

I have a problem with my order or service from my online subscription or GCash payment What should I do {#i-have-a-problem-with-my-order-or-service-from-my-online-subscription-or-gcash-payment-what-should-i-do}

Path: articles/31317973344153-I-have-a-problem-with-my-order-or-service-from-my-online-subscription-or-GCash-payment-What-should-I-do

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If the merchant didn't fulfill your order/transaction/service, please contact the merchant directly for assistance.

Merchants can assist with refunds, provide updates on your order, or clarify transaction details.

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?](#)
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I lost the SIM or phone where my GCash account is registered {#i-lost-the-sim-or-phone-where-my-gcash-account-is-registered}

Path: [articles/900006457043-I-lost-the-SIM-or-phone-where-my-GCash-account-is-registered](#)

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

If you lost your SIM or phone where your GCash is registered watch the video and follow the steps below:

Nawala ang SIM o phone na pang-GCash? Here's how to get access again! - YouTube

GCash

285K subscribers

[Nawala ang SIM o phone na pang-GCash? Here's how to get access again!](#)

GCash

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Report your lost SIM or phone to secure your funds

[Click here to report the loss](#) and request your GCash account to be temporarily blocked for security.

GCash will block your account to protect your funds, preventing you from logging in during this time.

Be sure to note the ticket number from customer support to unblock your account later.

What to do after reporting

You can either request a SIM with the same number from your telecom provider or purchase a new SIM with a different number.

If you have a **SIM with the same number**

For SMART and TNT users:

1. Go to the store
2. Present one (1) valid ID as proof of identification. The ID should have your name, photo, ID number, signature, and issuing entity.

For Globe users:

1. Go to the store.

2. Present the following documents

- **For Postpaid:** - One (1) original Government-issued ID.
- **For Prepaid:** - Notarized Affidavit of Loss (standard) with the following details: Customer name, citizenship, address, customer signature, mobile number, and incident details (how, why, when, and where mobile phone or SIM was lost)
 - Two (2) original Government-issued IDs presented during the affidavit of loss notarization

For GOMO users:

1. Prepare the following documents:

- Notarized affidavit of loss
- Selfie of the owner with the affidavit of loss
- 2 valid IDs

2. Submit the requirements to GOMO via e-mail. You may check your network provider's updated e-mail address.

For DITO users:

1. Go to the store.

2. Present the following documents:

- Notarized Affidavit of Loss
- One (1) government-issued ID

Once your replacement SIM becomes available,

1. Take a photo of the following documents:

- One accepted valid government ID
- A clear photo of yourself holding your valid ID.

2. Access your e-mail and enter the 8-digit reference number provided during the blocking request

3. Request for the unblocking of your account and upload the ID and the selfie with your ID in the e-mail

4. Wait for an e-mail reply regarding your account status within **48 hours**.

If you have a SIM with a new number

You can request to transfer funds from your old number to your new number.

- Make sure that the new number is Fully Verified
- You can request to transfer funds from your old number to your new number. Note that only the following products linked to your old account shall be transferred:
- Lending (GGives, GCredit, GLoan)
- GSave
- GStocks PH
- GCrypto
- GFunds

You will need to submit the following documents:

- Photo of one (1) valid government-issued ID (link out to acceptable IDs)
- Selfie with the valid government ID
- If your old number is not fully verified, you also need to secure a notarized affidavit of loss.

Steps to process the transfer of funds and services to your new number:

1. Have the photo of the valid ID, selfie, and the notarized affidavit of loss (affidavit is only required if your old number is a Basic GCash account) ready for submission
2. Access your e-mail and search for the GCash reference number generated when you requested for the blocking of your account
3. Reply to the e-mail with your documents, and the mobile number where you want to transfer the funds and services.
4. Wait for the update from our GCash Support Team within **24 hours**.

Need more Help?

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

- [Account Secure](#)
- [I want to use GCash on another phone or device](#)
- [I uninstalled/reinstalled GCash or reset my registered phone](#)
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900006457043

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I m experiencing issues with Cashback by Findshare

What do I do {#i-m-experiencing-issues-with-cashback-by-findshare-what-do-i-do}

Path: articles/35429350806041-I-m-experiencing-issues-with-Cashback-by-Findshare-What-do-I-do

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Cashback by Findshare is a program that allows you to earn cashback rewards for certain purchases made through GCash. By participating in this program, you can enjoy discounts or cashback on selected transactions with partnered merchants.

If you're experiencing issues with Cashback by Findshare, contact Findshare directly by visiting their [Findshare Support page](#).

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?](#)
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I m having issues with using my ePhil ID Paper type or Digital National ID to verify my GCash account {#i-m-having-issues-with-using-my-ephil-id-paper-type-or-digital-national-id-to-verify-my-gcash-account}

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Learn how to troubleshoot common issues when verifying your ePhil ID (Paper type) or Digital National ID with GCash.

When you're trying to get verified on GCash using your ePhil ID (Paper type) or Digital National ID, you will be required to undergo a selfie scan to validate your National ID records with the Philippine Statistics Authority (PSA).

Note:

The PSA Selfie Scan is different from the selfie scan that GCash requires as a part of its own verification process.

Troubleshooting Tips for ID Verification

- **Verify Personal Information:** Make sure that all information you enter matches your National ID exactly.
- **Check Internet Connection:** Ensure you have a stable internet connection for verification.
- **Use an Alternative ID:** If you can't verify your ePhil or Digital National ID, you can try verifying with another accepted ID

You can download your Digital National ID via the [PSA website](#) or the [eGov PH app](#).

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I m trying to create a GCash account but it s asking for an MPIN What should I do {#i-m-trying-to-create-a-gcash-account-but-it-s-asking-for-an-mpin-what-should-i-do}

Path: [articles/39913707773209-I-m-trying-to-create-a-GCash-account-but-it-s-asking-for-an-MPIN-What-should-I-do](#)

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If you're trying to create a GCash account and it asks for an MPIN, it means the SIM card was previously used, and there's an existing GCash account linked to that number.

To continue creating your GCash account, [click here to ask for help](#), and include these details:

- Telco network
- SIM purchase date
- Prepaid or postpaid status:

Prepaid subscriber: Attach a screenshot of your phone's settings showing your number or a photo of the SIM bed.

Postpaid subscriber: Attach a statement of account from your service provider.

A customer service representative will contact you within **24 hours**.

Need more Help?

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

- [I want to update my mobile number registered to my GCash Account](#)
- [An unknown phone number is linked to my GCash account. What do I do?](#)
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I made a deposit to my GSave account but it still has not been credited to my 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}

Path: [articles/30244088945817-I-made-a-deposit-to-my-GSave-account-but-it-still-has-not-been-credited-to-my-account-What-do-I-do](#)

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If you have made a deposit to your GSave account and the funds have not been credited yet, check if it appears in your GCash transaction history.

If the deposit appears in your transaction history, the funds will be credited to your GSave Partner Bank within 2 business days, excluding weekends and holidays. You'll also receive an SMS notification once credited.

Refer to the table below to see where your funds will be credited in case your deposit did not reflect immediately:

	---		---		GSave Partner Bank Deposit		CIMB GCash Wallet		BPI GCash Wallet		Maybank Maybank GSave Account		UNO Bank UNO Bank GSave Account		Cebuana Lhuillier Rural Bank eC-Savings GSave Account	
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If it has been **2 business days** and your funds are still not reflecting, [click here to ask for help](#). A customer service representative will contact you in **24 hours**.

Rest assured that your funds are safe and secure.

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 can't open my GSave account. 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 {#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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If you have made a withdrawal from your GSave account and the funds have not been credited to your GCash Wallet, check if it appears in your GCash Transaction history.

If the withdrawal appears in your transaction history, the funds will be credited to your GCash Wallet within **2 business days**, excluding weekends and holidays. You'll also receive an SMS notification once credited.

Refer to the table below to see where your funds will be credited in case your withdrawal did not reflect immediately:

| GSave Partner Bank | Withdrawal | | --- | --- | | CIMB | GCash Wallet | | BPI | BPI GSave Account | | Maybank | GCash Wallet | | UNO Bank | UNO Bank GSave Account | | Cebuana Lhuillier Rural Bank | eC-Savings GSave Account |

If it has been **2 business days** and your funds are still not reflecting, [click here to ask for help](#). A customer service representative will contact you in **24 hours**.

Rest assured that your funds are safe and secure.

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?](#)
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I noticed unauthorized transactions in my GCash account What do I do {#i-noticed-unauthorized-transactions-in-my-gcash-account-what-do-i-do}

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If you notice unauthorized transaction items (unexpected charges, unauthorized money transfers, etc) in your [GCash Transaction History](#), follow these steps:

1. **[Check all platforms where GCash is a linked payment method](#)**: Make sure your subscriptions in social media accounts or e-commerce platforms are still active and accurate (i.e App Store, Google Play Store, Netflix, Spotify)
2. **[Change your MPIN](#)** : Secure your GCash account by changing your MPIN
3. **[Report the transaction](#)**: If you notice unfamiliar transactions in your GCash account, report them **within 15 days of the transaction date** then [click here to ask for help](#).

What happens next

Check the status of your report from your GCash homepage by tapping **Profile > Help > Your Conversations**. A customer service representative will contact you within **24 hours**.

Need more Help?

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

- [I want to change my GCash MPIN](#)
- [I think I was scammed. What do I do?](#)
- [Someone is trying to unlink my GCash account or requesting to register their phone](#)

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4416637093145

Source: <https://help.gcash.com/hc/en-us/articles/4416637093145-I-noticed-unauthorized-transactions-in-my-GCash-account-What-do-I-do>

I paid using my GCash Card but it s not reflecting yet What should I do {#i-paid-using-my-gcash-card-but-it-s-not-reflecting-yet-what-should-i-do}

Path: [articles/30287118998041-I-paid-using-my-GCash-Card-but-it-s-not-reflecting-yet-What-should-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 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?](#)

If you've already made a payment using your GCash Card but it hasn't appeared in your account yet, follow these steps:

- **Wait for processing:** Payments may take **5-10 minutes** to reflect. Please allow this time for processing.

- **Check your confirmation:** Ensure that you've received a payment confirmation from both GCash and the merchant.
- **Contact the merchant:** If your payment still doesn't show up after 10 minutes, reach out to the merchant directly for assistance.

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 can't withdraw using my GCash Card. What do I do?](#)
- [My GCash Card is not being accepted by a merchant for payment. What do I do?](#)
- [How much are the fees and transaction limits for my GCash Card?](#)
- [How can I pay using my GCash Card?](#)

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My GCash Card has not been delivered yet after 10 days. What do I do?

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I can't pay using my GCash VISA/Mastercard Card. What do I do?

- [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?](#)
- [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?](#)

30287118998041

Source: <https://help.gcash.com/hc/en-us/articles/30287118998041-I-paid-using-my-GCash-Card-but-it-s-not-reflecting-yet-What-should-I-do>

I received the wrong or incomplete load credit What do I do {#i-received-the-wrong-or-incomplete-load-credit-what-do-i-do}

Path: [articles/30281354419865-I-received-the-wrong-or-incomplete-load-credit-What-do-I-do](#)

ADVISORY:

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Articles in this section

- [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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- [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 the details you entered are correct but you received the wrong load credit or you did not receive all the inclusions in your load promo , **go to your GCash Transaction History** and select your load transaction.

Tap **Need Help? > I received a different load amount than what I bought** to file a ticket.

Need more Help?

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

- [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?](#)

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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?

- [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?](#)

30281354419865

Source: <https://help.gcash.com/hc/en-us/articles/30281354419865-I-received-the-wrong-or-incomplete-load-credit-What-do-I-do>

I see an error Your device has modified phone settings How can I log in {#i-see-an-error-your-device-has-modified-phone-settings-how-can-i-log-in}

Path: articles/38909344986393-I-see-an-error-Your-device-has-modified-phone-settings-How-can-I-log-in

ADVISORY:

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Articles in this section

- [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?](#)
- [I can't log in to my GCash account. What do I do?](#)
- [Account Secure](#)
- [I want to use GCash on another phone or device](#)
- [I lost the SIM or phone where my GCash account is registered](#)
- [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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- [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?](#)

Changing settings like allowing installs from "Unknown Sources" and turning on "Developer Options" can make your device less secure and increase the risk of malware, which could harm your GCash account and financial info.

To keep your GCash transactions safe, it's best to **keep these settings off**.

How to disable installs from Unknown Sources

Allowing downloads and installations from "Unknown Sources" may allow hacking or other threats to your personal information.

Disable installations from Unknown Sources in your phone settings by following the steps below:

1. Go to your phone Settings and search for “Unknown Sources/Apps” or “Untrusted Sources”. The location may vary depending on the device brand and model.
2. For all apps, toggle the button to disable this setting
3. Once disabled, force restart and try to open the GCash app again.

How to disable Developer Options

Developer Options enables you to adjust and configure your operating system for testing and applications. This setting is only applicable to Android devices.

Follow these steps to turn off Developer Options:

1. Go to your phone Settings and look for Developer Options
2. Toggle the button to turn off and disable Developer Options
3. Once disabled, force restart and try to open the GCash app again.

If the above steps are not applicable to you, it is best to reach out to the accredited service provider of your mobile device to have your device checked.

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 can't log in to GCash because my device was detected as not secure](#)

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I uninstalled/reinstalled GCash or reset my registered phone

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I see an error - “Your device is jailbroken or rooted.” How can I log in?

- [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?](#)
- [I can't log in to my GCash account. What do I do?](#)
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- [I want to use GCash on another phone or device](#)
- [I lost the SIM or phone where my GCash account is registered](#)
- [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?](#)
- [I can't log in to GCash because my device was detected as not secure](#)

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Source: <https://help.gcash.com/hc/en-us/articles/38909344986393-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-see-an-error-your-device-is-jailbroken-or-rooted-how-can-i-log-in}

Path: articles/38909055927577-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?](#)
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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?](#)

Jailbroken or rooted devices pose security risks whenever you use your GCash app.

Jailbroken or rooted devices have their default security settings changed, and using such may put your personal information, including your social media and financial services access details, at risk.

We listed down some ways to find out if your device is jailbroken.

Tap for Android

To check if your Android device is rooted, please follow the steps below:

1. On your home screen, tap **Settings**
2. Select **About Phone**

3. Tap **Status Information**

4. If the Status Information indicates **OFFICIAL**, this means your device is **not rooted**

If the above steps are not applicable to you, it is best to **reach out to the accredited service provider** of your mobile device to have your device checked.

Tap for iOS

On your home screen, search if you have a third-party application for jailbreaking that is installed on your device.

If the above steps are not applicable to you, it is best to **reach out to the accredited service provider** of your mobile device to have your device checked.

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 has modified phone settings." How can I log in?](#)
- [I can't log in to GCash because my device was detected as not secure](#)

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I see an error "Your device has modified phone settings." 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?](#)
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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?](#)
- [I can't log in to GCash because my device was detected as not secure](#)

38909055927577

Source: <https://help.gcash.com/hc/en-us/articles/38909055927577-I-see-an-error-Your-device-is-jailbroken-or-rooted-How-can-I-log-in>

I sent money from my GCash to another GCash account but the recipient didn't receive it 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}

Path: articles/30245019590553-I-sent-money-from-my-GCash-to-another-GCash-account-but-the-recipient-didn-t-receive-it-What-should-I-do

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Articles in this section

- [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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- [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've sent money from your GCash to another GCash account but the recipient hasn't received it in **real-time**, check out the following:

1. **Confirm the Send Money Feature Used** Make sure to confirm which feature you used: **Send Money**(GCash to GCash), [Cash In](#) (Bank to GCash), or [Bank Transfer](#) (GCash to bank),
2. **Verify the Recipient's Mobile Number** Double-check the mobile number of the person you sent money to.
3. **Check your GCash Wallet**
 - If **no deduction** occurred, the transaction didn't go through. You can retry sending the money.
 - If your **GCash wallet was deducted**, [click here to ask for help](#). Our customer service representatives will verify your transaction and contact you in **24 hours**.

Need more Help?

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

- [I transferred money from my GCash account to a bank or other e-wallet, but it was not received. What do I do?](#)
- [I didn't receive my cash in/remittance in my GCash wallet. What do I do?](#)
- [My GSave withdrawal or deposit has not been reflected](#)
- [How do I send money to another GCash account?](#)

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I sent money to the wrong GCash account or number via Express Send. What should I do?

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I can't send money to another GCash account. What do I do?

- [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?](#)

30245019590553

Source: <https://help.gcash.com/hc/en-us/articles/30245019590553-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 {#i-sent-money-to-the-wrong-gcash-account-or-number-via-express-send-what-should-i-do}

Path: [articles/30244972048409-I-sent-money-to-the-wrong-GCash-account-or-number-via-Express-Send-What-should-I-do](#)

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Articles in this section

- [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?](#)

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?](#)

GCash transactions via **Send Money** are processed in real-time, and based on our [Terms & Conditions](#), we **cannot reverse or refund transactions** once they're completed. When you use Send Money, you are responsible for confirming the details of your transaction.

Steps you can take:

- **If you sent money to another person with a different number:** Contact the person and politely ask them to send your money back
- **If you sent money to your recipient's old or inactive number:** Please ask the recipient to [request to have the funds transferred to their active account.](#)

Tips before Sending Money:

1. **Double-check** the recipient's mobile number and name before you confirm the transaction.
2. Use [Send Money via QR](#) to scan your recipient's unique QR code—this reduces the chance of errors.
3. Update your contact list and select your recipient from your **saved contacts or favorites**.

Need more Help?

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

- [I transferred from my GCash to the wrong bank account. What do I do?](#)
- [I cashed in to the wrong GCash account. What do I do?](#)
- [I think I was scammed. What do I do?](#)
- [I see an error when I try to send money to another GCash account. What do I do?](#)
- [How can I send money in GCash via QR code?](#)

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Someone sent me money from their GCash to my GCash account, but I didn't receive it. What should I do?

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I sent money from my GCash to another GCash account, but the recipient didn't receive it. What should I do?

- [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?](#)

30244972048409

Source: <https://help.gcash.com/hc/en-us/articles/30244972048409-I-sent-money-to-the-wrong-GCash-account-or-number-via-Express-Send-What-should-I-do>

I still haven't received my GGives interest cashback after 14 days What should I do {#i-still-haven-t-received-my-ggives-interest-cashback-after-14-days-what-should-i-do}

Path: [articles/39855101176729-I-still-haven-t-received-my-GGives-interest-cashback-after-14-days-What-should-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

- [Why am I not qualified for GGives?](#)
- [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?](#)

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 paid your GGives dues in full and in advance before your last due date and have not received your interest cashback in your GCash wallet **14 business days** upon payment, you can:

1. Check if you have received an **SMS confirmation from GCash**
2. Look at your GCash transaction history if there's an amount adjustment

If there is no specified amount adjustment for your interest cashback within 14 business days, [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 was charged multiple times for one GGives payment. What do I do?](#)
- [I can't make a payment for my GGives account. What do I do?](#)

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I was charged multiple times for one GGives payment. What do 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?

- [Why am I not qualified for GGives?](#)
- [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?](#)

39855101176729

Source: <https://help.gcash.com/hc/en-us/articles/39855101176729-I-still-haven-t-received-my-GGives-interest-cashback-after-14-days-What-should-I-do>

I still haven't received my GLoan interest cashback after 14 days What should I do {#i-still-haven-t-received-my-gloan-interest-cashback-after-14-days-what-should-i-do}

Path: articles/39050895669145-I-still-haven-t-received-my-GLoan-interest-cashback-after-14-days-What-should-I-do

ADVISORY:

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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 paid your GLoan dues in advance and have not received your interest cashback in your GCash wallet **14 business days** upon payment:

1. Make sure that you paid your entire GLoan amount in **full and before your last due date**
2. Check if you have received an **SMS confirmation from GCash**
3. Look at your GCash transaction history if there's an **amount adjustment**

If there is no specified amount adjustment for your interest cashback, [click here to ask for help](#).

A customer service representative will contact you within **1-2 working days**.

Need more Help?

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

- [I already paid my GLoan but it's not reflecting yet. 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?](#)
- [What happens when I pay my total GLoan outstanding balance in advance?](#)

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I was charged multiple times for one GLoan payment. What do I do?

