



Metrobank
You're in good hands

ONLINE CUSTOMER UPDATE FORM

Date	Account Name	Branch of Account
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Payroll Account

If Yes, Company Name: _____

Please make the following changes to my personal records with the Bank:

Change My Primary Mobile Number:

From :

To :

Change My Email Address:

From :

To :

***If applicable, please indicate for which online channel you are requesting your contact details to be updated.**

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Metrobankdirect Personal
(<https://personal.metrobankdirect.com>)

_____ (Indicate Username)

☐

Metrobank Online
(<https://onlinebanking.metrobank.com.ph>)

_____ (Indicate Username)

☐

Metrobank Mobile App

_____ (Indicate Username)

Instructions:

1. Please fill out this form completely. Your signature in this document should match the one in our file.
2. Give this form along with a scanned copy of one valid government-issued ID. If your account is under payroll, please attach a scanned copy of your company ID.
3. You can also send the form and scanned copy via email to info@metrobank.com.ph. Please make sure that the total email size does not exceed 5MB, including file attachments.
4. Expect text messages sent to your old & new mobile numbers confirming receipt of your request.
5. Upon successful validation of your contact information, change request will be implemented within five banking days.

Other Client Instructions/Account Maintenance Requests

Type of ID presented	ID Number
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Accountholder's Name and Signature

Accountholder's Name and Signature



For Bank's Use Only

Updated in RM	Updated in Channel/s
Processed By	