unique Reference Code from UnionBank will be sent to you **2 weeks prior your onboarding date**. Once received, kindly proceed to the following steps on how to register successfully.

Kindly take note that the reference code will expire in 5 days of non usage. If the Reference Code has expired, please send an email to MyHR @citco.com.

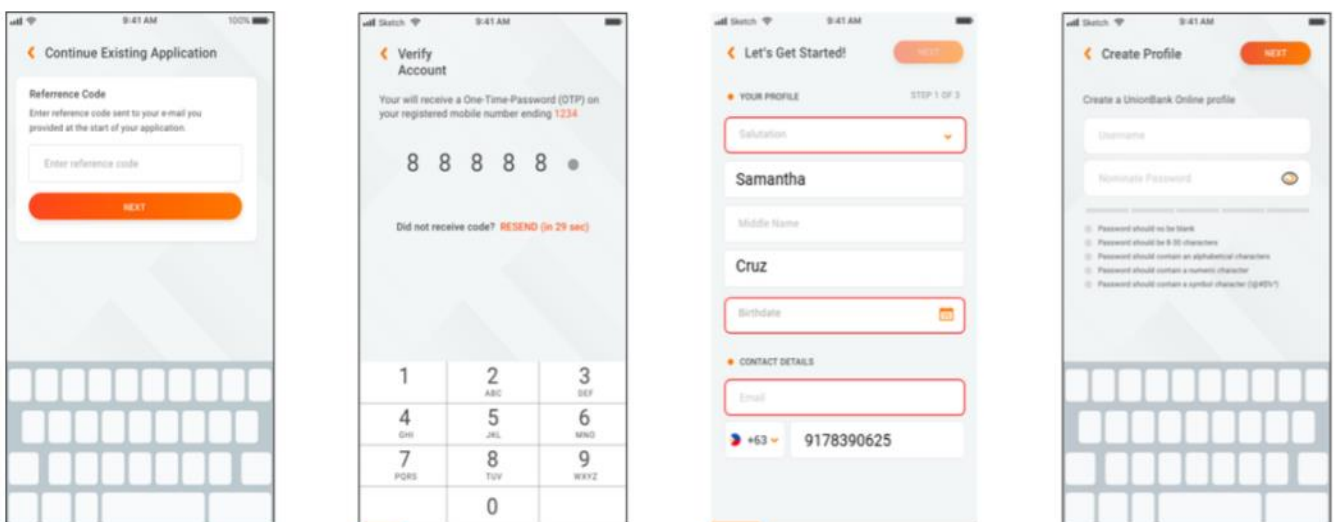
FOR MOBILE APP

STEP 1. Download the UnionBank Online App

STEP 2. Click “Open an Account” then “Continue with Existing Application”



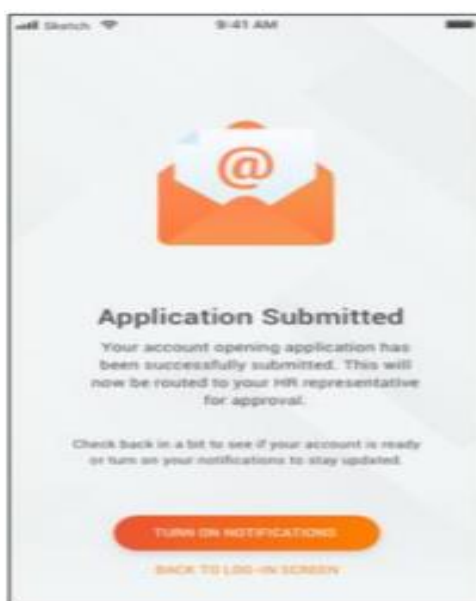
STEP 3. Input Unique Reference Code, click Next and input the OTP



STEP 4. Fill out all required information and upload necessary documents

- Input Personal and Financial Information
- Capture and upload valid ID/s
- Take selfie or upload a clear photo
- Input signature thrice (3 times)

STEP 5. Review inputted information, tick attestations then Click Submit. ****Please ensure that your email address is active and correct.**



STEP 6: Application will be routed to HR for review. Once approved, UnionBank will send you an email for activation of account number. Please make sure to check your email from time to time as the activation code will expire within 24 hours. If you forget to activate, you can request another code by logging into your UnionBank account.