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- [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?](#)
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- [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?](#)
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- [I have a concern with GLoan's partner collection agencies. What should I do?](#)

39050895669145

Source: <https://help.gcash.com/hc/en-us/articles/39050895669145-I-still-haven-t-received-my-GLoan-interest-cashback-after-14-days-What-should-I-do>

I think I was scammed What do I do {#i-think-i-was-scammed-what-do-i-do}

Path: [articles/4413295284377-I-think-I-was-scammed-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

- [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](#)
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- [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?](#)

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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?](#)

A scam transaction involves another person tricking you into sending them money. If you think you've encountered a scam transaction and used GCash, follow these steps:

1. **Report to government authorities:** Report the scam to authorities such as the PNP or NBI and block the scammer on SMS or social media
2. **Report to GCash:** Prepare all the important details and screenshots then [click here to ask for help](#).

What happens after I report the scam?

One of our customer service representatives will review your report, including the details of the scammer you've reported. Please note however that **we will no longer be able to return the funds to you.**

Check the status of your report from your GCash homepage by tapping **Profile > Help > Your Conversations**. A customer service representative will contact you within **24 hours**.

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How to troubleshoot GCash app issues

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I noticed unauthorized transactions in my GCash account. What do I do?

- [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](#)
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- [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](#)

4413295284377

Source: <https://help.gcash.com/hc/en-us/articles/4413295284377-I-think-I-was-scammed-What-do-I-do>

I topped up my GCrypto wallet but it has not been reflected yet What do I do {#i-topped-up-my-gcrypto-wallet-but-it-has-not-been-reflected-yet-what-do-i-do}

Path: articles/31309647263001-I-topped-up-my-GCrypto-wallet-but-it-has-not-been-reflected-yet-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?](#)

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're having trouble topping up in GCrypto, it might be caused by one of the following reasons:

1. **Insufficient Funds:** Ensure that your GCash account has enough balance for your top-up.
2. **Exceeded Limits:** Check if you've reached your [GCash Wallet and Transaction Limits](#).
3. **OTP Issue:** If you're not receiving your One-Time-Pin (OTP), make sure your email address is updated and try again.

Your top-up will be automatically credited to your GCrypto wallet within **2 business days**.

If you didn't receive your top-up after **2 business days**, [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 much are the transaction limits for the GCrypto Trading Wallet?](#)
- [How can I top up my GCrypto Trading Wallet?](#)
- [How can I withdraw from my GCrypto Trading Wallet?](#)
- [I can't send or receive crypto in GCrypto. What do I do?](#)
- [I can't buy/sell on GCrypto. What do I do?](#)

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- [My crypto transaction has not been reflected in my GCrypto Wallet. What do I do?](#)
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- [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?](#)

31309647263001

Source: <https://help.gcash.com/hc/en-us/articles/31309647263001-I-topped-up-my-GCrypto-wallet-but-it-has-not-been-reflected-yet-What-do-I-do>

I topped up my GStocks PH Wallet but it has not been reflected yet What do I do {#i-topped-up-my-gstocks-ph-wallet-but-it-has-not-been-reflected-yet-what-do-i-do}

Path: articles/31221859259417-I-topped-up-my-GStocks-PH-Wallet-but-it-has-not-been-reflected-yet-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?](#)

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?](#)

Your GStocks PH Wallet top-up transaction should be credited within **2 business days**. You may check your GStocks PH Dashboard or GCash transaction history after this period.

Check your GStocks PH Wallet Credit Limit

1. On your GStocks PH Dashboard tap **Buy/Sell**
2. Tap **Portfolio > Credit Limits**

If your top-up did not reflect in your GStocks PH Trading Wallet after **2 business days**, [click here to ask for help](#).

Need more Help?

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

- [How can I buy PH stocks in GStocks PH?](#)
- [How can I sell PH stocks in GStocks PH?](#)
- [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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- [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?](#)

31221859259417

Source: <https://help.gcash.com/hc/en-us/articles/31221859259417-I-topped-up-my-GStocks-PH-Wallet-but-it-has-not-been-reflected-yet-What-do-I-do>

I transferred money from my GCash account to a bank or another e wallet but it was not received What do I do {#i-transferred-money-from-my-gcash-account-to-a-bank-or-another-e-wallet-but-it-was-not-received-what-do-i-do}

Path: [articles/31987307617945-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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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?](#)

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?](#)

Note: The information below applies to cases where bank transfers from your GCash wallet to other bank accounts or e-wallets were not received.

- 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](#)

Important Notice for Customers Who Transferred Money to BDO:

We're aware of an ongoing issue where some transfers from GCash to BDO were not received. Our team is actively working with BDO to resolve this. We ensure your funds are safe and will be refunded as soon as possible.

Sometimes, bank transfers from your GCash Wallet may be delayed due to **system timeouts or scheduled/unscheduled maintenance**. We work with our partner banks daily to identify failed transactions and process the crediting.

If there's a problem with your bank transfer, you will receive an SMS notifying you that the money will either be:

- Returned to your GCash Wallet within **1-2 business days**, or
- Credited to the receiver's Bank Account within **3-5 business days**

*Weekends and holidays are not included

Note:

In cases of failed/unsuccessful Bank Transfer transactions, the total amount, including fees, will be credited back to your GCash account.

If you do not see the money returned to your GCash wallet or credited to the recipient's account after **5 business days**, [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 sent money from my GCash to another GCash account, but the recipient didn't receive it. What should I do?](#)
- [I didn't receive my cash in/remittance in my GCash wallet](#)
- [Someone transferred to my bank using their GCash, but I didn't receive it.](#)
- [I cannot transfer money to another bank using GCash. What do I do?](#)
- [My GSave withdrawal or deposit has not been reflected](#)

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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?](#)

31987307617945

Source: <https://help.gcash.com/hc/en-us/articles/31987307617945-I-transferred-money-from-my-GCash-account-to-a-bank-or-another-e-wallet-but-it-was-not-received-What-do-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-transferred-money-or-cashed-in-from-a-bank-or-e-wallet-but-i-didn-t-receive-the-money-what-do-i-do}

Path: articles/28525930255769-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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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?](#)

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 cashed in from a local bank (e.g., BPI, Unionbank, BDO, Metrobank) or e-wallet but didn't receive the money in your GCash account, please follow these steps if the money doesn't appear after 2 business days:

1. **Check GCash Transaction History or App Inbox:** Sometimes transactions take time to reflect. Check back with with your GCash Transaction History after a while.

2. **Verify Mobile Number:** Ensure you cashed in or sent money to the correct mobile number. If incorrect, contact the bank to request a refund. GCash does not control refund decisions.
3. **Check Wallet Limits:** If you've exceeded your GCash wallet limits, the money may bounce back to the bank. [Learn more about Wallet and Transaction Limits](#).
4. **Check Transaction Status:** Check the bank/e-wallet's app for the status of the transaction in the transaction history or notifications.

Cash In via Linked Accounts in GCash App

If you used linked accounts for cashing in through the GCash app:

Check for Error Messages: Sometimes errors occur during the process. Verify if any error messages were missed. Retry cashing in if your transaction is not in the Transaction History.

If you still haven't received your money after following all of the steps above, [click here to ask for help](#). 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 using international remittance but I didn't receive the money. What do I do?](#)
- [Who are the official remittance partners of GCash?](#)
- [What are the GCash Cash In fees I need to know about?](#)
- [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?](#)
- [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?](#)

28525930255769

Source: <https://help.gcash.com/hc/en-us/articles/28525930255769-I-transferred-money-or-cashed-in-from-a-bank-or-e-wallet-but-I-didn-t-receive-the-money-What-do-I-do>

I uninstalled reinstalled GCash or reset my registered phone {#i-uninstalled-reinstalled-gcash-or-reset-my-registered-phone}

Path: [articles/36303160737049-I-uninstalled-reinstalled-GCash-or-reset-my-registered-phone](#)

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Articles in this section

- [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?](#)
- [I can't log in to my GCash account. What do I do?](#)
- [Account Secure](#)
- [I want to use GCash on another phone or device](#)
- [I lost the SIM or phone where my GCash account is registered](#)
- [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?](#)

[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?](#)

If you uninstall and reinstall the GCash app on your device or clear your app cache, you'll see a message that says, "It looks like you uninstalled GCash or cleared your app data." Watch the video below to learn what to do if you uninstalled/reinstalled GCash or reset your registered phone.

'Di maka-login kahit nag-uninstall at reinstall na ng GCash? - YouTube

GCash

285K subscribers

'Di maka-login kahit nag-uninstall at reinstall na ng GCash?

GCash

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Follow the steps below to access your GCash if you uninstalled/reinstalled GCash:

1. Log in to your GCash app
2. Tap **I want to register this phone.**
3. Take the selfie scan or enter your OTP

You'll receive an SMS once your phone has been successfully registered.

Need more Help?

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

- [Account Secure](#)
- [I want to use GCash on another phone or device](#)
- [I lost the SIM or phone where my GCash account is registered](#)
- [My phone got damaged or broken and I can't access GCash. What do I do?](#)
- [Someone is trying to unlink my GCash account or requesting to register their phone](#)

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- [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](#)

36303160737049

Source: <https://help.gcash.com/hc/en-us/articles/36303160737049-I-uninstalled-reinstalled-GCash-or-reset-my-registered-phone>

I used GCash Watch Pay but the merchant didn't receive the payment and or SMS confirmation 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}

Path: [articles/40997758112793-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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Articles in this section

- [GCash Watch Pay](#)
- [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?](#)

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 the merchant did not receive the payment and/or SMS confirmation, please check your [transaction history](#).

If it is reflected in your transaction history or the merchant did not receive confirmation via the POS terminal, [click here to ask for help](#).

Need more Help?

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

- [GCash Watch Pay](#)
- [I can't pay using GCash Watch Pay. 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?](#)

40997758112793

Source: <https://help.gcash.com/hc/en-us/articles/40997758112793-I-used-GCash-Watch-Pay-but-the-merchant-didn-t-receive-the-payment-and-or-SMS-confirmation-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-used-tap-n-pay-but-the-merchant-didn-t-receive-the-payment-and-or-sms-confirmation-what-should-i-do}

Path: [articles/39131881310489-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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Articles in this section

- [How do I use and activate Tap N' Pay?](#)
- [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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- [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 the merchant did not receive the payment and/or SMS, please check your [GCash Transaction history](#).

If it is reflected in your transaction history or the merchant did not receive confirmation via the POS terminal, [click here to ask for help](#). A customer service representative will contact you in **24 hours**.

Need more help?

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

- [GCash Tap N' Pay](#)
- [I can't pay using GCash Tap N' Pay. What should I do?](#)
- [I was charged more than once when I used Tap to Pay. What do I do?](#)

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- [How do I use and activate Tap N' Pay?](#)
- [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?](#)

39131881310489

Source: <https://help.gcash.com/hc/en-us/articles/39131881310489-I-used-Tap-N-Pay-but-the-merchant-didn-t-receive-the-payment-and-or-SMS-confirmation-What-should-I-do>

I ve exceeded my Express Send transaction limit in GCash What do I do {#i-ve-exceeded-my-express-send-transaction-limit-in-gcash-what-do-i-do}

Path: articles/44142420527257-I-ve-exceeded-my-Express-Send-transaction-limit-in-GCash-What-do-I-do

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Articles in this section

- [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?](#)
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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 see the prompt, "This transaction exceeds your Express Send Transaction limit," it means you've reached your Express Send transaction limit for the month.

GCash limits the number of times you can use Express Send in a month based on its [Terms & Conditions](#).

Your limit will reset on the first day of each month so that you can send or receive money via Express Send next month.

If you need to transfer funds to another GCash account immediately, you can:

- Add funds to your GCash wallet via [Cash In](#)
- Transfer funds to a bank account or e-wallet via [Bank Transfer](#) If you are a merchant and want to use GCash without transaction limits, we encourage you to sign up for a [GCash Pera Outlet](#) account .

Need more Help?

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

- [How do I increase my GCash wallet and transaction limits?](#)
- [How do I transfer money to a bank/e-wallet from my GCash account?](#)
- [I can't transfer money to another bank using GCash. What do I do?](#)

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Express Send Transaction Limit FAQs

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Someone sent me money from their GCash to my GCash account, but I didn't receive it. What should I do?

- [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?](#)

44142420527257

Source: <https://help.gcash.com/hc/en-us/articles/44142420527257-I-ve-exceeded-my-Express-Send-transaction-limit-in-GCash-What-do-I-do>

I want a refund for a purchase I made using my GCash Card {#i-want-a-refund-for-a-purchase-i-made-using-my-gcash-card}

Path: articles/30287224565657-I-want-a-refund-for-a-purchase-I-made-using-my-GCash-Card

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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 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?](#)

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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 request a refund or resolve a dispute for a purchase made with your GCash Card, here's what to do:

Contact the Merchant

Please **reach out to the merchant directly** for any refund or dispute requests. Our payment networks like MasterCard and Visa typically give partner merchants **7-15 days to settle these transactions**.

Should you need further assistance such as if the merchant is not responsive, you may [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 paid using my GCash Card but it's not reflecting yet. What should I do?](#)
- [How can I pay using my GCash Card?](#)
- [I can't pay using my GCash VISA/Mastercard Card. What do I do?](#)
- [How much are the fees and transaction limits for my GCash Card?](#)

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- [I can't order a GCash Card. What do I do?](#)
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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?](#)

30287224565657

Source: <https://help.gcash.com/hc/en-us/articles/30287224565657-I-want-a-refund-for-a-purchase-I-made-using-my-GCash-Card>

I want a refund for my online payment or subscription using my GCash account Where can I get it {#i-want-a-refund-for-my-online-payment-or-subscription-using-my-gcash-account-where-can-i-get-it}

Path: articles/45496741233817-I-want-a-refund-for-my-online-payment-or-subscription-using-my-GCash-account-Where-can-I-get-it

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

If you want refunds with your online payment or subscription, please contact the merchant directly for assistance.

Merchants can assist with refunds, provide updates on your order, or clarify transaction details.

If you see an unfamiliar charge on your account, it might be linked to a previous subscription or free trial with auto-debit from platforms like Google Play Store or Apple Store.

Here's what you can do:

- **Review Subscriptions:** Regularly check your apps for any active subscriptions or auto-payments.
- **Identify Unauthorized Charges:** If you don't have any subscriptions, read more about how to [spot and report unauthorized transactions](#).

Need more Help?

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

- [I have a problem with my order or service from my online subscription or GCash payment. What should I do?](#)
- [How do I cancel my subscription or unlink my GCash account to a merchant?](#)
- [I entered incorrect details in my GCash online payment or subscription. What should I do?](#)

- [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 was charged more than once for my online payment or subscription in my GCash account. What should I do?

- [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?](#)
- [How to pay your SPay Later dues with GCash](#)

45496741233817

Source: <https://help.gcash.com/hc/en-us/articles/45496741233817-I-want-a-refund-for-my-online-payment-or-subscription-using-my-GCash-account-Where-can-I-get-it>

I want to change my GCash MPIN {#i-want-to-change-my-gcash-mpin}

Path: [articles/35221433022361-I-want-to-change-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?](#)

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

Learn how to change your GCash MPIN. To keep your account safe, **change your GCash 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 change your MPIN below:

1. On your GCash homepage, tap **Profile > Settings**
2. Tap **Change MPIN**
3. Enter your current MPIN
4. Set and verify your new MPIN then tap **Submit**

You will be led to a page that confirms the change of your MPIN.

Need more Help?

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

- 👉 [I want to change my GCash MPIN](#)
- 👉 [I can't log in to my GCash account. What do I do?](#)
- 👉 [How to set up GCash Biometrics Login](#)
- 👉 [I can't log in to GCash because my device was detected as not secure](#)
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- [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](#)

35221433022361

Source: <https://help.gcash.com/hc/en-us/articles/35221433022361-I-want-to-change-my-GCash-MPIN>

I want to change my mobile number linked to my GCash account {#i-want-to-change-my-mobile-number-linked-to-my-gcash-account}

Path: articles/9059222758041-I-want-to-change-my-mobile-number-linked-to-my-GCash-account

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Articles in this section

- [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?](#)

To update your number registered in GCash, you have to:

1. [Create a GCash account](#) with the new number and have it [Fully Verified](#).
2. Request to transfer the linked accounts/ services from the old number to the new number.

Things to know before changing your mobile number linked to GCash

1. GCash can only transfer the linked accounts/services if the **old number is also fully verified**.
2. The following products and services will not be transferred to your new number:
 - Previous Transaction history
 - GScore
 - GForest
 - Piggy Bank
3. Your old number will be closed in our records, and you will no longer be able to access the account.

How to request for transfer of GCash services to new GCash number

1. Take a photo of one valid ID. Below is the list of IDs that you can submit:

- National ID (Card Type)
- National ID (Paper Type) / Digital National ID
- Passport
- HDMF (Pag-Ibig Loyalty Plus)
- Driver's License
- Philippine Postal ID
- PRC ID
- UMID
- SSS ID
- Student ID (only applicable for GCash Jr. accountholders)
- Alien Certificate of Registration (ACR)
- Special Resident Retiree's Visa (SRRV)
- DFA/Diplomat ID
- Alien Employment Permit

2. Take a clear photo of yourself holding your valid ID.

3. Submit the request [here](#) and attach the photo of the valid ID and the photo of your selfie.

The transfer of Wallet Balance and GCash services to the new number will take up to 14 calendar days to complete.

||| |---| |---| | **Recovery Period** | **GCash Product/Service** || Within 48 hours | Wallet balance || Within 14 days | GStocks PH, GSave (All banks), GCash Card, GCash Pera Outlet, GCrypto, GLoan, GCredit, GGives, GInsure |

Need more Help?

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

- [I want to update my account information in GCash](#)
- [I want to change my GCash MPIN](#)
- [Why did I receive a notification to update my GCash account information?](#)

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I want to update my name or birthdate in my GCash account

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- [My GCash account is on hold. How can I access my account?](#)
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- [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?](#)

9059222758041

Source: <https://help.gcash.com/hc/en-us/articles/9059222758041-I-want-to-change-my-mobile-number-linked-to-my-GCash-account>

I want to request a refund or cancellation for my GLife payment What do I do {#i-want-to-request-a-refund-or-cancellation-for-my-glife-payment-what-do-i-do}

Path: articles/35430677956761-I-want-to-request-a-refund-or-cancellation-for-my-GLife-payment-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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- [Accepted IDs for GCash Verification](#)
- [How do I send money to another GCash account?](#)

All confirmed orders with GLife merchants are final. If you need to cancel a transaction or request a refund, the decision will depend on the merchant's policy.

To request a refund or cancellation for your GLife payment, contact the partner merchant in GLife by tapping the three dots on the upper right of the merchant page.

If you can't contact the merchant, please [click here to ask for help](#). A customer service representative will contact you in **24-48 hours**.

If you didn't receive what you paid for or were charged multiple times, contact the merchant or store directly to resolve the issue promptly.

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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- [My GLife voucher is not working. What do I do?](#)
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- [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/35430677956761-I-want-to-request-a-refund-or-cancellation-for-my-GLife-payment-What-do-I-do>

I want to transact offline with GCash What do I do {#i-want-to-transact-offline-with-gcash-what-do-i-do}

Path: [articles/38911689985049-I-want-to-transact-offline-with-GCash-What-do-I-do](#)

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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?](#)

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

If you are unable to access your GCash app but need to perform transactions, here are your options:

Cash Out via Over-the-Counter or ATM

- **Over-the-Counter (OTC) Partners:** Visit any OTC partner outlet. Provide your mobile number, the amount to cash out, and a valid ID.
- **ATM Withdrawal:** If you have a GCash card linked to your account, you can withdraw funds at any ATM.

Pay GLoan, GCredit, or GGives Dues

- **Auto-Deduction:** Loan payments will be automatically deducted from your GCash wallet if you have sufficient funds. You'll receive an SMS notification after each deduction.
- **Offline Payment Partners:** Pay your dues through partner banks and centers by choosing "Fuse Financing Inc." as the biller and providing the account number as follows:

| **Payment Partner** | **Account Number** | | --- | --- | | [Bank of the Philippine Islands](#) | Loan Account ID (Found in your GLoan dashboard) | | [Metrobank](#) | | [Banco de Oro \(BDO\)](#) | GCash Registered Mobile Number | | [Bayad Center](#) |

- **Note:** Payments made through offline partners are posted 1 business day later. Pay before your due date to avoid late fees.

