

United Kingdom

- Allied Irish Bank - Business
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- American Express
- B Bank
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- Bank of Ireland (UK) Business
- Bank of Scotland
- Bank of Scotland Business
- Bank of Scotland Commercial
- Barclaycard Commercial Payments
- Barclaycard UK
- Barclays Bank
- Barclays Bank Business
- Barclays Corporate
- Barclays Wealth
- Clydesdale Bank
- Coutts & Company
- Danske Bank - Business
- Danske Bank - Personal
- First Direct Bank
- First Trust Bank - Business
- First Trust Bank - Personal
- Halifax
- Halifax Business
- HSBC Bank - Business
- HSBC Bank - Personal
- HSBC Kinetic
- ING Wholesale Banking
- Lloyds Bank
- Lloyds Bank (test)
- Lloyds Bank Business
- Lloyds Bank Commercial
- Marks & Spencer Financial Services
- Monzo Bank
- Nationwide Building Society
- NatWest Bank
- NatWest Bank Bankline
- NatWest Bank ClearSpend
- Pingit
- Revolut
- Royal Bank of Scotland
- Royal Bank of Scotland Bankline
- Royal Bank of Scotland ClearSpend
- Sainsbury Bank
- Santander Bank
- Soldo
- Starling Bank
- Tesco Bank
- TransferWise
- TSB Bank
- UBS United Kingdom
- Ulster Bank

- Ulster Bank Bankline
- Ulster Bank ClearSpend
- Virgin Money
- Virgin Money (test)
- Yorkshire Bank
- Yorkshire Building Society

Cash in to a US Bank

Cash in to GCash with a linked US bank account. First-time transactions have a **\$500 limit**, with a **\$600 weekly cap**. To start, tap **Cash In > Global Banks and Partners > USA**.

Before cashing in:

- The exchange rate is locked for **15 minutes** once you enter your One-Time PIN. After 15 minutes, you must request again to get a new rate.
- Review details carefully; **transactions cannot be canceled once confirmed**.

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360025275074

Source: <https://help.gcash.com/hc/en-us/articles/360025275074-How-do-I-cash-in-to-GCash-with-a-EU-UK-or-US-Bank-account>

How do I cash in to GCash with my linked BPI account {#how-do-i-cash-in-to-gcash-with-my-linked-bpi-account}

Path: articles/10282024155801-How-do-I-cash-in-to-GCash-with-my-linked-BPI-account

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Check your [GCash Wallet and Transaction limits](#), and follow these steps to cash in from a linked BPI account:

1. On the GCash homepage, tap **Cash In**
2. Tap **Local Banks**
3. Select **BPI** or **UnionBank**
4. Enter the cash-in amount and select the account
5. Review the details and tap **Confirm**

Once successful, a confirmation screen will appear and your balance will update immediately. You'll also receive a confirmation **via email and SMS** for this transaction.

If the transaction fails, the total amount, including convenience fees, will be refunded to the original account.

Note:

A PHP 5.00 convenience fee will apply for cash-ins via linked accounts. Linking and cashing in to GCash with BPI or Unionbank boosts your wallet and transaction limit to PHP500,000.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [What are the GCash Cash In fees I need to know about?](#)
- [I can't cash in to my GCash wallet. What do I do?](#)
- [How do I cash in to GCash from my online banking app or website?](#)
- [I didn't receive my cash in to my GCash wallet. What do I do?](#)

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10282024155801

Source: <https://help.gcash.com/hc/en-us/articles/10282024155801-How-do-I-cash-in-to-GCash-with-my-linked-BPI-account>

How do I cash out from GCash Partner Outlets {#how-do-i-cash-out-from-gcash-partner-outlets}

Path: articles/39566551006361-How-do-I-cash-out-from-GCash-Partner-Outlets

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To cash out via GCash Partner Outlets, follow the steps below:

1. Tell the cashier you want to cash out from your GCash Wallet.
2. Give your **mobile number and the amount** you want to cash out.
3. Show a **valid government ID**.
4. Wait for an SMS, then reply with the OTP.
5. Get your cash from the cashier.

GCash Partner Outlet Cash Out Partners

Pawnshops

Cebuana Lhuillier

CVM Pawnshop

Jaro Pawnshop

M. Lhuillier

RD Pawnshop

Tambunting

Villarica Pawnshop

Supermarket

Puregold

Payment Facilities

DA5

ECPay

ExpressPay

Panalo Express

PeraHUB

Posible

TrueMoney

VIP Payments Center

Department Stores

SM Store

Robinsons

Sari Sari Store

To cash out via a Sari-Sari store, learn how to find an [authorized GCash Pera Outlet](#).

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Source: <https://help.gcash.com/hc/en-us/articles/39566551006361-How-do-I-cash-out-from-GCash-Partner-Outlets>

How do I cash out using RCBC Scan to Withdraw {#how-do-i-cash-out-using-rcbc-scan-to-withdraw}

Path: articles/39565800262041-How-do-I-cash-out-using-RCBC-Scan-to-Withdraw

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- [How do I send money to another GCash account?](#)

Scan to Withdraw allows you to withdraw money from an RCBC ATM without a card—just use your GCash app.

Before You Use Scan to Withdraw

- Make sure you are a [Fully Verified](#) GCash user
- Make sure your GCash wallet has enough balance, including the withdrawal amount and the ATM's withdrawal fee
- Take note of the following transaction limits:
 - **Minimum Withdrawal Amount:** PHP 100
 - **Maximum Withdrawal Amount:** PHP 5,000 per transaction

Where You Can Use Scan to Withdraw

You can use Scan to Withdraw at select RCBC ATMs. Check the [list of RCBC ATM locations here](#).

How to Use Scan to Withdraw

There are only 2 steps—create a cash-out QR code on the GCash app, then scan the QR on the ATM.

Step 1: Create a Cash Out QR Code in the GCash app

Note:

Once you create your QR code, an amount plus a service fee of **PHP 18 will be deducted from your GCash wallet balance**. This is a temporary hold to ensure there are sufficient funds available for payment when your booking is completed.

If there are any issues with the ATM withdrawal, the amount will be automatically returned to your wallet within 10 minutes.

Follow the steps below to withdraw money via Cash Out QR code.

1. On your GCash App, tap **View All Services**
2. Select **Cash Out**
3. Tap **RCBC Scan to Withdraw**
4. Select **Cash out via QR Code**
5. Input the amount to cash out and tap **Next**
6. Review your Cash Out details and tap **Proceed**
7. Enter the 6-digit authentication code sent to your GCash registered mobile number. Tap **Submit**
8. You'll be led to a page with your Cash Out QR code

Once you've generated your QR code, it is **only valid for 5 minutes**. For security, you **cannot take a screenshot or download the QR code**. We recommend generating a QR right before withdrawing at the ATM.

Step 2: Scan the Cash Out QR Code at an RCBC ATM

Follow the steps below to collect your funds with the generated Cash Out QR Code:

1. On your RCBC ATM Machine screen, press **Enter** and select **QR Cash Withdrawal**
 2. Place the generated Cash Out QR under the scanner
 3. Review and confirm the details and collect your cash within 20 seconds
- [ATM List for RCBC Scan to Withdraw.pdf](#) 90 KB [Download](#)

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Source: <https://help.gcash.com/hc/en-us/articles/39565800262041-How-do-I-cash-out-using-RCBC-Scan-to-Withdraw>

How do I change the mobile number linked to my eC Savings GSave account {#how-do-i-change-the-mobile-number-linked-to-my-ec-savings-gsave-account}

Path: [articles/43849081170585-How-do-I-change-the-mobile-number-linked-to-my-eC-Savings-GSave-account](#)

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- [What is the interest rate for eC-Savings by Cebuana Lhuillier Rural Bank?](#)
- [What are the deposit and withdrawal limits of my eC-Savings by Cebuana Lhuillier Rural Bank?](#)
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- [How do I send money to another GCash account?](#)

To change the mobile number linked to your eC-Savings by Cebuana Lhuillier Rural Bank account, you must first change the mobile number registered to your GCash account. [Click here](#) to learn how.

Once you've completed the process, the mobile number linked to your eC-Savings account will also be updated within **14 business days**.

Note: **Make sure your new number is fully verified then click here to ask for help**. A customer service representative will be in touch within **1-2 business days**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How can I make a deposit to my eC-Savings GSave account?](#)
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43849081170585

Source: <https://help.gcash.com/hc/en-us/articles/43849081170585-How-do-I-change-the-mobile-number-linked-to-my-eC-Savings-GSave-account>

How do I check the status of my GCrypto order {#how-do-i-check-the-status-of-my-gcrypto-order}

Path: articles/31307289104153-How-do-I-check-the-status-of-my-GCrypto-order

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- [What are the minimum and maximum limits for an order in GCrypto?](#)
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- [How do I send money to another GCash account?](#)

You can check the status of your orders in the GCrypto Transaction page. Once your order is confirmed, it will be marked as 'Successful.'

Your funds will be available immediately after payment. However, during high trading volumes, it may take a little longer to process.

To view your crypto holdings, tap on **Portfolio**.

To verify your GCrypto transactions, check your Transaction History within the app or refer to the email notifications you receive.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How can I buy crypto in GCrypto?](#)
- [How can I sell crypto in GCrypto?](#)
- [What are the GCrypto Networks and Fees I need to know about?](#)
- [I can't buy/sell on GCrypto. What do I do?](#)

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- [How can I buy crypto in GCrypto?](#)

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Source: <https://help.gcash.com/hc/en-us/articles/31307289104153-How-do-I-check-the-status-of-my-GCrypto-order>

How do I check the status of my GStocks PH order {#how-do-i-check-the-status-of-my-gstocks-ph-order}

Path: articles/31211043753497-How-do-I-check-the-status-of-my-GStocks-PH-order

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- [How do I check the status of my GStocks PH order?](#)
- [How can I change or cancel my GStocks PH order?](#)
- [What are the GStocks PH buy and sell fees I need to know about?](#)
- [What is the minimum quantity for a buy order in GStocks PH?](#)

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- [How do I send money to another GCash account?](#)

Once you've submitted a buy or sell order and it's received, you can track its status on the " **Orders**" page. You'll see a message on your screen indicating the status of your order, which will also reflect on your account records.

Here are the possible order symbols and their corresponding status for your reference:

|||| |---|---|---|| **Order Status** | **Description** | **Symbol** || Completed / Filled | Order has been successfully completed / filled | ✓ || Rejected / Cancelled | Order has been rejected / cancelled | ✗ || Open / Pending | Order is still open and waiting to be completed | 🔄 || Replaced | Order has been modified (replaced with new open order) | ⇌ |

Once your order has been completed after the number of processing days, you can view it on the "Portfolio" page.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How can I withdraw from my GStocks PH Trading Wallet account?](#)
- [How can I buy PH stocks in GStocks PH?](#)
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Source: <https://help.gcash.com/hc/en-us/articles/31211043753497-How-do-I-check-the-status-of-my-GStocks-PH-order>

How do I claim my money from a suspended GCash Basic account {#how-do-i-claim-my-money-from-a-suspended-gcash-basic-account}

Path: articles/38827343196185-How-do-I-claim-my-money-from-a-suspended-GCash-Basic-account

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- [My GCash account is on hold. How can I access my account?](#)
- [I was Fully Verified, why was my GCash account downgraded to a basic account?](#)
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If your account stays non-verified for 12 months after registration, it will be restricted, and you'll be charged a monthly **Basic Account Maintenance Fee of PHP 15 monthly**. To access your remaining balance, you can either **create a new GCash account or verify your current Basic account**.

To access your funds, you may follow these steps:

If you have another GCash Account under your name

1. Make sure your new GCash account is [Fully Verified](#)
2. Prepare any one of the following **valid IDs accepted**
3. [Submit a ticket to transfer the funds from your old number to your number number.](#)

You'll get a confirmation email in your GCash registered email address about your transfer of funds request within **48 hours**.

If you plan to keep your mobile number and verify your account

1. Prepare an accepted valid ID and take a selfie while holding it.
2. Submit a ticket to temporarily lift your account suspension.

Once lifted, log in to your GCash and complete your verification within **24 hours**. Failure to do so will mean your account will be re-suspended.

Need more Help?

For other inquiries or concerns, check out the following articles:

- My GCash account verification failed. What should I do?
- My GCash account is still not verified after 3 days. What do I do?
- How do I transfer money from my old GCash account to my new one?
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- How do I transfer money and services from my old GCash account to my new one?
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- Why was my GCash account deactivated?
- Privacy Choices Dashboard
- SIM Card Registration Frequently Asked Questions
- Can I create a GCash account if I did not register my SIM Card?
- The GCash SSO (Single Sign-On) is not working. What do I do?
- How do I delete or close my GCash account?

38827343196185

Source: <https://help.gcash.com/hc/en-us/articles/38827343196185-How-do-I-claim-my-money-from-a-suspended-GCash-Basic-account>

How do I claim receive my remittance with GCash {#how-do-i-claim-receive-my-remittance-with-gcash}

Path: articles/28286340757017-How-do-I-claim-receive-my-remittance-with-GCash

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You can claim your remittance by visiting the branch where it was sent or through their website or app.

Only [Fully Verified](#) GCash users can claim remittances from overseas to the Philippines.

Make sure the **sender uses the same name you registered with GCash** for a smooth transaction, and follow the steps below:

How to claim remittance with GCash:

1. On the GCash homepage tap **Cash In > Global Banks and Partners**
2. Type and select remittance partner in the search bar
3. Enter the expected amount, reference number, and purpose of remittance. Tap **Proceed**
4. Review the details of your remittance and tap **Next**
5. Enter the 6-digit authentication code sent to your GCash registered mobile number

Once confirmed, you'll see a page confirming your successful claim. If everything is correct, the money will be added to your GCash wallet in **real-time**.

Note: Claim your remittance within **90 days** to avoid expiration of the reference number.

If you enter the reference number incorrectly 3 times, you will be locked out for **24 hours** before you can try again.

Need more Help?

For other inquiries or concerns, check out the following articles:

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28286340757017

Source: <https://help.gcash.com/hc/en-us/articles/28286340757017-How-do-I-claim-receive-my-remittance-with-GCash>

How do I close my EzySave by Maybank account {#how-do-i-close-my-ezysave-by-maybank-account}

Path: articles/30243245720857-How-do-I-close-my-EzySave-by-Maybank-account

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- [How do I send money to another GCash account?](#)

If you want to close your EzySave+ by Maybank account, follow the steps below:

Withdraw all remaining funds

Make sure you have withdrawn all the money from your EzySave+ by Maybank account. You can't close your account if you have funds left in the account.

Request for EzySave+ by Maybank account closure

To request the account closure of your EzySave+ by Maybank account, please visit any Maybank branch or contact their hotline at **+632 8588 3888**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How can I make a deposit to my EzySave+ by Maybank account?](#)
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- [How do I close my EzySave+ by Maybank account?](#)

30243245720857

Source: <https://help.gcash.com/hc/en-us/articles/30243245720857-How-do-I-close-my-EzySave-by-Maybank-account>

How do I close my GFunds account {#how-do-i-close-my-gfunds-account}

Path: articles/30844779903897-How-do-I-close-my-GFunds-account

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Closing your GFunds account is permanent and **irreversible**. Once your account is closed, you will no longer have access to any associated data or funds.

How to close your GFunds account:

1. **Make sure your GFunds balance is zero** Before deleting your account, ensure that you sell any remaining funds in your GFunds account. Don't make any new transactions until you receive your funds in your GCash Wallet.
2. **Check for Completed Transactions**

After the [sell order processing days](#), open your GCash app and check the Inbox to confirm your transactions.

3. **Request for Account Closure**

Once all sell order transactions are complete and your GFunds balance is zero, [click here to ask for help](#) to request account closure for GFunds.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How do I update my account information in GFunds?](#)
- [I can't access my GFunds account. What do I do?](#)
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30844779903897

Source: <https://help.gcash.com/hc/en-us/articles/30844779903897-How-do-I-close-my-GFunds-account>

How do I close my UNOready GCash by UNOBank account {#how-do-i-close-my-unoready-gcash-by-unobank-account}

Path: articles/30243978324377-How-do-I-close-my-UNOready-GCash-by-UNOBank-account

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- [How do I send money to another GCash account?](#)

If you want to close your #UNOready@GCash, follow the steps below:

Withdraw all remaining funds

Make sure you have withdrawn all the money from your #UNOready@GCash by UNOBank account. You can't close your account if you have funds left in the account.

Request for #UNOready@GCash account closure

To request the account closure of your #UNOready@GCash, please contact UNOBank:

- Landline: **+632 8819 0866**
- Mobile: **+63 919 059 9866**

You can also request for account closure via the UNO Bank app.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How can I make a deposit to my #UNOready@GCash by UNOBank account?](#)
- [How can I withdraw from my #UNOready@GCash by UNOBank account?](#)
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- [How can I make a deposit to my #UNOready@GCash by UNOBank account?](#)
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- [How can I pre-terminate my time deposit with #UNOready@GCash by UNOBank?](#)
- [How can I update the mobile number linked to my #UNOready@GCash by UNOBank account?](#)
- [How do I close my #UNOready@GCash by UNOBank account?](#)

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Source: <https://help.gcash.com/hc/en-us/articles/30243978324377-How-do-I-close-my-UNOready-GCash-by-UNOBank-account>

How do I close my eC Savings GSave account {#how-do-i-close-my-ec-savings-gsave-account}

Path: articles/43848645259673-How-do-I-close-my-eC-Savings-GSave-account

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- [What are the deposit and withdrawal limits of my eC-Savings by Cebuana Lhuillier Rural Bank?](#)

- [How can I make a deposit to my eC-Savings GSave account?](#)
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If you want to close your eC-Savings GSave account, follow the steps below:

Withdraw all remaining funds

Make sure you have withdrawn all the money from your eC-Savings account. You can't close your account if you have funds left in the account.

Request for eC-Savings Account Closure

To request for the closure of your eC-Savings account, follow the steps below:

1. **Download the Forms:** Click here for the forms needed.
2. **Fill Out the Bank Request Form:** Indicate "Account Closing" in the "OTHERS" field in the form and provide the **reason for your closure request**.
3. **Prepare Your ID:** Make a photocopy or scan of a valid government ID and sign the copy three times.
4. **Take a Selfie with your ID:** Hold your ID copy and take a photo, clearly showing the three signatures.
5. **Email Your Request:** Send an email to cebuanaacares@pjlhuillier.com along with:
 - Your completed Bank Request Form
 - A copy of your ID
 - Your selfie/picture holding your ID copy.

Please use " **EC SAVINGS - ACCOUNT CLOSURE REQUEST**" as the subject line.

Contact Us

If you have any issues regarding your eC-Savings account, please don't hesitate to reach out to Cebuana Cares. You can contact them through the following:

Email: cebuanaacares@pjlhuillier.com

Phone:

(02) 7759-9800

(02) 8779-9800

SMS:

0917-8122737 (CARES) - GLOBE

0918-8122737 (CARES) - SMART

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How can I make a deposit to my eC-Savings GSave account?](#)
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43848645259673

Source: <https://help.gcash.com/hc/en-us/articles/43848645259673-How-do-I-close-my-eC-Savings-GSave-account>

How do I create a new GCash account {#how-do-i-create-a-new-gcash-account}

Path: articles/900005866623-How-do-I-create-a-new-GCash-account

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Articles in this section

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- [Create a GCash Jr account](#)
- [I can't create or register for a GCash account. What do I do?](#)
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- [Why do I need to provide a selfie for my GCash account?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
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- [How do I send money to another GCash account?](#)

You can easily download the GCash app and create a GCash account within minutes!
GCash is now available for the following:

- [GCash for Filipinos and Foreign Nationals based in the Philippines aged 18+ with a PH SIM](#)
- [GCash Jr for Filipinos or Foreign Nationals aged 7-17 with a PH SIM](#)
- [GCash Overseas for Filipinos based abroad with an International SIM](#)

Note:

GCash is not yet available for Foreign Nationals with an International SIM.

How to create a GCash account

First, please make sure you are using a **registered Philippine network SIM card**(Globe, TM, Talk N Text, Smart, SUN, or DITO).

Follow these steps to create your GCash account:

1. Search GCash in the [Google Play Store](#) or [App Store](#) and download it for FREE
2. Open the GCash app and input your mobile number. Tap **Next**
3. Enter the 6-digit authentication code sent to your mobile number. Tap **Submit**
4. Select **New Account**, fill in and review all required personal details, then tap **Next > Confirm**.

Note: Your personal information should be accurate and up-to-date, as using someone else's information is punishable by law. 5. Set your 4-digit MPIN and tap **Confirm** 6. Tap **Go to Login** to start using GCash

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I can't create or register for a GCash account. What do I do?](#)
- [There is another GCash account using my number. What do I do?](#)
- [What are the steps to get a Fully Verified GCash account?](#)
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Create a GCash Jr account

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How do I deactivate my GCash Card from my account {#how-do-i-deactivate-my-gcash-card-from-my-account}

Path: articles/30286976308889-How-do-I-deactivate-my-GCash-Card-from-my-account

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Deactivating your GCash Card will **permanently unlink** it from your GCash account. This action **cannot be undone**, and you will no longer be able to use the card. If you want to temporarily lock your GCash Card from making transactions, please read **[how to lock your card](#)**.

If you want to continue the permanent deactivation of your card, follow these steps:

1. Go to your GCash Card page and select the GCash Card account you want to deactivate

2. Tap **Deactivate** located in the upper right corner
3. Review the deactivation notice, then tap **Deactivate It**
4. Enter your card's 6-digit PIN to confirm.

You'll be redirected to the GCash Card page, and your deactivated card will no longer appear.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I can't deactivate my GCash VISA/Mastercard Card. What do I do?](#)
- [How do I lock my GCash Card?](#)
- [How do I reset my GCash VISA/Mastercard PIN?](#)
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How do I delete my GCredit account {#how-do-i-delete-my-gcredit-account}

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- [What are the steps to get a Fully Verified GCash account?](#)
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- [How do I send money to another GCash account?](#)

If you want to delete your GCredit account, follow the steps below:

Clear balances or unpaid dues

Ensure you've paid off all outstanding balances. You can't delete your account if you have unpaid dues.

Request for GCredit deletion

To delete your GCredit account, [click here to ask for help](#). A customer service representative will contact you in **24 hours**.

Note:

GCredit account deletion will take up to **30 days once initiated**. During this period, you may choose to stop using the product to avoid incurring more dues.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How can I pay for my GCredit dues?](#)
- [Why was my GCredit account closed?](#)
- [My GCredit was deactivated. What do I do?](#)

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How do I delete my GGives account {#how-do-i-delete-my-ggives-account}

Path: articles/30751581796377-How-do-I-delete-my-GGives-account

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- [How do I delete my GGives account?](#)

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- [How do I send money to another GCash account?](#)

If you want to delete your GGives account, follow the steps below:

Clear balances or unpaid dues

Ensure you've paid off all outstanding balances. You can't delete your account if you have unpaid dues.

Request for GGives deletion

To delete your GGives account, [click here to ask for help](#). A customer service representative will contact you in **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How can I pay for my GGives dues?](#)
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- [How can I update my mobile number for my GGives account?](#)

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How do I delete my GLoan account {#how-do-i-delete-my-gloan-account}

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- [How do I send money to another GCash account?](#)

If you want to delete your GLoan account, follow the steps below:

Clear balances or unpaid dues

Ensure you've paid off all outstanding balances. You **can't** delete your account if you have unpaid dues.

Request for GLoan deletion

Once you've paid all your dues, [click here to ask for help](#) in deleting your GLoan account. A customer service representative will contact you in **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How much can I borrow with GLoan?](#)
- [What are the GLoan fees I need to know about?](#)
- [How does GCash help with my GLoan payment?](#)
- [How can I update my mobile number for my GLoan account?](#)

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How do I delete my GSave Overseas account {#how-do-i-delete-my-gsave-overseas-account}

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- [How do I send money to another GCash account?](#)

If you want to delete your GSave Overseas account, follow the steps below:

Withdraw all remaining funds

Make sure you've withdrawn all the funds from your GSave Overseas account. You cannot delete your account if you still have money in your account.

Request for GSave Overseas account deletion

To request for deletion of your GSave Overseas account, please reach out to CIMB at +
632 8924 2462.

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38545636825497

Source: <https://help.gcash.com/hc/en-us/articles/38545636825497-How-do-I-delete-my-GSave-Overseas-account>

How do I delete or close my GCash account {#how-do-i-delete-or-close-my-gcash-account}

Path: articles/900005315866-How-do-I-delete-or-close-my-GCash-account

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- [I was Fully Verified, why was my GCash account downgraded to a basic account?](#)
- [GScore](#)
- [How do I transfer money and services from my old GCash account to my new one?](#)
- [How do I claim my money from a suspended GCash Basic account?](#)
- [Why was my GCash account deactivated?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)

- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

When you request to delete your GCash account, you will lose access to all GCash services, which include cards, insurance, and wealth products. Once we start processing the deletion, you won't be able to log in anymore. Your data will be completely deleted from our systems after five years, following the law (R.A. 9160).

When you request to delete your GCash account, you will **lose access to all GCash services, which include cards, insurance, and wealth products.**

Once we start processing the deletion, you won't be able to log in anymore. Your data will be completely deleted from our systems after five years, following the law (R.A. 9160).

Things to Know Before Closing Your GCash Account

- When you delete your GCash account, you will also cancel your records for GInsure, GInvest, GCredit, and other services. If you create a new GCash account in the future, your previous records cannot be restored.
- After you request account deletion, you won't be able to log in anymore.
- Your data will be completely deleted from our systems after five years, following the law (R.A. 9160).

Steps to Delete Your GCash Account

1. **Settle any outstanding dues:** Make sure you pay all of your outstanding balance in GCredit, GGives, or GLoan. We can't delete your account if you have unpaid balances.
2. **Clear your GSave and GInvest accounts.** There should be **no pending buy or sell orders** on your GFunds, GCrypto, and GStocks PH. You can sell the units and transfer the funds to your GCash wallet. If you have remaining funds with a GSave partner bank, you have the option to withdraw your funds via their bank apps.
3. **Empty your wallet balance:** Before deleting your GCash account, make sure to withdraw all the funds on your wallet.
4. **Prepare [an accepted valid ID](#) and take a selfie while holding it.**
5. From your GCash account, tap **Profile and your name** then tap **Delete Account**. Do not forget to **attach the photo of the valid ID and selfie in your request**.

Privacy Notice:

The information you provide will only be used to verify your identity and process your account deletion request. Once we validate your identity and complete the form, we will proceed with the deletion of your GCash account.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How do I create a new GCash account?](#)

- [How do I increase my GCash wallet and transaction limits?](#)
- [Is there a minimum maintaining balance required to use GCash?](#)
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- [My GCash account verification failed. What should I do?](#)
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- [SIM Card Registration Frequently Asked Questions](#)
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Source: <https://help.gcash.com/hc/en-us/articles/900005315866-How-do-I-delete-or-close-my-GCash-account>

How do I deposit in my GSave Overseas account {#how-do-i-deposit-in-my-gsave-overseas-account}

Path: [articles/39124080738457-How-do-I-deposit-in-my-GSave-Overseas-account](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
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- [How do I send money to another GCash account?](#)

To deposit funds into your GSave Overseas account follow the steps below:

1. On your GSave by CIMB dashboard, select **Deposit**
2. Enter the amount you want to deposit and tap **Next**
3. Review and confirm the amount you want to deposit. Tap **Confirm**

After depositing, you'll see a confirmation page. The money will be instantly deducted from your GCash wallet and transferred to your GSave account.

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- [How do I delete my GSave Overseas account?](#)

39124080738457

Source: <https://help.gcash.com/hc/en-us/articles/39124080738457-How-do-I-deposit-in-my-GSave-Overseas-account>

How do I earn and collect green energy points in GForest {#how-do-i-earn-and-collect-green-energy-points-in-gforest}

Path: [articles/41421031201817-How-do-I-earn-and-collect-green-energy-points-in-GForest](#)

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- [How can I plant a tree in GForest?](#)

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Help **reduce your carbon footprint and support environmental conservation** by earning and collecting green energy points through GCash. Every cashless transaction contributes to carbon reduction and brings you closer to planting a tree with GForest.

How to earn green energy points:

Green energy points represent the total carbon saved by users through transactions like [Send Money](#), [Buy Load](#), and [Pay Bills](#). Each successful transaction earns you green energy points, reflecting the carbon reduction achieved through cashless activities.

Points are credited within **24 hours** after completing a transaction

Below are the GCash transactions that earn you green energy points, along with their monthly limits:

Here are the GCash transactions that can help you earn energy and their corresponding monthly limits:

GCash Transaction	Green Energy Points	GCash Transaction Monthly Limit
-------------------	---------------------	---------------------------------

(**maximum # of times a user can earn green energy from a specific GCash transaction**) | Green Energy Points Monthly Limit

(**maximum # of energy points a user can earn in a month**) || Buy Load | 106 points per transaction | 30 per month | 3180 energy points || Bank Transfer | 228 points per transaction | 10 per month | 2280 energy points || Pay Bills | 253 points per transaction | 20 per month | 5060 energy points || Cash-in Online | 56 points per transaction | 10 per month | 560 energy points || Send Money | 131 points per transaction | 10 per month | 1310 energy points || GSave - Deposit | 131 points per transaction | 20 per month | 2620 energy points |

How to collect green energy points:

1. On your GCash app, tap **GForest**
2. Tap the floating energy bubbles on your **GForest homepage**
3. You can also collect green energy from your friends by tapping on their names in the **GForest dashboard**

Currently, you cannot unfriend GForest friends. To prevent friends from collecting your energy, check GForest 24 hours after your transaction.