FOR WEB APP**STEP 1.** Access the UnionBank Web App (online.unionbankph.com)**STEP 2.** Click “Sign Up Now” > “I want to open a UnionBank Account” > “Continue with Existing Application”

The first screenshot shows the UnionBank login page. It features the UnionBank logo, a CyberSure security notice, a URL verification bar, and input fields for User ID and Password. There is a reCAPTCHA checkbox labeled 'I'm not a robot' and a 'LOG IN' button. Below the login fields are links for 'Forgot my User ID or Password' and 'Unblock my profile', and a 'SIGN UP NOW' button highlighted with a red box.

The second screenshot shows the 'Sign up' page. It features the UnionBank logo, the text 'Sign up', and an illustration of a man and a woman using mobile devices. Below the illustration is the text 'Welcome to UnionBank Online!' and two buttons: 'I WANT TO OPEN A UNIONBANK ACCOUNT' and 'I ALREADY HAVE AN ACCOUNT', both highlighted with red boxes.

The third screenshot shows the 'Open an Account' page. It features the UnionBank logo, the text 'Open an Account', and a selection prompt 'Select an account type to open.' Below this are three account type options: 'Credit Cards', 'Savings Accounts with Debit Card', and 'UnionBank ePaycard Payroll Account'. At the bottom, a 'CONTINUE WITH EXISTING APPLICATION' button is highlighted with a red box.

STEP 3. Input Unique Reference Code, click “Next” and input the OTP

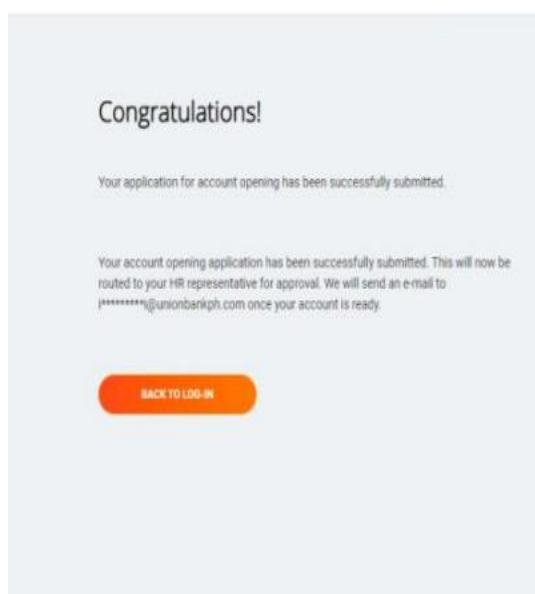
The first screenshot shows the 'Continue Existing Application' page. It features the UnionBank logo, the text 'Continue Existing Application', and a CyberSure security notice. Below this is a URL verification bar and a prompt to 'Enter reference code sent to your e-mail you provided at the start of your application.' There is an input field for the reference code, a reCAPTCHA checkbox labeled 'I'm not a robot', and a 'NEXT' button highlighted with a red box. A 'Back to LOGIN' link is also visible.

The second screenshot shows the 'Let's Get Started!' page. It features the text 'Let's Get Started!' and a CyberSure security notice. Below this is a URL verification bar and a series of input fields for personal information: 'Mr' (with a dropdown), 'Samantha', 'de Vera', 'Cruz', 'September 15, 1999', 'samanthacruz@gmail.com', and a phone number '+63 9602355604'. At the bottom, a 'NEXT' button is highlighted with a red box.

STEP 4. Fill out all required information and upload necessary documents

- Input Personal and Financial Information
- Capture and upload valid ID/s
- Take selfie or upload a clear photo
- Input signature thrice (3 times)

STEP 5. Review inputted information, tick attestations then Click Submit. ****Please ensure that your registered email address is correct and active.**



STEP 6: Application will be routed to HR for review. Once approved, UnionBank will send you an email for activation of account number. Please make sure to check your email from time to time as the activation code will expire within 24 hours. If you forget to activate, you can request another code by logging into your UnionBank account.

How do I enroll to eDAO if I already have an existing UnionBank account and UnionBank Online profile beforehand?

For Mobile App

1. Delete your UnionBank Online App
2. Go to the AppStore or Google Play and Re-download the same app.
3. Open the UnionBank Online App and proceed with Step 3.

For Web App

1. Visit the UnionBank Online Website.
2. Click "Sign up now" button and proceed with the application

Further instructions on how to claim ATM card will be provided upon joining.