Deposit and Withdraw from GSave Accounts

You can deposit or withdraw funds from your GSave account via the following channels:

- **BPI MySaveUp:** Deposit and withdraw at OTC or bank ATM.
- **GSave by CIMB:** Deposit and withdraw at OTC or bank ATM.
- **Maybank EzySave+:** Deposit and withdraw at OTC, bank ATM, or via Cliqq and 7-Eleven.

Note:

ATM withdrawals are available only if you have a bank-issued card. Contact your bank to request one.

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 can I pay my GLoan dues?](#)
- [I want to use GCash on another phone or device](#)
- [My phone got damaged or broken and I can't access GCash. What do I do?](#)
- [I lost the SIM or phone where my GCash account is registered](#)
- [I uninstalled/reinstalled GCash or reset my registered phone](#)

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How to set up GCash Biometrics Login

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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?](#)
- [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](#)

38911689985049

Source: <https://help.gcash.com/hc/en-us/articles/38911689985049-I-want-to-transact-offline-with-GCash-What-do-I-do>

I want to update my GCash email address {#i-want-to-update-my-gcash-email-address}

Path: [articles/45259632531225-I-want-to-update-my-GCash-email-address](#)

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

To update your GCash email address, follow the steps below:

1. On your GCash app, tap **Profile** > Tap the name beside your profile picture
2. Tap **Update Account Information**
3. Read through the reminders and tap **Edit your Profile**
4. Input the 6-digit authentication code sent to your GCash registered number. Tap **Next**
5. Complete the verification process
6. Update your email address
7. Input the 6-digit authentication code sent to your GCash registered number. Tap **Submit**

A confirmation screen will show that your email address has been updated.

Need more Help?

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

- [I want to update my name in my GCash account](#)
- [How do I increase my GCash wallet and transaction limits?](#)
- [Is there a minimum maintaining balance required to use GCash?](#)
- [How do I transfer money from my old GCash account to my new one?](#)
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- [How do I delete or close my GCash account?](#)

45259632531225

Source: <https://help.gcash.com/hc/en-us/articles/45259632531225-I-want-to-update-my-GCash-email-address>

I want to update my address or work information in GCash {#i-want-to-update-my-address-or-work-information-in-gcash}

Path: articles/45260364962329-I-want-to-update-my-address-or-work-information-in-GCash

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

If you need to update your address or work information in your GCash account, follow these steps:

1. Open your GCash app
2. Go to **Profile** and tap on your name.
3. Tap **Update Account Information > Update Your Profile**.
4. Enter the 6-digit authentication code sent to your GCash-registered number and tap **Next**.
5. Complete the verification process and fill out the necessary fields.

Your profile will be updated within **3 days**, and an SMS confirmation will be sent to your registered mobile number.

Need more Help?

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

- [I want to update my name or birthdate in my GCash account](#)
- [I want to change my GCash MPIN](#)
- [I want to update my GCash email address](#)
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- [Why was my GCash account deactivated?](#)
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- [The GCash SSO \(Single Sign-On\) is not working. What do I do?](#)

- [How do I delete or close my GCash account?](#)

45260364962329

Source: <https://help.gcash.com/hc/en-us/articles/45260364962329-I-want-to-update-my-address-or-work-information-in-GCash>

I want to update my name or birthdate in my GCash account {#i-want-to-update-my-name-or-birthdate-in-my-gcash-account}

Path: [articles/360034342914-I-want-to-update-my-name-or-birthdate-in-my-GCash-account](#)

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- [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?](#)

To update your name on your GCash account, you must be a [Fully Verified](#) GCash user.

You can request a name change only if:

- You changed your surname due to marriage or civil status update.
- There's a minor spelling error in your name or birthdate.
- You legally changed your name.

Requirements

Prepare the necessary document/s based on your reason for the request and take a picture of it:

||| --- | --- || **Reason for Request** | **Requirement** || Change of surname (due to change in civil status) | Provide any of the following:

- Accepted valid IDs in-app with updated surname
- Marriage Certificate
- Court Decree of Annulment
- Declaration of Nullity of Marriage || Minor misspelling or error | Provide any of the following:
- Birth Certificate ((PSA/NSO/Certified True Copies)
- National ID (Card Type)
- National ID (Paper Type) / Digital National ID
- Passport
- HDMF (Pag-Ibig Loyalty Plus)
- Driver's License
- Philippine Postal ID
- PRC ID
- UMID
- SSS ID || Legal change of name |

Once you have prepared the requirements, [click here](#) to update your name or birthdate and attach the document.

A customer service representative will review the details you shared and work on your request. Your profile will be updated within **3 days**, and you'll receive an SMS confirmation on your GCash-registered number.

Need more Help?

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

- [I want to change my GCash MPIN](#)
- [I want to update my GCash email address](#)
- [I want to update my address or work information](#)
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360034342914

Source: <https://help.gcash.com/hc/en-us/articles/360034342914-I-want-to-update-my-name-or-birthdate-in-my-GCash-account>

I want to upgrade to CIMB Grow but the app says I am not eligible What do I have to do to become eligible {#i-want-to-upgrade-to-cimb-grow-but-the-app-says-i-am-not-eligible-what-do-i-have-to-do-to-become-eligible}

Path: articles/43743351197465-I-want-to-upgrade-to-CIMB-Grow-but-the-app-says-I-am-not-eligible-What-do-I-have-to-do-to-become-eligible

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- [I want to upgrade to CIMB Grow but the app says I am not eligible. What do I have to do to become eligible?](#)
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- [Can I open a GSave by CIMB account?](#)
- [What is the interest rate in GSave by CIMB?](#)
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- [How can I update the mobile number linked to my GSave by CIMB account?](#)
- [What is GSave Quick Save?](#)
- [How can I close my GSave by CIMB 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're unable to upgrade to CIMB Grow, it may be because you don't meet the eligibility requirements yet. You may not be qualified due to the following:

- You are not at least 18 years old
- You are not a Filipino citizen
- You don't have a [Fully Verified](#) GCash account
- The personal information you provided is inaccurate or incomplete
- You were not pre-selected based on CIMB Bank's eligibility criteria

To increase your chances of becoming eligible, continue using your GCash wallet for transactions and keep depositing funds into your GSave by CIMB account.

Regularly check your GSave account dashboard in the GCash app for updates on your eligibility for CIMB Grow.

Need more Help?

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

- [Can I open a CIMB Grow account in GCash?](#)

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Source: <https://help.gcash.com/hc/en-us/articles/43743351197465-I-want-to-upgrade-to-CIMB-Grow-but-the-app-says-I-am-not-eligible-What-do-I-have-to-do-to-become-eligible>

I want to use GCash on another phone or device {#i-want-to-use-gcash-on-another-phone-or-device}

Path: articles/36302878095385-I-want-to-use-GCash-on-another-phone-or-device

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Articles in this section

- [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?](#)
- [I can't log in to my GCash account. What do I do?](#)
- [Account Secure](#)
- [I want to use GCash on another phone or device](#)
- [I lost the SIM or phone where my GCash account is registered](#)
- [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?](#)
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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 only use GCash on **one device** at a time. If your GCash account is registered on another phone or if you want to use GCash or login to another phone with GCash, you'll need to unregister your old device before registering the new one.

Gustong gumamit ng GCash sa ibang device? Alamin kung paano! - YouTube

GCash

285K subscribers

[Gustong gumamit ng GCash sa ibang device? Alamin kung paano!](#)

GCash

Search

Info

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Tap to unmute

If playback doesn't begin shortly, try restarting your device.

Full screen is unavailable. [Learn More](#)

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CancelConfirm

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Watch later

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0:00 / 0:56 •Live

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Unregister your Old Phone

If you still have access to your old phone, follow these steps to unregister it:

1. Open your GCash app
2. Go to **Profile > Settings**
3. Tap **Account Secure > Unregister Phone**
4. Review the details and confirm by tapping **Yes, Unregister**
5. Complete the process by either taking a selfie scan or entering the OTP (One-Time Password)

After this, you'll see a confirmation page, and you'll receive an SMS confirming your phone has been unregistered from your GCash account.

Register your New Phone

To register your new phone with GCash, log in to your new phone and tap **I want to register this phone.**

Follow the steps to verify your identity. After completing the selfie scan or OTP, you'll be led to a page that confirms that your phone has been registered.

Can't access your old phone?

If you don't have access to your old phone or device, don't worry. You can still log in with a new phone. Here's how:

1. You'll see the screen "It looks like you changed your phone" like the one below.

2. Tap **I want to register this phone**.
3. Take the selfie scan or enter your OTP
4. You'll need to wait **4 hours** while GCash runs a few more checks to ensure it's you.
5. After 4 hours, you can log in to GCash on your new phone at the time specified on the screen.

Need more Help?

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

- [Account Secure](#)
- [I uninstalled/reinstalled GCash or reset my registered phone](#)
- [I lost the SIM or phone where my GCash account is registered](#)
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Source: <https://help.gcash.com/hc/en-us/articles/36302878095385-I-want-to-use-GCash-on-another-phone-or-device>

I was Fully Verified why was my GCash account downgraded to a basic account {#i-was-fully-verified-why-was-my-gcash-account-downgraded-to-a-basic-account}

Path: articles/31782046693529-I-was-Fully-Verified-why-was-my-GCash-account-downgraded-to-a-basic-account

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Your GCash account may have been downgraded because you still need to update your account information.

Following the Bangko Sentral ng Pilipinas regulations, **all Fully Verified GCash users must regularly update their account information in the GCash app.**

You will receive reminders via in-app and SMS to update your account before the deadline.

How to Update your Account Information

1. On your GCash app, tap **Profile** and tap on your name
2. Tap **Update Account Information > Get Started**
3. Follow and complete the necessary process

What if I don't update my account before the deadline?

If you don't update your account info before the given deadline, your GCash account will be downgraded from Fully Verified to Basic. You'll have to [verify your GCash account](#) again.

Rest assured your funds are safe. If you have outstanding balances in your [GGives](#), [GCredit](#), [GLoan](#), you may pay via our offline payment partners.

Need more Help?

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

- [I want to update my account information in GCash](#)
- [Why did I receive a notification to update my GCash account information?](#)
- [GCash Features for Basic vs Fully Verified Accounts](#)
- [What happens if I don't fully verify my GCash account?](#)
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Source: <https://help.gcash.com/hc/en-us/articles/31782046693529-I-was-Fully-Verified-why-was-my-GCash-account-downgraded-to-a-basic-account>

I was charged a penalty or additional fee even though I paid my GCredit on time What do I do {#i-was-charged-a-penalty-or-additional-fee-even-though-i-paid-my-gcredit-on-time-what-do-i-do}

Path: articles/39853821812505-I-was-charged-a-penalty-or-additional-fee-even-though-I-paid-my-GCredit-on-time-What-do-I-do

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

If you paid your GCredit before your due date, **no penalty or additional fees should be charged to you.**

If this happens, please double-check your [GCash Transaction History](#) if your GCredit payment was successful.

If you were given a penalty or additional fees on top of your GCredit dues, [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?](#)
- [I have a concern with GCredit's partner collection agencies. What should I do?](#)

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39853821812505

Source: <https://help.gcash.com/hc/en-us/articles/39853821812505-I-was-charged-a-penalty-or-additional-fee-even-though-I-paid-my-GCredit-on-time-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-was-charged-a-penalty-or-additional-fee-even-though-i-paid-my-ggives-on-time-what-do-i-do}

Path: articles/39855251014681-I-was-charged-a-penalty-or-additional-fee-even-though-I-paid-my-GGives-on-time-What-do-I-do

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If you paid your GGives before your due date, **no penalty or additional fees should be charged to you.**

If this happens, please double-check your [GCash transaction history](#) if your GGives payment was successful.

If you were given a penalty or additional fees on top of your GGives dues, [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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I was charged a penalty or additional fee even though I paid my GLoan on time What do I do {#i-was-charged-a-penalty-or-additional-fee-even-though-i-paid-my-gloan-on-time-what-do-i-do}

Path: articles/39051356871065-I-was-charged-a-penalty-or-additional-fee-even-though-I-paid-my-GLoan-on-time-What-do-I-do

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If you paid your GLoan before your due date, **no penalty or additional fees should be charged to you.**

If you were given a penalty or additional fees on top of your GLoan dues, please double-check your [GCash transaction history](#) to confirm if your GLoan payment was successful.

Please be reminded of the standard processing time for your payment, depending on your chosen payment mode:

- **Pay Bills:** 3 business days
- **GLoan dashboard:** Real-time confirmation
- **Payment partners:** 1 business day

If your payment was successful and paid on time, [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:

- [What are the GLoan fees I need to know about?](#)
- [I already paid my GLoan but it's not reflecting yet. What should I do?](#)
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39051356871065

Source: <https://help.gcash.com/hc/en-us/articles/39051356871065-I-was-charged-a-penalty-or-additional-fee-even-though-I-paid-my-GLoan-on-time-What-do-I-do>

I was charged more than once for my online payment or subscription in my GCash account What should I do {#i-was-charged-more-than-once-for-my-online-payment-or-subscription-in-my-gcash-account-what-should-i-do}

Path: articles/45492536288409-I-was-charged-more-than-once-for-my-online-payment-or-subscription-in-my-GCash-account-What-should-I-do

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

If you see an unfamiliar charge on your account, it might be linked to a previous subscription or free trial with auto-debit from platforms like Google Play Store or Apple Store.

Here's what you can do:

- **Review Subscriptions:** Regularly check your apps for any active subscriptions or auto-payments.
- **Identify Unauthorized Charges:** If you don't have any subscriptions, read more about how to spot and report unauthorized transactions.

If you were charged twice or more for the same online payment or subscription, 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?](#)
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Source: <https://help.gcash.com/hc/en-us/articles/45492536288409-I-was-charged-more-than-once-for-my-online-payment-or-subscription-in-my-GCash-account-What-should-I-do>

I was charged more than once when I used GCash Watch Pay What do I do {#i-was-charged-more-than-once-when-i-used-gcash-watch-pay-what-do-i-do}

Path: articles/40997856280729-I-was-charged-more-than-once-when-I-used-GCash-Watch-Pay-What-do-I-do

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If you were charged more than once for a single transaction using GCash Watch Pay, [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:

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I was charged more than once when I used Tap N Pay What do I do {#i-was-charged-more-than-once-when-i-used-tap-n-pay-what-do-i-do}

Path: articles/40300421330073-I-was-charged-more-than-once-when-I-used-Tap-N-Pay-What-do-I-do

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If you were charged more than once for a single transaction using Tap N' Pay, [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:

- [GCash Tap N' Pay](#)
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I was charged multiple times after using Scan to Pay QR What do I do {#i-was-charged-multiple-times-after-using-scan-to-pay-qr-what-do-i-do}

Path: articles/31315974255129-I-was-charged-multiple-times-after-using-Scan-to-Pay-QR-What-do-I-do

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If you notice that you've been charged multiple times for a single transaction using Scan to Pay, here's what you can do:

1. **Check Your Transaction History:** Review your GCash transaction history to confirm the charges.
2. **Verify Payment Confirmation:** Ensure that you did not receive multiple payment confirmations for the same transaction.
3. **Contact Customer Support:** If you confirm the duplicate charges, [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:

- [Merchant didn't receive the payment and/or SMS when I used Scan to Pay. What do I do?](#)
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- [Merchant didn't receive the payment and/or SMS when I used Scan to Pay. What do I do?](#)

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I was charged multiple times for my bills payment What do I do {#i-was-charged-multiple-times-for-my-bills-payment-what-do-i-do}

Path: articles/30283455559449-I-was-charged-multiple-times-for-my-bills-payment-What-do-I-do

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Double charges while paying bills may happen due to slow internet or high user activity. If you're charged multiple times, **ask your biller if they can apply the extra payment to your next bill.**

If you still have questions on multiple charges for your Bills payment, go to your **Transaction History** and **select your Bills transaction.**

Tap **Need Help?** > **I was charged more than once for my transaction** 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:

- [I noticed unauthorized transactions in my GCash account. What do I do?](#)
- [I can't pay bills using GCash. What do I do?](#)
- [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?](#)
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I was charged multiple times for one GCredit payment What do I do {#i-was-charged-multiple-times-for-one-gcredit-payment-what-do-i-do}

Path: [articles/39853612865945-I-was-charged-multiple-times-for-one-GCredit-payment-What-do-I-do](#)

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If you were charged multiple times for your GCredit payment, it may be due to a **slow internet connection or system downtime** which may have interrupted the payment process.

Should this happen, please **monitor your wallet balance** for a possible refund in **2 business days**.

If no refund is reflected after this period, [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**.

Note:

The refund for multiple transactions may take longer as it may undergo investigation before approval.

Need more Help?

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

- [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?](#)
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I was charged multiple times for one GGives payment

What do I do {#i-was-charged-multiple-times-for-one-ggives-payment-what-do-i-do}

Path: articles/39855114305177-I-was-charged-multiple-times-for-one-GGives-payment-What-do-I-do

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If you were charged multiple times for your GGives payment, it may be due to a **slow internet connection or system downtime** which may have interrupted the payment process.

Monitor your wallet balance for a possible refund in **2 business days**.

If no refund is reflected, [click here to ask for help](#). A customer service representative will contact you in **24 hours**.

Note: The refund for multiple transactions may take longer as it may undergo investigation before approval.

Need more Help?

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

- [I can't make a payment for my GGives account. What do I do?](#)
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- [I have a concern with GGives' partner collection agencies. What should I do?](#)

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Source: <https://help.gcash.com/hc/en-us/articles/39855114305177-I-was-charged-multiple-times-for-one-GGives-payment-What-do-I-do>

I was charged multiple times for one GLoan payment What do I do {#i-was-charged-multiple-times-for-one-gloan-payment-what-do-i-do}

Path: [articles/39051007470489-I-was-charged-multiple-times-for-one-GLoan-payment-What-do-I-do](#)

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If you were charged multiple times for your GLoan payment, it may be due to **slow internet connection or system downtime** which may have interrupted the payment process.

What to do

Monitor your wallet balance for a possible refund via auto-reversal.

If no refund is reflected, [click here to ask for help](#). A customer service representative will contact you within **1-2 business days**.

Note: Payment reversal may take longer as it may go under investigation before approval.

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 already paid my GLoan but it's not reflecting yet. 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 still haven't received my GLoan interest cashback after 14 days. What should I do?](#)

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- [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?](#)
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- [I have a concern with GLoan's partner collection agencies. What should I do?](#)

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I was charged multiple times when I bought load on GCash What do I do {#i-was-charged-multiple-times-when-i-bought-load-on-gcash-what-do-i-do}

Path: articles/30281393343769-I-was-charged-multiple-times-when-I-bought-load-on-GCash-What-do-I-do

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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?](#)
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You may have been charged multiple times for your telco or non-telco load because of system downtime or accidentally making the purchase more than once.

If there is a system downtime

Your refund will be credited to your GCash wallet **within 2 business days**. You will also receive an SMS notifying you of this.

If you accidentally made multiple purchases

If the purchase has been completed, GCash won't be able to refund you for your transaction.

Tips before making a load purchase

- Check your GCash wallet balance first
- Wait up to **5 minutes** for your Buy Load transaction to be processed
- Ensure you have a stable internet connection before purchasing
- Review your [GCash Transaction History](#).

Need more Help?

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

- [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?](#)
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- [I didn't receive my telco or non-telco load. 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?](#)

30281393343769

Source: <https://help.gcash.com/hc/en-us/articles/30281393343769-I-was-charged-multiple-times-when-I-bought-load-on-GCash-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 {#i-withdrew-funds-from-my-gstocks-ph-account-to-my-gcash-wallet-but-they-have-not-been-reflected-yet-what-do-i-do}

Path: [articles/41043122312857-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?](#)

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?](#)

Your GStocks PH Wallet withdrawal transaction should be credited within **2 business days**. You may check your GStocks PH Dashboard or GCash transaction history after this period.

If your funds did not reflect in your GCash wallet even after **2 business days**, [click here to ask for help](#).

Note:

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).

Need more Help?