Energy bubbles don't appear at a fixed time, but they usually show up between **6:00 AM - 7:00 AM** and **11:00 PM - 12:00 MN**. Check and collect energy as soon as possible—uncollected bubbles disappear after **72 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How can I plant a tree in GForest?](#)
- [I didn't receive green energy points in GForest after my GCash transaction. What do I do?](#)

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I didn't receive green energy points in GForest after my GCash transaction. What do I do?

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How can I plant a tree in GForest?

- [I didn't receive green energy points in GForest after my GCash transaction. What do I do?](#)
- [How do I earn and collect green energy points in GForest?](#)
- [How can I plant a tree in GForest?](#)

41421031201817

Source: <https://help.gcash.com/hc/en-us/articles/41421031201817-How-do-I-earn-and-collect-green-energy-points-in-GForest>

How do I find freelancers for my project on Raket Marketplace {#how-do-i-find-freelancers-for-my-project-on-raket-marketplace}

Path: articles/30081283975193-How-do-I-find-freelancers-for-my-project-on-Raket-Marketplace

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Articles in this section

- [How do I find freelancers for my project on Raket Marketplace?](#)
- [How can I post my service on the Raket Marketplace?](#)
- [Get Help with Gigs by Raket](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

Gigs by Raket is a feature within the Raket Marketplace in GCash that **connects you with skilled Filipino freelancers** for your project. Gigs by Raket offers various services such as graphic design, writing, encoding, and other specialized tasks. Here's everything you need to know:

How to find or hire a freelancer from the Raket Marketplace:

1. On the GCash app, tap **View All Services > Gigs**
2. Search and tap on the service you want to avail
3. Read through the details of the service and select **Buy Now**
4. Review 'Raket Payment Protection.' Tap the tick box and select **Buy Now**
5. Confirm your payment and tap **Agree and Pay**
6. Select **Pay**

You will be led to a page confirming your successful service payment.

The time required for order completion depends on the freelancer. Use the chatbox to communicate with the freelancer regarding project updates or concerns.

How Payments Work:

- GCash is the only accepted mode of payment. Payment is made in advance and **held as a bond** until the service is completed.
- Freelancers are paid only after the service is marked as **complete**.
- If the client does not mark the service as complete for **3 days after the freelancer marks it as complete**, the payment will automatically be released to the freelancer.

How to Cancel a Service:

If you need to cancel a service, follow these steps:

1. From your 'Raket' Menu Bar, tap **Projects and Orders**
2. Select the service you want to cancel
3. Tap **Cancel Order**

The freelancer must approve the cancellation request. Once approved, the refund will be credited back to your GCash wallet **every Friday at 6:00 pm.**

Note: Freelancers and clients are encouraged to settle disputes directly before contacting Raket support.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How can I post my service on the Raket Marketplace?](#)
- [Get Help with Gigs by Raket](#)

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How can I post my service on the Raket Marketplace?

- [How do I find freelancers for my project on Raket Marketplace?](#)
- [How can I post my service on the Raket Marketplace?](#)
- [Get Help with Gigs by Raket](#)

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Source: <https://help.gcash.com/hc/en-us/articles/30081283975193-How-do-I-find-freelancers-for-my-project-on-Raket-Marketplace>

How do I generate my personal GCash QR {#how-do-i-generate-my-personal-gcash-qr}

Path: articles/30379236648601-How-do-I-generate-my-personal-GCash-QR

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- [How do I send money to another GCash account?](#)
- [Can I send money to a Non-Verified/Basic GCash user?](#)
- [How can I send money in GCash via QR code?](#)
- [How do I generate my personal GCash QR?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

To **avoid mistakes and make sure your money is sent to the right person**, create your FREE personal QR Code. Other banks or e-wallets might charge InstaPay fees.

You can generate and download your Personal QR Code for future use using one of these two options:

Option 1: via the QR Button

1. Open the GCash app and tap **QR**
2. Tap **Generate QR**
3. Select **Receive Money via QR Code**

Option 2: via Send

1. Open the GCash app and tap **Send**
2. Tap **Generate QR**

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How can I send money in GCash via QR code?](#)
- [How do I send money to another GCash account?](#)
- [Can I send money to a non-GCash user?](#)

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- [How can I send money in GCash via QR code?](#)
- [How do I generate my personal GCash QR?](#)

30379236648601

Source: <https://help.gcash.com/hc/en-us/articles/30379236648601-How-do-I-generate-my-personal-GCash-QR>

How do I get a new AMEX Virtual Pay Card CVV or Security Code {#how-do-i-get-a-new-amex-virtual-pay-card-cvv-or-security-code}

Path: articles/40802145637145-How-do-I-get-a-new-AMEX-Virtual-Pay-Card-CVV-or-Security-Code

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- [How do I renew my AMEX Virtual Pay Card after it expires?](#)
- [How do I get a new AMEX Virtual Pay Card CVV or Security Code?](#)
- [How do I activate my AMEX Virtual Pay Card in GCash?](#)
- [How do I pay using my AMEX Virtual Pay Card?](#)

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- [How do I send money to another GCash account?](#)

Your AMEX Virtual Pay Card security code or CVV is required for certain transactions or to verify your card information. If you need a new security code for your AMEX Virtual Pay Card, follow these steps:

1. On your GCash app, tap **Profile**
2. Tap **My Linked Accounts > American Express Virtual Pay**
3. Tap **Get New Code**

You'll receive your CVV or security code in your **GCash-registered mobile number**. If you didn't receive a new security code after tapping Get New Code, [click here to ask for help](#). A customer service representative will contact you in **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How do I activate my AMEX Virtual Pay Card in GCash?](#)
- [How do I pay using my AMEX Virtual Pay Card?](#)
- [How do I renew my AMEX Virtual Pay Card after it expires?](#)

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- [How do I pay using my AMEX Virtual Pay Card?](#)

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How do I increase my GCash wallet and transaction limits {#how-do-i-increase-my-gcash-wallet-and-transaction-limits}

Path: articles/900001210723-How-do-I-increase-my-GCash-wallet-and-transaction-limits

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- [What are my GCash Wallet and Transaction Limits?](#)
- [How do I increase my GCash wallet and transaction limits?](#)
- [My GCash wallet and transaction limits did not increase even after following the steps. What do I do?](#)
- [How do I view and download my GCash transaction history?](#)
- [Can I create multiple GCash accounts with different numbers?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

To increase your GCash wallet and transaction limits, **fully verify your GCash account, link a bank account, or create a GSave or GFunds account. Only GCash users 18 years old and above with a Philippine-issued SIM card can increase their limits.**

Increase your GCash wallet limit to PHP 100,000

If you're a Basic user, you can increase your wallet and transaction limits to PHP 100,000 by becoming a [Fully Verified](#) user.

Increase your GCash wallet limit to PHP 500,000

Once you've increased your GCash wallet limit to PHP 100,000, you can raise it to PHP 500,000 by doing at least ONE of the following:

Link and Cash In

1. Link your BPI, Unionbank, Payoneer, or PayPal account to your GCash wallet
2. Cash in to GCash with your linked bank account

Create a GSave account with CIMB

1. On your GCash app, tap on **GSave**
2. Sign up for a GSave account with CIMB
3. Deposit at least PHP 100

Create a GFunds account and invest in BPI or ATRAM

1. On your GCash app, tap **GFunds**
2. Create a GFunds account and invest in BPI or ATRAM
3. Invest at least PHP 100

After completing any of the steps above, wait for **3-5 business days** for your new limits to reflect. You'll be notified via SMS once your GCash wallet and transaction limits have been upgraded.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [What are my GCash wallet and transaction limits?](#)
- [My GCash wallet and transaction limits did not increase even after following the steps. What do I do?](#)
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- [How do I view and download my GCash transaction history?](#)

- [Can I create multiple GCash accounts with different numbers?](#)

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Source: <https://help.gcash.com/hc/en-us/articles/900001210723-How-do-I-increase-my-GCash-wallet-and-transaction-limits>

How do I link my BPI to GCash {#how-do-i-link-my-bpi-to-gcash}

Path: articles/360017898153-How-do-I-link-my-BPI-to-GCash

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- [How do I link my Unionbank account to GCash?](#)
- [How do I link my BPI to GCash?](#)
- [How do I cash in to GCash with my linked BPI account?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

First, ensure your GCash account is [Fully Verified](#) and that you have a BPI savings/checking account.

Linking and cashing in with your BPI or UnionBank account qualifies you for a potential **increase in your GCash wallet and transaction limit to PHP500,000.**

How to link your BPI account to GCash:

1. Tap **Cash In**
2. Select **Local Banks > BPI > Enroll Now**
3. Log in using your Online Banking User ID and Password
4. Enter the 6-digit **OTP** sent to your mobile number

You'll see a confirmation page once the linking is successful.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [What are the GCash Cash In fees I need to know about?](#)
- [How do I cash in to GCash with my linked BPI account?](#)
- [How do I cash in to GCash from my online banking app or website?](#)
- [I didn't receive my cash in to my GCash wallet. What do I do?](#)
- [I cashed in to the wrong GCash account. What do I do?](#)

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- [How do I link my Unionbank account to GCash?](#)
- [How do I link my BPI to GCash?](#)
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Source: <https://help.gcash.com/hc/en-us/articles/360017898153-How-do-I-link-my-BPI-to-GCash>

How do I link my GCash Card to my GCash account

{#how-do-i-link-my-gcash-card-to-my-gcash-account}

Path: articles/4403085039513-How-do-I-link-my-GCash-Card-to-my-GCash-account

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- [How do I lock my GCash Card?](#)

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- [How do I send money to another GCash account?](#)

Once you receive your GCash Card, you'll need to connect the card to your GCash account.

Follow these simple steps to link your GCash Card to your GCash account:

1. On your GCash app, tap **Cards > Link my Card**
2. Enter the 6-digit authentication code and tap **Submit**
3. Fill in the last 4 digits of your card and your Virtual Account Number. Tap **Submit**

A prompt will appear confirming that your GCash Card has been successfully linked.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I can't link my GCash Card to my GCash account. What do I do?](#)
- [How do I lock my GCash Card?](#)
- [How do I reset my GCash VISA/Mastercard PIN?](#)
- [How can I pay using my GCash Card?](#)
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- [How do I reset my GCash VISA/Mastercard PIN?](#)
- [How do I deactivate my GCash Card from my account?](#)
- [How do I lock my GCash Card?](#)

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Source: <https://help.gcash.com/hc/en-us/articles/4403085039513-How-do-I-link-my-GCash-Card-to-my-GCash-account>

How do I link my PayPal to GCash {#how-do-i-link-my-paypal-to-gcash}

Path: [articles/360019948834-How-do-I-link-my-PayPal-to-GCash](#)

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- [How do I link my PayPal to GCash?](#)

- [How do I cash in to GCash using PayPal?](#)

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- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

Before linking, make sure you meet these requirements:

- Your GCash account must be [Fully Verified](#)
- Your PayPal account should be Philippine-based and verified before cashing in via PayPal.
- For account changes (like name updates, verification, or currency conversion), use the PayPal website.
- For **Android users**, download and install Google Chrome and set it as your default browser

Only one PayPal account can be linked to a GCash account, and vice versa. Here's how:

1. On the GCash homepage, tap on **Cash In**
2. Tap **Global Banks and Partners > PayPal**
3. Enter your PayPal login credentials and tap **Next**
4. Tap **Okay** on the confirmation page.

You may need to re-link your PayPal account for security reasons. Follow the same steps to do this.

Note:

Link and cash in with your PayPal account to qualify for a GCash wallet and transaction limit increase to PHP500,000.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [What are the GCash Cash In fees I need to know about?](#)
- [How do I cash in to GCash using PayPal?](#)
- [How do I cash in to GCash from my online banking app or website?](#)
- [I didn't receive my cash in to my GCash wallet. What do I do?](#)
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How do I link my Payoneer to GCash {#how-do-i-link-my-payoneer-to-gcash}

Path: articles/900002482846-How-do-I-link-my-Payoneer-to-GCash

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- [How do I link my Payoneer to GCash?](#)
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- [How do I send money to another GCash account?](#)

First, ensure your Payoneer account is verified before linking it to GCash. This service is only available for [Fully Verified](#) GCash users. If you haven't used Payoneer to cash in for over a month, you may need to re-link your account for security reasons.

How to Link Your Payoneer account to GCash:

1. On the GCash homepage, tap **Profile**
2. Select **My Linked Accounts > Payoneer**
3. Tap **Link Account**.
4. Enter your Payoneer login details
5. Input the verification code sent via SMS
6. Wait for a confirmation text message to complete the linking process

Once successfully linked, you can cash in with Payoneer and add funds to your GCash wallet.

If you don't have a Payoneer account yet, you can create one straight from the GCash app. Tap below to learn how to create a Payoneer account:

Create a Payoneer account

Follow the steps below to create your Payoneer account:

1. On the GCash homepage, tap **Profile**
2. Select **My Linked Accounts > Payoneer**
3. Select **Create an Account**
4. Tap on **Register with GCash** for your GCash information to be filled out instantly, or select **Create an Account** to enter your details manually
5. Fill out the necessary information to successfully create an account.
6. A confirmation screen will appear to inform you that your application is being processed

Most applications are reviewed quickly, but some may take up to three (3) business days. You'll get an email from Payoneer about your application status. Once approved, you'll receive another email with more details. For additional information, visit Payoneer's website.

Note:

Linking and cashing in with your Payoneer account may qualify you for a potential increase in your GCash wallet and transaction limit to PHP500,000.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [What are the GCash Cash In fees I need to know about?](#)
- [How do I cash in to GCash using Payoneer?](#)
- [How do I cash in to GCash from my online banking app or website?](#)
- [I didn't receive my cash in to my GCash wallet. What do I do?](#)
- [I cashed in to the wrong GCash account. What do I do?](#)
- [Payoneer User Terms and Conditions.pdf](#) 30 KB [Download](#)

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- [How do I cash in to GCash using PayPal?](#)

900002482846

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How do I link my UNOready GCash to the UNO Mobile app {#how-do-i-link-my-unoready-gcash-to-the-uno-mobile-app}

Path: articles/40566197326617-How-do-I-link-my-UNOready-GCash-to-the-UNO-Mobile-app

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- [What are the fees or charges for pre-terminating my #UNOready@GCash by UNO Bank time deposit?](#)
- [Can I open a #UNOready@GCash by UNOBank account?](#)
- [What is the interest rate in #UNOready@GCash by UNOBank?](#)
- [How can I make a deposit to my #UNOready@GCash by UNOBank account?](#)
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- [How can I pre-terminate my time deposit with #UNOready@GCash by UNOBank?](#)
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- [How do I send money to another GCash account?](#)

To get started, download the UNO Mobile App on your mobile device.

1. On the UNO Mobile app, select **Link GSave Account**
2. Enter your mobile number, and then wait for your OTP (One-Time PIN)
3. Input your OTP and take a selfie
4. Set your password

Once you've set your password, you can proceed to log in to your UNO Mobile App account.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How can I make a deposit to my #UNOready@GCash by UNOBank account?](#)
- [How can I withdraw from my #UNOready@GCash by UNOBank account?](#)
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- [How can I make a deposit to my #UNOready@GCash by UNOBank account?](#)
- [How can I withdraw from my #UNOready@GCash by UNOBank account?](#)
- [What is a #UNOready@GCash by UNOBank time deposit?](#)
- [How can I pre-terminate my time deposit with #UNOready@GCash by UNOBank?](#)
- [How can I update the mobile number linked to my #UNOready@GCash by UNOBank account?](#)
- [How do I close my #UNOready@GCash by UNOBank account?](#)

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Source: <https://help.gcash.com/hc/en-us/articles/40566197326617-How-do-I-link-my-UNOready-GCash-to-the-UNO-Mobile-app>

How do I link my US bank account to GCash {#how-do-i-link-my-us-bank-account-to-gcash}

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- [What are the official US bank channels for Cash in?](#)
- [How do I cash in to GCash with a EU/UK or US Bank account?](#)
- [What are the official EU/UK bank channels for Cash in?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
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- [How do I send money to another GCash account?](#)

Before starting, ensure that the name and date of birth on your US bank account match your GCash account details. [Fully Verified](#) GCash users can cash in up to **\$600** per week.

How to link your US bank account to GCash:

1. On your GCash App, tap **Cash In**
2. Tap **Global Banks and Partners**
3. Under International Banks, select **USA**
4. Read the instructions and tap **Cash In**
5. Input your US mobile number and tap **Verify Phone Number**
6. Enter the 6 digit verification code sent to you
7. Enter the amount in USD you want to cash in and select **Continue**
8. Input Personal Details and tap **Next**
9. Enter your full address and Zip Code. Tap **Continue**
10. Review your transaction details and select **Connect your bank**

A confirmation page will appear once your bank is linked. Then tap **Continue** to proceed with your Cash In.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How do I cash in to GCash with a US bank account?](#)
- [What are the official US bank channels for Cash in?](#)
- [I cannot link my bank to GCash. What do I do?](#)
- [How do I link my Payoneer to GCash?](#)
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- [How do I cash in to GCash with a EU/UK or US Bank account?](#)
- [What are the official EU/UK bank channels for Cash in?](#)

31650526006169

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How do I link my Unionbank account to GCash {#how-do-i-link-my-unionbank-account-to-gcash}

Path: articles/40229264624793-How-do-I-link-my-Unionbank-account-to-GCash

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- [What are the steps to get a Fully Verified GCash account?](#)
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- [How do I send money to another GCash account?](#)

First, ensure your GCash account is [Fully Verified](#) and that you have a UnionBank savings/checking account.

Linking and cashing in with your UnionBank account qualifies you for a potential increase in your GCash wallet and transaction limit to PHP500,000.

How to link your Unionbank account to GCash:

1. Tap **Cash In**
2. Select **Local Banks > UnionBank > Enroll Now**
3. Log in using your Online Banking User ID and Password
4. Enter the 6-digit **OTP** sent to your mobile number.

You'll see a confirmation page once linking is successful.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [What are the GCash Cash In fees I need to know about?](#)
- [How do I cash in to GCash with my linked BPI account?](#)
- [How do I cash in to GCash from my online banking app or website?](#)
- [I didn't receive my cash in to my GCash wallet. What do I do?](#)
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How do I lock my GCash Card {#how-do-i-lock-my-gcash-card}

Path: articles/30286982495513-How-do-I-lock-my-GCash-Card

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Locking your card helps protect it in case of loss or suspicious activity.

Lock your GCash Card

To lock your GCash Card, follow these simple steps:

1. Go to your GCash Card page
2. Select your GCash Card account
3. Tap **Lock Card**

Once locked, your GCash Card will be **grayed out on the GCash app**. You will receive an SMS that confirms your GCash Card is temporarily suspended.

Unlock your GCash Card

Once you're ready to use your card, here's how to unlock it:

1. Go to your GCash Card page
2. Select your GCash Card account
3. Tap **Unlock Card**
4. Input the 6-digit code sent to your mobile number and tap **Submit**

You will receive an SMS that confirms your GCash Card has been successfully reactivated.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How do I reset my GCash VISA/Mastercard PIN?](#)
- [My GCash Card has been lost or stolen. What do I do?](#)
- [My GCash Card got stuck in the ATM. What do I do?](#)
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How do I pay for my GLoan Sakto {#how-do-i-pay-for-my-gloan-sakto}

Path: articles/40675961653913-How-do-I-pay-for-my-GLoan-Sakto

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- [What is the difference between GLoan and GLoan Sakto?](#)
- [What is GLoan Sakto?](#)

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- [How do I send money to another GCash account?](#)

You may pay for your GLoan Sakto dues via the GCash app. Here are the steps to follow:

1. On your GCash app, click **Borrow**
2. Tap **GLoan** > indicate the amount > **Pay**

GLoan Sakto Due

Your GLoan Sakto is due **14 days** after loan disbursal

Paying Early and On Time

- Pay your full loan amount early or on time to re-avail
- Pay early to increase your chance at getting another GLoan Sakto or a GLoan offer
- Pay early and on time to avoid penalty fees

Check your GLoan Sakto Disclosure Statement to know more details about your loan.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [What is GLoan Sakto?](#)
- [Am I eligible for GLoan Sakto?](#)
- [What is the difference between GLoan and GLoan Sakto?](#)

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Am I qualified for GLoan Sakto?

- [How do I pay for my GLoan Sakto?](#)
- [Am I qualified for GLoan Sakto?](#)
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- [What is GLoan Sakto?](#)

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How do I pay my bills using GCash {#how-do-i-pay-my-bills-using-gcash}

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Use GCash to pay your bills, including Meralco, Manila Water, PLDT, Globe, and top up your Beep Card, Autosweep, EasyTrip, and more. GCash also allows payments for other electricity, water, internet, telecom services, credit cards, loans, government fees, insurance, and school fees.

Before paying bills, double-check that you've entered the correct details.

How to pay bills using GCash:

1. On your GCash homepage, tap **Bills**
2. **Select your biller** from the list
3. Enter the required information and tap **Next**
4. Review and confirm the transaction details

Once completed, you'll receive a confirmation via the **app inbox, push notification, and your GCash-registered email.**

Note:

Fees and processing times depend on your biller. You can view the full [list of Partner Billers here](#).

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How much is the transaction fee for my bills payment in GCash?](#)
- [How can I add/save my favorite billers in GCash?](#)
- [How do I schedule my bills payment in GCash?](#)
- [I can't make a payment for my bills. What do I do?](#)
- [I entered the wrong details when paying my bills with GCash. What do I do?](#)

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- [How can I add/save my favorite billers in GCash?](#)
- [How do I schedule my bills payment in GCash?](#)

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How do I pay using my AMEX Virtual Pay Card {#how-do-i-pay-using-my-amex-virtual-pay-card}

Path: articles/4402446008345-How-do-I-pay-using-my-AMEX-Virtual-Pay-Card

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Once your [AMEX Virtual Pay Card is activated](#), you can start using it for payments right away. Here's how to make payments and manage your card:

Pay using your AMEX Virtual Pay Card

You can use your AMEX Virtual Pay Card to make online purchases. Local purchases in the Philippines will reflect charges based on your orders and shipping fees.

- Some websites may ask for your **name, card number, expiration date, and CVV/security code**. Ensure you only provide these details on trusted websites.
- Your security code was sent to you upon activation. For additional security, please [request for a new CVV anytime](#).

Manage your AMEX Virtual Pay Card

Your AMEX Virtual Pay Card will have a **U.S. address and phone number**.

If you need to transfer your linked AMEX Card to a new number or correct your name on the card, [click here to ask for help](#). A customer service representative will contact you in **24 hours**.

If you are seeing a different name on your AMEX Card, [click here to ask for help](#). A customer service representative will contact you in **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How do I activate my AMEX Virtual Pay Card in GCash?](#)
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How do I refer someone for Jobs on GCash {#how-do-i-refer-someone-for-jobs-on-gcash}

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With Jobs on GCash, you can easily refer people to job openings and earn money when your referral is hired. Here's how the referral process works:

How to refer someone for Jobs on GCash

You will receive **6 referral credits** for each job opening. When **you send a referral email to someone** (the referee), a referral credit will be deducted from your account. A credit will also be deducted when the **referee clicks on your referral link**.

To refer someone, follow these steps:

1. On your GCash app, tap **View All Services > Jobs**
2. Search through a job list and tap **Refer**
3. Select **Email** and enter the full name and email of your referral
4. You will be notified of your successful referral and your remaining referral credits

How to earn money by referring

- For each job posting, there's a referral fee you can earn if the person you referred is hired
- Referrals can be passed on: When your referral refers someone else, you can still earn a portion of the referral fee
- **Referee:** The person you refer to the job ; **Referrer:** You, the person who makes the referral

Referral fee cutExample

| Referral fee cut | 1st degree referee candidate | 2nd degree referee candidate | 3rd degree referee candidate | | --- | --- | --- | --- | | 1st degree referrer | 100% | 50% | 25% | | 2nd degree referrer | 0% | 50% | 25% | | 3rd degree referrer | 0% | 0% | 50% |

To further understand the referral fee cut, below is an example if the total referral fee is PHP 10,000:

| Referral fee cut | 1st degree referee candidate | 2nd degree referee candidate | 3rd degree referee candidate | | --- | --- | --- | --- | | 1st degree referrer | Immediate referrer (A) will receive PHP 10,000 | Immediate referrer (B) will receive PHP 5,000 | Referrer of (C) / Immediate referrer (B) will receive PHP 2,500 | | 2nd degree referrer | 0 | Referrer of (B) / Immediate referrer (A) will also receive PHP 5,000 | Immediate referrer (D) will receive PHP 2,500 | | 3rd degree referrer | 0 | 0 | Immediate referrer (C) will receive PHP 5,000 |

How to claim your referral fee

Referring someone does not automatically guarantee you will earn money. To claim the referral fee:

- The person you referred must be hired and stay in the job for a certain period.
- If they leave before meeting the required duration, you won't be eligible for the referral fee.

Schedule options are **set by the employer** and can be seen once you tap **i** on the page.

- 100% after 30 days
- 50% after 30 days and 50% after 90 days
- 50% after 30 days and 50% after 180 days
- 50% after 90 days and 50% after 180 days

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How can I apply for Jobs on GCash?](#)
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How do I renew my AMEX Virtual Pay Card after it expires {#how-do-i-renew-my-amex-virtual-pay-card-after-it-expires}

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If your AMEX Virtual Pay Card reaches the expiration date, you will need to renew or reactivate it to continue making online payments and purchases. Renewing it is for **FREE**, here's how:

1. On your GCash app, tap **Profile**
2. Tap **My Linked Accounts > American Express Virtual Pay**
3. Tap **Renew Card/Reactivate Card**
4. Confirm the renewal request

Your new card details, including a new expiration date and CVV, will be generated. Once you have your renewed card details, update them on any websites or apps where your card is saved for automatic payments or subscriptions.

Note: For added security, GCash may prompt you to verify certain transactions after renewing your AMEX Virtual Pay Card. Simply follow the verification steps as instructed.

If you're having issues with the renewal of your AMEX Virtual Pay Card, [click here to ask for help](#). A customer service representative will contact you in **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How do I activate my AMEX Virtual Pay Card in GCash?](#)
- [How do I pay using my AMEX Virtual Pay Card?](#)
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How do I reset my GCash VISA Mastercard PIN {#how-do-i-reset-my-gcash-visa-mastercard-pin}

Path: articles/30286846758297-How-do-I-reset-my-GCash-VISA-Mastercard-PIN

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If you inputted the wrong GCash Card PIN after 3 attempts or you forgot your GCash Card PIN, you can reset it by following the steps below:

Note:

Your GCash Card PIN is different from your GCash MPIN.

Avoid using weak PINs like 123456, 111111, or any other consecutive or repetitive numbers.

1. Tap **Cards** > Select the **GCash Card** account
2. Tap **Reset Card PIN**
3. Nominate a 6-digit numeric PIN and select **Next**

Once your GCash Card PIN is reset, you will see a prompt and receive an SMS that confirms that your card PIN was changed successfully.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How do I lock my GCash Card?](#)
- [How do I deactivate my GCash Card from my account?](#)
- [How do I transfer my linked GCash VISA/Mastercard Card to a new mobile number?](#)
- [My GCash Card has been lost or stolen. What do I do?](#)
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How do I save my bank accounts for Bank Transfers using GCash {#how-do-i-save-my-bank-accounts-for-bank-transfers-using-gcash}

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- [How can I schedule a bank transfer in GCash?](#)

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You can **save up to 20 bank accounts** for easier future transactions in GCash. Here's how:

1. On your GCash homepage, tap **Transfer > Add account**
2. Choose the bank you want to save
3. Enter the necessary details and tap **Next**
4. Review the bank information and tap **Confirm**

Once confirmed, your account will be listed under **My Saved Bank Accounts** for quick access next time.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How can I schedule a bank transfer in GCash?](#)
- [How do I transfer money to a bank/e-wallet from my GCash account?](#)
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How do I schedule automatic investments in GFunds {#how-do-i-schedule-automatic-investments-in-gfunds}

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The **Auto-Invest** feature in GFunds allows you to automate your investments by scheduling weekly or monthly investments and setting a specific investment amount. This helps you build your investments consistently without the need for manual transactions.

How to use the GFunds Auto-Invest feature:

1. On your GFunds dashboard, tap **Set Schedule**
2. Select the fund you want to invest in
3. Input the details needed for your scheduled investment. Tap **Next**
4. Review the details of your investment and select **Set Schedule**

You'll see a confirmation page indicating your selected fund has been scheduled.

Note: Scheduled investments are processed every **11 PM**, except for holiday orders which are processed the next business day. Please make sure that your GCash wallet has enough funds to cover your scheduled transaction. If your GCash wallet does not have enough funds, your scheduled transaction will not proceed and will retry on the next scheduled date.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How can I buy funds in GFunds?](#)
- [How can I sell/withdraw funds from GFunds?](#)
- [How do I track my pending Buy and Sell orders in GFunds?](#)
- [What investment products are available on GFunds?](#)
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How do I schedule my bills payment in GCash {#how-do-i-schedule-my-bills-payment-in-gcash}

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You can schedule up to five **(5) billers** from our [Partner Billers](#) list. Scheduling payments allows you to automate your monthly bills so you can avoid late payments, save time, and track scheduled transactions easily.

Make sure your GCash **account has enough balance by 12 AM** on the payment date.

If you cash in later in the day or if the scheduled payment fails, it will be **automatically canceled**, and you'll need to process it manually.

How to Schedule Bills Payment

1. On your GCash App, tap **Bills > Manage Scheduled Bill Payments**
2. Select **Add Biller** and select your preferred biller
3. Tap **Input Payment Schedule**
4. Enter your preferred payment schedule and tap **Set Schedule > Next**

5. Review the details and tap **Confirm**

Once done, you'll see your scheduled bill payment on the Pay Bills page.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How can I add/save my favorite billers in GCash?](#)
- [How do I pay my bills using GCash?](#)
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360020931693

Source: <https://help.gcash.com/hc/en-us/articles/360020931693-How-do-I-schedule-my-bills-payment-in-GCash>

How do I send money to another GCash account {#how-do-i-send-money-to-another-gcash-account}

Path: [articles/360017566614-How-do-I-send-money-to-another-GCash-account](#)

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- [How do I send money to another GCash account?](#)
- [Can I send money to a Non-Verified/Basic GCash user?](#)
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- [What are the steps to get a Fully Verified GCash account?](#)
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- [How do I send money to another GCash account?](#)

Note:

If you are an iPhone 14, 15, 16 user, you may be experiencing errors and issues when using Express Send. To learn more about the issue, [click here](#).

You can send money to another GCash account with **GCash Express Send**. Here's how:

Before you start, please check your [Wallet and Transaction limits](#), including your [Express Send Limits](#). If you're using a Non-Philippine Issued SIM, you can only send money to [Fully Verified](#) GCash users in the Philippines.

1. On your GCash homepage, tap **Send**
2. Select **Express Send**
3. Enter the recipient's GCash account [using QR](#), contact, mobile number, or select a country code and input the mobile number. Tap **Next**
4. Confirm that the details are correct by checking the box. Tap **Send**

After sending it, you'll see a receipt for your transaction. You can also check the confirmation in your GCash app inbox or [Transaction History](#).

Please note that **confirmed transactions cannot be refunded**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I can't send money to another GCash account. What do I do?](#)

- [I sent money from my GCash to another GCash account, but the recipient didn't receive it. What should I do?](#)
- [I sent money to the wrong GCash account or number via Express Send. What should I do?](#)

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- [How do I generate my personal GCash QR?](#)

360017566614

Source: <https://help.gcash.com/hc/en-us/articles/360017566614-How-do-I-send-money-to-another-GCash-account>

How do I track my pending Buy and Sell orders in GFunds {#how-do-i-track-my-pending-buy-and-sell-orders-in-gfunds}

Path: [articles/900004505786-How-do-I-track-my-pending-Buy-and-Sell-orders-in-GFunds](#)

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- [How can I buy funds in GFunds?](#)
- [How can I sell/withdraw funds from GFunds?](#)
- [How do I schedule automatic investments in GFunds?](#)
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- [When will I receive my GFunds Buy or Sell orders?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

Tracking your pending Buy and Sell Orders in GFunds is easy and helps you stay updated on your transactions. Here's how:

1. On your **GFunds Dashboard**, tap **View Pending Orders**
2. Select the details of your chosen order

After placing your order, you'll be directed to a page showing its **current status**. Refer to the table below to learn about the possible statuses your GFunds orders can have:

Order Status	Description
Your Order is being processed	Your Order has been successfully placed and is currently being processed.
Your Order is Complete	Your Order has been completed, and the changes should be reflected in your GFunds dashboard.
Your Order is Cancelled by the System or Partner	Your Order has been successfully cancelled. You'll no longer be able to track this order.

What Happens If Your GFunds Order Is Cancelled?

- **Buy Order:** The amount will be refunded to your GCash wallet within **2-3 business days**.
- **Sell Order:** The funds will stay in your GFunds balance since no fund movement occurred.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [When will I receive my GFunds Buy or Sell orders?](#)
- [My Buy Order has not been reflected in my GFunds account. What do I do?](#)
- [What investment products are available on GFunds?](#)
- [What are the GFunds fees I need to know about?](#)

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- [When will I receive my GFunds Buy or Sell orders?](#)

900004505786

Source: <https://help.gcash.com/hc/en-us/articles/900004505786-How-do-I-track-my-pending-Buy-and-Sell-orders-in-GFunds>

How do I transfer money and services from my old GCash account to my new one {#how-do-i-transfer-money-and-services-from-my-old-gcash-account-to-my-new-one}

Path: articles/5857695373081-How-do-I-transfer-money-and-services-from-my-old-GCash-account-to-my-new-one

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- [I want to update my address or work information in GCash](#)
- [I want to update my GCash email address](#)
- [I want to update my name or birthdate in my GCash account](#)
- [I want to change my mobile number linked to my GCash account](#)
- [My GCash account is on hold. How can I access my account?](#)
- [I was Fully Verified, why was my GCash account downgraded to a basic account?](#)
- [GScore](#)
- [How do I transfer money and services from my old GCash account to my new one?](#)
- [How do I claim my money from a suspended GCash Basic account?](#)
- [Why was my GCash account deactivated?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

GCash can process the transfer of funds to another GCash account if **both the source and recipient numbers are under the same account owner**. Check out the requirements and steps below to learn more:

Required Documents

You need these documents to request the fund transfer:

- One Accepted Valid Government ID
- A clear photo of yourself holding your valid ID.

*If the old number is not a Fully Verified account, you must also provide a **Notarized Affidavit of Loss** for the lost, deactivated, or expired SIM.

Note that only the following products linked to your old account shall be transferred:

- Lending (GGives, GCredit, GLoan)
- GSave
- GStocks PH
- GCrypto
- GFunds

Steps to Transfer Funds to a new GCash Account

If you previously requested to block your account

1. Make sure your new GCash account is Fully Verified
2. Have the photo of the valid ID, selfie, and the notarized affidavit * ready for submission
3. Search for the GCash e-mail thread when you requested for the blocking of your account
4. Reply to the e-mail with your documents, and the mobile number where you want to transfer the funds and services.

Wait for the update from our GCash Support Team within 24 hours.

If it is the first time that you will be reaching out to GCash to transfer your funds

1. Make sure your new GCash account is Fully Verified
2. Have the photo of the valid ID, selfie, and the notarized affidavit * ready for uploading
3. [Click here to request the fund transfer](#). Fill out all the required information and attach all required documents.

You will receive a confirmation email about your transfer of funds request within **48 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I want to transact offline with GCash. What do I do?](#)
- [My GCash account is on hold. How can I access my account?](#)
- [How do I claim my money from a suspended GCash Basic account?](#)

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- [I want to change my mobile number linked to my GCash account](#)
- [My GCash account is on hold. How can I access my account?](#)

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- [How do I transfer money and services from my old GCash account to my new one?](#)
- [How do I claim my money from a suspended GCash Basic account?](#)
- [Why was my GCash account deactivated?](#)
- [Privacy Choices Dashboard](#)
- [SIM Card Registration Frequently Asked Questions](#)
- [Can I create a GCash account if I did not register my SIM Card?](#)
- [The GCash SSO \(Single Sign-On\) is not working. What do I do?](#)
- [How do I delete or close my GCash account?](#)

5857695373081

Source: <https://help.gcash.com/hc/en-us/articles/5857695373081-How-do-I-transfer-money-and-services-from-my-old-GCash-account-to-my-new-one>

How do I transfer money to a bank e wallet from my GCash account {#how-do-i-transfer-money-to-a-bank-e-wallet-from-my-gcash-account}

Path: articles/360017566414-How-do-I-transfer-money-to-a-bank-e-wallet-from-my-GCash-account

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- [How do I transfer money to a bank/e-wallet from my GCash account?](#)
- [How do I save my bank accounts for Bank Transfers using GCash?](#)
- [How can I schedule a bank transfer in GCash?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
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- [How do I send money to another GCash account?](#)

You can easily transfer money to banks or e-wallet using GCash by entering account details manually or scanning a Bank QR code. These transfers are done via InstaPay, so the money is sent in real-time.

Note:

A **PHP 15** fee applies for each transaction.

Via Account Details

1. On your GCash app, tap **Transfer > Local**
2. Select the logo of your bank or tap **View All**
3. Tap the partner bank you wish to transfer funds to
4. Enter the amount to send, the account name, and the account number
5. Tap **Send Money**
6. Review the transfer details and tap **Confirm**

Via QR Code

1. On your GCash app, tap **Transfer > Local**
2. Tap Scan/Upload Bank QR
3. Scan the QR code.
4. The account name and number will be automatically filled in then enter the amount to send.
5. Tap **Send Money**
6. Review the transfer details then tap **Confirm**

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How do I cash in to GCash from another online banking app?](#)
- [How do I send money to another GCash account?](#)
- [How do I save my bank accounts for Bank Transfers using GCash?](#)
- [How can I schedule a bank transfer in GCash?](#)
- [I cannot transfer money to another bank using GCash. What do I do?](#)

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Source: <https://help.gcash.com/hc/en-us/articles/360017566414-How-do-I-transfer-money-to-a-bank-e-wallet-from-my-GCash-account>

How do I transfer my linked GCash VISA Mastercard Card to a new mobile number {#how-do-i-transfer-my-linked-gcash-visa-mastercard-card-to-a-new-mobile-number}

Path: articles/30287312162201-How-do-I-transfer-my-linked-GCash-VISA-Mastercard-Card-to-a-new-mobile-number

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- [I can't order a GCash Card. What do I do?](#)
- [My GCash Card has not been delivered yet after 10 days. What do I do?](#)
- [I paid using my GCash Card but it's not reflecting yet. What should I do?](#)
- [I can't pay using my GCash VISA/Mastercard Card. What do I do?](#)
- [My GCash Card is not being accepted by a merchant for payment. What do I do?](#)
- [I want a refund for a purchase I made using my GCash Card](#)
- [I can't withdraw using my GCash Card. What do I do?](#)
- [My GCash Card got stuck in the ATM. What do I do?](#)
- [The ATM did not release any money after withdrawing using my GCash Card](#)
- [I can't link my GCash Card to my GCash account. What do I do?](#)

[See more](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

To transfer your linked GCash Card to a new number, first, make sure your new GCash number is [Fully Verified](#).

Once verified, [click here to ask for help](#) to transfer your card. Provide your **old GCash mobile number**, your **new Fully verified GCash mobile number**, and the **last 4 digits of your card**. A customer service representative will contact you in **24 hours**.

Note:

Do not share your 16-digit card number or CVV under any circumstances.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I want to update my mobile number linked to my GCash account](#)
- [How do I reset my GCash VISA/Mastercard PIN?](#)
- [How do I link my GCash Card to my GCash account?](#)

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My GCash Card has been lost or stolen. What do I do?

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- [I can't order a GCash Card. What do I do?](#)
- [My GCash Card has not been delivered yet after 10 days. What do I do?](#)
- [I paid using my GCash Card but it's not reflecting yet. What should I do?](#)
- [I can't pay using my GCash VISA/Mastercard Card. What do I do?](#)
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- [My GCash Card got stuck in the ATM. What do I do?](#)
- [The ATM did not release any money after withdrawing using my GCash Card](#)
- [I can't link my GCash Card to my GCash account. What do I do?](#)
- [I can't deactivate my GCash VISA/Mastercard Card. What do I do?](#)
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- [How do I transfer my linked GCash VISA/Mastercard Card to a new mobile number?](#)
- [I can't apply my GCash Card promo voucher when ordering a card. What do I do?](#)

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Source: <https://help.gcash.com/hc/en-us/articles/30287312162201-How-do-I-transfer-my-linked-GCash-VISA-Mastercard-Card-to-a-new-mobile-number>

How do I unlink and link GCash to Grab as my payment method {#how-do-i-unlink-and-link-gcash-to-grab-as-my-payment-method}

Path: articles/44415107846169-How-do-I-unlink-and-link-GCash-to-Grab-as-my-payment-method

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- [I was charged more than once for my online payment or subscription in my GCash account. What should I do?](#)
- [I entered incorrect details in my GCash online payment or subscription. What should I do?](#)
- [How can I pay online using GCash?](#)
- [I have a problem with my order or service from my online subscription or GCash payment. What should I do?](#)
- [How do I unlink and link GCash to Grab as my payment method?](#)
- [How do I cancel my subscription or unlink my GCash account to a merchant?](#)
- [I cannot proceed with my online subscription or GCash payment. What should I do?](#)
- [My GCash account was charged for an online payment or subscription I don't recognize. What should I do?](#)
- [My online subscription or GCash payment did not reflect. What should I do?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

You can link your GCash account to your Grab app for faster payments. This lets you pay for your Grab orders faster without having to log in to GCash every time.

Learn how to link GCash to Grab below or troubleshoot if you can't link your accounts. If you're encountering errors with adding GCash as a payment method in Grab or if you've already linked your GCash to Grab before and it expired, you'll need to unlink AND relink your account afterwards.

Please [contact Grab directly](#) if you have concerns with orders made with your linked GCash account.

How to Unlink GCash in Grab App

1. On your Grab app, tap **Account** on the lower right. Some users may need to go to **Profile** located on the upper right icon
2. Select **GCash** on your list of payment methods
3. Tap **Unlink**

After completing the steps above, your GCash account will be unlinked from Grab and you'll be redirected to your Account page.

How to Link GCash in Grab App

1. On your Grab app, go to **Account** or **Profile**, swipe to the right and select **All payment methods**
2. Select **GCash** in the list of payment methods
3. Enter the mobile number of your GCash account and tap **Next**. Then, enter the 6-digit authentication code (OTP) sent to your number

4. Enter your GCash MPIN then tap **Next**
5. Complete the linking process by tapping **Link**
6. You'll see a confirmation page once your GCash account is successfully linked. You can now use GCash as a payment method for Grab!

Need more Help?

For other inquiries or concerns, check out the following articles:

- [My online subscription or GCash payment did not reflect. What should I do?](#)
- [I was charged more than once for my online payment or subscription in my GCash account. What should I do?](#)
- [I have a problem with my order or service from my online subscription or GCash payment. What should I do?](#)
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- [I was charged more than once for my online payment or subscription in my GCash account. What should I do?](#)
- [I entered incorrect details in my GCash online payment or subscription. What should I do?](#)
- [How can I pay online using GCash?](#)
- [I have a problem with my order or service from my online subscription or GCash payment. What should I do?](#)
- [How do I unlink and link GCash to Grab as my payment method?](#)
- [How do I cancel my subscription or unlink my GCash account to a merchant?](#)
- [I cannot proceed with my online subscription or GCash payment. What should I do?](#)
- [My GCash account was charged for an online payment or subscription I don't recognize. What should I do?](#)
- [My online subscription or GCash payment did not reflect. What should I do?](#)
- [How to pay your SPay Later dues with GCash](#)

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Source: <https://help.gcash.com/hc/en-us/articles/44415107846169-How-do-I-unlink-and-link-GCash-to-Grab-as-my-payment-method>

How do I update my account information in GFunds

{#how-do-i-update-my-account-information-in-gfunds}

Path: articles/900005381886-How-do-I-update-my-account-information-in-GFunds

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- [How do I update my account information in GFunds?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
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- [How do I send money to another GCash account?](#)

To update your GFunds account details or transfer your investments to another account, please ensure your [GCash account information is updated first](#).

Follow the steps below on how to update your GFunds account information:

1. Updating your account information You can update the following information in your GFunds account:

- Last name
- Middle name
- First name
- Marital Status
- Current Address

To request an update of your account information, [click here to ask for help](#).

2. Transfer your old GFunds account to your new mobile number If you wish to change the mobile number linked to your GFunds account, ensure that:

- Your new mobile number is [Fully Verified](#) with the same user information as your old number.
- Your new number has NOT been previously registered with GFunds.

To request a mobile number change, [click here to ask for help](#). Make sure to provide both your **old and new GCash numbers** along with any necessary supporting documents or screenshots.

Note: Accounts undergoing a mobile number change request will be **temporarily blocked from accessing GFunds for 2 weeks** during the account transfer process.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I want to update my account information in GCash](#)
- [I can't access my GFunds account. What do I do?](#)
- [I can't buy or sell funds in GFunds. What do I do?](#)

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How do I use Scan to Order on GCash {#how-do-i-use-scan-to-order-on-gcash}

Path: articles/36066111052441-How-do-I-use-Scan-to-Order-on-GCash

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- [I was charged multiple times after using Scan to Pay QR. What do I do?](#)
- [Merchant didn't receive the payment and/or SMS when I used Scan to Pay. What do I do?](#)

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Scan to Order lets you view menus, customize, and pay for your food—all within the mini-program in GCash by scanning a QR code at select partner establishments. Scan to Order is powered by Tablevibe.

Eligibility:

- You must be a Fully Verified GCash user.

How to Access:

1. Look for a GCash-branded QR code at the restaurant (on tables, counters, or doors).
2. Use your phone's camera or the GCash app camera to scan the QR code.
3. You'll be redirected to the Tablevibe mini-program to browse the menu, order, and pay.

How to Use:

Ordering:

1. Select your items from the menu.
2. Customize your order (e.g., add toppings) and add it to your basket.

Checkout:

1. Review your order.
2. Enter your table number (for dine-in) or select pickup.
3. Apply promo codes or tips, if available.
4. Pay directly through the Tablevibe mini-program—no need to exit.

Note: First-time users need to link their GCash account to the Tablevibe mini-program.

Order Tracking:

After payment, track your order by either:

1. Scanning the QR code again to be redirected to the order tracking page, or
2. Scanning the QR code and selecting the order transaction icon on the Tablevibe menu homepage.
3. You'll receive updates on your order status through push notifications or SMS sent by Tablevibe.

Promo Codes:

To use a promo code:

1. Tap **See promos and discounts**
2. Enter your promo code—it will apply automatically if valid.

Refunds & Cancellations:

If your order is canceled, you'll be notified via GCash push notifications and SMS. Refunds will be issued to your GCash wallet within **2 business days**.

You can immediately place a new order, even with the same restaurant.

Need more Help?

For any issues with placing or tracking orders, please coordinate with the restaurant staff directly.

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How can I use Scan to Pay via QR Code?

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- [I can't scan the QR code. What do I do?](#)
- [I was charged multiple times after using Scan to Pay QR. What do I do?](#)
- [Merchant didn't receive the payment and/or SMS when I used Scan to Pay. What do I do?](#)

36066111052441

Source: <https://help.gcash.com/hc/en-us/articles/36066111052441-How-do-I-use-Scan-to-Order-on-GCash>

How do I use and activate Tap N Pay {#how-do-i-use-and-activate-tap-n-pay}

Path: [articles/34932356672537-How-do-I-use-and-activate-Tap-N-Pay](#)

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- [I can't pay using GCash Tap N' Pay. What should I do?](#)
- [I used Tap N' Pay but the merchant didn't receive the payment and/or SMS confirmation. What should I do?](#)
- [I was charged more than once when I used Tap N' Pay. What do I do?](#)

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- [How do I send money to another GCash account?](#)

Tap N' Pay lets you pay by logging in to the GCash app and tapping your phone on the payment terminal—no need to scan or swipe to pay. Plus, there are no additional fees for using this feature.

To start using Tap N' Pay as your payment method, follow these steps:

Check if your phone supports Tap N' Pay

Currently, GCash Tap N' Pay is available only on Android (Huawei and iOS devices are not supported at this time). Next, make sure your phone supports NFC, which is the technology that powers Tap N' Pay. You may check [this list](#) to see if your phone comes with NFC.

For some devices, you may need to go to your phone settings and turn on NFC.

Check if Tap N' Pay is available to you

Only select Fully Verified users can use this feature. To check if you're selected, tap "View All Services" on the GCash homepage then find "Tap N' Pay" under Pay. If you don't see this icon, you may not have been selected yet—but don't worry, we're gradually adding more users. You can check back again in the GCash app for updates.

Activate Tap N' Pay

1. Login to the GCash app and tap **View All Services**
2. Select **Tap N' Pay**
3. Agree to the Terms and Conditions

You'll be led to a page that confirms the activation of your GCash Tap N' Pay.

Where you can use Tap N' Pay

You can use Tap N' Pay for in-store retail transactions on Mastercard and partner POS terminals. This is not available on transit, ATM, or e-commerce transactions.

Pay with Tap N' Pay

1. Login to the GCash app and tap **View All Services**
2. Select **Tap N' Pay**
3. Hold your phone near the terminal. You'll hear a beep or see a green light once the payment is accepted.

You'll receive an app inbox message and a push notification, then you'll be redirected to a page confirming your successful transaction.

Need more help?

For other inquiries or concerns, check out the following articles:

- [I was charged more than once when I used Tap N' Pay. What do I do?](#)
- [I can't pay using GCash Tap N' Pay. What should I do?](#)
- [I used Tap N' Pay but the merchant didn't receive the payment and/or SMS confirmation. What should I do?](#)

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- [I used Tap N' Pay but the merchant didn't receive the payment and/or SMS confirmation. What should I do?](#)
- [I was charged more than once when I used Tap N' Pay. What do I do?](#)

34932356672537

Source: <https://help.gcash.com/hc/en-us/articles/34932356672537-How-do-I-use-and-activate-Tap-N-Pay>

How do I use limit orders in GCrypto {#how-do-i-use-limit-orders-in-gcrypto}

Path: articles/39911228301337-How-do-I-use-limit-orders-in-GCrypto

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- [How do I use limit orders in GCrypto?](#)
- [How do I check the status of my GCrypto order?](#)
- [How can I sell crypto in GCrypto?](#)
- [What are the minimum and maximum limits for an order in GCrypto?](#)
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Limit orders are a new feature in GCrypto that allows you to **define a specific price** for buying or selling cryptocurrency. Your order is only executed **if the market price matches or exceeds your chosen price**, ensuring trades are made only at the price you set or better.

Limit orders vs. Market orders

There is no better option since it depends on your individual trading goals and risk tolerance. Check out the difference between market orders and limit orders below:

- **Market orders** execute immediately at the best available current market price
- **Limit orders** give you more control over the price at which you trade, but there's **no guarantee your order will be filled immediately**. Your order might not be filled if the price jumps significantly above or below your limit price before there's a matching order at your desired price. You can **set up multiple limit orders** for the same cryptocurrency, each with different target prices.

Monitor the status of your limit orders

Track your open limit orders through the asset dashboard, where you'll find details like price, amount, and confirmation status.

Cancel a limit order

You can cancel your limit order at **any time before it's filled**. This might be useful if market conditions change or you decide to adjust your trading strategy.

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- [How can I buy crypto in GCrypto?](#)

39911228301337

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How do I view and download my GCash transaction history {#how-do-i-view-and-download-my-gcash-transaction-history}

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You can view your recent transactions in the Transactions page. To view GCash transactions from the past 24 hours up to one year, you may download your GCash transactions by following these steps:

1. On your GCash app, tap **Transactions**
2. Scroll to the bottom of the Transactions page, then tap **Request transaction history**
3. Choose your desired date range or select specific dates
4. Click **Submit Request**

Your transaction history will be sent in a PDF file to your GCash-registered email address. The file is password-protected for your security. Please refer to the email for more instructions on how to open it.

Note: You **cannot** delete items from your GCash transaction history.

If no email was received, kindly check that your **email address is updated** and check your **Spam** folder. You can choose to download your history again, or you may [click here to ask for help](#). A customer service representative will contact you in **1-2 business days**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How do I increase my GCash wallet and transaction limits?](#)
- [My GCash wallet and transaction limits did not increase even after following the steps. What do I do?](#)
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Source: <https://help.gcash.com/hc/en-us/articles/360034155433-How-do-I-view-and-download-my-GCash-transaction-history>

How do I withdraw cash using my GCash VISA Mastercard Card {#how-do-i-withdraw-cash-using-my-gcash-visa-mastercard-card}

Path: articles/360017595494-How-do-I-withdraw-cash-using-my-GCash-VISA-Mastercard-Card

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- [What can I do with my GCash VISA/Mastercard Card?](#)
- [How can I order a GCash VISA Card?](#)
- [Can GCash deliver my GCash Card to my location?](#)
- [How do I withdraw cash using my GCash VISA/Mastercard Card?](#)
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- [How do I send money to another GCash account?](#)

To withdraw cash using your GCash Card, follow the steps below:

Before withdrawing, ensure your GCash wallet has enough balance to cover **both the amount you want to withdraw and the ATM withdrawal fee.**

1. Go to any BancNet ATM
2. Insert your GCash Card
3. Enter your **6-digit ATM PIN** (this is the same PIN you set for your GCash Card, but different from your GCash MPIN)
4. Choose your withdrawal amount

Withdrawal Limits:

- **Single Withdrawal Limit:** Maximum amount of **PHP 20,099** per transaction
- **Daily Withdrawal Limit:** Maximum amount of **PHP 40,099** per day

Note:

Your withdrawal limit resets every day at 12:30 AM. For example, if you reach your limit at 11:00 PM, you can withdraw again after 12:30 AM.

ATM Fees:

ATM transaction fees are set by the ATM provider. Always check the ATM screen for the exact fees before proceeding. Below are BSP-approved rates:

- **Withdrawal Fee:** PHP 10 - PHP 18
- **Balance Inquiry Fee:** PHP 0 - PHP 2.50

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How can I pay using my GCash Card?](#)
- [How much are the fees and transaction limits for my GCash Card?](#)
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- [GCash Card Fast FAQs](#)

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How do I withdraw from my GSave Overseas account {#how-do-i-withdraw-from-my-gsave-overseas-account}

Path: articles/39124269488793-How-do-I-withdraw-from-my-GSave-Overseas-account

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- [How do I send money to another GCash account?](#)

To learn how to withdraw funds from your GSave Overseas account, follow the steps below:

1. On your GSave Overseas dashboard, select **Withdraw**
2. Enter the amount you want to withdraw and tap **Next**
3. Review and confirm the amount you want to withdraw. Tap **Confirm**
4. Enter the 6-digit authentication code sent to your GCash registered mobile number. Tap **Submit**

After withdrawing, a confirmation page will appear. The money will be instantly credited to your GCash wallet from your GSave Overseas account.

Note:

Withdrawal of funds from your GSave Overseas account will NOT affect your wallet limits.

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How do I deposit in my GSave Overseas account?

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How do I withdraw my earnings from Jobs on GCash {#how-do-i-withdraw-my-earnings-from-jobs-on-gcash}

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To withdraw your earnings from referring someone to **Jobs on GCash**, follow these simple steps:

1. Go to the **Jobs homepage** in the GCash app
2. Tap the **Menu** icon and select **My Wallet**
3. Tap **Withdraw to GCash** to transfer your earnings

Earnings did not reflect

If your earnings haven't been reflected yet, here's what you need to know:

- **Payout Schedule:** Payment times vary per company since they set their own **payout schedules** for referral fees.
- **Eligibility:** The person you referred must stay in the job for at least 30 days to qualify for **half of the referral fee**. If they leave before completing this period, the referral fee may not be issued.

Make sure to check the status of your referrals and their employment period to ensure timely payment.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How can I apply for Jobs on GCash?](#)
- [How do I refer someone for Jobs on GCash?](#)

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How does GCash help with my GCredit payment {#how-does-gcash-help-with-my-gcredit-payment}

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To help you manage your GCredit easier, we offer the following:

Payment Reminders

We'll remind you of your due date via email and SMS. You'll also receive guidance on how to pay your GCredit dues through email reminders.

Auto-Deduction Feature

To avoid extra charges, simply cash in your GCredit amount due, and we'll automatically deduct it from your GCash wallet **starting on your due date until full payment is paid**. You'll get an SMS after each deduction.

To ensure payments are processed on time, make payments through the **GCredit Management Page**.

Collection Agencies

If you need help settling your dues, our third-party collections partners are here to help. They will remind you of unpaid dues via calls, SMS, and email to help you avoid extra charges.

Here's the list of agencies that may contact you:

Collections Agency Name	Contact Information	Email Address
M.B.A (M.B.A Consulting Philippines, Inc.)	0919-0817008; 0917-6392611	cimb.dept@ph.mbacgroup.com
RNL (Receivers and Liquidators Inc.)	(632)636-45-94; 636-45-97	mlcimb@receiversliquidators.net
RGS (RGS Recovery Management and Collection Services, Inc.)	(02) 7719-6410	rttanon@rgsrecovery.com.ph
GSC (Greatsource Corporation)	0998-9363482	gmcabungcaguin@greatsourcecorp.com
PrimeAlliance Recovery Management, Inc. (PARMI)	(02) 8661908509171900043; 09281599602	beltran_elinino@parmi.com.ph
GCCS & Associates Corporation	09626726751; 09153934505	info35_cimb@gccs.com.ph

Payment Assistance Program

The program offers easier and more manageable payment options **to help customers who are having difficulties paying their GCredit dues.**

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How can I use GCredit to pay?](#)
- [How can I pay for my GCredit dues?](#)
- [Why was my GCredit account closed?](#)

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How does GCash help with my GGives payment {#how-does-gcash-help-with-my-ggives-payment}

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- [How can I pay for my GGives dues?](#)
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- [What are the steps to get a Fully Verified GCash account?](#)
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- [How do I send money to another GCash account?](#)

To help you manage your GGives easier, we offer the following:

Payment Reminders

We'll remind you of your due date via email and SMS. You'll also receive guidance on how to pay your GGives dues through email reminders.