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

- [How can I buy PH stocks in GStocks PH?](#)
- [How can I sell PH stocks in GStocks PH?](#)
- [My Buy Order has not been reflected in my GStocks PH account. What do I do?](#)

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My Sell Order has not been reflected in my GStocks PH Wallet. 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?](#)
- [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?](#)

41043122312857

Source: <https://help.gcash.com/hc/en-us/articles/41043122312857-I-withdrew-funds-from-my-GStocks-PH-account-to-my-GCash-wallet-but-they-have-not-been-reflected-yet-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-withdrew-money-from-a-game-in-glife-but-it-hasn-t-been-reflected-in-my-gcash-wallet-what-do-i-do}

Path: [articles/41422312263193-I-withdrew-money-from-a-game-in-GLife-but-it-hasn-t-been-reflected-in-my-GCash-wallet-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

- [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?](#)

[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?](#)

If you withdraw money from a game in GLife, your funds should be credited to your GCash wallet within a few minutes.

If you did not receive your withdrawal within **24 hours**, please contact the merchant directly.

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 deposited money into a game on GLife, but now I can't open it. What should I do?](#)
- [I can't make a payment in GLife. What do 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?

- [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 Sharetreas in GLife?](#)

41422312263193

Source: <https://help.gcash.com/hc/en-us/articles/41422312263193-I-withdrew-money-from-a-game-in-GLife-but-it-hasn-t-been-reflected-in-my-GCash-wallet-What-do-I-do>

I. Data Subject Details {#i-data-subject-details}

We certainly acknowledge your rights as a data subject, which, among them, include the right to erasure/blocking, removal, or destruction of your personal information from our systems.

In response to your request, your account will be tagged as 'Inactive' to prevent it from being used for any GCash transaction once we complete this process. The actual deletion of your data from our systems, on the other hand, will be done 5 years from the date your account has been tagged as 'Inactive'. This is in relation to our compliance with R.A. 9160, as amended, which requires a retention period of 5 years. As a financial institution, under the jurisdiction of the Bangko Sentral ng Pilipinas (BSP), we are also required to observe said law, and in particular, the prescribed retention period.

To properly accommodate your request, may we request you to provide the information below.

I. Data Subject Details

II. Confirming your Identity

A. Please confirm identity by submitting a copy of any of the documents listed below. Please tick the appropriate box to indicate which document you have enclosed.

☐ Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)

☐ Passport

If your name is different from the document or ID presented, you must supply a copy of documentary evidence to confirm the provided ID (e.g., marriage certificate, change of name deed or statutory declaration).

Additional validation procedures to validate the identity of the requestor or authorized representative

B. 'If you request made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below. Tick the appropriate box to indicate which document you have enclosed'

☐ Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)

☐ Passport

If the Authorized Representative's name is different from the document or ID presented, please provide a copy of documentary evidence to confirm the change in name of the Authorized Representative (e.g., marriage certificate, change of name deed or statutory declaration).

The data collected here will only be used to validate your identity and process your request for data/account deletion.

Once you accomplished the form and we've validated your identity, we will forward this request to our Operations Team to affect the necessary tagging.

Source: https://help.gcash.com/hc/en-us/article_attachments/900007193346/Account_Deletion_Form.pdf

I. Data Subject Details {#i-data-subject-details}

We certainly acknowledge your rights as a data subject, which, among them, include the right to erasure/blocking, removal, or destruction of your personal information from our systems.

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Source: https://help.gcash.com/hc/en-us/article_attachments/900007193346

Is there a minimum maintaining balance required to use GCash {#is-there-a-minimum-maintaining-balance-required-to-use-gcash}

Path: articles/37651205722777-Is-there-a-minimum-maintaining-balance-required-to-use-GCash

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

- [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?](#)

No, there is **no minimum balance or amount to use GCash**.

However, GSave accounts have a minimum balance in line with the policies of our partner banks, ensuring that you enjoy the best services available.

|||| --- | --- || **GSave Partner Bank | Minimum Maintaining Balance** || #MySaveUp
 by BPI | PHP 1 || GSave by CIMB | None || EzySave+ by Maybank | None ||
 UNOReady@GCash by UNO Bank | None |

You can check your [GCash Wallet and Transaction Limits](#) to ensure smooth transactions.

Need more Help?

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

- [How do I create a new GCash account?](#)
- [GCash Features for Basic vs Fully Verified Accounts](#)
- [What are the steps to get a Fully Verified GCash account?](#)
- [Increase GCash Wallet and Transaction Limits](#)

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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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There is another GCash account using my number. What do I do?

- [How do I create a new GCash account?](#)
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37651205722777

Source: <https://help.gcash.com/hc/en-us/articles/37651205722777-Is-there-a-minimum-maintaining-balance-required-to-use-GCash>

Jobs {#jobs}

Path: sections/23650068895385

ADVISORY:

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[How do I withdraw my earnings from Jobs on GCash?](#)

[How can I apply for Jobs on GCash?](#)

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

Source: <https://help.gcash.com/hc/en-us/sections/23650068895385>

Jobs {#jobs}

Path: sections/23650068895385-Jobs

ADVISORY:

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Source: <https://help.gcash.com/hc/en-us/sections/23650068895385-Jobs>

Life {#life}

Path: sections/34607543874457-Life

ADVISORY:

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

[Singlife Cash for Income Loss due to Any Cause](#)

[Singlife Cash for Funeral Costs](#)

Source: <https://help.gcash.com/hc/en-us/sections/34607543874457-Life>

Lifestyle {#lifestyle}

Path: sections/19291450586521-Lifestyle

ADVISORY:

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[Etiqa Full Phone Protection](#)

[Etiqa Phone Screen Protection](#)

[Express Send Scam Insurance](#)

[GCash Card Protect](#)

[GInsure Online Shopping Protect Insurance](#)

[PGA Sompom Online Shopping Insurance](#)

Source: <https://help.gcash.com/hc/en-us/sections/19291450586521-Lifestyle>

Load {#load}

Path: [categories/20497010779673](#)

ADVISORY:

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Buy Load

- [How can I cancel my scheduled mobile and broadband load autoloading?](#)
- [How can I schedule autoloading for mobile and broadband load?](#)
- [Can I buy an eSIM using GCash?](#)
- [How can I activate my eSIM after buying it on GCash?](#)
- [How can I use GCash to buy load?](#)
- [What are the telco load convenience fees in GCash?](#)

Get Help with Load

- [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?](#)

Borrow Load

- [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? See all 7 articles](#)

Source: <https://help.gcash.com/hc/en-us/categories/20497010779673>

Load {#load}

Path: [categories/20497010779673-Load](#)

ADVISORY:

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Buy Load

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- [Can I borrow load on GCash?](#)
- [I canceled my Borrow Load transaction but it still pushed through. What do I do? See all 7 articles](#)

Source: <https://help.gcash.com/hc/en-us/categories/20497010779673-Load>

Load Voucher Promo for Verification {#load-voucher-promo-for-verification}

Path: [articles/34680429685529-Load-Voucher-Promo-for-Verification](#)

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

- [GCash Cards Dota 2 Experience 2025 Raffle](#)
- [Fuse Summer Promo 2025](#)
- [Sulong Kaagapay UNAHCO Cashback Promo](#)

- [GCrypto Rebate Promo](#)
- [CIMB PH – Earn More Promo](#)
- [Move It Summer Promo 2025](#)
- [GCash Summer 2025 Promo](#)
- [Lucky Pay Bills Promo](#)
- [HODL and Win USDC Promo](#)
- [Load Voucher Promo for Verification](#)

[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?](#)

The Load Voucher Promo is available to **select new GCash users** who can claim a P40 load voucher by [fully verifying their account](#) after tapping the pop-up banner in the GCash app.

If your verification is approved, you will receive an SMS update from GCash. Once you are fully verified, tap the pop-up banner on your homepage to claim your free P40 voucher.

After claiming your voucher, you can view it by going to **Profile > Voucher Pocket**. You can use this to purchase Mobile, Broadband, and Non-Telco load in the GCash app. Make sure to use your voucher within **15 days of claiming it**.

Tap your voucher and apply it on the payment page during your purchase.

Get Help with Load Voucher Promo

Note: This promo is **only available for new GCash users**.

Will I still get a free voucher if I verified but did not click the pop-up notification?

- No, you have to tap the pop-up notification to claim the voucher.

How long will my voucher last until it expires?

- Once you have claimed the voucher, you have 15 days to use it before it expires.

I did not receive the voucher after verifying my account.

- Please check your GCash account after getting fully verified.

I verified my account but I was not able to claim the voucher.

- To claim your voucher please tap the pop-up notification on your GCash homepage.

My voucher is still valid, why can't I use it?

- You may only use the voucher on Load products.

I claimed my voucher but cannot see it in Voucher Pocket

- Please restart your GCash app and open Voucher Pocket

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HODL and Win USDC Promo

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Where can I check GCash Promos?

- [GCash Cards Dota 2 Experience 2025 Raffle](#)
- [Fuse Summer Promo 2025](#)
- [Sulong Kaagapay UNAHCO Cashback Promo](#)
- [GCrypto Rebate Promo](#)
- [CIMB PH – Earn More Promo](#)
- [Move It Summer Promo 2025](#)
- [GCash Summer 2025 Promo](#)
- [Lucky Pay Bills Promo](#)
- [HODL and Win USDC Promo](#)
- [Load Voucher Promo for Verification](#)
- [Where can I check GCash Promos?](#)
- [View and use vouchers via Voucher Pocket](#)
- [I don't want to receive SMS of GCash offers and promos](#)

34680429685529

Source: <https://help.gcash.com/hc/en-us/articles/34680429685529-Load-Voucher-Promo-for-Verification>

Logging in to GCash {#logging-in-to-gcash}

Path: sections/38904293949721-Logging-in-to-GCash

ADVISORY:

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

[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?](#)

[I can't log in to my GCash account. What do I do?](#)

[Account Secure](#)

[I want to use GCash on another phone or device](#)

[I lost the SIM or phone where my GCash account is registered](#)

[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?](#)

[I can't log in to GCash because my device was detected as not secure](#)

Source: <https://help.gcash.com/hc/en-us/sections/38904293949721-Logging-in-to-GCash>

Lucky Pay Bills Promo {#lucky-pay-bills-promo}

Path: articles/44938312184601-Lucky-Pay-Bills-Promo

ADVISORY:

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Articles in this section

- [GCash Cards Dota 2 Experience 2025 Raffle](#)
- [Fuse Summer Promo 2025](#)
- [Sulong Kaagapay UNAHCO Cashback Promo](#)
- [GCrypto Rebate Promo](#)
- [CIMB PH – Earn More Promo](#)
- [Move It Summer Promo 2025](#)
- [GCash Summer 2025 Promo](#)
- [Lucky Pay Bills Promo](#)
- [HODL and Win USDC Promo](#)
- [Load Voucher Promo for Verification](#)

[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?](#)

Lucky Pay Bills is a raffle that rewards you when you pay your bills with GCash. Right after making a payment, you'll receive a real-time notification inviting you to play a game for a chance to win up to PHP 10,000 GCash credits or A+ Rewards vouchers.

Promo Duration

February 15 -May 21, 2025

Eligibility

This exclusive promo is available to selected Pay Bills users who pay bills worth more than PHP 500.

Prizes

You can win GCash Credits (up to P10,000) and A+ Rewards Vouchers

How to play Lucky Pay Bills

After completing a valid bills payment, you'll receive a push notification, an app inbox message, and other reminders guiding you to the game page. Simply tap the play button, and you'll instantly get a chance to win a random prize.

Lucky Pay Bills must be played on the same day of your transaction.

How to claim A+ rewards vouchers

Here's how to check your prizes from the **Lucky Pay Bills** game:

1. Open the **GCash** app.
2. Tap **A+ Rewards** from the dashboard.
3. Click **Voucher Pocket** to view your rewards.

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GCash Summer 2025 Promo

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HODL and Win USDC Promo

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- [Fuse Summer Promo 2025](#)
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- [GCrypto Rebate Promo](#)
- [CIMB PH – Earn More Promo](#)
- [Move It Summer Promo 2025](#)
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- [Lucky Pay Bills Promo](#)
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- [Load Voucher Promo for Verification](#)
- [Where can I check GCash Promos?](#)
- [View and use vouchers via Voucher Pocket](#)
- [I don't want to receive SMS of GCash offers and promos](#)

44938312184601

Source: <https://help.gcash.com/hc/en-us/articles/44938312184601-Lucky-Pay-Bills-Promo>

MSME {#msme}

Path: sections/15793948350361-MSME

ADVISORY:

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

[What is GCash PocketPay?](#)

[I have a problem with my SoundPay device. What do I do?](#)

[What is SoundPay?](#)

[Official GCash for Business MSME Distributors](#)

Source: <https://help.gcash.com/hc/en-us/sections/15793948350361-MSME>

Mag apply bilang isang GCash Pera Outlet Partner {#mag-apply-bilang-isang-gcash-pera-outlet-partner}

Path: articles/4408281111577-Mag-apply-bilang-isang-GCash-Pera-Outlet-Partner

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

- [GCash Pera Outlet Terms and Conditions](#)
- [GCash Pera Outlet Commissions and Fees](#)
- [Paano mag fund-in sa GPO Wallet?](#)
- [Mag-apply bilang isang GCash Pera Outlet Partner](#)
- [Official GCash Pera Outlet Distributors](#)
- [Alamin ang status ng GCash Pera Outlet application](#)
- [Paano makahanap ng Authorized GCash Pera Outlet](#)
- [Dagdag pondo sa GCash Pera Outlet Wallet gamit ang GCash wallet o GGives](#)
- [Paano gamitin ang mga services ng GCash Pera Outlet](#)
- [Manage your Pera Outlet account](#)

[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?](#)

Mas madali nang makapag-avail ng GCash services sa mga malalapit na sari-sari store. Pwedeng magpa-Cash In, Cash Out, Send Load, at Pay Bills sa GCash Pera Outlet (GPO).

Mga Benepisyo ng pagiging GPO

- Bonus mula sa GCash sa bawat transaction
- Free GCash signage para sa tindahan
- Hanggang PHP 500,000 ang GCash PO wallet limit

Requirements

Kung ang applicant ay ang business owner, ihanda ang sumusunod na requirements:

1. [Fully Verified](#) dapat ang iyong GCash Account
2. Isa o alinman sa sumusunod na business documents:
 - Barangay Business Permit,
 - DTI Registration,
 - Mayor's Permit
 - BIR Registration/Certificate 2302
3. Malinaw na litrato o picture ng tindahan. Dapat nakikita sa picture ang lahat ng mga sumusunod:
 - Harap ng buong tindahan, kasama ang store signage at mga paninda
 - May-ari ng tindahan at aplikante (kung iba ang aplikante sa may-ari)
4. Selfie ng applicant
5. I-attach ang kopya ng Valid ID with 3 specimen signatures

Kapag ang nag-apply sa GCash Pera Outlet (applicant) ay non-business owner, ihanda ang sumusunod:

- Selfie ng applicant (GCash Account Holder)
- Selfie ng applicant kasama ang business owner
- Picture ng tindahan kasama ang business owner at applicant. Dapat kita sa picture ang pangalan ng store o signage
- Valid business permit, tulad ng DTI Certificate, Mayor's Permit, or Barangay Business Permit
 - The permit should match the registered business name, address, and validity date
- Valid IDs ng business owner at applicant
- Three specimen signatures ng business owner at applicant

Mag-apply para maging GPO

Pag handa na ang mga requirement, mag-apply na bilang GCash Pera Outlet sa GCash app gamit ang isang Android phone. Siguraduhing **tama at kumpleto** ang impormasyon na ilalagay para mas mabilis ang pag-proseso ng iyong application.

Sundin ang sumusunod na steps para mag-apply:

Kung nais makipag-ugnayan sa Distributor, i-check listahan ng mga [Official GCash Pera Outlet Distributors](#).

Need more help?

Kung hindi makapag-register bilang GCash Pera Outlet Retailer sa GCash app, siguruhin na ang iyong GCash account ay **fully verified**.

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Paano mag fund-in sa GPO Wallet?

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Official GCash Pera Outlet Distributors

- [GCash Pera Outlet Terms and Conditions](#)
- [GCash Pera Outlet Commissions and Fees](#)
- [Paano mag fund-in sa GPO Wallet?](#)
- [Mag-apply bilang isang GCash Pera Outlet Partner](#)
- [Official GCash Pera Outlet Distributors](#)
- [Alamin ang status ng GCash Pera Outlet application](#)
- [Paano makahanap ng Authorized GCash Pera Outlet](#)
- [Dagdag pondo sa GCash Pera Outlet Wallet gamit ang GCash wallet o GGives](#)
- [Paano gamitin ang mga services ng GCash Pera Outlet](#)
- [Manage your Pera Outlet account](#)
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Source: <https://help.gcash.com/hc/en-us/articles/4408281111577-Mag-apply-bilang-isang-GCash-Pera-Outlet-Partner>

Malayan Insurance Negosyo Insure {#malayan-insurance-negosyo-insure}

Path: articles/16545706219929-Malayan-Insurance-Negosyo-Insure

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

- [Malayan Insurance Negosyo Insure](#)

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?](#)

Negosyo Insure is an insurance product designed especially for small business owners to protect them and their business from unexpected events such as accidents, fire, loss of money, and loss/damaged property.

Jump to:

- [Coverage](#)
- [Eligibility](#)
- [Purchase Malayan Travel Master with COVID-19](#)
- [Claims and Cancellation](#)
- [Contact Malayan Insurance](#)

Coverage

Under Negosyo Insure Insurance, you and your negosyo are covered from the following:

--- ---	Coverage Limit		Accidental Death PHP 50,000	Total Permanent Disability - Accidental Cause PHP 50,000	Disablement and Dismemberment* - Accidental Cause PHP 50,000	Medical Reimbursement - Accidental Cause PHP 50,000	Fire Cash Assistance PHP 10,000	Money, Securities and Payroll (Inside Premises only) PHP 10,000	Burglary and Housebreaking PHP 10,000
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*Subject to the schedule of benefits relative to the extent of the injury

**Money inside the premises only covers coined or physical money. This cover is for the loss of money or securities stored within the Insured's business premises due to burglary or robbery.

Eligibility

You are eligible for Negosyo Insure if you are:

- A Filipino or legal Philippine resident

- 18-64 years old
- A small business owner who owns a physical store. You are a small business covered by Negosyo Insure if you have:
 - Less than 10 employees
 - A business with a physical location that customers can visit

Sample of Small Businesses include:

|||| --- | --- || Sari-sari stores | Water Refilling Station || Computer shop | Barbershop or Salon || Market Vendors with stall |

Purchase Malayan Insurance Negosyo Insure

Note: You can buy Malayan Insurance Negosyo Insure for someone else but you cannot buy more than one policy per person.

The insurance cover will start at 12:00 PM Philippine Standard Time the day following the date of purchase and expire based on the coverage chosen thereafter. Depending on the period of coverage you have chosen, your coverage is renewable thereafter.

Negosyo Insure has a period of coverage of one (1) month, three (3) months, six (6) months, and one (1) year. Maximum of 1 COC per person at any given time and maximum of one (1) COC per household*

Claims and Cancellation

Claims

In the event of a claim, the insured shall notify the Company as soon as possible and the written notice of any possible claim must be given to the Company within **thirty (30) days** after the date of the incident. In the event of accidental death, loss of money inside the premises, and burglary and housebreaking, immediate notice thereof must be given to the Company. Malayan Insurance shall not be liable for any loss of which written notice has not been received by Malayan Insurance within **one (1) month** of the occurrence thereof, subject to the terms of the policy .

On your GInsure homepage, tap **My Insurance** and select your Negosyo Insure insurance. You will be redirected to the Malayan website's "Claims Form" page. Attach all the necessary documents and submit the Claims Form.

General Requirements:

|||| --- | --- || Confirmation of Cover (Filled-out and signed) | Government-issued I.D./Company or School I.D. showing complete home address and signature of Insured, with photo |

Requirements for Accidental Death

|||| --- | --- || Affidavit of incident or notarized police report | NSO Death Certificate (original and authenticated) || NSO Marriage Certificate – if the beneficiary is the spouse | NSO Birth Certificate of the claimant – if the beneficiary is parent/child || NSO Birth Certificate of claimant and beneficiary – if the beneficiary is brother/sister |

Requirements for Accidental Dismemberment and/or Disablement / Total Permanent Disability

|||| --- | --- || Medical Certificate from a physician
(if total disability) | Picture of the claimant with the affected part |

Requirements for Medical Reimbursement

|||| --- | --- || Incident Report | Medical Certificate from hospital/ attending physician || Original Official Receipt | Hospital Billing Statement if confined |

Requirements for Fire Cash Assistance

|||| --- | --- || Barangay Certification* | Photos of damages or affected insured property |

*Barangay Certification must clearly indicate the address of the damaged property, the cause of loss or damage, and that the Insured is a resident of the damaged property.

Requirements for Money Inside Premises and Burglary and Housebreaking

|||| --- | --- || Barangay Certification* | Affidavit of Loss / Police Report || Valid I.D. of the claimant | Photos of damaged or affected insured property |

*Barangay Certification must clearly indicate the address of the damaged property, the cause of loss or damage, and that the Insured is a resident of the damaged property.

Upon submission of complete and accurate claim documents, Malayan Insurance will settle within **ten (10) working days**.

The amount for reimbursement is subject to the submitted official receipts for reimbursement and the limit of coverage. Items excluded from the policy will not be reimbursed.

Should you encounter issues or concerns, you may [contact Malayan Insurance](#).

Cancellation of Policy

To cancel your Negosyo Insure policy, please [contact Malayan Insurance](#). Please take note that your request is subject to review and approval.

Contact Malayan Insurance

To contact Malayan Insurance, please check out their available channels below:

- **Hotline:** +632-8628-8628 or +632-8242-8888 local 8628
- **Email:** csc@malayan.com
- [Malayan Insurance Support form](#)

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- [Malayan Insurance Negosyo Insure](#)

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Source: <https://help.gcash.com/hc/en-us/articles/16545706219929-Malayan-Insurance-Negosyo-Insure>

Malayan Insurance Pet Insure Dogs Only {#malayan-insurance-pet-insure-dogs-only}

Path: articles/15553713751065-Malayan-Insurance-Pet-Insure-Dogs-Only

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

- [Malayan Insurance Pet Insure \(Dogs Only\).](#)
- [Standard Insurance Pet Health](#)

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?](#)

Malayan Insurance Pet Insure is an insurance designed for furbabies and pawrents. Pet Insure offers a 3-in-1 package benefit such as Medical Reimbursement, Pet Owner's Liability, and 24/7 pet owner's personal accident cover.

Jump to:

- [Coverage](#)
- [Eligibility](#)
- [Purchase Malayan Insurance Pet Insure](#)
- [Claims](#)
- [Cancellation](#)
- [Contact Malayan Insurance](#)

Coverage

Note: The owner's liability covers both bodily injury and property damage caused by the insured dog's actions to a third party. This includes liability if the dog bites a non-insured third party.

| Products Features and Benefits | Limits (in PHP) | --- | --- | **SECTION 1 – MEDICAL REIMBURSEMENT** | Per Occurrence Limit | 30,000.00 | Annual Aggregate Limit | 100,000.00 | Burial Assistance (due to Euthanasia only) | 10,000.00 | Cruciate Ligament Injuries per Leg (Part of MR limit) | 15,000.00 | **SECTION 2 – OWNERS LIABILITY (THIRD PARTY)** | Per Occurrence Limit | 50,000.00 | Annual Aggregate Limit | 250,000.00 | **SECTION 3 – PERSONAL ACCIDENT COVER*** | Accidental Death | 50,000.00 | Total Permanent Disability | 50,000.00 | Disablement or Dismemberment | 50,000.00 |

*Limit forms part of and not in addition to the Medical Reimbursement limit

**Subject to a maximum accumulated limit of PHP 100,000.00 per Insured pet owner with multiple policies.

***Subject to schedule of indemnity relative to extent of injury

| Deductibles | --- | **Section 1 -** Medical Reimbursement | PHP 5,000.00 each and every loss
Euthanasia Burial Assistance Benefit – NIL | **Section 2 –** Owner's Liability | Third Party Bodily Injury – NIL
Third Party Property Damage – 5% of loss amount, minimum of PHP 5,000.00, each and every loss | **Section 3 –** Personal Accident Cover | NIL |

Note: Any veterinarian or clinic is acceptable as long as they are properly licensed by the regulatory bodies.

The policy does not specify which illnesses are covered. Exclusions include:

1. Conditions related to teeth: Dental issues, such as tooth decay or gum disease, are not covered under our Pet insurance policy
2. Illnesses for which a vaccine is available: Any illness for which a vaccine is readily available, such as rabies or canine parvovirus, falls under the exclusion list
3. Illnesses related to anal glands: Conditions affecting the anal glands, including anal gland impaction or infection, are not covered by our policy
4. Illnesses related to behavior: Illnesses or conditions stemming from behavioral issues, such as anxiety-related disorders or compulsive behaviors, are excluded from our coverage
5. Inherited or Congenital Disease: Diseases or conditions that are inherited or present at birth, such as hip dysplasia or certain heart conditions, fall under this exclusion
6. Parasite-related diseases: Illnesses caused by parasites, such as fleas, ticks, or heartworm, are not covered by our Pet insurance policy
7. Specifically excluded diseases: Some specific diseases or conditions may be explicitly excluded from our coverage. Please refer to your policy documentation for a comprehensive list of such exclusions

Eligibility

You can avail of this product if you are:

- 18-65 years old
- A Filipino or legal resident of the Philippines
- A Fully Verified GCash user
- An owner of a dog between the age of 6 months and 8 years

Purchase Malayan Insurance Pet Insure

Note: You cannot buy this policy for anyone else. **The insured must be the one to purchase and provide pertinent details and declarations with respect to the pet to be insured. Upgrading of the policy is not allowed.**

There is no limit to the number of policies each GCash user or pet owner may purchase under their name provided each policy covers a different pet, satisfying that only one (1) policy shall be in force per pet per policy period. Provided further that the maximum allowable accumulated limit for Personal Accident Cover shall be PHP 100,000.00 only, regardless of the number of insured pets or policies in force.

Note: Your coverage begins at 12:01 AM Philippine Standard Time the day following the date of activation.

Claims

To file a claim for Malayan Insurance Pet Insure, please send a claim request through the Malayan Claims Form. Below are the required general documents when filing your claim:

General Requirements

|||| --- | --- || Certificate of Cover and Copy of Policy, or Policy Number | Government-issued I.D./Company or School I.D. showing complete home address and signature of Insured, with photo || Pedigree Certificate and/or RFID or microchip scanned serial number, only if submitted during policy issuance | Pet Photo || Written Incident Report |

In addition to the general requirements, the following documents must be submitted:

Section 1 – Medical Reimbursement For Sickness/Illness Claims:

|||| --- | --- || Pet Baby Book/Veterinarian's Records | Certification of the attending Veterinarian on the illness or nature of treatment and health condition of the pet || Prescription of the Veterinarian for Medical Treatment | Original Receipts of Medical Treatment and Medication of the pet |

For Accident-Related Claims

|||| --- | --- || Pet Baby Book/Veterinarian's Records | Certification of the attending Veterinarian on the illness or nature of treatment health condition of the pet || Prescription of the Veterinarian for Medical Treatment | Original Receipts of Medical Treatment on the pet || Police Report or Affidavit of how the accident happened |

For Burial Assistance Benefits Claims (For Euthanasia only)

|||| --- | --- || Pet Baby Book/Veterinarian's Records, | Certification of the attending Veterinarian on the illness or nature of treatment and health condition of the pet || Veterinarian's Certification and reason for euthanizing the pet. |

Section 2 – Owner's Liability

For Third Party Property Damage Claims

|||| --- | --- || Written demand of the third party | Itemized list of damaged property/ies || Photographs of damages items/property | Estimate of repair/replacement of damaged item/invoice/quotation || Quit claim of the third party |

For Third Party Bodily Injury Claims

|||| --- | --- || Written demand of the third party | Death Certificate (Original/PSA Copy) of third party (in case of death) || Medical Certificate/Clinical/Emergency room report of third party's bodily injury/ies | Original official receipt/s of medical expenses incurred by third party || Statement of account from the hospital (if confined) | Employment certificate with monthly compensation (if any) || Valid ID of third party | Quit claim of third party |

Section 3 – Personal Accident

For Accidental Dismemberment and/or Disablement Claims

|||| --- | --- || Certified true copy of Certificate of Confinement or Medical Certificate | Statement of account / hospital billing and records of confinement (original copy) || Operating room report (if an operation was done) | Certification from the attending physician if total disability || Picture of claimant with the affected part |

For Accidental Death Claims

|||| --- | --- || Valid ID of Insured pet owner and his/her beneficiary | PSA Death Certificate (original and authenticated) || Affidavit of how the accident happened or duly notarized police report | A certified true copy of Post mortem exam if claimant died in the hospital || PSA Marriage Certificate (original and authenticated) – if the beneficiary is the spouse | PSA Birth Certificate of the claimant (original and authenticated) – if the beneficiary is parent/child || PSA Birth Certificate of the claimant and beneficiary (original and authenticated) – if the beneficiary is brother/sister | Filled out Client Information Sheet of the beneficiary |

The claim proceeds are paid through Fund Transfer. The following are the required documents:

- Certification bearing bank account details (preferably RCBC account; other bank accounts will still be subject for management's approval) duly signed by the Insured. (Template will be provided)

- Valid ID of the signatory on the release documents
- Any document that will prove or show Insured's bank details
- Signed Release Document (Template will be provided)

Note: The amount that can be claimed is subject to the submitted official receipts for reimbursement and the limit of coverage. Items excluded from the policy will not be reimbursed.

Pet Insure has a waiting period of seven (7) days for one month, fourteen (14) days for three months, and thirty (30) days for six months, nine months, and one year cover from the effectivity of the policy in respect of Section 1 - Medical Reimbursement.

During such time, if the pet is diagnosed or suffers from any injuries, sickness, or illness, any expense necessarily incurred to relieve the pet of such condition shall not be recoverable or reimbursable from the policy.

Cancellation

The insured may opt to cancel the policy and may be entitled to a premium refund subject to the short-period rate scale. Please contact Malayan Insurance to cancel your policy.

Contact Malayan Insurance

To contact Malayan Insurance, please check out their available channels below:

- **Hotline:** +632-8628-8628 or +632-8242-8888 local 8628
- **Email:** csc@malayan.com
- **Website:** <https://www.malayan.com/contact-us>

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Standard Insurance Pet Health

- [Malayan Insurance Pet Insure \(Dogs Only\)](#).
- [Standard Insurance Pet Health](#)

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Source: <https://help.gcash.com/hc/en-us/articles/15553713751065-Malayan-Insurance-Pet-Insure-Dogs-Only>

Malayan Insurance Travel Master with COVID 19 {#malayan-insurance-travel-master-with-covid-19}

Path: articles/11950899490585-Malayan-Insurance-Travel-Master-with-COVID-19

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

- [Oona Smart Flight Delay](#)
- [Malayan Insurance Travel Master with COVID-19](#)
- [Standard Insurance Travel Protect International](#)
- [Standard Insurance Travel Protect Saver Plus](#)

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?](#)

Malayan Insurance Travel Master with COVID-19 is comprehensive travel insurance that provides protection from financial burdens caused by unforeseen events while on travel. It is compliant with [Schengen Travel Visa Insurance requirements](#) and IATF guidelines.

Jump to:

- [Coverage](#)
- [Eligibility](#)
- [Purchase Malayan Travel Master with COVID-19](#)
- [Claims](#)
- [Cancellation](#)
- [Contact Malayan Insurance](#)

Coverage

Note: The coverage period for Travel Master with COVID-19 must not exceed 90 days from the start date of the trip by the insured.

Malayan Insurance Travel Master with COVID-19 covers accidental disablement or loss of life, emergency medical treatment cover for accidents, sickness (including COVID-19), provision for recovery of unused travel expenses, a wide range of travel inconvenience benefits, Personal Liability, 24/7 Travel Assistance Benefits, and Value-Added Benefits.

Foreigners traveling to the Philippines can be covered under Travel Master with COVID-19 by Malayan Insurance. The policy commences upon entry through Philippine immigration gates and ceases upon exit through the same en route to departure from the country.

Malayan's Travel Master with COVID-19 can cover the following during your travel period:

||| --- | --- || Emergency Medical Treatment | Accidental Death || Emergency Trip Cancellation | Emergency Trip Termination || Flight Delay | Loss of Travel Documents || Loss of Baggage | Damage to Baggage || Baggage Delay | Loss of Laptop || Damage to Laptop | Car Rental Protection || Personal Liability |

Eligibility

You can avail of this product if you are:

- Age 1-75 years old*
- Traveling from or to the Philippines
- Traveling within the country
- Undertaking a trip not more than 90 consecutive days
- On travel of at least 100 miles or 150 kilometers away from your registered place of residence

*Anyone above 75 years old may contact csc@malayan.com for further evaluation.

Purchase Malayan Insurance Travel Master with COVID-19

Note: Standard Insurance can only issue **one policy per trip**. If you want to upgrade your policy, please [contact Malayan Insurance](#). You may **purchase a policy for someone else**. However, kindly make sure that the details to be stated when the policy is being purchased are correct.

Malayan can accept upgrades from lower limits to higher limits subject to review and approval. Downgrades are not allowed.

You can amend your insurance coverage as long as your trip has yet to commence. You may also extend your period of travel once for as long as it does not exceed 90 days. Please [contact Malayan Insurance](#) to request for amendment or extension of your insurance coverage.

Claims and Cancellation

Claims

To file for a claim, fill out [Malayan's online claims form](#) and attach your **policy, e-ticket, passport, and related documents of your claim**.

||| --- | --- || **Emergency Medical Treatment** | - Medical Certificate

- Incident Report (if accident related)

- Statement of Account

- Positive Swab Test Result

- Original Official Receipts (medical/ hospital/ pharmacy expenses) || **Accidental Death** |
- Police Report
- Death Certificate
- Marriage Certificate- If the beneficiary is the spouse
- Birth Certificate- If the beneficiary is a parent/ child
- Birth Certificate of the assured and beneficiary- If the beneficiary is a sibling ||
- Emergency Trip Cancellation** | - Medical Certificate (if due to serious illness or injury)
- Death Certificate
- Marriage Certificate- If the beneficiary is the spouse
- Birth Certificate- If the beneficiary is a parent/ child
- Birth Certificate of the assured and beneficiary- If the beneficiary is a sibling
- Original Official Receipts (pre-booked and non-refundable lodging and transportation)
- Certificate of cancellation of flight from the airline || **Emergency Trip Termination** | - Medical Certificate (if due to serious illness or injury)
- Death Certificate
- Marriage Certificate- If the beneficiary is the spouse
- Birth Certificate- If the beneficiary is a parent/ child
- Birth Certificate of the assured and beneficiary- If beneficiary is a sibling
- Copy of new purchased E-Ticket || **Flight Delay** | - Irregularity Report from the airline
- Original Official Receipts (food/ lodging/ transportation) || **Loss of Cash** | - Police Report || **Loss of Travel Documents** | - Police Report
- Irregularity Report (if lost inside airport premises)
- Original Official Receipts (travel and communication expenses incurred in acquiring replacement passport/travel tickets) || **Loss of Baggage** | - Police Report
- Notarized affidavit with a list of items with brand, model, type, and corresponding amount || **Damage to Baggage** | - Picture of damaged baggage
- Year luggage was purchased and the estimated amount || **Baggage Delay** | - Irregularity Report from the airline
- Any document satisfactory to the insurer stating the exact time and date that the baggage was retrieved
- Original Official Receipts (toiletries/ clothing) || **Loss of Laptop** | - Police Report || **Damage to Laptop** | - Incident Report

- Deed of Assignment (if provided by the insured's employer)
- Repair estimate or certificate of total damage from the dealer or reputable service provider
- Original Official Receipts (proof of purchase) || **Car Rental Protection** | - Police Report
- Duly Notarized Affidavit (if needed) || **Personal Liability** | - Incident Report
- Billing Statement for the damaged property |

Cancellation of Policy

In case your trip was canceled or you no longer need insurance, you can cancel your Travel Master for COVID-19 policy. Please contact Malayan Insurance and request policy cancellation.

Requests for **cancellations made prior to the inception of the trip** are entitled to a refund of **50% of the Net Premium** (excluding taxes and charges).

Contact Malayan Insurance

To contact Malayan Insurance, please check out their available channels below:

- **Hotline:** +632-8628-8628 or +632-8242-8888 local 8628
- **Email:** csc@malayan.com
- [Malayan Insurance Support form](#)

In case of an emergency during travel, please contact the following channels:

- **Viber:** Assist America +63917-5622100
- **Email:** medservicephils@assistamerica.com and provide your policy copy for reference
- **Assist America Mobile App ([Play Store](#) or [iOS](#))**
 - In the app, tap Help

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Oona Smart Flight Delay

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Standard Insurance Travel Protect International

- [Oona Smart Flight Delay](#)
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- [Standard Insurance Travel Protect Saver Plus](#)

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Source: <https://help.gcash.com/hc/en-us/articles/11950899490585-Malayan-Insurance-Travel-Master-with-COVID-19>

Manage Your Account {#manage-your-account}

Path: sections/360004657754-Manage-Your-Account

ADVISORY:

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

[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?](#)

[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?](#)

Source: <https://help.gcash.com/hc/en-us/sections/360004657754-Manage-Your-Account>

Manage Your App {#manage-your-app}

Path: sections/900000456363-Manage-Your-App

ADVISORY:

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

[I did not receive my OTP for my GCash transaction/login](#)

[How to activate and turn on location services on GCash](#)

Source: <https://help.gcash.com/hc/en-us/sections/900000456363-Manage-Your-App>

Manage orders on Ship Deliver {#manage-orders-on-ship-deliver}

Path: articles/23468512433945-Manage-orders-on-Ship-Deliver

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

- [How can I use Ship & Deliver to book couriers?](#)
- [Manage orders on Ship & Deliver](#)

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?](#)

You can now easily fix your order/s through Ship and Deliver by either canceling or rebooking a canceled order. Learn how to cancel or rebook an order below.

Cancel an order

Note: Users can only cancel the delivery request before the rider has arrived at the pick up point.

The status of your refund will appear beside your order number. If you did not receive your refund in 3-5 business days, please message the chat support of Parcels PH or email them at help@lastmile.ph.

Rebook a canceled order

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How can I use Ship & Deliver to book couriers?

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- How can I use Ship & Deliver to book couriers?
- Manage orders on Ship & Deliver

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Source: <https://help.gcash.com/hc/en-us/articles/23468512433945-Manage-orders-on-Ship-Deliver>

Manage your GCash Card {#manage-your-gcash-card}

Path: sections/30286844395417-Manage-your-GCash-Card

ADVISORY:

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

How do I link my GCash Card to my GCash account?

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?

Source: <https://help.gcash.com/hc/en-us/sections/30286844395417-Manage-your-GCash-Card>

Manage your GCash account {#manage-your-gcash-account}

Path: articles/38037184606105-Manage-your-GCash-account

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

- My GCash payment or transaction was unsuccessful but my wallet was deducted. How do I get a refund?
- Differences between Send Money, Bank Transfer, Cash In, Cash Out

- [Manage your GCash account](#)
- [GCash Features for Basic vs Fully Verified Accounts](#)
- [Get Started with GCash](#)
- [Reach your Money Goals](#)
- [Protect Your 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?](#)

Manage your account information and account access, transaction history, and your linked accounts to GCash.

Update your Account Information

Learn how to update your email address, name, or birthday in your GCash account.

Register your phone to GCash

Using GCash on one phone keeps your account secure and prevents unauthorized access.

Download your Transaction History

View and download your transaction history to see all your incoming and outgoing transactions.

Link GCash as a payment method

Link your GCash account to your subscriptions or online apps.