Auto-deduction feature

To avoid extra charges, simply cash in your GGives amount due, and we'll automatically deduct it from your GCash wallet **starting on your due date until full amount due is paid**. You'll get an SMS after each deduction.

To ensure payments are processed on time, make payments through the **GGives Loan Management Page**.

Collection Agencies

If you need help settling your dues, our third-party collections partners are here to help. They will remind you of unpaid dues via calls, SMS, and email to help you avoid extra charges.

Here's the list of agencies that may contact you:

||||| --- | --- | --- ||| **Contact Information | Email Address || SSG (Support Services Group - APAC, Inc.)** | (02)-53229111; (02)-53229112 | fusecollections@supportservicesgroup.co; fusecollections@collections.supportservicesgroup.co || **TELAN (Telan Hipe Flores Telan and Associates, Co.)** | (02) 8640-6600 local 1028; 1017; 09176321734; 09177128741; 09190804932; 09176321734; 09177128763; 09171137628; 09176333504; 09190779649; 09190779632 | fusecollections@telanlaw.com || **RGS (RGS Recovery Management and Collection Services, Inc.)** | (02) 8294-8475; (02) 7719-6410 local 11 & 20; 09497746483; 09629599870 | fusecollections@rgsrecovery.com.ph || **CNCCSI (Cendana - Neri Credit Collection Services, Inc.)** | (02) 7368-6530 local 57 09177079142 | fusecollections@cnccsi.com || **ACSI (Anchor Collection Services, Inc.)** | 09171149864; 0917861 1319; 09171128160 | fusecollections@anchor.com.ph || **SPMADRID (S.P. Madrid Corporation)** | (02)88605958; 09190567786 | fusecollections@spmadrirlaw.com || **CONSTANTINO (Constantino and Associates Law Office)** | 09209585897; 09209258608; 09189907248 | fusecollections@constantinolawoffice.com |

Payment Assistance Program

The program offers easier and more manageable payment options **to help customers who are having difficulties paying their GGives dues**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How can I use GGives to pay?](#)
- [How can I pay for my GGives dues?](#)

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How does GCash help with my GLoan payment {#how-does-gcash-help-with-my-gloan-payment}

Path: articles/30351961433369-How-does-GCash-help-with-my-GLoan-payment

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- [How can I pay my GLoan dues?](#)
- [When do I pay for my GLoan?](#)
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To help you manage your GLoan easier, we offer the following:

Payment Reminders

We'll remind you of your due date via **email and SMS**. You'll also receive guidance on how to pay your GLoan dues through **email reminders**.

Auto-Deduction Feature

To avoid extra charges, simply cash in your GLoan amount, and we'll automatically deduct it from your GCash wallet **starting on your due date until full payment is paid.** You'll get an SMS after each deduction.

To ensure payments are processed on time, make payments through the **GLoan Management Page.**

Collection Agencies

If you need help settling your loan, our third-party collections partners are here to help. They will remind you of unpaid dues via calls, SMS, and email to help you avoid extra charges.

Here's the list of agencies that may contact you:

||||| --- | --- | --- ||| **Contact Information | Email Address || SSG (Support Services Group - APAC, Inc.)** | (02)-53229111; (02)-53229112 | fusecollections@supportservicesgroup.co;
fusecollections@collections.supportservicesgroup.co || **TELAN (Telan Hipe Flores Telan and Associates, Co.)** | (02) 8640-6600 local 1028; 1017; 09176321734; 09177128741; 09190804932; 09176321734; 09177128763; 09171137628; 09176333504; 09190779649; 09190779632 | fusecollections@telanlaw.com || **RGS (RGS Recovery Management and Collection Services, Inc.)** | (02) 8294-8475; (02) 7719-6410 local 11 & 20; 09497746483; 09629599870 | fusecollections@rgsrecovery.com.ph || **CNCCSI (Cendana - Neri Credit Collection Services, Inc.)** | (02) 7368-6530 local 57 09177079142 | fusecollections@cnccsi.com || **ACSI (Anchor Collection Services, Inc.)** | 09171149864; 0917861 1319; 09171128160 | fusecollections@anchor.com.ph || **SPMADRID (S.P. Madrid Corporation)** | (02)88605958; 09190567786 | fusecollections@spmadrirlaw.com || **CONSTANTINO (Constantino and Associates Law Office)** | 09209585897; 09209258608; 09189907248 | fusecollections@constantinolawoffice.com |

Payment Assistance Program

The program offers easier and more manageable payment options to **help customers who are having difficulties paying their GLoan dues. A customer service representative will contact you in 24 hours.**

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How much can I borrow with GLoan?](#)
- [What are the GLoan fees I need to know about?](#)
- [How can I pay my GLoan dues?](#)
- [When do I pay for my GLoan?](#)
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How much are the fees and transaction limits for my GCash Card {#how-much-are-the-fees-and-transaction-limits-for-my-gcash-card}

Path: articles/30286810141977-How-much-are-the-fees-and-transaction-limits-for-my-GCash-Card

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Articles in this section

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- [How much are the fees and transaction limits for my GCash Card?](#)

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Learn about the fees and transaction limits when using your GCash Card for ATM withdrawals and balance inquiries:

ATM Withdrawal Fees

- **Fees for ATM withdrawals and balance inquiries** are charged directly by the ATM provider and may vary based on the rates approved by the BSP.
- Fees can range from **PHP 0** to **PHP 18**.
- Check your bank's official website for specific fee details.

GCash Card Withdrawal Limits

You can withdraw from any affiliated ATM, subject to the following limits:

- **Single Withdrawal Limit:** Maximum amount of **PHP 20,099** per transaction
- **Daily Withdrawal Limit:** Maximum amount of **PHP 40,099** per day

Note: Your withdrawal limit resets every day at 12:30 AM. For example, if you reach your limit at 11:00 PM, you can withdraw again after 12:30 AM.

GCash Card Transaction Limits

- For online payments or POS (Point of Sale) purchases, you can use your GCash Card for transactions up to **PHP 100,000 per transaction.**

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How can I pay using my GCash Card?](#)
- [How do I withdraw cash using my GCash VISA/Mastercard Card?](#)
- [How do I link my GCash Card to my GCash account?](#)
- [How can I order a GCash VISA Card?](#)
- [What can I do with my GCash VISA/Mastercard Card?](#)

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How much are the transaction limits for the GCrypto Trading Wallet {#how-much-are-the-transaction-limits-for-the-gcrypto-trading-wallet}

Path: articles/31303981320473-How-much-are-the-transaction-limits-for-the-GCrypto-Trading-Wallet

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Transaction limits help control the amount you can transfer between your GCrypto Trading Wallet and GCash Wallet. These limits depend on your GCash verification level and apply to both top-ups and withdrawals.

Refer to the table below for the transaction limits:

	Fully Verified	GCash Plus	Top-up from GCash Wallet to GCrypto
Daily Limits	PHP 100,000	PHP 100,000	PHP 100,000
Monthly Limits	N/A	N/A	N/A
Withdraw from GCrypto to GCash Wallet	PHP 100,000	PHP 500,000	PHP 500,000

Before topping up and withdrawing from GCrypto, check your [GCash Wallet and Transaction Limits](#).

Need more Help?

For other inquiries or concerns, check out the following articles:

- [What is the GCrypto Trading Wallet?](#)
- [How can I top up my GCrypto Trading Wallet?](#)
- [How can I withdraw from my GCrypto Trading Wallet?](#)
- [I topped up my GCrypto wallet but it has not been reflected yet. What do I do?](#)
- [What are the GCrypto Networks and Fees I need to know about?](#)

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How can I withdraw from my GCrypto Trading Wallet?

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What is the GCrypto Trading Wallet?

- [How can I withdraw from my GCrypto Trading Wallet?](#)
- [How much are the transaction limits for the GCrypto Trading Wallet?](#)
- [What is the GCrypto Trading Wallet?](#)
- [How can I top up my GCrypto Trading Wallet?](#)

31303981320473

Source: <https://help.gcash.com/hc/en-us/articles/31303981320473-How-much-are-the-transaction-limits-for-the-GCrypto-Trading-Wallet>

How much can I borrow with GCredit {#how-much-can-i-borrow-with-gcredit}

Path: articles/31112186199449-How-much-can-I-borrow-with-GCredit

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- [How much can I borrow with GCredit?](#)
- [Can I apply for GCredit?](#)
- [What are the interest rates in GCredit?](#)
- [How can I use GCredit to pay?](#)
- [How can I increase my GCredit limit?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

GCredit gives users a **credit line of up to PHP 50,000** to make purchases online or in-store, in GLife, in GInsure, or pay bills even without enough GCash balance. Interest rates vary based on the user's GCash activity and payment history. Interest charges apply the day after the purchase.

Here are a few things to know about GCredit:

- No processing fees
- No extra requirements (unless requested by CIMB)
- With interest upon repayment
- Powered by CIMB Bank

Note:

You can keep using your credit line if your payments are on time.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [Can I apply for GCredit?](#)
- [What are the interest rates in GCredit?](#)
- [How can I use GCredit to pay?](#)

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Can I apply for GCredit?

- [How much can I borrow with GCredit?](#)
- [Can I apply for GCredit?](#)
- [What are the interest rates in GCredit?](#)
- [How can I use GCredit to pay?](#)
- [How can I increase my GCredit limit?](#)

31112186199449

Source: <https://help.gcash.com/hc/en-us/articles/31112186199449-How-much-can-I-borrow-with-GCredit>

How much can I borrow with GGives {#how-much-can-i-borrow-with-ggives}

Path: articles/4404775298329-How-much-can-I-borrow-with-GGives

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- [Can I apply for GGives?](#)
- [How much can I borrow with GGives?](#)
- [What are the GGives fees I need to know about?](#)
- [How can I use GGives to pay?](#)
- [How can I increase my GGives limit?](#)

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- [How do I send money to another GCash account?](#)

GGives is a loan product offered by GCash that allows you to make purchases and pay for them in installments.

1. **Loanable Amount:** You can borrow between **PHP 1,000 and PHP 125,000**.
2. **Payment Terms:** The repayment period can range from **2 to 24 months**, depending on the loan amount and your offer.
3. **No. of Loans:** You may qualify for up to 5 active loans at a time, depending on your eligibility and the offers available to you.

Note:

Getting a new GGives loan after paying off the last one will depend on an eligibility check. Paying off the previous loan **does not guarantee** that you can loan again with GGives.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [Can I apply for GGives?](#)
- [What are the GGives fees I need to know about?](#)
- [How can I use GGives to pay?](#)

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- [How can I use GGives to pay?](#)
- [How can I increase my GGives limit?](#)

4404775298329

Source: <https://help.gcash.com/hc/en-us/articles/4404775298329-How-much-can-I-borrow-with-GGives>

How much can I borrow with GLoan {#how-much-can-i-borrow-with-gloan}

Path: articles/900005986946-How-much-can-I-borrow-with-GLoan

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- [How much can I borrow with GLoan?](#)
- [Can I apply for a GLoan?](#)
- [What are the GLoan fees I need to know about?](#)
- [Why is my next GLoan offer smaller than the last one?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

The amount you can borrow with GLoan depends on your eligibility and account standing. Here are important details about GLoan:

1. **Loanable Amount:** You can borrow between **PHP 1,000 and PHP 125,000**.
2. **Payment Terms:** The repayment period can range from **1 to 24 months**, depending on the loan amount and your eligibility.

Note: Getting a new GLoan after finishing the last one will depend on an eligibility check. Paying off the previous loan doesn't guarantee your next loan approval.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [What are the GLoan fees I need to know about?](#)
- [Why is my next GLoan offer smaller than the last one?](#)
- [Who is the lender of my GLoan?](#)
- [When do I pay for my GLoan?](#)

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900005986946

Source: <https://help.gcash.com/hc/en-us/articles/900005986946-How-much-can-I-borrow-with-GLoan>

How much is the transaction fee for my bills payment in GCash {#how-much-is-the-transaction-fee-for-my-bills-payment-in-gcash}

Path: articles/30283568397849-How-much-is-the-transaction-fee-for-my-bills-payment-in-GCash

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Articles in this section

- [I can't pay bills using GCash. What do I do?](#)
- [I did not receive my top-up after using Bills. What do I do?](#)
- [My GCash bill payment was not posted or confirmed by the biller. What do I do?](#)
- [I was charged multiple times for my bills payment. What do I do?](#)
- [I entered the wrong details when paying my bills with GCash. What do I do?](#)
- [My GCash bills payment failed. What do I do?](#)
- [How much is the transaction fee for my bills payment in GCash?](#)
- [I can't save scheduled bills or favorite billers. What do I do?](#)

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- [How do I send money to another GCash account?](#)

When paying certain billers, transaction fees may apply. Fees and posting of your payment may differ depending on the biller. You may view the full [list of Partner Billers here](#).

Here are some common billers with their corresponding transaction fees:

--- ---	Biller	Transaction/Service Fees	Meralco, Manila Water, Maynilad
PHP 0	Autosweep RFID	PHP 10	Easytrip RFID PHP 12

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I did not receive bills payment confirmation. What do I do?](#)
- [I entered the wrong details when paying my bills with GCash. What do I do?](#)
- [I was charged multiple times for my bills payment. What do I do?](#)
- [I can't make a payment for my bills. What do I do?](#)
- [How do I pay my bills using GCash?](#)

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- [I can't pay bills using GCash. What do I do?](#)
- [I did not receive my top-up after using Bills. What do I do?](#)
- [My GCash bill payment was not posted or confirmed by the biller. What do I do?](#)
- [I was charged multiple times for my bills payment. What do I do?](#)
- [I entered the wrong details when paying my bills with GCash. What do I do?](#)
- [My GCash bills payment failed. What do I do?](#)
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Source: <https://help.gcash.com/hc/en-us/articles/30283568397849-How-much-is-the-transaction-fee-for-my-bills-payment-in-GCash>

How to activate and turn on location services on GCash {#how-to-activate-and-turn-on-location-services-on-gcash}

Path: articles/18446011153433-How-to-activate-and-turn-on-location-services-on-GCash

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Activating your location services **allows GCash to provide relevant deals, alerts, and promotions** near you.

To activate your location services, here's what you can do:

For iOS users

1. On your phone, go to **Settings**

2. Tap **GCash**
3. Tap **Location**
4. Select **Always** on Allow Location Access

For Android users

1. On your phone, go to **Settings**
2. Tap **Location**
3. Set your device's location to **On**
4. Scroll down and tap **GCash**
5. Set access to **Allowed all the time**

Note:

Note: GCash takes privacy and data collection seriously. Your location data is used only to provide you with relevant and personalized services. Rest assured that your location data is safe with GCash.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How to troubleshoot GCash app issues](#)
- [I can't log in to my GCash account. What do I do?](#)
- [I can't create or register for a GCash account. What do I do?](#)

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I did not receive my OTP for my GCash transaction/login

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- [I did not receive my OTP for my GCash transaction/login](#)
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How to cash out {#how-to-cash-out}

Path: sections/23731033446169-How-to-cash-out

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[How do I cash out from GCash Partner Outlets?](#)

[How do I cash out using RCBC Scan to Withdraw?](#)

Source: <https://help.gcash.com/hc/en-us/sections/23731033446169-How-to-cash-out>

How to get help or submit a ticket in GCash {#how-to-get-help-or-submit-a-ticket-in-gcash}

Path: articles/28161617605145-How-to-get-help-or-submit-a-ticket-in-GCash

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If you need help with a GCash problem, here are ways you can quickly find answers, follow guides, or get support.

1. Search for Your Problem

To find what you need fast, use the search bar. Type the GCash product name plus 2–5 keywords about your issue.

Examples:

- GSave account update
- Send Money not received
- GLoan application pending
- GCash Card where to get
- GCash Bank Transfer failed

This will help you see the answers that match your problem.

2. Browse Products & Services

If you want to explore different options:

- **Go to the Products & Services section:** Scroll through the list and pick the product that's related to your issue.
- **Check out Self-Help Guides:** Click on articles that explain what to do step-by-step.

3. Submit a Ticket

If you still need help, find the article about your concern or issue and follow the steps to submit a ticket.

If you already submitted a ticket you can check the status via the GCash Help Center or Gigi.

4. Chat with Gigi

For quick help, visit the GCash [Contact Us](#) page and click **Chat with Gigi** to get instant information or connect with a support agent.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How can I follow up on my GCash ticket?](#)
- [How to troubleshoot GCash app issues](#)

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How can I follow up on my GCash ticket?

- [How to get help or submit a ticket in GCash](#)
- [How can I follow up on my GCash ticket?](#)

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How to pay your SPay Later dues with GCash {#how-to-pay-your-spay-later-dues-with-gcash}

Path: articles/45587938573209-How-to-pay-your-SPay-Later-dues-with-GCash

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Articles in this section

- [I want a refund for my online payment or subscription using my GCash account. Where can I get it?](#)
- [I was charged more than once for my online payment or subscription in my GCash account. What should I do?](#)
- [I entered incorrect details in my GCash online payment or subscription. What should I do?](#)
- [How can I pay online using GCash?](#)
- [I have a problem with my order or service from my online subscription or GCash payment. What should I do?](#)
- [How do I unlink and link GCash to Grab as my payment method?](#)
- [How do I cancel my subscription or unlink my GCash account to a merchant?](#)
- [I cannot proceed with my online subscription or GCash payment. What should I do?](#)
- [My GCash account was charged for an online payment or subscription I don't recognize. What should I do?](#)
- [My online subscription or GCash payment did not reflect. What should I do?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
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- [How do I send money to another GCash account?](#)

Settle your SPay Later dues easily and conveniently with GCash. Enjoy real-time posting, a seamless experience, and fewer steps compared to other payment methods.

Learn how to pay your SPay Later dues with GCash below.

1. On the Shopee App, tap **Me > SPay Later**
2. Select **Pay Bill > Pay Now**
3. Tap **Please select**
4. Select **Payment Center / E-Wallet** as your payment method and choose GCash among the dropdown choices. Tap **Confirm**
6. GCash will now be highlighted as your Payment Method. Tap **Pay Now > Pay**
7. Enter your GCash mobile number and tap **Next**
8. Wait for the SMS and enter the One-Time-Password (OTP). Tap **Next**
9. Review your transaction amount and tap **Pay**

You will be led to a page that confirms your successful payment for SPayLater.

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My online subscription or GCash payment did not reflect. What should I do?

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- [I want a refund for my online payment or subscription using my GCash account. Where can I get it?](#)
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- [I entered incorrect details in my GCash online payment or subscription. What should I do?](#)
- [How can I pay online using GCash?](#)
- [I have a problem with my order or service from my online subscription or GCash payment. What should I do?](#)
- [How do I unlink and link GCash to Grab as my payment method?](#)
- [How do I cancel my subscription or unlink my GCash account to a merchant?](#)
- [I cannot proceed with my online subscription or GCash payment. What should I do?](#)
- [My GCash account was charged for an online payment or subscription I don't recognize. What should I do?](#)
- [My online subscription or GCash payment did not reflect. What should I do?](#)
- [How to pay your SPay Later dues with GCash](#)

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How to set up GCash Biometrics Login {#how-to-set-up-gcash-biometrics-login}

Path: articles/4413281262105-How-to-set-up-GCash-Biometrics-Login

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- [Parang na-scam ako sa GCash. Ano ang dapat gawin?](#)
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- [I forgot my GCash MPIN](#)
- [I want to change my GCash MPIN](#)
- [Paano mag troubleshoot ng GCash App issues](#)
- [How to troubleshoot GCash app issues](#)
- [I think I was scammed. What do I do?](#)
- [I noticed unauthorized transactions in my GCash account. What do I do?](#)
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- [What are the steps to get a Fully Verified GCash account?](#)
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You can set up **GCash Biometrics Login** for quick and secure login using your fingerprint or face. This adds extra security to your account.

How to Enable Biometrics Login

1. On your GCash app, tap **Settings > Biometrics Login**.
2. Select **Enable Biometrics Login**.
3. Enter the 6-digit code sent to your GCash number.
4. You will then see a successful activation message for your Biometrics Login.

Note:

If Biometrics Login fails three times, you'll need to use your MPIN. Biometrics Login will be disabled if you reset your MPIN.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [GCash DoubleSafe](#)
- [Device Security](#)
- [The selfie scan in GCash is not working. What do I do?](#)
- [I can't log in to my GCash account. What do I do?](#)

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- [I want to transact offline with GCash. What do I do?](#)
- [How to set up GCash Biometrics Login](#)
- [How to set up GCash account security questions](#)
- [My front camera is broken. How can I use GCash?](#)
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- [Someone is trying to register a new phone on my account. What do I do?](#)

- [Ano ang GCash DoubleSafe?](#)
- [What is GCash DoubleSafe?](#)
- [Device Security](#)

4413281262105

Source: <https://help.gcash.com/hc/en-us/articles/4413281262105-How-to-set-up-GCash-Biometrics-Login>

How to set up GCash account security questions {#how-to-set-up-gcash-account-security-questions}

Path: [articles/38910564915865-How-to-set-up-GCash-account-security-questions](#)

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- [I noticed unauthorized transactions in my GCash account. What do I do?](#)
- [The GCash app keeps crashing or shows a white screen when I login](#)
- [I want to transact offline with GCash. What do I do?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

You can set up security questions in GCash to help [reset your MPIN](#). Choose five questions and provide your answers for extra security. Make sure to remember your answers, as you can't change any of the questions once they are set.

1. On your GCash homepage, tap **Profile > Settings**
2. Tap **Account Authentication > Security Questions > Next**
3. Select 5 Security Questions and input your answers. Tap **Confirm**
4. Review your answers and tap **Confirm**

You'll be led to a page that confirms the activation of your security questions.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How to set up GCash Biometrics Login](#)
- [GCash DoubleSafe](#)
- [I can't log in to my GCash account. What do I do?](#)

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My front camera is broken. How can I use GCash?

- [Parang na-scam ako sa GCash. Ano ang dapat gawin?](#)
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- [I want to change my GCash MPIN](#)
- [Paano mag troubleshoot ng GCash App issues](#)
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- [How to set up GCash Biometrics Login](#)
- [How to set up GCash account security questions](#)
- [My front camera is broken. How can I use GCash?](#)
- [The selfie scan in GCash is not working. What do I do?](#)
- [Someone is trying to register a new phone on my account. What do I do?](#)
- [Ano ang GCash DoubleSafe?](#)
- [What is GCash DoubleSafe?](#)
- [Device Security](#)

38910564915865

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How to troubleshoot GCash app issues {#how-to-troubleshoot-gcash-app-issues}

Path: articles/38910877046937-How-to-troubleshoot-GCash-app-issues

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- [Bakit na-hold ang GCash account ko?](#)
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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If you encounter problems or if something went wrong while using the GCash app, try any of the following troubleshooting steps:

Update Your GCash App to the Latest Version

An outdated app can cause problems and block access to the latest GCash features and security updates. Check the Play Store (Android), App Store (iOS), App Gallery (Huawei) for updates.

Enable Auto-Update for Future Updates:

To make sure your GCash app is always up to date, follow these steps:

Android/Huawei:

1. Go to the **Play Store** and tap **Settings** from the sidebar menu.
2. Select **Auto-update apps** and choose your preferred option:
 - **Over any network** to update apps using either WiFi or mobile data.
 - **Over WiFi only** to update apps when connected to WiFi.
3. Tap **Done**.

iPhone:

1. Go to your device **Settings**, then tap **App Store**.
2. Toggle **App Updates** under **Automatic Downloads**.

Change Your Network Connection

If you encounter a network connection error, you can try the following to resolve your GCash app issue. Follow these steps:

1. Force close the GCash app in your list of opened apps.
2. Switch on **Airplane mode** for 30 seconds, then turn it off.
3. Connect to a different WiFi network or switch your network connection.
 - If you're using WiFi, switch to mobile data, or if you're on mobile data, switch to WiFi.
4. Try reopening the GCash app.

Switch Your Mobile Number

Follow these steps to switch to another mobile number in the GCash app:

1. Open the GCash app and tap the ⇌ **button** (the arrows beside your mobile number).
2. Tap **Proceed to switch accounts**.
3. Enter your GCash number and log in using your MPIN or biometrics.

Force Close and Restart the GCash App

Depending on your device, here's how you can force close and restart the GCash app:

Android:

1. Tap the **Recent apps button**.
2. Look for GCash and swipe it to the side until it disappears to close the app.

iPhone:

1. Double-press the **Home button** or swipe up on your home screen.
2. Look for the GCash screen and swipe up until it disappears to close the app.

Clear App Cache (Android Only)

For Android users, clearing the app cache can help resolve issues. Here's how:

1. Go to **Settings**, then go to your **App Manager**.
2. Tap **GCash > Internal Storage**.
3. Tap **Clear Cache**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I can't log in to my GCash account. What do I do?](#)
- [I did not receive my OTP for my GCash transaction/login](#)
- [I forgot my GCash MPIN](#)

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- [Parang na-scam ako sa GCash. Ano ang dapat gawin?](#)
- [Bakit na-hold ang GCash account ko?](#)

- [I forgot my GCash MPIN](#)
- [I want to change my GCash MPIN](#)
- [Paano mag troubleshoot ng GCash App issues](#)
- [How to troubleshoot GCash app issues](#)
- [I think I was scammed. What do I do?](#)
- [I noticed unauthorized transactions in my GCash account. What do I do?](#)
- [The GCash app keeps crashing or shows a white screen when I login](#)
- [I want to transact offline with GCash. What do I do?](#)
- [How to set up GCash Biometrics Login](#)
- [How to set up GCash account security questions](#)
- [My front camera is broken. How can I use GCash?](#)
- [The selfie scan in GCash is not working. What do I do?](#)
- [Someone is trying to register a new phone on my account. What do I do?](#)
- [Ano ang GCash DoubleSafe?](#)
- [What is GCash DoubleSafe?](#)
- [Device Security](#)

38910877046937

Source: <https://help.gcash.com/hc/en-us/articles/38910877046937-How-to-troubleshoot-GCash-app-issues>

How to use GCash Overseas {#how-to-use-gcash-overseas}

Path: articles/900005342766-How-to-use-GCash-Overseas

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

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- [GCash Overseas Available Countries and Services](#)
- [Register to GCash Overseas](#)
- [Get Fully Verified with GCash Overseas](#)
- [How to use GCash Overseas](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

You can use GCash overseas as long as you're a **Filipino citizen either using a Philippine-issued or Non Philippine-issued SIM.**

If you have a fully verified account using a Philippine-issued SIM, you may access all GCash features and services. If you're using a Non-Philippine-issued SIM, learn how you can use GCash while in another country below:

Requirements

You are eligible to open a GCash Overseas account if you are:

- 18 years old and above
- A Fully Verified GCash user
- An overseas Filipino citizen with a valid PH government-issued ID (preferably: Passport, Driver's License, UMID)
- Residing where GCash is made available
- An owner of a valid international mobile number where your GCash is available

Note: Please make sure your international mobile number is active and has access to receive an OTP. Data charges may apply.

Register to GCash Overseas

1. Download the GCash App via the [Playstore/ App Store](#).
2. Launch the GCash app, choose your country of residence and key in the int'l mobile number. **The country code must match the registrant's location of residence.**
3. Key in the 6-digit OTP for number verification.
4. **The required fields for personal details must be filled out. Only Filipinos are allowed to sign up at this time.**
5. Once details are confirmed, applicants are to select Continue.
6. A 4-digit MPIN will be confirmed prior to submitting.
7. Once registration is successful, a confirmation pop-up screen will be displayed and users are to select Proceed to Login.

Countries available for GCash Overseas

Below is the list of countries where GCash Overseas is available:

- Australia
- Canada
- Germany
- Hong Kong
- Italy
- Japan
- Kingdom of Saudi Arabia
- Kuwait
- Qatar
- Singapore
- South Korea
- Spain
- Taiwan
- United Arab Emirates
- United Kingdom

- [United States](#)

List of available GCash Overseas services

- [Send Money](#) (Only available for sending to PH GCash Users)
- [PH Bank Transfer via Instapay Send](#)
- [Load](#)
- [Pay Bills](#)
- [Cash in via Payoneer](#)
- [Cash in via International Remittance Partners](#)

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- [How to use GCash Overseas](#)

900005342766

Source: <https://help.gcash.com/hc/en-us/articles/900005342766-How-to-use-GCash-Overseas>

I accidentally transferred from my GCash to the wrong bank account What do I do {#i-accidentally-transferred-from-my-gcash-to-the-wrong-bank-account-what-do-i-do}

Path: [articles/30245311794969-I-accidentally-transferred-from-my-GCash-to-the-wrong-bank-account-What-do-I-do](#)

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

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- [Someone transferred to my bank using their GCash, but I didn't receive it](#)
- [I transferred money from my GCash account to a bank or another e-wallet, but it was not received. What do I do?](#)
- [I accidentally transferred from my GCash to the wrong bank account. What do I do?](#)
- [I can't transfer money to another bank using GCash. What do I do?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
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- [How do I send money to another GCash account?](#)

Unfortunately, GCash **cannot reverse or cancel** the “erroneous” Bank Transfer (GCash to Bank) transactions made by the sender, as stated in our [Terms & Conditions](#). **Steps you can take to try to retrieve your funds:**

1. **Contact the receiving bank:** Give the bank details like the transaction date, amount, your account info, and the intended account number.
2. **Provide documentation:** Share any transaction records, like receipts or confirmation messages from GCash, to support your request.