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Differences between Send Money, Bank Transfer, Cash In, Cash Out

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GCash Features for Basic vs Fully Verified Accounts

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38037184606105

Source: <https://help.gcash.com/hc/en-us/articles/38037184606105-Manage-your-GCash-account>

Manage your GCredit Account {#manage-your-gcredit-account}

Path: sections/31108586471321-Manage-your-GCredit-Account

ADVISORY:

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

[How can I update my mobile number for my GCredit account?](#)

[Why was my GCredit account closed?](#)

[My GCredit was deactivated. What do I do?](#)

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

Source: <https://help.gcash.com/hc/en-us/sections/31108586471321-Manage-your-GCredit-Account>

Manage your GCrypto Account {#manage-your-gcrypto-account}

Path: sections/31268628827289-Manage-your-GCrypto-Account

ADVISORY:

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[How can I close my GCrypto account?](#)

[How can I update my account information in GCrypto?](#)

[How can I update the details in my GCrypto account?](#)

Source: <https://help.gcash.com/hc/en-us/sections/31268628827289-Manage-your-GCrypto-Account>

Manage your GFunds Account {#manage-your-gfunds-account}

Path: sections/30829768315929-Manage-your-GFunds-Account

ADVISORY:

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[How do I close my GFunds account?](#)

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

Source: <https://help.gcash.com/hc/en-us/sections/30829768315929-Manage-your-GFunds-Account>

Manage your GGives Account {#manage-your-ggives-account}

Path: sections/30661694958873-Manage-your-GGives-Account

ADVISORY:

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[Am I allowed to cancel my GGives loan?](#)

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

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

Source: <https://help.gcash.com/hc/en-us/sections/30661694958873-Manage-your-GGives-Account>

Manage your GLoan Account {#manage-your-gloan-account}

Path: sections/30344491417881-Manage-your-GLoan-Account

ADVISORY:

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[How can I update my mobile number for my GLoan account?](#)

[Who is the lender of my GLoan?](#)

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

Source: <https://help.gcash.com/hc/en-us/sections/30344491417881-Manage-your-GLoan-Account>

Manage your GStocks PH Account {#manage-your-gstocks-ph-account}

Path: sections/12859309407513-Manage-your-GStocks-PH-Account

ADVISORY:

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[How can I update my account information in my GStocks PH account?](#)

[Are there dividend stocks available in GStocks PH?](#)

[What are the applicable cash or property dividend taxes in GStocks PH?](#)

[Can I transfer stockholdings to another Philippine stock brokerage firm in GStocks PH?](#)

[How can I close my GStocks PH account?](#)

Source: <https://help.gcash.com/hc/en-us/sections/12859309407513-Manage-your-GStocks-PH-Account>

Manage your Pera Outlet account {#manage-your-pera-outlet-account}

Path: articles/24263721962137-Manage-your-Pera-Outlet-account

ADVISORY:

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Articles in this section

- [GCash Pera Outlet Terms and Conditions](#)
- [GCash Pera Outlet Commissions and Fees](#)
- [Paano mag fund-in sa GPO Wallet?](#)

- [Mag-apply bilang isang GCash Pera Outlet Partner](#)
- [Official GCash Pera Outlet Distributors](#)
- [Alamin ang status ng GCash Pera Outlet application](#)
- [Paano makahanap ng Authorized GCash Pera Outlet](#)
- [Dagdag pondo sa GCash Pera Outlet Wallet gamit ang GCash wallet o GGives](#)
- [Paano gamitin ang mga services ng GCash Pera Outlet](#)
- [Manage your Pera Outlet account](#)

[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?](#)

Hindi ma-open ang Pera Outlet

Kapag hindi mabuksan o magamit ang iyong GPO account, sundin ang mga sumusunod para ayusin ito:

1. Siguraduhing **updated** ang GCash app
2. Siguraduhing connected sa malakas na **internet connection**
3. Subukang **i-restart ang mobile phone**
4. Siguraduhing ginagamit ang **registered phone ng iyong account** para mag-log in. Magbasa tungkol sa Account Secure dito.

Kung sakaling nasubukan na ang lahat ng nabanggit at hindi pa rin ma-access ang Pera Outlet mini app, mag-submit ng ticket kalakip ang video recording ng actual experience sa pag open ng app.

Na-deactivate ang SIM card o Nagpalit ng SIM card

Dahil sa Republic Act 11934 o [SIM Card Registration Act of 2022](#), LAHAT ng SIM card ay kinailangang mairehistro sa kanilang mga telco provider bago ang **July 25, 2023**. Layunin ng pagpaparehistro na protektahan ang mga mamimili mula sa ilegal na mga aktibidad gaya ng mobile scam, phishing, at panloloko.

Kung na-deactivate ang iyong SIM card dahil sa hindi pagrehistro nito, mananatili ang inyong impormasyon at pondo sa GCash Pera Outlet (GPO) Wallet. **Hindi kailangang mag register ulit bilang Pera Outlet retailer gamit ang bagong SIM.**

Para mag-update sa new number, [click here para mag-file ng request](#). Siguraduhin na Fully Verified ang bagong GCash account at ihanda ang mga sumusunod na impormasyon para sa request:

- Kumpletong Pangalan ng Store Owner (First, Middle, and Last Name)
- GCash Pera Outlet ID
- Old GCash Number
- New GCash Number

- Store Name
- Valid ID
- GPO Wallet Balance
- Details of Request/Concern

Maghintay ng **3-5 araw** para makumpleto ang pag-update ng mobile number na naka-link sa iyong GPO Wallet. Sa pag-update, ang lahat ng SMS notifications ng GPO ay ipapadala sa bagong nakarehistrong mobile number mo.

Alamin ang mga Pera Outlet account status

Para masiguro na secure ang iyong account at sumasang-ayon ito sa GCash Terms & Conditions, ang GCash ay nagkakaroon ng regular na review para sa mga account at transaksyon ng registered Pera Outlet Retailers. Ayon sa Sections 21 and 23 ng GCash Terms & Conditions, may karapatan ang GCash na mag-suspend the wallet nang walang paunang abiso, kung makahanap ng anumang batayan para sa pag-deactivate nito.

Ang account status ay makikita sa itaas na bahagi ng Pera Outlet mini app. I-click ang sumusunod para malaman ang ibig sabihin ng iba't ibang account status:

Partially Approved

Ang iyong account ay approved na may condition. **Kailangang makumpleto ang natitirang dokumento sa loob ng 30 days.** Makikita ito kapag i-click ang Submit Documents. Siguruhing makapag-submit ng tama at kumpletong dokumento para tuloy-tuloy ang kita

Suspended

Ang iyong account ay magiging suspended kapag nakaraan ang 30 days at hindi sapat ang nai-submit na dokumento mula ng kayo ay ma-activate bilang GPO retailer. Hindi mawawala ang iyong account o pondo, pero pansamantalang hindi magagamit ang Pera Outlet. Siguruhing makumpleto ito para patuloy na magamit ang mga serbisyo ng Pera Outlet.

Previous

Paano gamitin ang mga services ng GCash Pera Outlet

Next

GCash Digidities

- [GCash Pera Outlet Terms and Conditions](#)
- [GCash Pera Outlet Commissions and Fees](#)
- [Paano mag fund-in sa GPO Wallet?](#)
- [Mag-apply bilang isang GCash Pera Outlet Partner](#)
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- [Dagdag pondo sa GCash Pera Outlet Wallet gamit ang GCash wallet o GGives](#)
- [Paano gamitin ang mga services ng GCash Pera Outlet](#)

- [Manage your Pera Outlet account](#)
- [GCash Digicities](#)

24263721962137

Source: <https://help.gcash.com/hc/en-us/articles/24263721962137-Manage-your-Pera-Outlet-account>

Manulife Investment Management {#manulife-investment-management}

Manulife Investment Management

ManulifeInvestmentManagementandTrustCorporation

Head Office:10th Floor NEX Tower, 6786 Ayala Avenue, Makati City,1229,Philippines

CustomerCare:(02)8884-7000

DomesticToll-Free:1-800-1-888-6268

Website:manulifeim.com.ph

Email: phtrust@manulife.com

Risk Disclosure Statement

Prior to making an investment, Manulife Investment Management and Trust Corporation is hereby informing you of the nature of its Unit Investment Trust Funds (UITFs) and the securities they may invest in, and the risks involved in investing therein. As investments generally carry different degrees of risk, it is necessary that before you make any investment, you should have:

1. fully understood the nature of the securities/investment vehicles/UITFs you will be investing in and the extent of your exposure to risks; 2. read this Risk Disclosure Statement completely; and 3. independently determined that investment in said securities/investment vehicles/UITFs is appropriate for you.

There are risks involved in investing in various securities because the value of your investment may fluctuate depending on market circumstances. For UITFs in particular, the value of your investment is based on the Net Asset Value per Unit (NAVPU) of the Fund, which uses a marked-to-market valuation and therefore may fluctuate daily. The Net Asset Value (NAV) is derived from the summation of the market value of the underlying securities of the Fund plus accrued interest income less liabilities and qualified expenses.

INVESTMENTINFUNDSDOESNOTPROVIDEGUARANTEED
 RETURNSEVENIFTHEFUNDSAREINVESTEDIN
 GOVERNMENTSECURITIESANDHIGH-GRADEPRIME
 INVESTMENTOUTLETS.YOURPRINCIPALANDEARNINGS
 FROMINVESTMENTINTHEFUNDSCANBELOSTINWHOLE
 ORINPARTWHENTHENAVPUATTHETIMEOFFREDEMPTION
 ISLOWERTHANTHENAVPUATTHETIMEOFPARTICIPATION.
 GAINSFROMINVESTMENTINTHEUITFSAREREALIZED
 WHENTHENAVPUATTHETIMEOFFREDEMPTIONISHIGHER
 THANTHENAVPUATTHETIMEOFPARTICIPATION.

Your investment in any security through Manulife Investment Management and Trust Corporation's various investment vehicles, segregated portfolios and UITFs exposes you to the various types of risks enumerated and defined hereunder:

INTEREST RATE RISK. This is the possibility for an investor to experience losses due to changes in interest rates. The purchase and sale of a debt instrument may result in profit or loss because the value of a debt instrument changes inversely with prevailing interest rates.

The Fund's portfolio, being marked-to-market, is affected by changes in interest rates thereby affecting the value of fixed income investments such as bonds. Interest rate changes may affect the prices of fixed income securities inversely, e.g. as interest rates rise, bond prices fall and when interest rates decline, bond prices rise. As the prices of bonds in a portfolio adjust to a rise in interest rate, the portfolio's market value may decline.

MARKET/PRICE RISK. This is the possibility for an investor to experience losses due to changes in market prices of securities (e.g. bonds and equities). It is the exposure to the uncertain market value of a portfolio due to price fluctuations.

The value of investments fluctuates over a given time period because of general market conditions, economic changes or other events that impact large portions of the market such as political events, natural calamities, etc. Fixed income securities, which are not held until they mature, are subject to this risk. In the case of UITFs, the Fund may gain/lose due to increase/decline in security prices, which may sometimes happen rapidly or unpredictably, hence, the NAVPU may increase to make profit or decrease to incur loss.

LIQUIDITY RISK. This is the possibility for an investor to experience losses due to the inability to sell or convert assets into cash immediately or in instances where conversion to cash is possible but at a loss. These may be caused by different reasons such as trading in securities with small or few outstanding issues, absence of buyers, limited buy/sell activity, restricted redemption periods, or underdeveloped capital markets.

Liquidity risk occurs when certain securities in the Fund may be difficult or impossible to sell at a particular time which may prevent the withdrawal/redemption of investments until its assets can be converted to cash. Even government securities which are the most liquid of fixed income securities may be subjected to liquidity risk particularly if a sizeable volume is involved.

CREDIT RISK/DEFAULT RISK. This is the possibility for an investor to experience losses due to a borrower's failure to pay principal and/or interest in a timely manner on instruments such as bonds, loans, or other forms of security which the borrower issued. This inability of the borrower to make good on its financial obligations may have resulted

from adverse changes in its financial condition, thus, lowering credit quality of the security, and consequently lowering the price (market/price risk) which contributes to the difficulty in selling such security. It also includes risk of a counterparty (a party the Fund Manager trades with) defaulting on a contract to deliver its obligation either in cash or securities.

This is the risk of losing value in the Fund in the event the borrower defaults on his obligation or in the case of counterparty, when it fails to deliver on the agreed trade. This decline in the value of the Fund/Portfolio happens because the default /failure would make the price of the security go down and may make the security difficult to sell. As these happen, the NAVPU of a Fund may decline.

REINVESTMENT RISK. This is the risk associated with the possibility of having lower returns or earnings when maturing funds or the interest earnings of funds are reinvested.

UITF investors who redeem and realize their gains run the risk of reinvesting their funds in an alternative investment outlet with lower yields. Similarly, Manulife Investment Management and Trust Corporation is faced with the risk of not being able to find good or better alternative investment outlets as some of the securities in the Fund matures.

OFFSETTING/HEDGING RISK. This is the possibility for an investor to experience losses brought about by the inherent risks which the underlying investment is exposed to despite the use of a hedging instrument.

Hedging is the act of reducing the exposure of the underlying investment from its risks. In order for hedging to be effective, the prices of the hedging instruments and the underlying investment should normally move in opposite directions.

There is no guarantee, however, that the effectiveness of a hedging instrument shall remain throughout the term of the underlying investment. Should the hedging instrument become ineffective, liquidating this based on market prices may result to losses.

In case of a foreign currency-denominated security or a peso-denominated fund that is allowed to invest in securities denominated in currencies other than its base currency, the segregated portfolio and the fund are also exposed to the following risks:

FOREIGN EXCHANGE RISK. This is the possibility for an investor to experience losses due to fluctuations in foreign exchange rates. The exchange rates depend upon a variety of global and local factors, e.g. interest rates, economic performance, and political developments.

It is the risk of a security to currency fluctuations when the value of investments in securities denominated in currencies other than the base currency of the security depreciates. Conversely, it is the risk of the security to lose value when the base currency of the security appreciates. The NAVPU of a peso-denominated UITF invested in foreign currency-denominated securities may decrease to incur loss when the peso appreciates.

COUNTRY RISK. This is the possibility for an investor to experience losses arising from investments in securities issued by/in foreign countries due to the political, economic and social structures of such countries. There are risks in foreign investments due to the possible internal and external conflicts, currency devaluations, foreign ownership limitations and tax increases of the foreign country involved which are difficult to predict but must be taken into account in making such investments.

Likewise, brokerage commissions and other fees may be higher in foreign securities. Government supervision and regulation of foreign stock exchanges, currency markets, trading systems and brokers may be less than those in the Philippines. The procedures and rules governing foreign transactions and custody of securities may also involve delays in payment, delivery or recovery of investments.

OTHER RISKS. Your Fund may be further exposed to the risk of any actual or potential conflicts of interest in the handling of in-house or related party transactions by Manulife Investment Management and Trust Corporation. These transactions may include purchase of own-institution or affiliate obligations; purchase of assets from or sales to own institution, directors, officers, subsidiaries, affiliates or other related interests/parties; or purchases or sales between fiduciary/managed accounts.

I HAVE COMPLETELY READ AND FULLY UNDERSTOOD THIS RISK DISCLOSURE STATEMENT AND THE SAME WAS CLEARLY EXPLAINED TO ME BY A MANULIFE INVESTMENT MANAGEMENT AND TRUST CORPORATION SALES PERSONNEL/WEALTH SPECIALIST BEFORE I AFFIXED MY SIGNATURE HEREIN. I HEREBY VOLUNTARILY AND WILLINGLY AGREE TO COMPLY WITH ANY AND ALL LAWS, REGULATIONS, THE PLAN RULES/PROSPECTUS, WRITTEN TRUST/OTHER FIDUCIARY/INVESTMENT MANAGEMENT AGREEMENT, TERMS AND CONDITIONS GOVERNING MY INVESTMENT.

I acknowledge that I have (1) advised the client to read this Risk Disclosure Statement; (2) encouraged the client to ask questions on matters contained in this Risk Disclosure Statement, and (3) fully explained the same to the client.

Sales Personnel/Wealth Specialist's Signature and Printed Name

Distributor Code

Date signed (mm/dd/yy)

Source: https://help.gcash.com/hc/en-us/article_attachments/38418763661465

Manulife Investment Management {#manulife-investment-management}

Manulife Investment Management

Manulife Investment Management and Trust Corporation

Head Office: 10th Floor NEX Tower, 6786 Ayala Avenue, Makati City, 1229, Philippines

Customer Care: (02) 8884-7000

Domestic Toll-Free: 1-800-1-888-6268

Website: manulifeim.com.ph

Email: phtrust@manulife.com

Unit Investment Trust Funds Omnibus Participating Trust Agreement (Trustee's Copy)

Account Name

Account No.

The Participant, as TRUSTOR, through this Omnibus Participating Trust Agreement (the "Agreement"), hereby agrees to participate in the Manulife Investment Management and Trust Corporation Unit Investment Trust Fund/s (the "Fund/s") it has duly selected based on its Client Suitability Assessment (CSA)/Investment Policy Statement (IPS) OR in accordance with its risk appetite as supported by the Client Waiver it has executed established and administered by Manulife Investment Management and Trust Corporation (the "TRUSTEE"). The TRUSTOR also agrees that its initial contribution and subsequent contributions to Fund/s are subject to the approval of the TRUSTEE after which an evidence of participation shall be issued to the TRUSTEE; and that prior to approval, the TRUSTEE shall not be liable to the TRUSTOR for any loss arising from market fluctuations and price volatility of the securities held by the FUND/s.

It is expressly understood and agreed that this Agreement is subject to, and does not amend, modify or limit, the respective Fund/s' Declaration/s of Trust (the "Plan Rules"). As such, the TRUSTOR, hereby explicitly acknowledges having read and fully understood the Plan Rules pertaining to its investment/s and is amenable to all the terms and conditions contained therein. The TRUSTOR also confirms and certifies that the Fund/s is/are suitable to its investment requirements.

The TRUSTOR and the TRUSTEE likewise agree as follows:

1. Participation and Redemption. Participation in the Fund/s and redemption of such participation shall be allowed only on the basis of the net asset value of each participation unit (the "NAVPU") determined in accordance with the applicable Plan Rules. The TRUSTOR's investment in each Fund shall be expressed in terms of number of units of participation as appearing in the TRUSTOR's evidence of participation.

As its participation, the TRUSTOR shall transfer, convey and pay unto the TRUSTEE, such amount representing the value of the units as indicated in the TRUSTOR's evidence of participation, in the currency likewise indicated therein.

The TRUSTOR may redeem its participation in a Fund through means allowed under the TRUSTEE's policy. Participation and redemption shall be allowed only at such times as provided in the applicable Plan Rules.

As the participation and redemption of such participation are subject to certain documentary requirements, the NAVPU that will be applicable to the TRUSTOR's participation or redemption shall depend on the date the participation is actually approved or when the redemption is actually processed.

2. **Client Suitability.** Prior to the acceptance of participation, the TRUSTEE shall perform client suitability, through Client Suitability Assessment forms, which shall be acknowledged and signed by the TRUSTOR. Notwithstanding the investor classification/risk profiling made by the TRUSTEE of the TRUSTOR through the CSA, the TRUSTOR may waive the results of the CSA and invest in a Fund which bears a higher risk through the accomplishment of the Client Waiver.
3. **Disclosure of Risks.** The TRUSTOR confirms that it has read and understood the Risk Disclosure Statement prior to executing and agreeing to be bound by this Agreement.
4. **Administration and Investment of Each Fund.** Each Fund, which is the pool of trust funds from the participating trustors thereof, shall be managed, administered and invested by the TRUSTEE under the operation of the applicable Plan Rules.
5. **Disclosure of Investment Outlets.** TRUSTEE shall make available for the information of any interested participant a list of prospective and outstanding investment outlets for each Fund, which list shall be updated at least quarterly.
6. **Compensation.** As compensation for the TRUSTEE services, it shall be entitled to compensation as provided in the applicable Plan Rules.
7. **Liability of TRUSTEE.** Save that attributable to the TRUSTEE's fraud, willful default, evident bad faith or gross negligence, the TRUSTEE shall not be liable for any loss or depreciation in the value of the Fund/s or in the value of the TRUSTOR's units of participation in the Fund/s arising from any act done by the TRUSTEE pursuant to the terms hereof and the applicable Plan Rules. Neither shall the TRUSTEE be liable for refraining to do any act where such inaction in the good faith judgment of the TRUSTEE is necessary and appropriate for the proper and advantageous administration and management of the Fund/s.
8. **Amendments.** This Agreement shall be deemed automatically modified as and when the Plan Rules are amended by the TRUSTEE in order to comply with applicable laws and/or Bangko Sentral ng Pilipinas regulations and for such other purposes as may be deemed proper by the TRUSTEE.
9. **Term of Agreement.** This Agreement shall continue and remain in force until the termination of the Fund/s in accordance with the Plan Rules or with laws or regulations then existing.
10. **Reference Documents.** The terms and conditions in the Plan Rules, Risk Disclosure Statement, Client Suitability Assessment, the Client Waiver and the evidence of participation are incorporated herein by reference, restated herein and shall form integral parts hereof. In executing this Agreement, the TRUSTOR represents that it has carefully read and fully understood the same documents and that it has agreed to

be bound by all terms and conditions thereof. In case of inconsistencies, the provisions of the Plan Rules shall prevail over those of this Agreement and the other reference documents.