Tips sending money:

1. Double-check the recipient’s mobile number/account number and name before you confirm the transaction.
2. Use our **Scan/Upload Bank QR** feature to scan your recipient’s unique QR code.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [My GSave withdrawal or deposit has not been reflected.](#)
- [I sent money to the wrong GCash account or number via Express Send. What should I do?](#)
- [I think I was scammed. What do I do?](#)
- [Someone transferred to my bank using their GCash, but I didn’t receive it.](#)
- [I can't transfer money to another bank using GCash. What do I do?](#)
- [I transferred money from my GCash account to a bank or other e-wallet, but it was not received. What do I do?](#)

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- [I transferred money from my GCash account to a bank or another e-wallet, but it was not received. What do I do?](#)
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30245311794969

Source: <https://help.gcash.com/hc/en-us/articles/30245311794969-I-accidentally-transferred-from-my-GCash-to-the-wrong-bank-account-What-do-I-do>

I already paid my GCredit but it s not reflecting yet What should I do {#i-already-paid-my-gcredit-but-it-s-not-reflecting-yet-what-should-i-do}

Path: articles/39853566378265-I-already-paid-my-GCredit-but-it-s-not-reflecting-yet-What-should-I-do

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Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

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- [I can't make a payment for my GCredit account. What do I do?](#)
- [I was charged a penalty or additional fee even though I paid my GCredit on time. What do I do?](#)
- [I have a concern with GCredit's partner collection agencies. What should I do?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
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- [How do I send money to another GCash account?](#)

If you've paid your GCredit but it hasn't been updated in your account yet, check the payment processing times based on your payment method:

- **Pay Bills:** 3 business days
- **GCredit dashboard:** Instant confirmation
- **Payment partners:** 1 business day

If the processing time has passed and your payment still hasn't reflected, please [click here to ask for help](#). Make sure you input your GCash-registered email to receive updates. A customer service representative will contact you in **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [Why am I not qualified for GCredit?](#)
- [I was charged multiple times for one GCredit payment. What do I do?](#)
- [I can't make a payment for my GCredit account. What do I do?](#)

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- [I have a concern with GCredit's partner collection agencies. What should I do?](#)

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Source: <https://help.gcash.com/hc/en-us/articles/39853566378265-I-already-paid-my-GCcredit-but-it-s-not-reflecting-yet-What-should-I-do>

I already paid my GGives but it s not reflecting yet What should I do {#i-already-paid-my-ggives-but-it-s-not-reflecting-yet-what-should-i-do}

Path: articles/39855043000857-I-already-paid-my-GGives-but-it-s-not-reflecting-yet-What-should-I-do

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Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

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- [How do I send money to another GCash account?](#)

If you've paid your GGives but it hasn't been updated in your account, here's what you can do:

1. Open your GCash app and go to **Borrow > GGives**
2. Tap on your loan account
3. Check your GGives payment page for any issues with your account

The payment processing time depends on how you paid:

- **Pay Bills:** 3 business days
- **GGives dashboard:** Instant confirmation
- **Payment partners:** 1 business day

If the payment hasn't been reflected after the processing time, [click here to ask for help](#). A customer service representative will contact you in **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [Why am I not qualified for GGives?](#)
- [I still haven't received my GGives interest cashback after 14 days. What should I do?](#)
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39855043000857

Source: <https://help.gcash.com/hc/en-us/articles/39855043000857-I-already-paid-my-GGives-but-it-s-not-reflecting-yet-What-should-I-do>

I already paid my GLoan but it s not reflecting yet What should I do {#i-already-paid-my-gloan-but-it-s-not-reflecting-yet-what-should-i-do}

Path: articles/39050656544409-I-already-paid-my-GLoan-but-it-s-not-reflecting-yet-What-should-I-do

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- [How do I send money to another GCash account?](#)

If you've paid your GLoan but it hasn't been updated in your account, here's what you can do:

1. Open your GCash app and go to **Borrow > GLoan**.
2. Tap on your loan account.
3. Check your GLoan dashboard for any issues with your account.
4. You can also check your GCash transaction history if the payment was successful

Please be reminded that the payment processing time depends on how you paid:

- **Pay Bills:** 3 business days
- **GLoan dashboard:** Instant confirmation
- **Payment partners:** 1 business day

If your payment was successful and the processing time has passed but it's still not reflecting, please [click here to ask for help](#). A customer service representative will contact you within **1-2 business days**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I can't make a payment for my GLoan account. What do I do?](#)
- [I still haven't received my GLoan interest cashback after 14 days. What should I do?](#)
- [I was charged multiple times for one GLoan payment. What do I do?](#)
- [I was charged a penalty or additional fee even though I paid my GLoan on time. What do I do?](#)

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Source: <https://help.gcash.com/hc/en-us/articles/39050656544409-I-already-paid-my-GLoan-but-it-s-not-reflecting-yet-What-should-I-do>

I am encountering an error in applying for GCredit What do I do {#i-am-encountering-an-error-in-applying-for-gcredit-what-do-i-do}

Path: [articles/39853013888793-I-am-encountering-an-error-in-applying-for-GCredit-What-do-I-do](#)

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Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

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If you are eligible for GCredit, but encountered any error during application, check the following reasons:

Technical Issues: If you encounter a technical error during the application process, such as issues with entering the OTP (One-Time Password), ensure that your account details are correct and up-to-date.

System Maintenance or Errors: If you see a "Something went wrong" or "System Maintenance" error, it may be due to system downtime. Check the GCash Help Center to get an update on when the system will be back up.

If you still encounter the "Something went wrong" error, [click here to ask for help](#). A customer service representative will contact you in **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [Why am I not qualified for GCredit?](#)
- [I already paid my GCredit but it's not reflecting yet. What should I do?](#)
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Source: <https://help.gcash.com/hc/en-us/articles/39853013888793-I-am-encountering-an-error-in-applying-for-GCredit-What-do-I-do>

I am encountering an error in applying for GGives What do I do {#i-am-encountering-an-error-in-applying-for-ggives-what-do-i-do}

Path: articles/39854502466841-I-am-encountering-an-error-in-applying-for-GGives-What-do-I-do

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Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

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If you are eligible for GGives, but encountered any error during application, check the following reasons:

Technical Issues: If you encounter a technical error during the application process, such as issues with entering the OTP (One-Time Password), ensure that your account details are correct and up-to-date.

System Maintenance or Errors: If you see a "Something went wrong" or "System Maintenance" error, it may be due to system downtime.

If you still encounter the "Something went wrong" error, [click here to ask for help](#). A customer service representative will contact you in **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [Why am I not qualified for GGives?](#)
- [I already paid my GGives but it's not reflecting yet. What should I do?](#)
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Source: <https://help.gcash.com/hc/en-us/articles/39854502466841-I-am-encountering-an-error-in-applying-for-GGives-What-do-I-do>

I am encountering an error in applying for GLoan What do I do {#i-am-encountering-an-error-in-applying-for-gloan-what-do-i-do}

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Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

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If you are eligible for GLoan, but encountered any error during application, check the following reasons:

An Outstanding GLoan Balance: If you still have unpaid dues from a previous GLoan, you can't apply for a new one. Pay off your balance first to qualify for another GLoan.

System Maintenance or Errors: If you see a "Something went wrong" or "System Maintenance" error prompt, please try again after a few minutes.

If you still can't apply for GLoan, [click here to ask for help](#). A customer service representative will contact you in **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [Why am I not eligible for GLoan?](#)
- [Can I apply for a GLoan?](#)
- [What are the GLoan fees I need to know about?](#)
- [How much can I borrow with GLoan?](#)

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- [I already paid my GLoan but it's not reflecting yet. What should I do?](#)
- [I have a concern with GLoan's partner collection agencies. What should I do?](#)

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Source: <https://help.gcash.com/hc/en-us/articles/39387977291929-I-am-encountering-an-error-in-applying-for-GLoan-What-do-I-do>

I bought load on GCash but entered the wrong number or details What do I do {#i-bought-load-on-gcash-but-entered-the-wrong-number-or-details-what-do-i-do}

Path: [articles/30281882432281-I-bought-load-on-GCash-but-entered-the-wrong-number-or-details-What-do-I-do](#)

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Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

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- [I didn't receive my telco or non-telco load. What do I do?](#)
- [I bought load on GCash but entered the wrong number or details. What do I do?](#)
- [I received the wrong or incomplete load credit. What do I do?](#)
- [I was charged multiple times when I bought load on GCash. What do I do?](#)
- [The E-PIN I bought from GCash was invalid. What do I do?](#)

Promoted articles

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In case you have purchased the wrong load amount or sent the load to the wrong number, **you won't be able to change it or get a refund.**

If you select a telco and put the wrong mobile number, you will get an auto-refund in real-time.

Tips before buying load

- Double-check all the details before confirming your purchase
- If your recipient is in your phone's contacts, tap the phonebook icon on the Buy Load page

Need more Help?

For other inquiries or concerns, check out the following articles:

- [What are the telco load convenience fees in GCash?](#)

- [I can't buy load using GCash. What do I do?](#)
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- [I can't buy load using GCash. What do I do?](#)
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- [I received the wrong or incomplete load credit. What do I do?](#)
- [I was charged multiple times when I bought load on GCash. What do I do?](#)
- [The E-PIN I bought from GCash was invalid. What do I do?](#)

30281882432281

Source: <https://help.gcash.com/hc/en-us/articles/30281882432281-I-bought-load-on-GCash-but-entered-the-wrong-number-or-details-What-do-I-do>

I can t access my GCrypto account What do I do {#i-can-t-access-my-gcrypto-account-what-do-i-do}

Path: [articles/31309514462873-I-can-t-access-my-GCrypto-account-What-do-I-do](#)

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- [My crypto transaction has not been reflected in my GCrypto Wallet. What do I do?](#)
- [I can't send or receive crypto in GCrypto. What do I do?](#)
- [I topped up my GCrypto wallet but it has not been reflected yet. What do I do?](#)
- [I can't access my GCrypto account. What do I do?](#)
- [I can't buy/sell on GCrypto. What do I do?](#)
- [I didn't receive a verification code for my GCrypto order. What do I do?](#)
- [I can't open an account in GCrypto. What do I do?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If you can't open your GCrypto account in the GCash app, check out the possible reasons below and what you can do to troubleshoot it:

1. **System timeouts or scheduled/unscheduled maintenance:** Our partner may be having scheduled maintenance/downtime. Please wait a few hours and try again. In the meantime, you can try these [troubleshooting steps for common app issues](#).
2. **Update your account information:** Follow the instructions to update your details. This may include submitting additional documents or verifying your information on the GCash app.

If you still can't access GCrypto after trying these steps, [click here to ask for help](#). A customer service representative will contact you in **1-2 business days**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I can't buy/sell on GCrypto. What do I do?](#)
- [I didn't receive a verification code for my GCrypto order. What do I do?](#)
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- [I didn't receive a verification code for my GCrypto order. What do I do?](#)
- [I can't open an account in GCrypto. What do I do?](#)

31309514462873

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I can t access my GFunds account What do I do {#i-can-t-access-my-gfunds-account-what-do-i-do}

Path: [articles/30845136114201-I-can-t-access-my-GFunds-account-What-do-I-do](#)

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- [I can't open a GFunds account. What do I do?](#)
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- [Why am I not qualified for GFunds?](#)
- [My Buy Order has not been reflected in my GFunds account. What do I do?](#)

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- [How do I send money to another GCash account?](#)

If you can't access your GFunds account, it may be due to:

Technical Issues: If you encounter a technical error during the application process, such as issues with entering the OTP (One-Time Password), ensure that your account details are correct and up-to-date.

System Maintenance or Errors: If you see a "Something went wrong" or "System Maintenance" error, it may be due to system downtime. To learn how to troubleshoot common issues with the GCash app, [click here](#).

If you're still unable to access your GFunds account, [click here to ask for help](#) and a customer representative will be in touch in **1-2 business days**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I can't buy or sell in GFunds. What do I do?](#)
- [How do I track my pending Buy and Sell orders in GFunds?](#)
- [When will I receive my GFunds Buy or Sell orders?](#)
- [I can't open a GFunds account. What do I do?](#)

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- [I can't access my GFunds account. What do I do?](#)
- [Why am I not qualified for GFunds?](#)
- [My Buy Order has not been reflected in my GFunds account. What do I do?](#)

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Source: <https://help.gcash.com/hc/en-us/articles/30845136114201-I-can-t-access-my-GFunds-account-What-do-I-do>

I can t access my GStocks PH account What do I do {#i-can-t-access-my-gstocks-ph-account-what-do-i-do}

Path: articles/31219924239769-I-can-t-access-my-GStocks-PH-account-What-do-I-do

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- [I withdrew funds from my GStocks PH account to my GCash wallet but they have not been reflected yet. What do I do?](#)
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- [I can't access my GStocks PH account. What do I do?](#)
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- [How can I follow up on my GStocks PH account?](#)
- [I topped up my GStocks PH Wallet but it has not been reflected yet. What do I do?](#)
- [I can't buy or sell in GStocks PH. What do I do?](#)
- [My Buy Order has not been reflected in my GStocks PH account. What do I do?](#)
- [My GStocks PH buy or sell order was rejected. What do I do?](#)

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- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If you encountered ' **sign on failed**' or a white screen when trying to buy/sell in GStocks PH, it can be due to the following:

- **Your GStocks PH account is currently inactive:** Just top up your trading wallet to start buying and selling stocks again.
- **Technical Issues:** If you encounter a technical error during the application process, such as issues with entering the OTP (One-Time Password), ensure that your account details are correct and up-to-date.

- **System Maintenance or Errors:** If you see a "Something went wrong" or "System Maintenance" error, it may be due to system downtime.
- **Your GStocks PH account has been closed:** - It has been dormant with no activity in cash and stock positions for **12 months**
 - The owner or surviving parties (if the owner has passed) have requested it
 - ABCSI has marked it for closure due to suspected fraudulent behavior

If you still can't access GStocks PH and you're encountering an error message, [click here to ask for help](#). A customer service representative will contact you in **1-2 business days**.

You may also email ABCSI at gcashcs@ABCCapital.com.ph for more information about your account.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I topped up my GStocks PH Trading Wallet but it has not been reflected yet. What do I do?](#)
- [I can't buy or sell in GStocks PH. What do I do?](#)
- [My Buy Order has not been reflected in my GStocks PH account. What do I do?](#)
- [My Sell Order has not been reflected in my GStocks PH Wallet. What do I do?](#)

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My Sell Order has not been reflected in my GStocks PH Wallet. What do I do?

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I can't open an account in GStocks PH. What do I do?

- [I withdrew funds from my GStocks PH account to my GCash wallet but they have not been reflected yet. What do I do?](#)
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- [I can't buy or sell in GStocks PH. What do I do?](#)
- [My Buy Order has not been reflected in my GStocks PH account. What do I do?](#)
- [My GStocks PH buy or sell order was rejected. What do I do?](#)

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Source: <https://help.gcash.com/hc/en-us/articles/31219924239769-I-can-t-access-my-GStocks-PH-account-What-do-I-do>

I can t access or open GLife What do I do {#i-can-t-access-or-open-glifewhat-do-i-do}

Path: articles/35429360839705-I-can-t-access-or-open-GLife-What-do-I-do

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- [My GLife voucher is not working. What do I do?](#)
- [I withdrew money from a game in GLife, but it hasn't been reflected in my GCash wallet. What do I do?](#)
- [I deposited money into a game on GLife, but now I can't open it. What should I do?](#)
- [Quick Rewards by Hustle PH](#)
- [GCash Travel+](#)
- [What is GLife?](#)
- [I can't make a payment in GLife. What do I do?](#)
- [I can't access or open GLife. What do I do?](#)
- [I want to request a refund or cancellation for my GLife payment. What do I do?](#)
- [I'm experiencing issues with Cashback by Findshare. What do I do?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If you're having trouble accessing or opening GLife, it could be due to **unscheduled/scheduled system maintenance**.

The minimum age requirement to access and play games via GLife is **21 years old**.

If you still can't access or open GLife even if you are eligible, [click here to ask for help](#). A customer service representative will contact you in **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I can't make a payment in GLife. What do I do?](#)
- [I want to request a refund or cancellation for my GLife payment. What do I do?](#)
- [I can't log in to my GCash account. What do I do?](#)

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- [I want to request a refund or cancellation for my GLife payment. What do I do?](#)
- [I'm experiencing issues with Cashback by Findshare. What do I do?](#)
- [What is Sharetreasures in GLife?](#)

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I can't apply my GCash Card promo voucher when ordering a card What do I do {#i-can-t-apply-my-gcash-card-promo-voucher-when-ordering-a-card-what-do-i-do}

Path: [articles/30287399237657-I-can-t-apply-my-GCash-Card-promo-voucher-when-ordering-a-card-What-do-I-do](#)

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Articles in this section

- [I can't order a GCash Card. What do I do?](#)
- [My GCash Card has not been delivered yet after 10 days. What do I do?](#)
- [I paid using my GCash Card but it's not reflecting yet. What should I do?](#)
- [I can't pay using my GCash VISA/Mastercard Card. What do I do?](#)
- [My GCash Card is not being accepted by a merchant for payment. What do I do?](#)
- [I want a refund for a purchase I made using my GCash Card](#)
- [I can't withdraw using my GCash Card. What do I do?](#)
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- [The ATM did not release any money after withdrawing using my GCash Card](#)
- [I can't link my GCash Card to my GCash account. What do I do?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
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- [How do I send money to another GCash account?](#)

The GCash Card promo voucher is available to selected users only. Eligible users will receive an SMS with the promo details. If you didn't get an SMS, you may not be eligible.

The voucher will be automatically applied on the payment page when ordering your GCash Card.

If you can't apply your GCash Card promo voucher, follow these steps:

1. **Review voucher details**– Double-check the voucher's terms and conditions, such as expiration date or usage limits.
2. **Check voucher status**– Make sure the voucher is still valid and hasn't been used.
3. **Troubleshoot GCash App**– Try these [troubleshooting steps](#), then try applying the voucher again.

If you still can't use your GCash Card promo voucher, [click here to ask for help](#). A customer service representative will contact you in **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I can't pay using my GCash VISA/Mastercard Card. What do I do?](#)
- [I paid using my GCash Card but it's not reflecting yet. What should I do?](#)
- [How do I withdraw cash using my GCash VISA/Mastercard Card?](#)
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- [I can't pay using my GCash VISA/Mastercard Card. What do I do?](#)
- [My GCash Card is not being accepted by a merchant for payment. What do I do?](#)
- [I want a refund for a purchase I made using my GCash Card](#)
- [I can't withdraw using my GCash Card. What do I do?](#)
- [My GCash Card got stuck in the ATM. What do I do?](#)
- [The ATM did not release any money after withdrawing using my GCash Card](#)
- [I can't link my GCash Card to my GCash account. What do I do?](#)
- [I can't deactivate my GCash VISA/Mastercard Card. What do I do?](#)
- [My GCash Card has been lost or stolen. What do I do?](#)
- [How do I transfer my linked GCash VISA/Mastercard Card to a new mobile number?](#)
- [I can't apply my GCash Card promo voucher when ordering a card. What do I do?](#)

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I can t buy load using GCash What do I do {#i-can-t-buy-load-using-gcash-what-do-i-do}

Path: articles/30280703379353-I-can-t-buy-load-using-GCash-What-do-I-do

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- [I can't buy load using GCash. What do I do?](#)
- [I didn't receive my telco or non-telco load. What do I do?](#)
- [I bought load on GCash but entered the wrong number or details. What do I do?](#)
- [I received the wrong or incomplete load credit. What do I do?](#)
- [I was charged multiple times when I bought load on GCash. What do I do?](#)
- [The E-PIN I bought from GCash was invalid. What do I do?](#)

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- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If you're having trouble buying load via the GCash app, it might be due to the following:

- **System Maintenance:** Check for any announcement on ongoing maintenance with GCash or its partners.
- **Network Signal:** Check if your internet connection is stable.
- **Insufficient Wallet Funds:** Check if your GCash wallet has enough money to cover the transaction and any additional fees.

To learn how to troubleshoot common issues with the GCash app, [click here](#).

Need more Help?

For other inquiries or concerns, check out the following articles:

- [What are the telco load convenience fees in GCash?](#)
- [I didn't receive my telco or non-telco load. What do I do?](#)
- [I bought load on GCash but entered the wrong number or details. What do I do?](#)

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I didn't receive my telco or non-telco load. What do I do?

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I can t buy or sell funds in GFunds What do I do {#i-can-t-buy-or-sell-funds-in-gfunds-what-do-i-do}

Path: [articles/35735707460505-I-can-t-buy-or-sell-funds-in-GFunds-What-do-I-do](#)

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- [Why am I not qualified for GFunds?](#)
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- [How do I send money to another GCash account?](#)

If you can't make any buy or sell order in GFunds, it may be due to any of the following:

- **Your GCash Wallet balance is insufficient**
- **There is a minimum Buy order for the specific fund**

- **There is a scheduled system maintenance with GCash or its partner:** Check for any announcement on ongoing maintenance with GCash or its partners.
- **Your GCash app is not updated:** Download the latest version in the App Store or Google Play Store before trying again.

If you still can't buy or sell in GFunds, [click here to ask for help](#) and a customer representative will be in touch in **1-2 business days**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I can't open a GFunds account. What do I do?](#)
- [My Sell Order has not been reflected in my GFunds account. What do I do?](#)
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I can t buy or sell in GStocks PH What do I do {#i-can-t-buy-or-sell-in-gstocks-ph-what-do-i-do}

Path: articles/31223103981209-I-can-t-buy-or-sell-in-GStocks-PH-What-do-I-do

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Articles in this section

- [I withdrew funds from my GStocks PH account to my GCash wallet but they have not been reflected yet. What do I do?](#)
- [My Sell Order has not been reflected in my GStocks PH Wallet. What do I do?](#)
- [I can't access my GStocks PH account. What do I do?](#)
- [I can't open an account in GStocks PH. What do I do?](#)
- [How can I follow up on my GStocks PH account?](#)
- [I topped up my GStocks PH Wallet but it has not been reflected yet. What do I do?](#)
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- [How do I send money to another GCash account?](#)

If you can't make any buy or sell order transactions in GStocks PH, it may be due to any of the following:

- **The minimum quantity of shares you need to buy was not met:** Make sure that the quantity of shares follows the required multiple of certain stocks.
- **Your order has not been reflected as it was made beyond the PSE trading hours:** The PSE trading hours are from **9:30 am to 12:00 pm and 1:00 pm to 2:45 pm** Philippine Standard Time (GMT+08:00), from Monday to Friday (excluding holidays)
- **Top-up limit was exceeded:** A Basic GStocks PH account has a maximum top-up limit of **PHP 50,000**, while a **Full GStocks PH account has no top-up limit**.
- **Your GStocks PH account was considered dormant:** It has been dormant with no activity and cash and stocks for 12 months
- **There is a scheduled system maintenance with GCash or its partner:** Check for any announcement on ongoing maintenance with GCash or its partners.

If you still can't make a buy or sell order in GStocks PH, [click here to ask for help](#).

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How do I check the status of my GStocks PH order?](#)
- [What is the minimum quantity for a buy order in GStocks PH?](#)
- [I topped up my GStocks PH Trading Wallet but it has not been reflected yet. What do I do?](#)

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My Buy Order has not been reflected in my GStocks PH account. What do I do?

- [I withdrew funds from my GStocks PH account to my GCash wallet but they have not been reflected yet. What do I do?](#)
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- [I can't open an account in GStocks PH. What do I do?](#)
- [How can I follow up on my GStocks PH account?](#)
- [I topped up my GStocks PH Wallet but it has not been reflected yet. What do I do?](#)
- [I can't buy or sell in GStocks PH. What do I do?](#)
- [My Buy Order has not been reflected in my GStocks PH account. What do I do?](#)
- [My GStocks PH buy or sell order was rejected. What do I do?](#)

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Source: <https://help.gcash.com/hc/en-us/articles/31223103981209-I-can-t-buy-or-sell-in-GStocks-PH-What-do-I-do>

I can t buy sell on GCrypto What do I do {#i-can-t-buy-sell-on-gcrypto-what-do-i-do}

Path: articles/31309437398041-I-can-t-buy-sell-on-GCrypto-What-do-I-do

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Articles in this section

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- [How do I send money to another GCash account?](#)

If you're unable to buy or sell on GCrypto, it may be due to **system maintenance** affecting the availability of GCrypto services.

Your transactions are typically processed automatically and should be credited to or debited from your **GCash wallet** within **2 business days**.

If you need further assistance, [click here to ask for help](#). A customer service representative will contact you in **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How can I buy crypto in GCrypto?](#)
- [How can I sell crypto in GCrypto?](#)
- [I can't access my GCrypto account. What do I do?](#)
- [I can't send or receive crypto in GCrypto. What do I do?](#)
- [How can I top up my GCrypto Trading Wallet?](#)

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I can't access my GCrypto account. What do I do?

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I didn't receive a verification code for my GCrypto order. What do I do?

- [My crypto transaction has not been reflected in my GCrypto Wallet. What do I do?](#)
- [I can't send or receive crypto in GCrypto. What do I do?](#)
- [I topped up my GCrypto wallet but it has not been reflected yet. What do I do?](#)
- [I can't access my GCrypto account. What do I do?](#)
- [I can't buy/sell on GCrypto. What do I do?](#)
- [I didn't receive a verification code for my GCrypto order. What do I do?](#)
- [I can't open an account in GCrypto. What do I do?](#)

31309437398041

Source: <https://help.gcash.com/hc/en-us/articles/31309437398041-I-can-t-buy-sell-on-GCrypto-What-do-I-do>

I can t cash in to my GCash wallet What do I do {#i-can-t-cash-in-to-my-gcash-wallet-what-do-i-do}

Path: articles/28525786707225-I-can-t-cash-in-to-my-GCash-wallet-What-do-I-do

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Articles in this section

- [Why does my bank account unlink from GCash even though I already linked it before?](#)
- [I cashed in using international remittance but I didn't receive the money. What do I do?](#)
- [What are the GCash Cash In fees I need to know about?](#)
- [I cashed in to the wrong GCash account. What can I do?](#)
- [I transferred money or cashed in from a bank or e-wallet but I didn't receive the money. What do I do?](#)
- [I cannot link my bank to GCash. What do I do?](#)
- [I can't cash in to my GCash wallet. What do I do?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

Note: The following information applies if your cash-in or top-up from your bank or another e-wallet was not received or credited to your GCash account.

- For transfers initiated from GCash App to Bank App or E-Wallet please refer to [this Bank Transfer article](#)
- For transfer or withdrawal from your GSave account to GCash wallet, please refer to [this GSave article](#)
- For sending money to another GCash account, please refer to this [Send Money article](#)

If you have encountered an error while cashing in to GCash, here's what you can do:

1. Check if you are still within your [GCash Wallet and Transaction Limits](#)
2. If the transaction doesn't push through due to any of the following, learn how to [troubleshoot GCash app issues here:](#)
 - You did not receive an OTP (one-time password)
 - There is a prompt that says is there's no internet connection but your connection is working well

If you're still getting an error prompt, try the following steps indicated below per Cash In channel:

BPI

1. On your BPI App, tap **More**
2. Tap **General Settings**
3. Select **Customize Transaction Limits**
4. Tap **Load e-wallet, prepaid phone, and utilities using other apps**
5. Finalize adjusted limits > **Customize limits**

After adjusting your limits, please try cashing in again.

Note: BPI has a default daily limit of PHP 10,000. You can increase your cash-in limit by following the steps mentioned above.

If you're still unable to cash in, [click here to ask for help](#) in reporting the error message. A customer service representative will contact you in **1-2 business days**.

PayPal

Note:

Transferring funds between PayPal and your GCash VISA Card is currently unavailable. However, you can still cash in by linking your GCash account to PayPal.

Double check if you have linked your Paypal to your GCash account.

You can log in to your PayPal account to check if there are restrictions or needed actions, then relink your account to your GCash to be able to cash in again.

Note: PayPal may have placed limitations on your account due to any of the following reasons:

- Unauthorized use
- Account limits
- High-risk activity
- Inactive account

If you're still unable to cash in, [click here to ask for help](#) in reporting the error message. A customer service representative will contact you in **1-2 business days**.

Payoneer

Contact CustomerServiceManager@Payoneer.com to unlink your Payoneer account first, then link and cash in again.

If you're still unable to cash in, [click here to ask for help](#) in reporting the error message. A customer service representative will contact you in **1-2 business days**.

US Bank

If you can't cash in from your US bank, check if:

- Your US Bank registered name and date of birth match your GCash-registered name and date of birth
- You are within the \$500 cash-in limit for the first transaction and \$1000 for the monthly transaction limit.

Should you need any more assistance, [click here to ask for help](#) and a customer service representative will contact you in **1-2 business days**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I didn't receive my cash in to my GCash wallet. What do I do?](#)
- [I cannot link my bank to GCash. What do I do?](#)
- [I cashed in to the wrong mobile number. What do I do?](#)
- [I cannot transfer money to another bank using GCash. What do I do?](#)

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- [I cashed in using international remittance but I didn't receive the money. What do I do?](#)
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- [I cashed in to the wrong GCash account. What can I do?](#)
- [I transferred money or cashed in from a bank or e-wallet but I didn't receive the money. What do I do?](#)
- [I cannot link my bank to GCash. What do I do?](#)
- [I can't cash in to my GCash wallet. What do I do?](#)

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Source: <https://help.gcash.com/hc/en-us/articles/28525786707225-I-can-t-cash-in-to-my-GCash-wallet-What-do-I-do>

I can t create or register for a GCash account What do I do {#i-can-t-create-or-register-for-a-gcash-account-what-do-i-do}

Path: [articles/30445523277337-I-can-t-create-or-register-for-a-GCash-account-What-do-I-do](#)

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Articles in this section

- [How do I create a new GCash account?](#)
- [Create a GCash Jr account](#)
- [I can't create or register for a GCash account. What do I do?](#)
- [I'm trying to create a GCash account but it's asking for an MPIN. What should I do?](#)
- [Is there a minimum maintaining balance required to use GCash?](#)
- [There is another GCash account using my number. What do I do?](#)
- [Why do I need to provide a selfie for my GCash account?](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If you cannot create a GCash account, it might be because of the following:

1. **Selfie Scan wasn't accepted** Your selfie might not have been clear. Here's how to fix it:
 - Make sure your photo is clear, without blur
 - Wear proper attire, and avoid wearing masks or glasses
2. **Invalid email address** Your email might be incorrect or in the wrong format. To make sure you receive important updates, enter a valid and correct email address to receive updates from GCash.
3. **Account limit reached** You **may have reached the maximum allowable limit for GCash accounts** Please note you can only **register up to five different GCash accounts** or mobile numbers under your name.
4. **Mobile number has an existing GCash account**

If you're trying to create a GCash account and it asks for an MPIN, it means there's already an existing GCash account linked to that number. To continue creating your GCash account, [click here to ask for help](#). A customer service representative will contact you in **24 hours**.

5. **Issues within the GCash App** To address this, please follow these steps to [troubleshoot GCash app issues](#). If you tried this and still can't create a GCash account, [click here to ask for help](#). Once it's been submitted, a customer service representative will contact you in **24 hours**.

6. "Something went wrong" error

If you see this error message "Something went wrong" during registration, it may mean that:

- **You inputted an invalid name or details.** The name or details you entered may be incorrect. Please ensure they match your valid ID.
- **You did not pass GCash's validation process.** Your account registration is contingent upon meeting the requirements outlined in our Terms and Conditions and complying with Philippine laws and regulations. Unfortunately, we are unable to proceed with your application. Please refer to our [GCash Terms and Conditions](#) for more details.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How do I create a new GCash account?](#)
- [How to troubleshoot GCash app issues](#)
- [The selfie scan in GCash is not working. What do I do?](#)

- [I'm trying to create a GCash account but it's asking for an MPIN. What should I do?](#)

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I'm trying to create a GCash account but it's asking for an MPIN. What should I do?

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- [I'm trying to create a GCash account but it's asking for an MPIN. What should I do?](#)
- [Is there a minimum maintaining balance required to use GCash?](#)
- [There is another GCash account using my number. What do I do?](#)
- [Why do I need to provide a selfie for my GCash account?](#)

30445523277337

Source: <https://help.gcash.com/hc/en-us/articles/30445523277337-I-can-t-create-or-register-for-a-GCash-account-What-do-I-do>

I can t deactivate my GCash VISA Mastercard Card What do I do {#i-can-t-deactivate-my-gcash-visa-mastercard-card-what-do-i-do}

Path: [articles/30287352363801-I-can-t-deactivate-my-GCash-VISA-Mastercard-Card-What-do-I-do](#)

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Articles in this section

- [I can't order a GCash Card. What do I do?](#)
- [My GCash Card has not been delivered yet after 10 days. What do I do?](#)
- [I paid using my GCash Card but it's not reflecting yet. What should I do?](#)
- [I can't pay using my GCash VISA/Mastercard Card. What do I do?](#)
- [My GCash Card is not being accepted by a merchant for payment. What do I do?](#)
- [I want a refund for a purchase I made using my GCash Card](#)
- [I can't withdraw using my GCash Card. What do I do?](#)
- [My GCash Card got stuck in the ATM. What do I do?](#)
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- [I can't link my GCash Card to my GCash account. What do I do?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If you're experiencing any issues in deactivating your GCash Card, [click here to ask for help](#). A customer service representative will contact you in **24 hours**. Please note that once you deactivate your GCash Card, it will be **permanently unlinked from your GCash account**. This action is final and cannot be undone, meaning you won't be able to use your GCash Card again.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How do I deactivate my GCash Card from my account?](#)
- [How do I lock my GCash Card?](#)
- [How do I transfer my linked GCash VISA/Mastercard Card to a new mobile number?](#)
- [My GCash Card has been lost or stolen. What do I do?](#)
- [I can't pay using my GCash VISA/Mastercard Card. What do I do?](#)

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- [I paid using my GCash Card but it's not reflecting yet. What should I do?](#)
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- [My GCash Card has been lost or stolen. What do I do?](#)
- [How do I transfer my linked GCash VISA/Mastercard Card to a new mobile number?](#)
- [I can't apply my GCash Card promo voucher when ordering a card. What do I do?](#)

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I can't link my GCash Card to my GCash account What do I do {#i-can-t-link-my-gcash-card-to-my-gcash-account-what-do-i-do}

Path: articles/30287299657753-I-can-t-link-my-GCash-Card-to-my-GCash-account-What-do-I-do

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- [How do I send money to another GCash account?](#)

If you're having difficulty linking your GCash Card to your GCash account, here are a few things to check:

1. **Ensure the card isn't already linked** – Your GCash Card may already be linked to another GCash account.
2. **Check if the card is pre-activated** – If your GCash Card was issued by your company or local government, it might already be active.
3. **View your linked cards** – To see which cards are currently linked to your account, open the GCash app and tap on **Cards**.

If you've tried these steps and still can't link your card, [click here to ask for help](#). A customer service representative will contact you in **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How do I link my GCash Card to my GCash account?](#)
- [How do I transfer my linked GCash Card to a new mobile number?](#)
- [How can I pay using my GCash Card?](#)
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- [I can't apply my GCash Card promo voucher when ordering a card. What do I do?](#)

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I can t log in to GCash because my device was detected as not secure {#i-can-t-log-in-to-gcash-because-my-device-was-detected-as-not-secure}

Path: articles/38910492949529-I-can-t-log-in-to-GCash-because-my-device-was-detected-as-not-secure

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- [I can't login to GCash because it says I have an "untrusted connection." What do I do?](#)

- [Are there other ways to log in to GCash?](#)
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- [I want to use GCash on another phone or device](#)
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- [My phone got damaged or broken and I can't access GCash. What do I do?](#)
- [I uninstalled/reinstalled GCash or reset my registered phone](#)
- [I see an error "Your device has modified phone settings." How can I log in?](#)
- [I see an error - "Your device is jailbroken or rooted." How can I log in?](#)

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- [How do I send money to another GCash account?](#)

If you can't log in to GCash, it's because of the GCash app's new security features, one of which stops unauthorized access to accounts on modified or unsafe devices.

You might see this prompt because of reasons such as:

- The system detected that your [device could be jailbroken or rooted](#)
- The system detected that your [settings allow installation via untrusted sources or developer options](#)
- There could have been [applications installed that made your device not secure](#).

To protect your account, you cannot access GCash on the device that experienced this error. To use GCash, open the GCash app through a secure and unmodified mobile phone or tablet device.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I can't log in to my GCash account. What do I do?](#)
- [I see an error - "Your device is jailbroken or rooted." How can I log in?](#)
- [I see an error "Your device has modified phone settings." How can I log in?](#)
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- [I can't log in to GCash because my device was detected as not secure](#)

38910492949529

Source: <https://help.gcash.com/hc/en-us/articles/38910492949529-I-can-t-log-in-to-GCash-because-my-device-was-detected-as-not-secure>

I can t log in to my GCash account What do I do {#i-can-t-log-in-to-my-gcash-account-what-do-i-do}

Path: articles/900006273543-I-can-t-log-in-to-my-GCash-account-What-do-I-do

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- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If you're having issues logging in to your GCash app, read this guide to learn which login error you're experiencing and what you can do to access your account. Rest assured your funds are safe.

Note:

If you cannot log in, don't uninstall and reinstall your GCash app.

Identify why you're having login issues

If you're having trouble logging in to your GCash account, select from the scenarios below so we can help you.

- 👉 [I forgot my MPIN](#)
- 👉 [I didn't receive the OTP while trying to login](#)
- 👉 [The selfie scan isn't working](#)
- 👉 [I want to log in with another phone or device](#)
- 👉 [I lost my SIM or phone](#)
- 👉 [I see an error saying my device is not secure](#)
- 👉 [I see a prompt saying my account is on hold or restricted](#)
- 👉 [The app keeps crashing or shows a white screen](#)
- 👉 [I want to transact offline with GCash](#)
- 👉 [Are there other ways to log in to GCash?](#)

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- [My phone got damaged or broken and I can't access GCash. What do I do?](#)
- [I uninstalled/reinstalled GCash or reset my registered phone](#)
- [I see an error "Your device has modified phone settings." How can I log in?](#)
- [I see an error - "Your device is jailbroken or rooted." How can I log in?](#)
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I can't login to GCash because it says I have an untrusted connection What do I do {#i-can-t-login-to-gcash-because-it-says-i-have-an-untrusted-connection-what-do-i-do}

Path: articles/42096140355353-I-can-t-login-to-GCash-because-it-says-I-have-an-untrusted-connection-What-do-I-do

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- [I see an error "Your device has modified phone settings." How can I log in?](#)
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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If you see a message saying "We detected an untrusted connection" or error codes like REF: 2631 00AF, REF: 6948, or 2631, it means your connection might not be secure.

To fix this, try **switching to a different network and reopening the GCash app.**

How to switch to a different network

Android

To change your network connections, select **Settings** and change your WiFi network or use your mobile data.

iOS

To change your network connection, select **Settings**.

Tap **Wi-Fi** and connect to a different network or turn on your mobile data by tapping **Cellular > Cellular Data**.

Need More Help?

For other inquiries or concerns, check out the following articles:

- [Device Security](#)
- [I want to use GCash on another phone or device](#)
- [Someone is trying to unlink my GCash account or requesting to register their phone](#)
- [I lost the SIM or phone where my GCash account is registered](#)

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Are there other ways to log in to GCash?

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- [I uninstalled/reinstalled GCash or reset my registered phone](#)
- [I see an error "Your device has modified phone settings." How can I log in?](#)
- [I see an error - "Your device is jailbroken or rooted." How can I log in?](#)
- [I can't log in to GCash because my device was detected as not secure](#)

42096140355353

Source: <https://help.gcash.com/hc/en-us/articles/42096140355353-I-can-t-login-to-GCash-because-it-says-I-have-an-untrusted-connection-What-do-I-do>

I can t make a payment for my GCredit account What do I do {#i-can-t-make-a-payment-for-my-gcredit-account-what-do-i-do}

Path: [articles/39853751764505-I-can-t-make-a-payment-for-my-GCredit-account-What-do-I-do](#)

ADVISORY:

Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Articles in this section

- [I am encountering an error in applying for GCredit. What do I do?](#)
- [Why am I not qualified for GCredit?](#)
- [I already paid my GCredit but it's not reflecting yet. What should I do?](#)
- [I was charged multiple times for one GCredit payment. What do I do?](#)
- [I can't make a payment for my GCredit account. What do I do?](#)
- [I was charged a penalty or additional fee even though I paid my GCredit on time. What do I do?](#)
- [I have a concern with GCredit's partner collection agencies. What should I do?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If you cannot make a payment for your GCredit account, it may be due to **system maintenance**, a **system error**, or **insufficient funds** in your GCash wallet. Here are some steps to take before making a GCredit payment:

1. Make sure your GCash wallet has **enough funds to cover the amount due**
2. Check if you have a **stable internet connection**

To check if your payment pushed through, please check out your [GCash Transaction history](#).

If you can't pay your GCredit dues through the GCash app, we recommend [**paying via our offline payment partners**](#).

If you're having continued problems with paying through the GCredit dashboard, [click here to ask for help](#). Make sure you input your GCash-registered email to receive updates. A customer service representative will contact you in **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I was charged multiple times for one GCredit payment. What do I do?](#)
- [I was charged a penalty or additional fee even though I paid my GCredit on time. What do I do?](#)
- [I have a concern with GCredit's partner collection agencies. What should I do?](#)

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- [Why am I not qualified for GCredit?](#)
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- [I was charged multiple times for one GCredit payment. What do I do?](#)
- [I can't make a payment for my GCredit account. What do I do?](#)
- [I was charged a penalty or additional fee even though I paid my GCredit on time. What do I do?](#)
- [I have a concern with GCredit's partner collection agencies. What should I do?](#)

39853751764505

Source: <https://help.gcash.com/hc/en-us/articles/39853751764505-I-can-t-make-a-payment-for-my-GCredit-account-What-do-I-do>

I can t make a payment for my GGives account What do I do {#i-can-t-make-a-payment-for-my-ggives-account-what-do-i-do}

Path: [articles/39855188266649-I-can-t-make-a-payment-for-my-GGives-account-What-do-I-do](#)

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- [I am encountering an error in applying for GGives. What do I do?](#)
- [I already paid my GGives but it's not reflecting yet. What should I do?](#)
- [I can't make a payment for my GGives account. What do I do?](#)
- [I was charged multiple times for one GGives payment. What do I do?](#)
- [I still haven't received my GGives interest cashback after 14 days. What should I do?](#)
- [I was charged a penalty or additional fee even though I paid my GGives on time. What do I do?](#)
- [I have a concern with GGives' partner collection agencies. What should I do?](#)

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- [Accepted IDs for GCash Verification](#)

- [How do I send money to another GCash account?](#)

If you cannot make a payment for your GGives account, it may be due to **system maintenance**, a **system error**, or **insufficient funds** in your GCash wallet. Here are some steps to take before making a GGives payment:

- Make sure your GCash wallet has **enough funds to cover the amount due**
- Check if you have a **stable internet connection**

If you can't pay your GGives dues through the GCash app, we recommend **paying via our offline payment partners.**

If you're still having trouble paying through the GGives dashboard, [click here to ask for help.](#) A customer service representative will contact you within **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I was charged multiple times for one GGives payment. What do I do?](#)
- [I was charged a penalty or additional fee even though I paid my GGives on time. What do I do?](#)
- [I have a concern with GGives' partner collection agencies. What should I do?](#)

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- [I already paid my GGives but it's not reflecting yet. What should I do?](#)
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- [I was charged a penalty or additional fee even though I paid my GGives on time. What do I do?](#)
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Source: <https://help.gcash.com/hc/en-us/articles/39855188266649-I-can-t-make-a-payment-for-my-GGives-account-What-do-I-do>

I can't make a payment for my GLoan account What do I do {#i-can-t-make-a-payment-for-my-gloan-account-what-do-i-do}

Path: articles/39051175012377-I-can-t-make-a-payment-for-my-GLoan-account-What-do-I-do

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Articles in this section

- [Why am I not eligible for GLoan?](#)
- [I am encountering an error in applying for GLoan. What do I do?](#)
- [I can't make a payment for my GLoan account. What do I do?](#)
- [I was charged multiple times for one GLoan payment. What do I do?](#)
- [I still haven't received my GLoan interest cashback after 14 days. What should I do?](#)
- [I was charged a penalty or additional fee even though I paid my GLoan on time. What do I do?](#)
- [I already paid my GLoan but it's not reflecting yet. What should I do?](#)
- [I have a concern with GLoan's partner collection agencies. What should I do?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If you're unable to make a payment for your GLoan account, it may be due to **system maintenance**, **system error**, or there may be **no sufficient funds** in your GCash wallet. Here are some steps to take before making a GLoan payment:

1. Make sure your **GCash wallet has enough funds** to cover the amount due
2. Check if you have a **stable internet connection**
3. Please check your **GCash Transaction History** in case your payment pushes through to avoid multiple debits

If you still cannot make a payment through the GLoan dashboard, we recommend paying via our [offline payment partners](#) or [Pay Bills feature](#).

For additional assistance, [click here to ask for help](#). A customer service representative will contact you within **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How can I pay my GLoan dues?](#)
- [I already paid my GLoan but it's not reflecting yet. What should I do?](#)
- [I still haven't received my GLoan interest cashback after 14 days. What should I do?](#)
- [I was charged multiple times for one GLoan payment. What do I do?](#)
- [I was charged a penalty or additional fee even though I paid my GLoan on time. What do I do?](#)

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Source: <https://help.gcash.com/hc/en-us/articles/39051175012377-I-can-t-make-a-payment-for-my-GLoan-account-What-do-I-do>

I can t make a payment in GLife What do I do {#i-can-t-make-a-payment-in-glife-what-do-i-do}

Path: [articles/35429702968217-I-can-t-make-a-payment-in-GLife-What-do-I-do](#)

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Articles in this section

- [My GLife voucher is not working. What do I do?](#)
- [I withdrew money from a game in GLife, but it hasn't been reflected in my GCash wallet. What do I do?](#)
- [I deposited money into a game on GLife, but now I can't open it. What should I do?](#)
- [Quick Rewards by Hustle PH](#)
- [GCash Travel+](#)
- [What is GLife?](#)
- [I can't make a payment in GLife. What do I do?](#)
- [I can't access or open GLife. What do I do?](#)
- [I want to request a refund or cancellation for my GLife payment. What do I do?](#)
- [I'm experiencing issues with Cashback by Findshare. What do I do?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If you can't make a payment or encountering any payment issues in GLife, here's what you can do:

1. Check your GCash Wallet Balance

Ensure your GCash wallet has sufficient funds for the transaction. 2. **Review transaction details**

Double-check your payment details, including the selected store, item, and total amount. Errors in these details can cause payment failures.

Troubleshoot GCash app

If you continue to experience errors, please troubleshoot GCash app issues.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I want to request a refund or cancellation for my GLife payment. What do I do?](#)
- [I can't access or open GLife. What do I do?](#)
- [I'm experiencing issues with Cashback by Findshare. What do I do?](#)

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I can't access or open GLife. What do I do?

- [My GLife voucher is not working. What do I do?](#)
- [I withdrew money from a game in GLife, but it hasn't been reflected in my GCash wallet. What do I do?](#)
- [I deposited money into a game on GLife, but now I can't open it. What should I do?](#)
- [Quick Rewards by Hustle PH](#)
- [GCash Travel+](#)
- [What is GLife?](#)
- [I can't make a payment in GLife. What do I do?](#)
- [I can't access or open GLife. What do I do?](#)
- [I want to request a refund or cancellation for my GLife payment. What do I do?](#)
- [I'm experiencing issues with Cashback by Findshare. What do I do?](#)
- [What is Sharetreasures in GLife?](#)

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Source: <https://help.gcash.com/hc/en-us/articles/35429702968217-I-can-t-make-a-payment-in-GLife-What-do-I-do>

I can't open a GFunds account What do I do {#i-can-t-open-a-gfunds-account-what-do-i-do}

Path: [articles/30845311649561-I-can-t-open-a-GFunds-account-What-do-I-do](#)

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Articles in this section

- [My Sell Order has not been reflected in my GFunds account. What do I do?](#)
- [I can't buy or sell funds in GFunds. What do I do?](#)
- [I can't open a GFunds account. What do I do?](#)
- [I can't access my GFunds account. What do I do?](#)
- [Why am I not qualified for GFunds?](#)
- [My Buy Order has not been reflected in my GFunds account. What do I do?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If you cannot open a GFunds account, check if you meet all the [eligibility requirements](#) first, and then check if:

- There is an ongoing GCash or partner maintenance
- You have a stable internet connection

If you encounter an error during GFunds registration, please try [troubleshooting GCash app issues](#).

If you did not receive a confirmation email or still can't open a GFunds account, [click here to ask for help](#) and a customer representative will be in touch in **1-2 business days**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I can't buy or sell in GFunds. What do I do?](#)
- [Why am I not qualified for GFunds?](#)
- [I can't access my GFunds account. What do I do?](#)

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I can't buy or sell funds in GFunds. What do I do?

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- [My Sell Order has not been reflected in my GFunds account. What do I do?](#)
- [I can't buy or sell funds in GFunds. What do I do?](#)
- [I can't open a GFunds account. What do I do?](#)
- [I can't access my GFunds account. What do I do?](#)
- [Why am I not qualified for GFunds?](#)
- [My Buy Order has not been reflected in my GFunds account. What do I do?](#)

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I can't open an account in GCrypto What do I do {#i-can-t-open-an-account-in-gcrypto-what-do-i-do}

Path: [articles/31309254502553-I-can-t-open-an-account-in-GCrypto-What-do-I-do](#)

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Articles in this section

- [My crypto transaction has not been reflected in my GCrypto Wallet. What do I do?](#)
- [I can't send or receive crypto in GCrypto. What do I do?](#)
- [I topped up my GCrypto wallet but it has not been reflected yet. What do I do?](#)
- [I can't access my GCrypto account. What do I do?](#)
- [I can't buy/sell on GCrypto. What do I do?](#)
- [I didn't receive a verification code for my GCrypto order. What do I do?](#)
- [I can't open an account in GCrypto. What do I do?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If you can't open a GCrypto account, it could be due to a few common issues. Here's how to resolve them:

Eligibility Requirements

- Make sure you meet all the [eligibility requirements](#). You need to be at least 18 years old, a fully verified GCash user, and have an updated profile.

One GCrypto Account

- Make sure you only have one GCrypto account. If you're sharing an email address with someone else who already has a GCrypto account, update your email address on the GCash app first and then try registering again.

If you still can't open a GCrypto account, please click here to ask for help. A customer service representative will contact you in **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- I can't access my GCrypto account. What do I do?
- I didn't receive a verification code for my GCrypto order. What do I do?
- Can I open a GCrypto account?
- What are the GCrypto Networks and Fees I need to know about?
- What coins can I trade in GCrypto?

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I didn't receive a verification code for my GCrypto order. What do I do?

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- My crypto transaction has not been reflected in my GCrypto Wallet. What do I do?
- I can't send or receive crypto in GCrypto. What do I do?
- I topped up my GCrypto wallet but it has not been reflected yet. What do I do?
- I can't access my GCrypto account. What do I do?
- I can't buy/sell on GCrypto. What do I do?
- I didn't receive a verification code for my GCrypto order. What do I do?
- I can't open an account in GCrypto. What do I do?

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Source: <https://help.gcash.com/hc/en-us/articles/31309254502553-I-can-t-open-an-account-in-GCrypto-What-do-I-do>

I can t open an account in GSave What do I do {#i-can-t-open-an-account-in-gsave-what-do-i-do}

Path: articles/30244063308953-I-can-t-open-an-account-in-GSave-What-do-I-do

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Articles in this section

- [I made a withdrawal from my GSave account but it still has not been credited to my GCash wallet. What do I do?](#)
- [I can't open an account in GSave. What do I do?](#)
- [I can't open my GSave account. What do I do?](#)
- [I made a deposit to my GSave account but it still has not been credited to my account. What do I do?](#)
- [My GSave Regular Savings dashboard is not loading/not updated. What do I do?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If you can't register in GSave, it may be because:

- You have an existing account with the partner bank opened through GSave
- Your government ID is either **invalid or expired**
- Your GCash account is not [Fully Verified](#)
- You are a GCash Jr. account holder
- Your internet connection is unstable upon registration
- There is an ongoing downtime or maintenance with GSave or the partner bank

For Filipino Citizens working abroad where GCash is available

If you are an overseas Filipino citizen working abroad, you can open a [GSave Overseas CIMB account](#).

What to do if you can't register in GSave

If you have a GSave account linked with your old GCash account, contact the respective bank partner to unlink and transfer your account.

If you still can't open a GSave account due to an error message, take a screenshot of the error then [click here to ask for help](#). A customer service representative will contact you in **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I can't open my GSave account. What do I do?](#)
- [I made a deposit to my Gsave account but it still has not been credited to my account. What do I do?](#)
- [My GSave Regular Savings dashboard is not loading/not updated. What do I do?](#)

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I made a withdrawal from my GSave account but it still has not been credited to my GCash wallet. What do I do?

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I can't open my GSave account. What do I do?

- [I made a withdrawal from my GSave account but it still has not been credited to my GCash wallet. What do I do?](#)
- [I can't open an account in GSave. What do I do?](#)
- [I can't open my GSave account. What do I do?](#)
- [I made a deposit to my GSave account but it still has not been credited to my account. What do I do?](#)
- [My GSave Regular Savings dashboard is not loading/not updated. What do I do?](#)

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Source: <https://help.gcash.com/hc/en-us/articles/30244063308953-I-can-t-open-an-account-in-GSave-What-do-I-do>

I can t open an account in GStocks PH What do I do {#i-can-t-open-an-account-in-gstocks-ph-what-do-i-do}

Path: articles/31220488898329-I-can-t-open-an-account-in-GStocks-PH-What-do-I-do

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Articles in this section

- [I withdrew funds from my GStocks PH account to my GCash wallet but they have not been reflected yet. What do I do?](#)
- [My Sell Order has not been reflected in my GStocks PH Wallet. What do I do?](#)
- [I can't access my GStocks PH account. What do I do?](#)
- [I can't open an account in GStocks PH. What do I do?](#)
- [How can I follow up on my GStocks PH account?](#)
- [I topped up my GStocks PH Wallet but it has not been reflected yet. What do I do?](#)
- [I can't buy or sell in GStocks PH. What do I do?](#)
- [My Buy Order has not been reflected in my GStocks PH account. What do I do?](#)
- [My GStocks PH buy or sell order was rejected. What do I do?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If you cannot open a GStocks PH account, check if you meet all the [eligibility requirements](#) first and **verify your GStocks PH account via email** sent to your registered email address, and then check if:

- There is an ongoing GCash or partner maintenance
- You have a stable internet connection

If you still can't open an account in GStocks PH, please [click here to ask for help](#). A customer service representative will be in touch within **1-2 business days**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How can I follow up on my GStocks PH account registration?](#)
- [I can't access my GStocks PH account. What do I do?](#)
- [My GStocks PH buy or sell order was rejected. What do I do?](#)

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- [My Sell Order has not been reflected in my GStocks PH Wallet. What do I do?](#)
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- [I can't open an account in GStocks PH. What do I do?](#)
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- [I topped up my GStocks PH Wallet but it has not been reflected yet. What do I do?](#)
- [I can't buy or sell in GStocks PH. What do I do?](#)
- [My Buy Order has not been reflected in my GStocks PH account. What do I do?](#)
- [My GStocks PH buy or sell order was rejected. What do I do?](#)

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Source: <https://help.gcash.com/hc/en-us/articles/31220488898329-I-can-t-open-an-account-in-GStocks-PH-What-do-I-do>

I can t open my GSave account What do I do {#i-can-t-open-my-gsave-account-what-do-i-do}

Path: articles/30244197882265-I-can-t-open-my-GSave-account-What-do-I-do

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Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

Articles in this section

- [I made a withdrawal from my GSave account but it still has not been credited to my GCash wallet. What do I do?](#)
- [I can't open an account in GSave. What do I do?](#)
- [I can't open my GSave account. What do I do?](#)
- [I made a deposit to my GSave account but it still has not been credited to my account. What do I do?](#)
- [My GSave Regular Savings dashboard is not loading/not updated. What do I do?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
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- [How do I send money to another GCash account?](#)

If you can't open your account in the app, it may be due to any of the following:

- Your account is dormant due to no usage or transactions for a specific number of months. Note that a PHP 30 Dormancy Fee applies for dormant accounts.
 - GSave by CIMB: 24 months
 - #MySaveUp by BPI: 24 months
 - EzySave+ by Maybank: 24 months
 - #UNOReady@GCash by UNO Bank: 24 months
- Your account is closed or expired
- There's an ongoing partner system maintenance or downtime
- Your account is not linked (for GSave by CIMB app only)

You will be notified if your account will soon close or expire. If your account has closed, your funds will still be safe, and you can still withdraw them on the partner bank's app.

Your account will be **automatically activated once you make any deposit transaction**.