11. Evidence of Participation. Contributions of the TRUSTOR into any of the Funds shall be evidenced by a separate Confirmation of Participation or Statement of Account, which is issued by the TRUSTEE for this purpose. Any evidence of participation is non-negotiable and serves only to confirm the units purchased as of its date. The possession of the original copy of any evidence of participation does not constitute proof that the units appearing therein remain outstanding. The TRUSTOR's outstanding units shall be based on the books and records of the TRUSTEE. The TRUSTEE reserves the right to require the prior surrender of any evidence of participation upon redemption of units. Notwithstanding the requirement for surrender, mere possession of the evidence of participation shall not be presumed or deemed as proof of non-payment of the participation.
12. Cooling-Off Provision. The participant of the Fund may avail of the cooling-of period of two (2) business days immediately following the approval of its participation in the Fund without penalty, subject to submission of a written notice to the TRUSTEE during the cooling-of period. The settlement amount shall be calculated based on the NAVPU of the Fund to be released on the immediately succeeding business day following receipt of the notice to avail of the cooling-of period.
13. Freezing of Account. The TRUSTEE shall have the right, in its sole discretion, but without any obligation to do so, to freeze the Account without incurring any liability to the TRUSTOR for any of the following instances:
 - the Account is the subject of an ongoing investigation for suspicious transaction, cybercrime, identity theft, estafa, fraud and financial crimes;
 - there is an unsettled claim or dispute related to the Account;
 - the TRUSTEE is notified of the death of the TRUSTOR and the claimants have not yet fully complied with the TRUSTEE's settlement requirements; or
 - the TRUSTEE received a notice or order from a court or other competent authority or written instruction from the Anti Money Laundering Council (AMLC) or other government or regulatory body to freeze the Account.

The TRUSTOR hereby agrees to fully indemnify and hold the TRUSTEE, its directors, officers, employees, and other authorized representatives free and harmless against any and all liabilities, whether civil, criminal, or administrative, which the TRUSTEE, its directors, officers, employees, and representatives, or any of them may incur or suffer in connection with the TRUSTEE's act of freezing the Account or the pursuit of any such action which the TRUSTEE considers appropriate.

14. Privacy Consent Clause. The Trustee collects and uses the Trustor's personal and sensitive information to carry on its trust and fiduciary business. By signing this form and continuing to avail of the Trustee's products and services, the Trustor agrees that the information it has provided and any subsequent changes to it can be processed, shared, disclosed, transferred or used by the Trustee, including its shareholders, directors, and employees, affiliates, subsidiaries, business partners, any member of the Manulife Financial Group, (including those located overseas), advisors, Sales Personnel/Wealth Specialists, representatives, industry associations and databases,

local and foreign authorities having jurisdiction over companies within the Manulife Financial Group, external auditors/counsels, and its third party service providers (whether within or outside the Philippines) within the rules set by the Data Privacy Act of 2012, as may be amended from time to time, relevant regulations and the Company's privacy policy available at www.manulifeim.com.ph/customer-privacy-policy for purposes of:

- approving the Trustor's application;
- administering and servicing the account; marketing (including marketing of products and services offered by any member of the Manulife Financial Group and those of the Trustee's business partners), promoting, getting feedback on the Trustee's products and services, and measuring client satisfaction; conducting data analytics and doing automated data processing;

preventing money laundering or terrorist financing activities; complying with reportorial and regulatory requirements of both local and foreign regulatory authorities (including local and foreign tax authorities and stock exchanges) as well as other legal, regulatory or contractual obligations of any member within the Manulife Financial Group, relating to information sharing, tax reporting or otherwise;

- the Trustee's internal purposes such as governance, risk, and underwriting management, and reporting; and
- for other reasonable purposes related to the service provided.

The Trustor will not unreasonably cancel its consent which could result to the Trustee or any member of the Manulife Group violating any law, rules, regulations or guidelines or its obligation under any contract or commitment with local or foreign regulators, governmental bodies or industry recognized bodies (whether within or outside the Philippines).

For the Trustor's personal and sensitive information which it has provided to the Trustee, it is allowing the Trustee to keep these in line with its records retention policy. The Trustor will not hold the Trustee responsible for any claim, loss, liability and cost as a result of using such information for valid purposes.

15. The TRUSTOR acknowledges that the Fund/s are trust products and are NOT deposit accounts, obligations of, guaranteed, or insured by the TRUSTEE. The returns and any income or loss arising from market fluctuations and price volatility of the securities held by the Fund/s, including investments in government securities, are for the TRUSTOR's account. The units of participation in a Fund/s, when redeemed, may be worth more or less than the TRUSTOR's initial investment. Historical performance, when presented, is purely for reference purposes and is not a guarantee of similar future results. The TRUSTEE is not liable for losses, unless there is fraud, willful default, evident bad faith or gross negligence on its part.

Agreed and accepted by:

Source: https://help.gcash.com/hc/en-us/article_attachments/38418763694489

Merchant didn't receive the payment and or SMS when I used Scan to Pay What do I do {#merchant-didn-t-receive-the-payment-and-or-sms-when-i-used-scan-to-pay-what-do-i-do}

Path: articles/31316001083289-Merchant-didn-t-receive-the-payment-and-or-SMS-when-I-used-Scan-to-Pay-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

- [How do I use Scan to Order on GCash?](#)
- [How can I use Scan to Pay via QR Code?](#)
- [Can GCash QR Payments be used in other countries?](#)
- [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?](#)

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 the merchant did not receive your payment, check your [GCash transaction history](#) to see if your payment was recorded.

If the payment was reflected and the merchant did not receive the payment or SMS Confirmation: [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 after using Scan to Pay QR. What do I do?](#)
- [I can't scan the QR code. What do I do?](#)
- [Can GCash QR Payments be used in other countries?](#)

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I was charged multiple times after using Scan to Pay QR. What do I do?

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- [How do I use Scan to Order on GCash?](#)
- [How can I use Scan to Pay via QR Code?](#)
- [Can GCash QR Payments be used in other countries?](#)
- [I can't scan the QR code. What do I do?](#)
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- [Merchant didn't receive the payment and/or SMS when I used Scan to Pay. What do I do?](#)

31316001083289

Source: <https://help.gcash.com/hc/en-us/articles/31316001083289-Merchant-didn-t-receive-the-payment-and-or-SMS-when-I-used-Scan-to-Pay-What-do-I-do>

Move It Summer Promo 2025 {#move-it-summer-promo-2025}

Path: articles/45621558291481-Move-It-Summer-Promo-2025

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

- [GCash Cards Dota 2 Experience 2025 Raffle](#)
- [Fuse Summer Promo 2025](#)
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The **Move It Summer Promo** lets you score **PHP 30 GCash Cashback** or **Ice Cream Vouchers** when you complete 5 rides using the Move It app.

Promo Duration

April 1, 2025 to June 30, 2025.

Prizes

Winners can receive PHP 30.00 GCash Cashback Vouchers or PHP 30.00 GCash Ice Cream Vouchers.

Note: The PHP 30.00 GCash Cashback voucher can be withdrawn as cash or transferred, but the PHP 30.00 GCash Ice Cream Voucher can only be used to purchase ice cream at Wendy's, Yogorino, and Dairy Queen.

Eligibility

This exclusive promo is open to all Filipino GCash users aged 18 years old and above.

Note: Some promos may not be available to GCash International users.

How to participate

Complete 5 rides with Move It to qualify. Winners will receive a unique code and URL via Grab notification inbox to play a game and win the voucher.

How to claim the voucher

1. Click the GCash claim page link from your notification.
2. Enter your mobile number and the redemption code from your eVoucher.
3. Accept the terms and conditions, then tap **Claim**.
4. A pop-up will confirm your PHP 30 voucher—click **Claim Now** to complete.

Your voucher will be credited directly to your GCash wallet.

If the promo code doesn't work, you can:

- **Check the terms and conditions**

Ensure the merchant you're transacting with is eligible for the deal. Promo codes are valid only for specific merchants, products categories, or services.

- **Ensure the minimum spend requirement is met**

Verify if your total purchase meets the minimum spend required to use the code. This information is usually included in the promo details.

- **Confirm the voucher is still valid**

Double-check the validity date of your promo codes. Expired codes cannot be redeemed.

If the promo code still doesn't work, please contact the Move It Support team:

Hotline: 1800 1550 0092

Email: contact@moveitmilamigwins.com

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- [View and use vouchers via Voucher Pocket](#)
- [I don't want to receive SMS of GCash offers and promos](#)

45621558291481

Source: <https://help.gcash.com/hc/en-us/articles/45621558291481-Move-It-Summer-Promo-2025>

My Buy Order has not been reflected in my GFunds account What do I do {#my-buy-order-has-not-been-reflected-in-my-gfunds-account-what-do-i-do}

Path: [articles/30845990526105-My-Buy-Order-has-not-been-reflected-in-my-GFunds-account-What-do-I-do](#)

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- [I can't buy or sell funds in GFunds. What do I do?](#)

- [I can't open a GFunds account. What do I do?](#)
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GCash processes all Buy Orders of investment funds within a standard time frame. If your investment in GFunds has not been reflected yet, check if your Buy Order is still within its expected number of processing days in the table below:

Fund	Buy Order Completion Date
Philippine Stock Index Fund	3 Business Days
ATRAM Peso Money Market Fund	3 Business Days
ATRAM Total Return Peso Bond Fund	4 Business Days
ATRAM Philippine Equity Smart Index Fund	4 Business Days
ATRAM Philippine Sustainable Development and Growth Fund	4 Business Days
ALFM Global Multi-Asset Income Fund	4 Business Days
ATRAM Global Technology Feeder Fund	5 Business Days
ATRAM Global Consumer Trends Feeder Fund	5 Business Days
ATRAM Global Equity Opportunity Fund	5 Business Days
ATRAM Global Health Care Fund	5 Business Days
ATRAM Global Infra Equity Fund	5 Business Days

Note that GCash processes orders from **12:00 AM to 11:59 PM**. This means that the processing of your Buy Order starts on the next banking day after you place your order.

If the fund still has not been reflected **1 business day** after the expected number of processing days, [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?](#)
- [I can't access my GFunds account. What do I do?](#)
- [How do I track my pending Buy and Sell orders in GFunds?](#)

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30845990526105

Source: <https://help.gcash.com/hc/en-us/articles/30845990526105-My-Buy-Order-has-not-been-reflected-in-my-GFunds-account-What-do-I-do>

My Buy Order has not been reflected in my GStocks PH account What do I do {#my-buy-order-has-not-been-reflected-in-my-gstocks-ph-account-what-do-i-do}

Path: articles/31256477945369-My-Buy-Order-has-not-been-reflected-in-my-GStocks-PH-account-What-do-I-do

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Promoted articles

- [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 made a **Buy Order** and it has not been reflected, first check if your available funds and assets are enough for the order.

When placing a Buy Order, remember to:

- Follow the applicable Lot Size and Price Fluctuation for your chosen stock as described in the Board Lot table
- Submit your trade orders within the correct market hours corresponding to the PSE Trading Hours
- Follow the price ceiling and price floor limitations as implemented by PSE

Note:

The PSE trading hours are from **9:30 am to 12:00 pm** and **1:00 pm to 3:00 pm** Philippine Standard Time (GMT+08:00), from Monday to Friday (excluding holidays).

If your Buy Order still has not been reflected, please [click here to ask for help](#).

Need more Help?

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

- [How can I buy PH stocks in GStocks PH?](#)
- [How can I sell PH stocks in GStocks PH?](#)
- [How do I check the status of my GStocks PH order?](#)

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31256477945369

Source: <https://help.gcash.com/hc/en-us/articles/31256477945369-My-Buy-Order-has-not-been-reflected-in-my-GStocks-PH-account-What-do-I-do>

My GCash Card got stuck in the ATM What do I do {#my-gcash-card-got-stuck-in-the-atm-what-do-i-do}

Path: [articles/30287216824601-My-GCash-Card-got-stuck-in-the-ATM-What-do-I-do](#)

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If your GCash Card gets stuck or captured in the ATM, here's what to do:

- **Contact the ATM Bank:** Immediately **reach out to the bank** where the ATM is located to coordinate the retrieval of your card.
- **Lock Your GCash Card:** For your security, [lock your GCash Card](#) through the GCash app to prevent unauthorized transactions.
- **Unlock When Retrieved:** Once you've retrieved your card from the bank, you can unlock it through the GCash app.

Need more Help?

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

- [I can't withdraw using my GCash Card. What do I do?](#)
- [How do I lock my GCash Card?](#)
- [How do I reset my GCash VISA/Mastercard PIN?](#)
- [I can't pay using my GCash VISA/Mastercard Card. What do I do?](#)
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- [I can't apply my GCash Card promo voucher when ordering a card. What do I do?](#)

30287216824601

Source: <https://help.gcash.com/hc/en-us/articles/30287216824601-My-GCash-Card-got-stuck-in-the-ATM-What-do-I-do>

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

{#my-gcash-card-has-been-lost-or-stolen-what-do-i-do}

Path: articles/30287388112921-My-GCash-Card-has-been-lost-or-stolen-What-do-I-do

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If your GCash Card is lost or stolen, follow these steps immediately:

1. Open the GCash app and lock your card to block any transactions.
2. Once you've done this, report your lost or stolen card to keep your funds safe. A customer service representative will contact you within **1-2 business days**.
3. Review your recent transactions to ensure no unauthorized activity has taken place.

Need more Help?

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

- [I noticed unauthorized transactions in my GCash account. What do I do?](#)
- [How do I lock my GCash Card?](#)
- [How do I reset my GCash VISA/Mastercard PIN?](#)
- [How do I deactivate my GCash Card from my account?](#)
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30287388112921

Source: <https://help.gcash.com/hc/en-us/articles/30287388112921-My-GCash-Card-has-been-lost-or-stolen-What-do-I-do>

My GCash Card has not been delivered yet after 10 days What do I do {#my-gcash-card-has-not-been-delivered-yet-after-10-days-what-do-i-do}

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Once you successfully order your GCash Card, it will be delivered within **4-10 business days depending on your area.**

||| --- | --- || NCR | 4 to 6 business days || Luzon | 6 to 8 business days || Visayas & Mindanao | 8 to 10 business days |

If you have received a tracking number from **Ninja Van**, you can check your card's delivery status by visiting the Ninja Van Portal and entering your tracking number.

If you **haven't received a tracking number yet**, your card may still be in the endorsement or waybill printing stage.

If **more than 10 business days** have passed and you still haven't received your card, please chat with **Gigi** for further assistance.

Need more Help?

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

- [Can GCash deliver my GCash Card to my location?](#)
- [GCash Card Fast FAQs](#)
- [What can I do with my GCash VISA/Mastercard Card?](#)
- [How can I pay using my GCash Card?](#)

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My GCash Card is not being accepted by a merchant for payment What do I do {#my-gcash-card-is-not-being-accepted-by-a-merchant-for-payment-what-do-i-do}

Path: articles/30287172161305-My-GCash-Card-is-not-being-accepted-by-a-merchant-for-payment-What-do-I-do

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If your GCash Card is not being accepted by a merchant, follow these steps:

- **Check your card status:** Make sure your GCash Card is activated
- **Check your wallet balance:** Make sure your GCash wallet has sufficient balance for the transaction.

- **Verify merchant's POS system:** Confirm if the merchant's POS terminal is compatible with your GCash Card.

Note: The GCash Mastercard is not compatible with some online merchants. We recommend to order a new VISA Card.

If the merchant still refuses to accept your GCash Card for payment, 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?](#)
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Source: <https://help.gcash.com/hc/en-us/articles/30287172161305-My-GCash-Card-is-not-being-accepted-by-a-merchant-for-payment-What-do-I-do>

My GCash account is on hold How can I access my account {#my-gcash-account-is-on-hold-how-can-i-access-my-account}

Path: articles/18374080547609-My-GCash-account-is-on-hold-How-can-I-access-my-account

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If you encountered a prompt saying “Your account is on hold,” it may be due to any of the following:

- **Inactivity:** If your GCash Basic account hasn’t been fully verified in the last 12 months, it will be deactivated.
- **Invalid Information:** The information and documents you provided for verification may not be real or accurate.
- **Illegal Use:** Your account might be involved in illegal activities or suspicious transactions, or it might be used by someone not authorized.
- **Legal Orders:** GCash may have received instructions from a government agency or court to hold your account.
- **Inactive Wallet:** If your GCash Wallet has had no transactions or a zero balance for at least 6 months, it’s considered inactive.

What to Do If Your Account Is on Hold

1. Check if you received an email

Double-check your GCash-registered email's inbox or spam folder if you received an email regarding **“Account Deactivation.”** If you received this email, [click here to ask for help](#) to unblock your account.

Once unblocked, you **MUST Fully Verify** your account. If you don't verify within **48 hours**, it will be blocked again.

2. Check for an SMS on routine verification

If you didn't receive any email, check if you received an SMS from GCash: *“Hi! Your GCash account was put on hold due to routine verification. This is following GCash's Terms and Conditions.”*

To access your account, [click here to submit](#) the following required documents:

- Front and back photos of two valid government-issued IDs.
- A photo of your signature on paper.
- Proof of income (like your income tax return or payslip if employed; business registration if self-employed).
- Proof of billing (like a utility bill or rental statement)

3. Chat with Gigi for more assistance

If you didn't receive an SMS or email, **Chat with Gigi and type ‘Account on Hold’** for help in checking your account. Please prepare the following requirements that Gigi will ask:

- Photos of two valid government-issued IDs
- A selfie with the IDs
- A screenshot of your Phone/SIM Settings showing your GCash-registered number

Need more Help?

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

- [Why was my GCash account deactivated?](#)
- [How do I delete or close my GCash account?](#)
- [I want to transact offline with GCash. What do I do?](#)
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- [How do I delete or close my GCash account?](#)

18374080547609

Source: <https://help.gcash.com/hc/en-us/articles/18374080547609-My-GCash-account-is-on-hold-How-can-I-access-my-account>

My GCash account is still not verified after 3 days What do I do {#my-gcash-account-is-still-not-verified-after-3-days-what-do-i-do}

Path: articles/30299089512601-My-GCash-account-is-still-not-verified-after-3-days-What-do-I-do

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- [Hindi pa verified ang GCash account ko pagkatapos ng 3 araw. Ano ang gagawin ko?](#)
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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?](#)

After you've finished the verification process, it usually takes up to 3 days to review your application. You should receive an SMS update after 3 days.

If your verification is taking too long, here's what you can do to find out why it's delayed and resolve pending GCash verification issues:

Please go to the GCash app > Profile > Verify Now and **check what you are seeing on your verification page.**

Upgrade your GCash. Verify Now

If you see this, this could mean you...

- **Haven't started** the verification process
- **Did not finish** your most recent verification attempt
- Finished the process, but your most **recent application was rejected**

To proceed, tap **Verify Now** at the bottom of the screen to start or continue with the verification process. You should receive an SMS update on your verification after 3 days.

Please Complete Your Verification

This means we need some **additional documents** from you before proceeding with your application. Tap **“Continue Verification”** to view the documents needed and submit them within **10 days** to complete your verification.

Once you've submitted your additional documents, please expect an SMS update from us within **4 days**. Please note that if you're unable to submit the documents within 10 days, you will need to restart the verification process.

We're Verifying Your Account

This means we've received your application and are currently reviewing it. This usually takes **up to 3 days**.

If it's been more than 3 days and you haven't received an update, please [click here to follow up on your verification](#). Make sure to take a screenshot of your verification page and attach a photo of it when submitting your ticket for a smoother process! A customer service representative will contact you in **24 hours**.

Need More Help?

Check out the articles below about verifying your GCash account

👉 [What are the steps to get a fully verified account?](#)

👉 [Accepted IDs for GCash Verification](#)

👉 [My GCash account verification failed. What should I do?](#)

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- [Can I get fully verified on GCash offline?](#)

30299089512601

Source: <https://help.gcash.com/hc/en-us/articles/30299089512601-My-GCash-account-is-still-not-verified-after-3-days-What-do-I-do>

My GCash account verification failed What should I do {#my-gcash-account-verification-failed-what-should-i-do}

Path: articles/900006458483-My-GCash-account-verification-failed-What-should-I-do

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- [I don't have accepted IDs for GCash verification. What do I do?](#)
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- [How do I send money to another GCash account?](#)

If your account verification was rejected, watch the video below to learn the common reasons for errors and learn troubleshooting tips to resolve verification issues.