If none of these apply to you and you still can't open your GSave account, [click here to ask for help](#). A customer service representative will contact you in **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I can't open an account in GSave. What do I do?](#)
- [I made a deposit to my Gsave account but it still has not been credited to my account. What do I do?](#)
- [My GSave Regular Savings dashboard is not loading/not updated. What do I do?](#)

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What do I do?

- [I made a withdrawal from my GSave account but it still has not been credited to my GCash wallet. What do I do?](#)
- [I can't open an account in GSave. What do I do?](#)
- [I can't open my GSave account. What do I do?](#)
- [I made a deposit to my GSave account but it still has not been credited to my account. What do I do?](#)
- [My GSave Regular Savings dashboard is not loading/not updated. What do I do?](#)

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Source: <https://help.gcash.com/hc/en-us/articles/30244197882265-I-can-t-open-my-GSave-account-What-do-I-do>

I can t order a GCash Card What do I do {#i-can-t-order-a-gcash-card-what-do-i-do}

Path: articles/30287122730009-I-can-t-order-a-GCash-Card-What-do-I-do

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Articles in this section

- [I can't order a GCash Card. What do I do?](#)
- [My GCash Card has not been delivered yet after 10 days. What do I do?](#)
- [I paid using my GCash Card but it's not reflecting yet. What should I do?](#)
- [I can't pay using my GCash VISA/Mastercard Card. What do I do?](#)
- [My GCash Card is not being accepted by a merchant for payment. What do I do?](#)
- [I want a refund for a purchase I made using my GCash Card](#)
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- [My GCash Card got stuck in the ATM. What do I do?](#)
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- [I can't link my GCash Card to my GCash account. What do I do?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If you encountered an error message while submitting your order or if you cannot click the **Card Order** button, it may be due to certain restrictions:

- **Only Fully Verified GCash users can order** – Make sure your GCash account is fully verified. You won't be able to request a card if your account is not verified.
- **One card per account** – Each GCash account can only have one GCash Card. If you've already ordered one, you won't be able to request another. If you lose your card and need a replacement, deactivate your old card first.

If these don't apply to you, try the steps below to troubleshoot:

1. **Check Your Internet Connection** – Make sure you have a stable internet connection
2. **Restart the GCash App** – Close and reopen the GCash app
3. **Submit Your Card Order Again** – Try resubmitting your card order application

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How can I order a GCash VISA Card?](#)
- [Can GCash deliver my GCash Card to my location?](#)
- [GCash Card Fast FAQs](#)
- [My GCash Card has been lost or stolen. What do I do?](#)
- [What can I do with my GCash VISA/Mastercard Card?](#)

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- [My GCash Card is not being accepted by a merchant for payment. What do I do?](#)
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- [My GCash Card got stuck in the ATM. What do I do?](#)
- [The ATM did not release any money after withdrawing using my GCash Card](#)
- [I can't link my GCash Card to my GCash account. What do I do?](#)
- [I can't deactivate my GCash VISA/Mastercard Card. What do I do?](#)
- [My GCash Card has been lost or stolen. What do I do?](#)
- [How do I transfer my linked GCash VISA/Mastercard Card to a new mobile number?](#)
- [I can't apply my GCash Card promo voucher when ordering a card. What do I do?](#)

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Source: <https://help.gcash.com/hc/en-us/articles/30287122730009-I-can-t-order-a-GCash-Card-What-do-I-do>

I can't pay bills using GCash What do I do {#i-can-t-pay-bills-using-gcash-what-do-i-do}

Path: [articles/30283132306329-I-can-t-pay-bills-using-GCash-What-do-I-do](#)

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Articles in this section

- [I can't pay bills using GCash. What do I do?](#)
- [I did not receive my top-up after using Bills. What do I do?](#)
- [My GCash bill payment was not posted or confirmed by the biller. What do I do?](#)
- [I was charged multiple times for my bills payment. What do I do?](#)
- [I entered the wrong details when paying my bills with GCash. What do I do?](#)
- [My GCash bills payment failed. What do I do?](#)
- [How much is the transaction fee for my bills payment in GCash?](#)
- [I can't save scheduled bills or favorite billers. What do I do?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If you're encountering problems while paying your bill through GCash, try these steps:

1. **Restart the app** and check your **internet connection**
2. [Troubleshoot common GCash app issues](#)
3. Ensure you have **enough funds** in your GCash Wallet
4. **Check if your biller is currently down or under maintenance.** Billers that are **grayed out** in the app are temporarily unavailable.

See available and unavailable biller examples below:

Biller Available:

Biller Not Available

5. Check if you've **exceeded your [GCash Transaction Limit](#)**; it refreshes at the start of each month

If you're not sure if your payment went through, visit "[My GCash bill payment was not posted or confirmed. What do I do?](#)" for more information.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How do I pay my bills using GCash?](#)
- [How much is the transaction fee for my bills payment in GCash?](#)
- [I entered the wrong details when paying my bills with GCash. What do I do?](#)
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Source: <https://help.gcash.com/hc/en-us/articles/30283132306329-I-can-t-pay-bills-using-GCash-What-do-I-do>

I can t pay using GCash Tap N Pay What should I do {#i-can-t-pay-using-gcash-tap-n-pay-what-should-i-do}

Path: articles/29803032229529-I-can-t-pay-using-GCash-Tap-N-Pay-What-should-I-do

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- [How do I use and activate Tap N' Pay?](#)
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- [I was charged more than once when I used Tap N' Pay. What do I do?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
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- [How do I send money to another GCash account?](#)

If you cannot pay or get an error using Tap N' Pay, please ensure your device supports NFC. To check if your phone is NFC capable, look at your phone's settings and look for any mention of NFC.

Please also check with the merchant if their POS terminal is **NFC enabled**.

If your device is capable of using NFC, please make sure to [activate your GCash Tap N' Pay](#).

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I can't pay using GCash Tap N' Pay. What should I do?](#)
- [I used Tap N' Pay but the merchant didn't receive the payment and/or SMS confirmation. What should I do?](#)
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I used Tap N' Pay but the merchant didn't receive the payment and/or SMS confirmation. What should I do?

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- [I used Tap N' Pay but the merchant didn't receive the payment and/or SMS confirmation. What should I do?](#)
- [I was charged more than once when I used Tap N' Pay. What do I do?](#)

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Source: <https://help.gcash.com/hc/en-us/articles/29803032229529-I-can-t-pay-using-GCash-Tap-N-Pay-What-should-I-do>

I can t pay using GCash Watch Pay What should I do {#i-can-t-pay-using-gcash-watch-pay-what-should-i-do}

Path: [articles/40477864099865-I-can-t-pay-using-GCash-Watch-Pay-What-should-I-do](#)

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- [I was charged more than once when I used GCash Watch Pay. What do I do?](#)
- [I can't pay using GCash Watch Pay. What should I do?](#)
- [I used GCash Watch Pay but the merchant didn't receive the payment and/or SMS confirmation. What should I do?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If you cannot pay or get an error using Watch Pay, please make sure your **GCash Wallet is properly linked to your Watch**. Please also double-check if Watch Pay is available on your watch. Currently, Watch Pay is **only available to Huawei wearables**. If the issue persists, try restarting your watch.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [GCash Watch Pay](#)
- [I used GCash Watch Pay but the merchant didn't receive the payment and/or SMS confirmation. What should I do?](#)
- [I was charged more than once when I used GCash Watch Pay. What do I do?](#)

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I used GCash Watch Pay but the merchant didn't receive the payment and/or SMS confirmation. What should I do?

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- [I was charged more than once when I used GCash Watch Pay. What do I do?](#)
- [I can't pay using GCash Watch Pay. What should I do?](#)
- [I used GCash Watch Pay but the merchant didn't receive the payment and/or SMS confirmation. What should I do?](#)

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Source: <https://help.gcash.com/hc/en-us/articles/40477864099865-I-can-t-pay-using-GCash-Watch-Pay-What-should-I-do>

I can t pay using my GCash VISA Mastercard Card What do I do {#i-can-t-pay-using-my-gcash-visa-mastercard-card-what-do-i-do}

Path: articles/30287174877081-I-can-t-pay-using-my-GCash-VISA-Mastercard-Card-What-do-I-do

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- [What are the steps to get a Fully Verified GCash account?](#)
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- [How do I send money to another GCash account?](#)

If you're unable to use your GCash Card, try these quick checks:

1. **Check if your GCash Card is active and unlocked** – Make sure your GCash Card is **both activated and unlocked in the app.** -
2. **Check your wallet balance**– Ensure that your GCash wallet has enough funds for the transaction.
3. **Check your transaction limits** – Make sure that you haven't exceeded your GCash wallet or card transaction limits.

If you've already checked these but you're still seeing an error message, [click here to ask for help](#). A customer service representative will contact you in **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How can I pay using my GCash Card?](#)
- [I can't apply my GCash Card promo voucher when ordering a card. What do I do?](#)
- [My GCash Card is not being accepted by a merchant for payment. What do I do?](#)
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Source: <https://help.gcash.com/hc/en-us/articles/30287174877081-I-can-t-pay-using-my-GCash-VISA-Mastercard-Card-What-do-I-do>

I can t save scheduled bills or favorite billers What do I do {#i-can-t-save-scheduled-bills-or-favorite-billers-what-do-i-do}

Path: articles/30283642636697-I-can-t-save-scheduled-bills-or-favorite-billers-What-do-I-do

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- [I can't pay bills using GCash. What do I do?](#)
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If you're unable to save scheduled payments or favorite billers, here's what you can do:

1. **Restart** your GCash App or [try these troubleshooting steps](#)
2. **Recheck** the number of scheduled payments and favorite billers you have, as you can only save a **maximum of 5** each.

If you tried these but you're still having the same issues, you may reach out to us for help respectively:

- [Ask for help for unable to save favorite billers](#)
- [Ask for help for unable to save scheduled bills payment](#)

A customer service representative will contact you within **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How can I add/save my favorite billers in GCash?](#)
- [How do I schedule my bills payment in GCash?](#)
- [How do I pay my bills using GCash?](#)
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I can t scan the QR code What do I do {#i-can-t-scan-the-qr-code-what-do-i-do}

Path: articles/31315639906073-I-can-t-scan-the-QR-code-What-do-I-do

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- [How do I use Scan to Order on GCash?](#)
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- [I can't scan the QR code. What do I do?](#)
- [I was charged multiple times after using Scan to Pay QR. What do I do?](#)
- [Merchant didn't receive the payment and/or SMS when I used Scan to Pay. What do I do?](#)

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If you're having trouble scanning the QR code, follow these steps:

1. **Check your phone's camera Lens:** Make sure your camera lens is clean and free from smudges. Adjust the angle to ensure the QR code is clear and within the frame.
2. **Restart the App:** If you still can't scan the QR code, close and reopen your GCash app, then try scanning the QR code again.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I was charged multiple times after using Scan to Pay QR. What do I do?](#)

- [Merchant didn't receive the payment and/or SMS when I used Scan to Pay. What do I do?](#)
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Source: <https://help.gcash.com/hc/en-us/articles/31315639906073-I-can-t-scan-the-QR-code-What-do-I-do>

I can t send money to another GCash account What do I do {#i-can-t-send-money-to-another-gcash-account-what-do-i-do}

Path: [articles/30244983596185-I-can-t-send-money-to-another-GCash-account-What-do-I-do](#)

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- [What is the GCash Express Send Transaction Limit?](#)
- [Express Send Transaction Limit FAQs](#)
- [I've exceeded my Express Send transaction limit in GCash. What do I do?](#)
- [Someone sent me money from their GCash to my GCash account, but I didn't receive it. What should I do?](#)
- [I sent money to the wrong GCash account or number via Express Send. What should I do?](#)
- [I sent money from my GCash to another GCash account, but the recipient didn't receive it. What should I do?](#)
- [I can't send money to another GCash account. What do I do?](#)

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If you encounter problems when sending money to another GCash account, check the scenario that applies to you:

If you are asked to check your wallet balance and transaction history

This might mean that your previous transaction was successfully processed. Check your wallet balance and transaction history to confirm.

Make sure you have enough balance to complete the transaction.

Before submitting, ensure that you've ticked the checkbox to confirm your transaction.

If the transaction will exceed the recipient's incoming daily limit

Ask the recipient if they've reached their wallet or transaction limit. This could block the transaction from going through.

If the transaction will exceed your daily outgoing limit

Try sending a smaller amount that is within your outgoing limit.

You may check your profile limit by logging into your GCash app Profile > Profile Limits >

If the transaction will exceed the recipient's receive monthly limit

This means that the recipient has reached the [maximum number of transactions they can do for receiving Express Send money](#).

If the transaction will exceed your send monthly limit

This means that you have reached the [maximum number of transactions you can do for sending Express Send money](#).

If you're asked to wait before sending money again

If you're sending the same amount to the same number repeatedly, wait for at least 5 minutes between transactions to avoid issues.

This is a feature to avoid double sending money to the same recipient.

You may check if the transaction was successful by logging into your **GCash app** > **Transaction History**.

If you're asked to try again later

If the transaction doesn't go through because of these reasons, here's what to do:

- No internet connection error but your connection is fine: [Follow basic troubleshooting steps](#).

- Unable to generate a QR code: Try refreshing the app or checking your network.
- "GCash detected an untrusted connection": Switch to a different internet connection.
- The number you're sending money to is not registered: Make sure the recipient's GCash number is active and valid.

If you see an error message like “GCash detected an untrusted connection” (e.g., REF: 2631 00AF or REF: 6948, 2631):

Try changing your network connection by following basic troubleshooting steps.

If you're using an iPhone 14, 15, 16

You might experience errors when using *Express Send*. Reinstall your GCash app and try again.

If you see an error message saying “Unable to process this transaction. Please contact your recipient”

This could mean that there is a problem with the safety of the transaction. Try sending money to other GCash recipients and see if the error persists. If you still need to send money to the recipient, ask the recipient to submit a request to GCash.

If you still can't send money via Express Send, [click here to ask for help](#). Please make sure to select the correct error message you encountered so we can address your concern accurately. A customer service representative will contact you in **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I can't cash in to my GCash wallet. What do I do?](#)
- [I can't transfer money to another bank using GCash. What do I do?](#)
- [I sent money from my GCash to another GCash account, but the recipient didn't receive it. What should I do?](#)
- [I sent money to the wrong GCash account or number via Express Send. What should I do?](#)
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Source: <https://help.gcash.com/hc/en-us/articles/30244983596185-I-can-t-send-money-to-another-GCash-account-What-do-I-do>

I can't send or receive crypto in GCrypto What do I do

{#i-can-t-send-or-receive-crypto-in-gcrypto-what-do-i-do}

Path: [articles/31309702924441-I-can-t-send-or-receive-crypto-in-GCrypto-What-do-I-do](#)

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- [I topped up my GCrypto wallet but it has not been reflected yet. What do I do?](#)
- [I can't access my GCrypto account. What do I do?](#)
- [I can't buy/sell on GCrypto. What do I do?](#)
- [I didn't receive a verification code for my GCrypto order. What do I do?](#)
- [I can't open an account in GCrypto. What do I do?](#)

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If you encounter an error while sending or receiving crypto in GCrypto, it could be due to the following reasons:

- **Incorrect Wallet Details** Double-check the recipient's wallet address and ensure the blockchain network matches the cryptocurrency you're transferring.
- **Missing Destination Tags** Some cryptocurrencies require a **destination tag** or memo. If this is not provided, the transaction may fail or be delayed.
- **Network Congestion** High activity on the blockchain network can lead to slower processing times for transactions.
- **Insufficient Funds or Fees** Ensure you have enough balance, including fees, to complete the transaction.
- **Account is disabled** For your security, your GCrypto account will be disabled from sending crypto if you enter the OTP from your email address incorrectly 5 times. If disabled, please wait **24 hours** before you can send crypto.

What to do if you can't send or receive crypto in GCrypto:

1. Verify the transaction details, including wallet address, network, and any required tags
2. Check the status of the transaction on the blockchain using the transaction hash or ID
3. Wait for a few hours if the network is slow

If you still can't send or receive GCrypto, [click here to ask for help](#). A customer service representative will contact you in **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I can't buy/sell on GCrypto. What do I do?](#)
- [I didn't receive a verification code for my GCrypto order. What do I do?](#)
- [I topped up my GCrypto wallet but it has not been reflected yet. What do I do?](#)
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- [I can't open an account in GCrypto. What do I do?](#)

31309702924441

Source: <https://help.gcash.com/hc/en-us/articles/31309702924441-I-can-t-send-or-receive-crypto-in-GCrypto-What-do-I-do>

I can't transfer money to another bank using GCash What do I do {#i-can-t-transfer-money-to-another-bank-using-gcash-what-do-i-do}

Path: [articles/30245383627161-I-can-t-transfer-money-to-another-bank-using-GCash-What-do-I-do](#)

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Articles in this section

- [Someone transferred to my bank using their GCash, but I didn't receive it](#)

- [I transferred money from my GCash account to a bank or another e-wallet, but it was not received. What do I do?](#)
- [I accidentally transferred from my GCash to the wrong bank account. What do I do?](#)
- [I can't transfer money to another bank using GCash. What do I do?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

Note: The information below is for bank transfers from your GCash wallet to other bank accounts or e-wallets.

- For transfers initiated from your Bank App or E-Wallet to top up/cash in your GCash wallet, please refer to [this Cash In article](#)
- For transfer or withdrawal from your GSave account to GCash wallet, please refer to [this GSave article](#)
- For transactions made by scanning QR of merchant, please refer to [this Scan to Pay article](#)

Here's what you can do if you cannot transfer money to another bank:

1. **Check Your Wallet Limits:** Review your [Wallet and Transaction Limits](#) in your GCash Profile
2. **Check Your Wallet Balance:** Ensure that your GCash balance is enough to complete the amount you want to transfer including the the transfer fee of PHP 15

Note: If a transaction fails, the total amount, including transfer fees, will be refunded to your GCash account. 3. **Enter the Correct OTP:** Make sure you input the correct One-Time Password (OTP) 4. **Troubleshoot common issues:**

If the transaction doesn't push through due to any of the following, learn how to [troubleshoot GCash app issues here](#):

- You did not receive an OTP (one-time password)
- There is a prompt that says there's no internet connection but your connection is working well

Note:

In the event of a failed transaction, the total amount, including fees, will be credited back to your GCash Wallet.

If you still see the "**Unable to process your request**" message prompt, [click here to ask for help](#). Please include a screenshot of the error for better assistance. A customer service representative will contact you in **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I can't send money to another GCash account. What do I do?](#)
- [I can't cash in to my GCash wallet. What do I do?](#)
- [I transferred from my GCash to the wrong bank account. What do I do?](#)
- [I transferred money from my GCash account to a bank or other e-wallet, but it was not received. What do I do?](#)
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- [I accidentally transferred from my GCash to the wrong bank account. What do I do?](#)
- [I can't transfer money to another bank using GCash. What do I do?](#)

30245383627161

Source: <https://help.gcash.com/hc/en-us/articles/30245383627161-I-can-t-transfer-money-to-another-bank-using-GCash-What-do-I-do>

I can t withdraw using my GCash Card What do I do **{#i-can-t-withdraw-using-my-gcash-card-what-do-i-do}**

Path: articles/30287254658585-I-can-t-withdraw-using-my-GCash-Card-What-do-I-do

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Articles in this section

- [I can't order a GCash Card. What do I do?](#)
- [My GCash Card has not been delivered yet after 10 days. What do I do?](#)
- [I paid using my GCash Card but it's not reflecting yet. What should I do?](#)
- [I can't pay using my GCash VISA/Mastercard Card. What do I do?](#)
- [My GCash Card is not being accepted by a merchant for payment. What do I do?](#)
- [I want a refund for a purchase I made using my GCash Card](#)
- [I can't withdraw using my GCash Card. What do I do?](#)
- [My GCash Card got stuck in the ATM. What do I do?](#)
- [The ATM did not release any money after withdrawing using my GCash Card](#)
- [I can't link my GCash Card to my GCash account. What do I do?](#)

[See more](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If you can't withdraw using your GCash Card, follow these steps:

1. Check if your GCash Card is properly [linked to your account](#)
2. Confirm you have sufficient funds for the **withdrawal amount and the applicable ATM fees**
3. Verify that your card hasn't expired. You can find the expiration date on the back of your card, which follows the format **MM/YY**.
4. Ensure you're entering the correct **6-digit Card PIN** (different from your GCash app MPIN)
5. Check for any error messages or notifications on the ATM screen. If the issue persists, try withdrawing from a different ATM, preferably one from another bank.

If you still cannot withdraw money using your GCash Card, [click here to ask for help](#). A customer service representative will contact you in **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How do I withdraw cash using my GCash VISA/Mastercard Card?](#)
- [How do I link my GCash Card to my GCash account?](#)
- [How much are the fees and transaction limits for my GCash Card?](#)
- [My GCash Card got stuck in the ATM](#)
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- [The ATM did not release any money after withdrawing using my GCash Card](#)
- [I can't link my GCash Card to my GCash account. What do I do?](#)
- [I can't deactivate my GCash VISA/Mastercard Card. What do I do?](#)
- [My GCash Card has been lost or stolen. What do I do?](#)
- [How do I transfer my linked GCash VISA/Mastercard Card to a new mobile number?](#)
- [I can't apply my GCash Card promo voucher when ordering a card. What do I do?](#)

30287254658585

Source: <https://help.gcash.com/hc/en-us/articles/30287254658585-I-can-t-withdraw-using-my-GCash-Card-What-do-I-do>

I canceled my Borrow Load transaction but it still pushed through What do I do {#i-canceled-my-borrow-load-transaction-but-it-still-pushed-through-what-do-i-do}

Path: [articles/40475592668441-I-canceled-my-Borrow-Load-transaction-but-it-still-pushed-through-What-do-I-do](#)

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Articles in this section

- [What are the GCash Borrow Load fees I need to know about?](#)
- [I have a concern with GCash Borrow Load. What do I do?](#)
- [How can I repay my GCash Borrow Load?](#)
- [What are the GCash Borrow Load promos available?](#)
- [Can I borrow load on GCash?](#)
- [I canceled my Borrow Load transaction but it still pushed through. What do I do?](#)
- [GCash Borrow Load](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If your Borrow Load transaction pushed through successfully, you will not be able to cancel it or change the mobile number in the transaction and GCash won't be able to refund you for the transaction. However, you may choose to close your load loan in advance by paying for your total amount due.

Note: Fees included in the transaction, including your one-time processing fee, is non-refundable. To avoid this scenario, it is advisable that you double-check all the details in your Borrow Load contract before confirming your transaction.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I didn't receive my telco or non-telco load. What do I do?](#)
- [I bought load on GCash but entered the wrong number or details. What do I do?](#)
- [I was charged multiple times when I bought load on GCash. What do I do?](#)

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- [I have a concern with GCash Borrow Load. What do I do?](#)
- [How can I repay my GCash Borrow Load?](#)
- [What are the GCash Borrow Load promos available?](#)
- [Can I borrow load on GCash?](#)
- [I canceled my Borrow Load transaction but it still pushed through. What do I do?](#)
- [GCash Borrow Load](#)

40475592668441

Source: <https://help.gcash.com/hc/en-us/articles/40475592668441-I-canceled-my-Borrow-Load-transaction-but-it-still-pushed-through-What-do-I-do>

I cannot link my bank to GCash What do I do {#i-cannot-link-my-bank-to-gcash-what-do-i-do}

Path: articles/28525410015257-I-cannot-link-my-bank-to-GCash-What-do-I-do

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- [I cashed in using international remittance but I didn't receive the money. What do I do?](#)
- [What are the GCash Cash In fees I need to know about?](#)
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- [I transferred money or cashed in from a bank or e-wallet but I didn't receive the money. What do I do?](#)
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- [How do I send money to another GCash account?](#)

Here are a few common reasons why you might be encountering issues when linking your Bank Account:

Incorrect Bank Details: Ensure your username, account number and password are entered correctly.

Bank Account Status: Verify that your bank account is active and not restricted.

Network Issues: Temporary network problems can affect the linking process. Try to switch from data to wifi connection.

Bank Maintenance: Your bank might be undergoing maintenance. Check with your bank for any ongoing issues.

GCash Account Verification: Make sure your GCash account is fully verified.

If you're still having difficulty linking your specific bank to your GCash account, check the steps you can do per Cash In channel:

BPI/UnionBank

If you are unable to link your BPI or UnionBank account to GCash, try the following steps:

Invalid user ID and/or password

1. Reset your password
2. Wait **24 hours**
3. Log in to your bank using your new details
4. Link your bank account to your GCash account again

Note: Making **three (3) consecutive failed log-in attempts** will result in the locking of your BPI account.

Linked account with changed password

If you have previously linked your bank account to your GCash account but you have recently changed your password, you will need to relink it.

Disabled internet browser banking for UnionBank

If you're getting any of these errors:

- Unable to log in via UnionBank
- You have disabled Internet browser banking

Please try the following to enable browser banking:

1. Log in to your UnionBank app

2. Tap **More**
3. Tap **Login and Security**
4. Tap **Browser Banking > Enable Browser Banking**
5. Login to UnionBank again

PayPal

If you can't link your PayPal account to GCash, check if you've fulfilled the following:

- Your GCash account is Fully Verified
- Your PayPal account is Philippine-based and verified
- Name modification and verification and currency conversion was done via the PayPal website
- For Android devices: Google Chrome browser should be installed > set as default

Payoneer

If you're unable to log in to Payoneer when trying to link accounts, here's what you can do:

1. Reset your Payoneer password
2. Wait **24 hours**
3. Log in to Payoneer via website using your new credentials
4. Link your Payoneer account to your GCash account again

If you've tried the steps above but you're still unable to link your Payoneer account to GCash, please contact Payoneer's Customer Care at customerservicemanager@payoneer.com for assistance.

US Bank

If you can't link your US Bank to GCash, check if:

- Your GCash account is Fully Verified
- For Android devices: Google Chrome browser should be installed > set as **default**

Should you need any more assistance, [click here to ask for help](#) and a customer service representative will contact you in **1-2 business days**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [What are the GCash Cash In fees I need to know about?](#)
- [I didn't receive my cash in to my GCash wallet. What do I do?](#)
- [How do I link my BPI/Unionbank to GCash?](#)
- [How do I link my Payoneer to GCash?](#)
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- I can't cash in to my GCash wallet. What do I do?

28525410015257

Source: <https://help.gcash.com/hc/en-us/articles/28525410015257-I-cannot-link-my-bank-to-GCash-What-do-I-do>

I cannot proceed with my online subscription or GCash payment What should I do {#i-cannot-proceed-with-my-online-subscription-or-gcash-payment-what-should-i-do}

Path: [articles/31317899325721-I-cannot-proceed-with-my-online-subscription-or-GCash-payment-What-should-I-do](#)

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Articles in this section

- I want a refund for my online payment or subscription using my GCash account. Where can I get it?
- I was charged more than once for my online payment or subscription in my GCash account. What should I do?
- I entered incorrect details in my GCash online payment or subscription. What should I do?
- How can I pay online using GCash?
- I have a problem with my order or service from my online subscription or GCash payment. What should I do?
- How do I unlink and link GCash to Grab as my payment method?

- [How do I cancel my subscription or unlink my GCash account to a merchant?](#)
- [I cannot proceed with my online subscription or GCash payment. What should I do?](#)
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- [What are the steps to get a Fully Verified GCash account?](#)
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- [How do I send money to another GCash account?](#)

If you're encountering an error on your online payment or subscription with the merchant's website, please contact the merchant directly for assistance.

Merchants can provide updates on your order, clarify transaction details, or assist with refunds.

If you can't use GCash for your Pay Online transaction, here's what you can do:

1. Ensure you have a stable internet connection
2. Check if your GCash balance is enough
3. Check that you're within your [Wallet and Transaction limits](#)

If you still cannot continue with your online subscription or GCash payment after trying these steps, select your chosen payment method for further support:

Auto-Debit Payment

If you're trying to subscribe to recurring payments via automatic deduction from your GCash account, [click here to ask for help](#). A customer service representative will contact you within **24 hours**.

Common auto debit merchants include Google, Apple, Spotify, Netflix, and Disney+

Direct Payment

If you're trying to pay directly to a merchant from your GCash account, [click here to ask for help](#). A customer service representative will contact you within **24 hours**.

Common direct payment merchants include Cebu Pacific, Philippine Airlines, Klook, Shein and Shopee.

Link and Pay

If you're trying to pay by linking your GCash account to a merchant's platform for recurring transactions without re-entering credentials, [click here to ask for help](#). A customer service representative will contact you within **24 hours**.

Common link and pay merchants include Grab, Angkas, and Moveit

Need more Help?

For other inquiries or concerns, check out the following articles:

- [My online subscription or GCash payment did not reflect. What should I do?](#)
- [I was charged more than once for my online payment or subscription in my GCash account. What should I do?](#)
- [I have a problem with my order or service from my online subscription or GCash payment. What should I do?](#)
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31317899325721

Source: <https://help.gcash.com/hc/en-us/articles/31317899325721-I-cannot-proceed-with-my-online-subscription-or-GCash-payment-What-should-I-do>

I cashed in an over the counter store or a machine but I didn t receive the money What do I do {#i-cashed-in-an-over-the-counter-store-or-a-machine-but-i-didn-t-receive-the-money-what-do-i-do}

Path: articles/45824474817945-I-cashed-in-an-over-the-counter-store-or-a-machine-but-I-didn-t-receive-the-money-What-do-I-do

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- [How do I cash in to GCash from my online banking app or website?](#)
- [Where can I cash in over-the-counter to my GCash account?](#)
- [How do I cash in to GCash from InstaPay or PESONet?](#)
- [How do I cash in to GCash Over-the-Counter for free?](#)

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If you cashed in over-the-counter (like at 7-Eleven, TouchPay, Pay & Go, or Palawan) but the money didn't reflect in your GCash account, here's what you need to know.

If your method of cashing in is through the counter or machines:

1. **Check your GCash Transaction History or app Inbox** - Sometimes, it takes a while for the transaction to reflect. Try checking your Transaction History at a later time.
2. **Verify if the mobile number for the transaction is correct** - You might've sent it to the wrong GCash account. Double-check if you have entered the correct mobile number. You are responsible for sending money to the correct number.
3. **Check if you haven't exceeded your wallet limits** - Each GCash wallet account has a monthly limit. In case you exceed this limit, your transaction will not proceed and an error will occur. Learn more about [GCash Wallet and Transaction Limits here](#).
4. **Check if you saw an error in the machine** - If there's a person at the cashier or counter, ask for assistance. They should know what to do with the error. If they can't help or if there's no one to assist, please take a photo of the error message and contact us.

If you followed the steps above or they aren't applicable and you still haven't received the money, [click here to ask for help](#). Don't forget to collect the receipt and take a photo of it. Our support team will contact you in **24 hours**.

Looking for something else?

- For transfers initiated from GCash App to Bank App or E-Wallet: [Bank or E-Wallet Transfer Issues](#)
- For transfer or withdrawal from GSave account to GCash wallet: [GSave Deposit Issues](#)

- For sending money to another GCash account: [Send Money Issues](#)

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I cashed in from a bank or e-wallet but I didn't receive the money. What do I do?](#)
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I cashed in to the wrong GCash account What can I do {#i-cashed-in-to-the-wrong-gcash-account-what-can-i-do}

Path: [articles/28754278401305-I-cashed-in-to-the-wrong-GCash-account-What-can-I-do](#)

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- [How do I send money to another GCash account?](#)

If you cashed in to the wrong mobile number or GCash account, note that **GCash cannot reverse the transaction** based on our [Terms and Conditions](#). When you cash in or transfer money from your bank to GCash, you are responsible for confirming the details of your transaction.

If you mistakenly sent money to the wrong GCash account, you should contact the GCash user immediately to explain the situation and get your money back.

To avoid cashing in and sending money to the wrong mobile number, you can link your [BPI or UnionBank account](#), [PayPal account](#), or [Payoneer account](#) to GCash.

If you have other concerns with your Cash In transactions via your GCash app, [click here to ask for help](#). A customer service representative will be in touch within **1-2 business days**.

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Source: <https://help.gcash.com/hc/en-us/articles/28754278401305-I-cashed-in-to-the-wrong-GCash-account-What-can-I-do>

I cashed in using international remittance but I didn't receive the money What do I do {#i-cashed-in-using-international-remittance-but-i-didn-t-receive-the-money-what-do-i-do}

Path: articles/40230536902809-I-cashed-in-using-international-remittance-but-I-didn-t-receive-the-money-What-do-I-do

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Make sure that you are within your [Wallet and Transaction Limits](#) to ensure you can receive remittances. If you didn't receive your remittance in your GCash wallet, here's what you can do:

1 . Verify the Transaction Details

Make sure you entered the correct mobile number registered with your GCash account. If the remittance is successful, it should be in your GCash Transaction History

2. Claim Your Remittance

If the remittance was sent via an [Official GCash Remittance Partner](#), ensure you [claim it within the app](#). Make sure the **name used for the remittance matches your GCash-registered name** and that you entered the **correct reference number**

Note: Claim your remittance within the validity period (90 days) to avoid expiration.

3. Check if the Remittance was sent via an Official GCash Remittance Partner

If you cashed in via an official GCash Remittance partner and you did not receive the funds, here's how you can verify if it was successful:

1. Check your Transaction History for any update with a header, **“Received Remittance”**
2. Check with your sender if the correct number used is correct

Remittances sent through GCash partner channels are usually reflected in your transaction history within 10 minutes.

In the event of a failed remittance, the funds will be automatically credited back to the sender's account within 2 business days.

If your remittance has not been reflected in your GCash Wallet after **2 business days** from the date of the transaction, [click here to ask for help](#). A customer service representative will contact you in **24 hours**.

If the remittance was sent via an unofficial GCash remittance partner

If you send remittances via an unofficial GCash remittance partner, GCash **WILL NOT** be able to track your remittances.

Unofficial GCash Partners have different processing times and ways to handle issues.

If you didn't receive your money sent through an unofficial GCash remittance partner, check if the money was credited back to the sender's account.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How do I claim/receive my remittance with GCash?](#)
- [How can I send remittance to a GCash wallet?](#)
- [Who are the official remittance partners of GCash?](#)

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- [Why does my bank account unlink from GCash even though I already linked it before?](#)
- [I cashed in using international remittance but I didn't receive the money. What do I do?](#)
- [What are the GCash Cash In fees I need to know about?](#)
- [I cashed in to the wrong GCash account. What can I do?](#)

- [I transferred money or cashed in from a bank or e-wallet but I didn't receive the money. What do I do?](#)
- [I cannot link my bank to GCash. What do I do?](#)
- [I can't cash in to my GCash wallet. What do I do?](#)

40230536902809

Source: <https://help.gcash.com/hc/en-us/articles/40230536902809-I-cashed-in-using-international-remittance-but-I-didn-t-receive-the-money-What-do-I-do>

I deposited money into a game on GLife but now I can't open it What should I do {#i-deposited-money-into-a-game-on-glif-but-now-i-can-t-open-it-what-should-i-do}

Path: [articles/41422226664345-I-deposited-money-into-a-game-on-GLife-but-now-I-can-t-open-it-What-should-I-do](#)

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- [My GLife voucher is not working. What do I do?](#)
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- [I deposited money into a game on GLife, but now I can't open it. What should I do?](#)
- [Quick Rewards by Hustle PH](#)
- [GCash Travel+](#)
- [What is GLife?](#)
- [I can't make a payment in GLife. What do I do?](#)
- [I can't access or open GLife. What do I do?](#)
- [I want to request a refund or cancellation for my GLife payment. What do I do?](#)
- [I'm experiencing issues with Cashback by Findshare. What do I do?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
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- [How do I send money to another GCash account?](#)

If you've deposited money into a game through GLife but are now can't access the game via GLife, follow these steps:

1. **Check if the game has downtime** Check the game's official website or social media pages for announcements about ongoing maintenance or downtime.
2. **Validate if your deposit was processed** Open your GCash transaction history to ensure the deposit to the game was successfully processed.
3. **Troubleshoot GCash app** If you continue to experience errors, [troubleshoot your GCash app](#).

If the deposit was not reflected to the game within **24 hours**. Please contact the merchant directly.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I can't make a payment in GLife. What do I do?](#)
- [I can't access or open GLife. What do I do?](#)
- [I'm experiencing issues with Cashback by Findshare. What do I do?](#)

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41422226664345

Source: <https://help.gcash.com/hc/en-us/articles/41422226664345-I-deposited-money-into-a-game-on-GLife-but-now-I-can-t-open-it-What-should-I-do>

I did not receive my OTP for my GCash transaction login {#i-did-not-receive-my-otp-for-my-gcash-transaction-login}

Path: articles/19805310504985-I-did-not-receive-my-OTP-for-my-GCash-transaction-login

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- [How to activate and turn on location services on GCash](#)

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- [How do I send money to another GCash account?](#)

If you didn't receive your OTP or 6-digit authentication code, it could be due to a weak signal. If the OTP doesn't arrive after a few minutes, tap **Resend** to request a new one.

Troubleshooting Tips:

- **Check Your Network:** Please make sure you're in an area with a strong signal. If not, try moving to a location with better reception.
- **Toggle Airplane Mode:** Turn on airplane mode, wait 5 seconds, then turn it off.
- **Force Close the App:** Close and relaunch the GCash app.
- **Restart Your Device:** Turn your device off and back on.
- **Update Your GCash App:** Please make sure your GCash app is up to date.
- **Check Your SMS Inbox:** Make sure your SMS inbox isn't full. If it is, delete some messages to free up space.

Note:

For DITO subscribers with GSave by CIMB, your OTP will be sent to your GCash-verified email address to complete your transaction through the app.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I can't log in to my GCash account. What do I do?](#)
- [How to troubleshoot GCash app issues](#)

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How to activate and turn on location services on GCash

- [I did not receive my OTP for my GCash transaction/login](#)
- [How to activate and turn on location services on GCash](#)

19805310504985

Source: <https://help.gcash.com/hc/en-us/articles/19805310504985-I-did-not-receive-my-OTP-for-my-GCash-transaction-login>

I did not receive my top up after using Bills What do I do {#i-did-not-receive-my-top-up-after-using-bills-what-do-i-do}

Path: articles/43474227595417-I-did-not-receive-my-top-up-after-using-Bills-What-do-I-do

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- [I did not receive my top-up after using Bills. What do I do?](#)
- [My GCash bill payment was not posted or confirmed by the biller. What do I do?](#)
- [I was charged multiple times for my bills payment. What do I do?](#)
- [I entered the wrong details when paying my bills with GCash. What do I do?](#)
- [My GCash bills payment failed. What do I do?](#)
- [How much is the transaction fee for my bills payment in GCash?](#)
- [I can't save scheduled bills or favorite billers. What do I do?](#)

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Your AutoSweep RFID, Beep Card, Easytrip RFID top-up, etc., via GCash should be credited to you **within a few minutes**.

If you did not receive your top-up, do not make another transaction and check first IF:

- Your internet and network connection is stable
- Your transaction is on your GCash app's **Transaction History**
- The account number you inputted is correct

If you still don't have any confirmation or update on your top-up **after 1 business day**, go to your **GCash Transaction History** and select your top-up transaction.

Tap **Need Help? > My payment hasn't been posted** to file a ticket.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How can I add/save my favorite billers in GCash?](#)
- [How do I schedule my bills payment in GCash?](#)
- [How do I pay my bills using GCash?](#)
- [I can't pay bills using GCash. What do I do?](#)
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- [How much is the transaction fee for my bills payment in GCash?](#)
- [I can't save scheduled bills or favorite billers. What do I do?](#)

43474227595417

Source: <https://help.gcash.com/hc/en-us/articles/43474227595417-I-did-not-receive-my-top-up-after-using-Bills-What-do-I-do>

I didn't receive a verification code for my GCrypto order What do I do {#i-didn-t-receive-a-verification-code-for-my-gcrypto-order-what-do-i-do}

Path: [articles/31309336362649-I-didn-t-receive-a-verification-code-for-my-GCrypto-order-What-do-I-do](#)

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- [I can't access my GCrypto account. What do I do?](#)
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- [I didn't receive a verification code for my GCrypto order. What do I do?](#)
- [I can't open an account in GCrypto. What do I do?](#)

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- [How do I send money to another GCash account?](#)

If you haven't received the verification code in GCrypto, follow these steps:

1. **Check the right email address** Make sure you're checking the email address registered with GCash and GCrypto.
2. **Look in your spam or junk folders**

If the verification code is not in your inbox, check your spam or junk folder. 3. **Add the sender to your safe sender list**

To ensure future emails are delivered, add **donotreply@pdax.ph** to your safe sender list. Here's how:

- On the Gmail app, click the gear/settings icon in the upper right corner and select **See all settings**
- Navigate to the "Filters and Blocked Addresses" tab at the top of the settings page
- Click on **Create a new filter**
- In the "From" field, enter the email address you want to add to your safe senders list and select **Create Filter**
- Select **Never send it to Spam > Create Filter**

Please be mindful of your attempts. After 6 incorrect attempts of the OTP, your GCrypto account will be locked for **24 hours**.

If you're still unable to receive the verification code or OTP, [click here to ask for help](#). A customer service representative will contact you in **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I can't open an account in GCrypto. What do I do?](#)
- [I can't access my GCrypto account. What do I do?](#)
- [I can't buy/sell on GCrypto. What do I do?](#)
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I didn't receive green energy points in GForest after my GCash transaction What do I do {#i-didn-t-receive-green-energy-points-in-gforest-after-my-gcash-transaction-what-do-i-do}

Path: [articles/41421193223065-I-didn-t-receive-green-energy-points-in-GForest-after-my-GCash-transaction-What-do-I-do](#)

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- [How do I send money to another GCash account?](#)

If you've completed a GCash transaction but didn't receive your green energy points or it's not reflecting, here are a few things you can check:

- **Verify Transaction Success:** Double-check your Transaction History or GCash App Inbox to confirm that your transaction was successful.

- **Check Energy Point Limits:** Make sure you haven't reached the energy points monthly limit for that transaction. - For example, with Send Money, you can earn energy points for up to 10 transactions, which gives a maximum of 1,310 energy points.
- **Wait for 24 Hours:** Green energy points may take up to 24 hours to reflect in your account. Please allow this time before checking again.

If you still haven't received your energy points 24 hours after the transaction, [click here to ask for help](#). A customer service representative will contact you in **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How can I plant a tree in GForest?](#)
- [How do I earn and collect green energy points in GForest?](#)

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Source: <https://help.gcash.com/hc/en-us/articles/41421193223065-I-didn-t-receive-green-energy-points-in-GForest-after-my-GCash-transaction-What-do-I-do>

I didn t receive my telco or non telco load What do I do {#i-didn-t-receive-my-telco-or-non-telco-load-what-do-i-do}

Path: [articles/30281038586649-I-didn-t-receive-my-telco-or-non-telco-load-What-do-I-do](#)

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Your load purchase via GCash should be credited to you in **real-time**. If you did not receive your load or non-telco load after purchasing, do not make another transaction and check first IF:

- Your internet and network connection is stable
- Your transaction is on your GCash [Transaction History](#)
- The mobile number you inputted is correct

If you still don't have any confirmation or update on your load/non-telco load purchase and haven't received a refund in 2 days , **go to your GCash Transaction History** and select your load transaction.

Tap **Need Help? > I didn't receive the load that I bought** to file a ticket.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [What are the telco load convenience fees in GCash?](#)
- [I can't buy load using GCash. What do I do?](#)
- [I bought load on GCash but entered the wrong number or details. What do I do?](#)

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- [I was charged multiple times when I bought load on GCash. What do I do?](#)
- [The E-PIN I bought from GCash was invalid. What do I do?](#)

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Source: <https://help.gcash.com/hc/en-us/articles/30281038586649-I-didn-t-receive-my-telco-or-non-telco-load-What-do-I-do>

I don't have accepted IDs for GCash verification What do I do {#i-don-t-have-accepted-ids-for-gcash-verification-what-do-i-do}

Path: articles/45574039056153-I-don-t-have-accepted-IDs-for-GCash-verification-What-do-I-do

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- [I don't have accepted IDs for GCash verification. What do I do?](#)
- [I'm having issues with using my ePhil ID \(Paper type\) or Digital National ID to verify my GCash account](#)
- [Ano ang mga steps para makakuha ng Fully Verified na GCash Account?](#)
- [How can I submit additional documents for my GCash Jr. verification?](#)
- [Hindi pa verified ang GCash account ko pagkatapos ng 3 araw. Ano ang gagawin ko?](#)
- [My GCash account is still not verified after 3 days. What do I do?](#)
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If you do not have any [accepted IDs for GCash verification](#), we recommend registering for a **National ID**.

Visit the [PSA's official website](#) for registration instructions and required documents or check [PSA Registration Centers](#) near your area.

If you've applied for a National ID but haven't received your physical or paper National ID, you can download your Digital National ID via the [PSA website](#) or the [eGov PH app](#).

Get started with your GCash verification by tapping **Profile > Verify Now**.

Need more Help?

Check out the articles below about verifying your GCash account

- 👉 [What are the steps to get a fully verified account?](#)
- 👉 [My GCash account is still not verified after 3 days. What do I do?](#)
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- [Can I get fully verified on GCash offline?](#)

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Source: <https://help.gcash.com/hc/en-us/articles/45574039056153-I-don-t-have-accepted-IDs-for-GCash-verification-What-do-I-do>

I don t want to receive SMS of GCash offers and promos {#i-don-t-want-to-receive-sms-of-gcash-offers-and-promos}

Path: [articles/360036916873-I-don-t-want-to-receive-SMS-of-GCash-offers-and-promos](#)

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- [Fuse Summer Promo 2025](#)
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- [CIMB PH – Earn More Promo](#)
- [Move It Summer Promo 2025](#)
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- [Lucky Pay Bills Promo](#)
- [HODL and Win USDC Promo](#)
- [Load Voucher Promo for Verification](#)

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Opt out of GCash Marketing Messages

Opt out of GCash Marketing Messages

We're sad to see you go 😞

By opting out, you won't be able to receive the latest updates on our promos and exclusive offers through emails and/or SMS.

If you're sure you want to proceed, please fill out the fields below.

GCash collects your data to identify and maintain a list of users who will be excluded from receiving marketing communications, keeping it for 60 days. For more details about how we process your data, check our [Privacy Notice](#).

[Sign in to Google](#) to save your progress. [Learn more](#)

* Indicates required question

Your GCash-registered mobile number (09xx xxx xxxx) *

Your answer

Channel you're opting out of *

SMS

Email

SMS and Email

I do not want to receive messages from GCash anymore because:

The content isn't relevant to me.

I get messages too frequently.

I do not have a GCash account.

Other:

Clear selection

By clicking the button below, I acknowledge that I want to stop receiving marketing messages from GCash.

Your request will be processed within 30 days after submitting this form. Please note that you will still receive other emails such as important advisories and receipts of your transactions with GCash.

Submit

Clear form

Never submit passwords through Google Forms.

Forms

This form was created inside of Mynt.

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- [Fuse Summer Promo 2025](#)
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- [I don't want to receive SMS of GCash offers and promos](#)

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Source: <https://help.gcash.com/hc/en-us/articles/360036916873-I-don-t-want-to-receive-SMS-of-GCash-offers-and-promos>

I entered incorrect details in my GCash online payment or subscription What should I do {#i-entered-incorrect-details-in-my-gcash-online-payment-or-subscription-what-should-i-do}

Path: articles/45484817449497-I-entered-incorrect-details-in-my-GCash-online-payment-or-subscription-What-should-I-do

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- [I was charged more than once for my online payment or subscription in my GCash account. What should I do?](#)
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- [I have a problem with my order or service from my online subscription or GCash payment. What should I do?](#)
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- [How do I cancel my subscription or unlink my GCash account to a merchant?](#)
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- [My online subscription or GCash payment did not reflect. What should I do?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

If you entered incorrect details during your online payment or subscription, please contact the merchant directly for assistance.

Merchants can provide updates on your order, clarify transaction details, or assist with refunds.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I want a refund for my online payment or subscription using my GCash account. Where can I get it?](#)
- [How do I cancel my subscription or unlink my GCash account to a merchant?](#)
- [I have a problem with my order or service from my online subscription or GCash payment. What should I do?](#)
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- [How do I cancel my subscription or unlink my GCash account to a merchant?](#)
- [I cannot proceed with my online subscription or GCash payment. What should I do?](#)
- [My GCash account was charged for an online payment or subscription I don't recognize. What should I do?](#)
- [My online subscription or GCash payment did not reflect. What should I do?](#)
- [How to pay your SPay Later dues with GCash](#)

45484817449497

Source: <https://help.gcash.com/hc/en-us/articles/45484817449497-I-entered-incorrect-details-in-my-GCash-online-payment-or-subscription-What-should-I-do>

I entered the wrong details when paying my bills with GCash What do I do {#i-entered-the-wrong-details-when-paying-my-bills-with-gcash-what-do-i-do}

Path: articles/30283468296089-I-entered-the-wrong-details-when-paying-my-bills-with-GCash-What-do-I-do

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- [I did not receive my top-up after using Bills. What do I do?](#)
- [My GCash bill payment was not posted or confirmed by the biller. What do I do?](#)
- [I was charged multiple times for my bills payment. What do I do?](#)
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- [My GCash bills payment failed. What do I do?](#)
- [How much is the transaction fee for my bills payment in GCash?](#)
- [I can't save scheduled bills or favorite billers. What do I do?](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
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- [How do I send money to another GCash account?](#)

Save your favorite billers to avoid entering wrong details when paying your bills.

If you have entered the wrong details when paying:

1. **Check Payment Confirmation** – Review the SMS confirmation, your GCash transaction history, or your GCash App Inbox to verify the details.
2. **Verify Balance Deduction** – Check if your GCash wallet was deducted. Some billers may reject payments if the details are incorrect.
3. **Monitor for Refund** – If the details don't match, some billers may refund your payment. Check for an automatic refund in your GCash wallet within **1-3 business days**.
4. **Contact your Biller**– Check with the biller if you can get a refund.

If you entered the wrong biller details or amount and did not receive a refund after the completion of the posting period, go to your **GCash Transaction History** and **select your Bills transaction**.

Tap **Need Help? > I entered the wrong details** to file a ticket.

Note: A refund is **not guaranteed and is subject to approval** by the biller.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How can I follow up on my GCash ticket?](#)
- [I can't save scheduled bills or favorite billers. What do I do?](#)
- [I did not receive bills payment confirmation. What do I do?](#)
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Source: <https://help.gcash.com/hc/en-us/articles/30283468296089-I-entered-the-wrong-details-when-paying-my-bills-with-GCash-What-do-I-do>

I forgot my GCash MPIN {#i-forgot-my-gcash-mpin}

Path: articles/28984195849625-I-forgot-my-GCash-MPIN

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- [What are the steps to get a Fully Verified GCash account?](#)
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- [How do I send money to another GCash account?](#)

If you forgot your GCash MPIN, you can reset it and set a new MPIN. You can also use face verification to get back into your account. To keep your account safe, change your MPIN every 3 months.

Note:

Your MPIN is different from your GCash Card PIN. To learn how to reset your GCash Card MPIN, [click here](#).

Learn how to reset your MPIN below:

1. Open the GCash app, and tap **Forgot MPIN?**
2. Tap **Send Code** then enter the 6-digit OTP sent via SMS and tap **Submit**
3. Prepare yourself for a selfie scan and tap **Next**
4. Take your selfie scan then enter your New MPIN and tap **Submit**

You will be led to a screen that confirms you have successfully reset your MPIN.

Should you need more assistance, tap .

Need more Help?

For other inquiries or concerns, check out the following articles.

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- [How to set up GCash Biometrics Login](#)
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28984195849625

Source: <https://help.gcash.com/hc/en-us/articles/28984195849625-I-forgot-my-GCash-MPIN>

I have a concern with GCash Borrow Load What do I do {#i-have-a-concern-with-gcash-borrow-load-what-do-i-do}

Path: articles/40476345424153-I-have-a-concern-with-GCash-Borrow-Load-What-do-I-do

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If you're having trouble accessing, borrowing, or repaying from GCash Borrow Load, read about the possible reasons below:

Unable to Borrow Load

You may be unable to borrow if you have an existing Borrow Load promo. Note that there can only be 1 Borrow Load promo per eligible user.

I canceled my Borrow Load transaction but it still pushed through.

Once your Borrow Load transaction is successful, you **cannot cancel it or change the mobile number**. GCash can't refund you, but you can pay off the total amount early to close the loan.

The **fees**, including the one-time processing fee, are **non-refundable**. To avoid issues, make sure to double-check all details before confirming your Borrow Load transaction.

Borrow Load was not successful

You may already have an ongoing Borrow Load promo or there may be an ongoing system maintenance.

Load product is unavailable

You may not be eligible due to evaluation by GCash.

Load was not received

This may be due to a system error, system maintenance, or unstable internet connection. Check your Transaction History if the transaction has been reflected.

Incorrect load credit was received

This may be due to wrong details inputted or an error.

Charged multiple times for a transaction

This may be due to a system error. Check your Transaction History if the transaction has been reflected multiple times as well.

For any issues encountered with GCash Borrow Load, [click here to ask for help](#). A customer service representative will contact you in **1-2 business days**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How can I repay my GCash Borrow Load?](#)
- [What are the GCash Borrow Load promos available?](#)
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Source: <https://help.gcash.com/hc/en-us/articles/40476345424153-I-have-a-concern-with-GCash-Borrow-Load-What-do-I-do>

I have a concern with GCredit s partner collection agencies What should I do {#i-have-a-concern-with-gcredit-s-partner-collection-agencies-what-should-i-do}

Path: [articles/39853969802137-I-have-a-concern-with-GCredit-s-partner-collection-agencies-What-should-I-do](#)

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GCredit's [partner collection agencies](#) are assigned to remind you of your unpaid GCredit dues via calls, SMS, and email to help prevent more late payment fees.

If you have a negative experience with any of GCredit's partner collection agencies, [click here to ask for help](#). Make sure you input your GCash-registered email to receive updates. A customer service representative will contact you in **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I was charged multiple times for one GCredit payment. What do I do?](#)
- [I can't make a payment for my GCredit account. What do I do?](#)
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I have a concern with GGives partner collection agencies What should I do {#i-have-a-concern-with-ggives-partner-collection-agencies-what-should-i-do}

Path: [articles/39855320216985-I-have-a-concern-with-GGives-partner-collection-agencies-What-should-I-do](#)

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GGives' [partner collection agencies](#) are assigned to remind you of your unpaid GGives dues via calls, SMS, and email to help prevent more late payment fees.

If you have a negative experience with any of GGives' partner collection agencies, [click here to ask for help](#). A customer service representative will contact you in **24 hours**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [I was charged multiple times for one GGives payment. What do I do?](#)
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Source: <https://help.gcash.com/hc/en-us/articles/39855320216985-I-have-a-concern-with-GGives-partner-collection-agencies-What-should-I-do>

I have a concern with GLoan s partner collection agencies What should I do {#i-have-a-concern-with-gloan-s-partner-collection-agencies-what-should-i-do}

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Bank Transfer to Maya will be right back! Our partner is working to restore the service as soon as possible.

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GLoan's [partner collection agencies](#) are assigned to remind you of your unpaid GLoan dues via calls, SMS, and email to help prevent more late payment fees.

If you have a negative experience with any of GLoan's partner collection agencies, [click here to ask for help](#). A customer service representative will contact you within **1-2 business days**.

Need more Help?

For other inquiries or concerns, check out the following articles:

- [How does GCash help with my GLoan payment?](#)
- [Who is the lender of my GLoan?](#)

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Source: <https://help.gcash.com/hc/en-us/articles/39051454205465-I-have-a-concern-with-GLoan-s-partner-collection-agencies-What-should-I-do>

I have a problem with my SoundPay device What do I do {#i-have-a-problem-with-my-soundpay-device-what-do-i-do}

Path: articles/44671600037401-I-have-a-problem-with-my-SoundPay-device-What-do-I-do

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Tap on the following scenario to troubleshoot your SoundPay concern:

1. **Device Won't Power On: - Check for Power:** Press and hold the power button for 10 seconds. Look for any lights or signs of life on the device.
 - **Verify Charging:** Use the original charger cable and adapter. Plug the device into a working power outlet. Let it charge for 15-30 minutes. Avoid overcharging the device by using a 5V 1A adapter for optimal charging.

If the device still doesn't turn on after trying the above steps, please reach out to Partner Support.

Rest assured that your QR code is still working, and you can continue accepting payments from your customers by checking your feature phone for transaction notifications.

2. **No Network Connectivity: - Check Device Status:** Look for the blue light on the device to see if it's connected to the network.
 - **Check SIM Card:** Ensure the SIM card is inserted correctly and undamaged (bottom slot).
 - **Restart the Device:** Turn the device off and on again. Check for the blue light to indicate a connection.

If the device still doesn't connect to the network after trying these steps, please reach out to Partner Support. Your QR code remains functional, and you can check your feature phone for transaction notifications.

3. **Device Won't Charge: - Check the Charging Port:** Make sure the charging port (top slot) isn't damaged or loose.
- **Try a Different Charger:** Use a different charging cable and adapter.
 - **Test a Different Outlet:** Plug the device into a different power outlet.
 - **Monitor Charging:** Look for a red light to indicate the device is charging. Press the power button to check the battery level.

If the device doesn't charge after 15-30 minutes, please reach out to Partner Support. Use your QR code for payments and check your feature phone for notifications.

4. **No Sound Notification: - Check Feature Phone:** Verify if the transaction was successful by checking your feature phone for transaction notifications.
- **Check Device Sounds:** Adjust the device's volume using the bottom rocker. Check if the device is making sounds like notification tones.
 - **Check Network Connection:** Ensure the device is connected to the network (blue light). Listen for sound notifications after a transaction.
 - **Restart the Device:** Press and hold the power button for 10 seconds. Try a test transaction and listen for sound notifications.

Need more help?

For other inquiries or concerns, check out the following articles

- [What is SoundPay?](#)
- [Manage Funds for GCash PRO Merchants](#)
- [GCashPro Transaction History](#)

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44671600037401

Source: <https://help.gcash.com/hc/en-us/articles/44671600037401-I-have-a-problem-with-my-SoundPay-device-What-do-I-do>