Tips para maging GCash-verified! - YouTube

GCash

285K subscribers

[Tips para maging GCash-verified!](#)

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If you received an SMS notification that your GCash verification was unsuccessful or rejected, there will be details in the message on the reason why. Here are some possible reasons and what you can do next:

Selfie Scan Not Working

The photo you submitted couldn't be properly verified because your selfie scan may have been:

- **Blurred:** Ensure your photo is clear.
- **Too Dark:** Use good lighting.
- **Obstructed:** Make sure your face is fully visible and not covered.

Tips for a Successful Selfie Scan:

- **Lighting:** Take the photo in a well-lit area.
- **Visibility:** Ensure your full face is visible.
- **Background:** Avoid people or distractions in the background.
- **Attire:** Wear a shirt or a top during your selfie scan

ID Scan & Quality Error

This means there was a problem with either the photo of the ID you submitted or the actual ID.

Tips for Proper ID Submission:

- **Original & Valid ID:** Use the actual ID, not a photocopy/xerox/scanned copy. Make sure it's an accepted ID that is NOT expired
- **Good Lighting:** Take the photo in a well-lit space
- **Fully Visible:** Ensure the entire ID is seen in the photo and not cropped
- **Clear:** Make sure none of the details or picture is blurry
- **Orientation:** Take the photo right side up
- **Details should match:** The info in your ID should match the info you inputted in the GCash app

Unable to Submit Additional Documents

If your GCash account verification failed because you were unable to submit the required additional documents within 10 days, here's what to do:

1. Open the GCash app > Go to your Profile
2. Tap **Verify Now** to restart the process

3. If you are asked to provide additional documents, ensure to submit these within **10 days** from your application date
4. After you submit, please allow **4 business days** for GCash to review your documents.

To ensure a successful verification, follow the tips above and retry the process by going to your GCash app and tap **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 GCash Account?](#)

👉 [Accepted IDs for GCash Verification](#)

👉 [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?](#)

900006458483

Source: <https://help.gcash.com/hc/en-us/articles/900006458483-My-GCash-account-verification-failed-What-should-I-do>

My GCash account was charged for an online payment or subscription I don't recognize What should I do
{#my-gcash-account-was-charged-for-an-online-

payment-or-subscription-i-don-t-recognize-what-should-i-do}

Path: articles/31318059861273-My-GCash-account-was-charged-for-an-online-payment-or-subscription-I-don-t-recognize-What-should-I-do

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If you see an unfamiliar charge on your account, it might be linked to a previous subscription or free trial with auto-debit from platforms like Google Play Store or Apple Store.

Here's what you can do:

- **Review Subscriptions:** Regularly check your apps for any active subscriptions or auto-payments.
- **Identify Unauthorized Charges:** If you don't have any subscriptions, read more about how to [spot and report unauthorized transactions](#).

If you want a refund for the online payment or subscription, please contact the merchant directly.

To avoid further unauthorized charges, please [unlink your GCash with the respective merchant](#).

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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31318059861273

Source: <https://help.gcash.com/hc/en-us/articles/31318059861273-My-GCash-account-was-charged-for-an-online-payment-or-subscription-I-don-t-recognize-What-should-I-do>

My GCash bill payment was not posted or confirmed by the biller What do I do {#my-gcash-bill-payment-was-not-posted-or-confirmed-by-the-biller-what-do-i-do}

Path: [articles/30283229084185-My-GCash-bill-payment-was-not-posted-or-confirmed-by-the-biller-What-do-I-do](#)

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When paying bills through GCash, please take note of your **processing date** and **posting period**.

Processing Date:

This is when your money is taken out of your GCash account. If your payment was processed, you can check your **GCash App Inbox** or **Transaction History** after the transaction for payment confirmation. **If your money is still in your GCash Wallet after you paid your bills, it means your payment was not processed.**

Posting Period:

This is when the payment gets officially recorded by the biller. **Depending on the posting period, it can take a few hours or a few days for the payment to reflect to the biller.**

You can see your biller's posting period at the top of the payment page.

Here's how the processing and posting dates work:

Example 1:

Biller: Meralco

Posting Date: Within 24 hours

If you paid your Meralco bill on **February 12, 2025** (Processing Date), your payment will be posted by **February 13, 2025** (Posting Date).

Here are some billers and their posting dates:

||| | --- | --- || **Bill** | **Posting Date** || Meralco | Within 24 hours || Home Credit | Within 24 hours || Auto Sweep RFID | Posted in real-time |

If your payment was not posted after the posting period, go to your **Transaction History** and **select your Bills 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:

- [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?](#)
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- [I can't save scheduled bills or favorite billers. What do I do?](#)

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Source: <https://help.gcash.com/hc/en-us/articles/30283229084185-My-GCash-bill-payment-was-not-posted-or-confirmed-by-the-biller-What-do-I-do>

My GCash bills payment failed What do I do {#my-gcash-bills-payment-failed-what-do-i-do}

Path: articles/43589087034265-My-GCash-bills-payment-failed-What-do-I-do

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Failed payments may be possible due to duplicate payments. If your payment failed, , check your GCash Wallet and [Transaction History](#) for a refund. Some billers automatically return duplicate payments.

If you did not receive a refund, please contact the partner biller.

If you're encountering problems while paying your bill through GCash, check out [I can't pay bills using GCash. What do I do?](#)

Need more Help?

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

- [I can't pay bills using GCash. What do I do?](#)
- [My GCash bill payment was not posted or confirmed by the biller. What do I do?](#)
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43589087034265

Source: <https://help.gcash.com/hc/en-us/articles/43589087034265-My-GCash-bills-payment-failed-What-do-I-do>

My GCash payment or transaction was unsuccessful but my wallet was deducted How do I get a refund {#my-gcash-payment-or-transaction-was-unsuccessful-but-my-wallet-was-deducted-how-do-i-get-a-refund}

Path: [articles/40995097563673-My-GCash-payment-or-transaction-was-unsuccessful-but-my-wallet-was-deducted-How-do-I-get-a-refund](#)

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

To check if your payment or transaction was successful, please check your GCash App Inbox or GCash [Transaction History](#). Then, check if your GCash wallet balance had any deductions.

If the transaction doesn't appear in your Transaction History and there's no wallet deduction, it means the transaction was unsuccessful and didn't go through.

Some transactions may take time to process. This means your GCash wallet will be deducted right away, but our partners may need extra time to complete and post/process the transaction. Here are the services with processing times:

- **Bills** - Depends on the biller. You can view the full list of [Partner Billers and processing times here](#).
- **GFunds** - Check out the Order Processing Days for GFunds [here](#).
- **GStocks PH** - Buy/Sell Orders will be posted to PSE immediately but will be processed during Trading Hours.
 - Trading Hours:
 - Mon- Fri (excluding holidays)
 - 9AM - 12PM and 1PM - 3PM
- **GCrypto** - Buy/Sell Orders will be **in real-time**.

If there is no record in your Transaction History but your account balance was deducted, we may need to look into this further. To help you with your concerns, choose among the GCash features and services below for more information:

[Load](#)

[Bank Transfer](#)

[Cash In](#)

[Cards](#)

[GCredit](#)

[GGives](#)

[GLoan](#)

[GSave \(\[Withdrawal\]\(#\) or \[Deposit\]\(#\)\)](#)

[GCrypto](#)

[Scan to Pay](#)

[Send Money](#)

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- [Protect Your GCash Account](#)

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Source: <https://help.gcash.com/hc/en-us/articles/40995097563673-My-GCash-payment-or-transaction-was-unsuccessful-but-my-wallet-was-deducted-How-do-I-get-a-refund>

My GCash wallet and transaction limits did not increase even after following the steps What do I do {#my-gcash-wallet-and-transaction-limits-did-not-increase-even-after-following-the-steps-what-do-i-do}

Path: [articles/30314566439961-My-GCash-wallet-and-transaction-limits-did-not-increase-even-after-following-the-steps-What-do-I-do](#)

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If you've completed the [steps to increase your GCash wallet and transaction limits](#), please wait **3-5 business days** for your new limits to reflect.

If there has been **no change after 3-5 working days**, [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 increase my GCash wallet and transaction limits?](#)
- [How do I view and download my GCash transaction history?](#)
- [Can I create multiple GCash accounts with different numbers?](#)

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My GCredit was deactivated What do I do {#my-gcredit-was-deactivated-what-do-i-do}

Path: articles/31122460472473-My-GCredit-was-deactivated-What-do-I-do

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Your GCredit account was deactivated due to any of the following reasons:

- **You have outstanding GCredit dues** - You must settle your GCredit dues within 3 months past your due date
- **Additional details are needed** - You may be required to provide additional account details to CIMB Bank
- **An invalid ID was submitted** - The ID you have submitted may not be in the [list of accepted IDs](#) or it does not match your account details. A resubmission is needed.
- **You have multiple GCredit accounts** - You have more than one GCredit account under your name. Having multiple GCredit accounts will deactivate all your accounts
- **You have not agreed to the terms and conditions of CIMB** - You must go to your GCredit dashboard, update your information, and **agree** to CIMB's terms and conditions

Once you have fulfilled the requirements above, [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 use GCredit to pay?](#)
- [How can I pay for my GCredit dues?](#)
- [Why was my GCredit account closed?](#)

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- [How can I update my mobile number for my GCredit account?](#)
- [Why was my GCredit account closed?](#)
- [My GCredit was deactivated. What do I do?](#)
- [How do I delete my GCredit account?](#)

31122460472473

Source: <https://help.gcash.com/hc/en-us/articles/31122460472473-My-GCredit-was-deactivated-What-do-I-do>

My GLife voucher is not working What do I do {#my-glife-voucher-is-not-working-what-do-i-do}

Path: [articles/41422642490905-My-GLife-voucher-is-not-working-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?](#)

GLife vouchers are special discounts or offers that you can use when availing services from participating merchants within GLife. If your GLife voucher is not working, here are a few possible reasons and steps to resolve the issue:

1. **Check the terms and conditions** Ensure the merchant you're transacting with is eligible for the voucher. Some vouchers are valid only for specific merchants, products categories, or services.
2. **Ensure the minimum spend requirement is met** Verify if your total purchase meets the minimum spend required to use the voucher. This information is usually included in the voucher details.
3. **Confirm the voucher is still valid** Double-check the expiration date of your voucher. Expired vouchers cannot be redeemed.

If you've confirmed all the details and still experience issues, [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 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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Source: <https://help.gcash.com/hc/en-us/articles/41422642490905-My-GLife-voucher-is-not-working-What-do-I-do>

My GSave Regular Savings dashboard is not loading not updated What do I do {#my-gsave-regular-savings-dashboard-is-not-loading-not-updated-what-do-i-do}

Path: articles/34040163657241-My-GSave-Regular-Savings-dashboard-is-not-loading-not-updated-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 your GSave Regular Savings dashboard is not loading properly or does not show your updated overall balance, it may be due to an **ongoing system maintenance**, **unstable internet connection**, or **unavailability of a particular partner bank**.

If your balance is not loading and only shows “Processing”, you may try the steps below:

1. On your GCash app, tap **GSave**
2. On the GSave homepage, pull down the screen to refresh
3. Exit the GSave homepage > enter again to reload the screen

If it still doesn't work, follow the [steps to troubleshoot GCash app issues](#) here. You can also check your balance directly with the respective bank app or website.

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 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?](#)
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- [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?](#)

34040163657241

Source: <https://help.gcash.com/hc/en-us/articles/34040163657241-My-GSave-Regular-Savings-dashboard-is-not-loading-not-updated-What-do-I-do>

My GStocks PH buy or sell order was rejected What do I do {#my-gstocks-ph-buy-or-sell-order-was-rejected-what-do-i-do}

Path: [articles/31223393099801-My-GStocks-PH-buy-or-sell-order-was-rejected-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?](#)
- [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 your GStocks PH buy or sell order is rejected, it may be due to any of the different reasons below:

||| --- | --- || **Reason for Rejection | Order History Page** || No available or insufficient funds in your AB Capital Trading Wallet | Rejected: Cannot Exceed Limit || No stock or insufficient number of shares in your online trading account | Rejected: No Stock Position || Placing an order after the market closes, but during the Run-Off Period (2:50 PM-3:00 PM) | Rejected: Invalid Price. Must be at Closing Price || Placing an order not in the prescribed board lot | Rejected: Odd/Mixed Lot Orders are not allowed || Placing an order at a price that is not at the correct "price tick or fluctuation" | Rejected: Invalid Price Fluctuation || Placing an order at a price above the ceiling for a particular stock for that day | Rejected: Invalid Price. Must not exceed ceiling price || Placing an order at a price that is below the floor price for a particular stock for that day | Rejected: Invalid Price. Must not be below floor price || Canceling an order during the Pre-Open Period (9:15 AM-9:30 AM) | Rejected: Cancellation not allowed during Pre-Open Period || As a foreigner, buying stocks which are prohibited to non-Filipino citizens. | Rejected: Not eligible to purchase this stock |

Need more Help?

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

- [How can I buy PH stocks in GStocks PH?](#)
- [How can I sell PH stocks in GStocks PH?](#)
- [How do I check the status of my GStocks PH order?](#)

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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?](#)
- [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?](#)
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- [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?](#)

31223393099801

Source: <https://help.gcash.com/hc/en-us/articles/31223393099801-My-GStocks-PH-buy-or-sell-order-was-rejected-What-do-I-do>

My QR code is expired or invalid when using RCBC Scan to Withdraw What should I do {#my-qr-code-is-expired-or-invalid-when-using-rcbc-scan-to-withdraw-what-should-i-do}

Path: articles/39566605811993-My-QR-code-is-expired-or-invalid-when-using-RCBC-Scan-to-Withdraw-What-should-I-do

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- [What are the steps to get a Fully Verified GCash account?](#)
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If you encountered an error after scanning the QR code on the ATM, check the ATM's screen for the error message:

- **Your QR code has expired**- After generating the QR, the code is only **valid for 5 minutes**. Please generate a new cash out QR code then scan it again.
- **Your QR code is invalid** - Only QR codes generated through the GCash app's **RCBC Scan to Withdraw** page will be accepted at RCBC ATMs. Please generate a new

cash-out QR code and scan it again.

Here's how to generate a 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

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- [My QR code is expired or invalid when using RCBC Scan to Withdraw. What should I do?](#)

39566605811993

Source: <https://help.gcash.com/hc/en-us/articles/39566605811993-My-QR-code-is-expired-or-invalid-when-using-RCBC-Scan-to-Withdraw-What-should-I-do>

My Sell Order has not been reflected in my GFunds account What do I do {#my-sell-order-has-not-been-reflected-in-my-gfunds-account-what-do-i-do}

Path: [articles/41040351575833-My-Sell-Order-has-not-been-reflected-in-my-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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- [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 processes all Sell Orders for investment funds within a standard time frame. If your investment in GFunds has not been reflected yet, check if your Sell Order is still within its expected [number of processing days](#).

| Fund | Allocation Date (Confirmation) | Sell Order Crediting Date (Order Completion) | | --- | --- | --- | | Philippine Stock Index Fund | 3 Business Days | 6 Business Days | | ATRAM Peso Money Market Fund | 3 Business Days | 4 Business Days | | ATRAM Total Return Peso Bond Fund | 4 Business Days | 5 Business Days | | ATRAM Philippine Equity Smart Index Fund | 4 Business Days | 6 Business Days | | ATRAM Philippine Sustainable Development and Growth Fund | 4 Business Days | 6 Business Days | | ALFM Global Multi-Asset Income Fund | 4 Business Days | 8 Business Days | | ATRAM Global Technology Feeder Fund | 5 Business Days | 8 Business Days | | ATRAM Global Consumer Trends Feeder Fund | 5 Business Days | 8 Business Days | | ATRAM Global Equity Opportunity Fund | 5 Business Days | 8 Business Days | | ATRAM Global Health Care Fund | 5 Business Days | 8 Business Days | | ATRAM Global Infra Equity Fund | 5 Business Days | 8 Business Days |

If the fund still has not been reflected **1 business day after the expected** number of processing days, [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 funds in GFunds. What do I do?](#)
- [I can't access my GFunds account. What do I do?](#)
- [How do I track my pending Buy and Sell orders in GFunds?](#)

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- [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?](#)

41040351575833

Source: <https://help.gcash.com/hc/en-us/articles/41040351575833-My-Sell-Order-has-not-been-reflected-in-my-GFunds-account-What-do-I-do>

My Sell Order has not been reflected in my GStocks PH Wallet What do I do {#my-sell-order-has-not-been-reflected-in-my-gstocks-ph-wallet-what-do-i-do}

Path: articles/41042765699353-My-Sell-Order-has-not-been-reflected-in-my-GStocks-PH-Wallet-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 made a **Sell Order** and it has not been reflected, check first if your stock portfolio contains the number of shares of stock you want to sell.

If your Sell Order still has not been reflected after checking these, [click here to ask for help.](#)

Note:

The PSE trading hours are from **9:30 am to 12:00 pm** and **1:00 pm to 3:00 pm** Philippine Standard Time (GMT+08:00), from Monday to Friday (excluding holidays).

Need more Help?

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

- [How can I buy PH stocks in GStocks PH?](#)
- [How can I sell PH stocks in GStocks PH?](#)
- [How do I check the status of my GStocks PH order?](#)

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- [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?](#)

41042765699353

Source: <https://help.gcash.com/hc/en-us/articles/41042765699353-My-Sell-Order-has-not-been-reflected-in-my-GStocks-PH-Wallet-What-do-I-do>

My crypto transaction has not been reflected in my GCrypto Wallet What do I do {#my-crypto-transaction-has-not-been-reflected-in-my-gcrypto-wallet-what-do-i-do}

Path: [articles/31310333948697-My-crypto-transaction-has-not-been-reflected-in-my-GCrypto-Wallet-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?](#)
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- [How do I send money to another GCash account?](#)

Check with the person who sent the crypto to make sure they used the right information. Blockchain network congestion may delay your GCrypto transaction. If your transaction has not been reflected, check the scenarios below.

Note:

Completed GCrypto transactions cannot be reversed or refunded. Please make sure to review all transaction details carefully before sending to avoid any issues.

If you used GCrypto to send to another GCrypto wallet

Please make sure the **GCrypto wallet address or destination tag is correct**.

Cryptocurrency transactions may fail or experience delays if the required destination tag or memo is not included.

You may opt to use the QR code for future transactions. To ensure accurate info, make sure you select the right blockchain when you send your crypto.

If you still have issues with the GCrypto transaction you sent, [click here to ask for help](#).

If someone used another crypto wallet to send to GCrypto

If you did not receive your crypto in GCrypto from another wallet, it could be because the sender provided the wrong information. Another possibility is that the sender used a blockchain network that is not compatible with your transaction. Please check the networks supported by GCrypto.

If you haven't received a GCrypto transaction, there could be a few reasons for the delay. One possibility is that the sender may have provided incorrect information. Another potential issue is that the sender might have used a blockchain network that isn't compatible with your transaction. To troubleshoot, it's recommended to check the following resource for more information:

If you still have issues with receiving the GCrypto transaction, [click here to ask for help](#).

Need more Help?

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

- [I can't send or receive crypto in 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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31310333948697

Source: <https://help.gcash.com/hc/en-us/articles/31310333948697-My-crypto-transaction-has-not-been-reflected-in-my-GCrypto-Wallet-What-do-I-do>

My e voucher code from A Rewards is not working What do I do {#my-e-voucher-code-from-a-rewards-is-not-working-what-do-i-do}

Path: articles/41424154394393-My-e-voucher-code-from-A-Rewards-is-not-working-What-do-I-do

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Articles in this section

- [My e-voucher code from A+ Rewards is not working. What do I do?](#)
- [How do I buy or claim A+ Rewards Vouchers in GCash?](#)

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 your e-voucher code from A+ Rewards isn't working, please check out the following:

1. **Double-check the code** Retype the code to avoid any typos. Pay close attention to similar-looking characters like the number "0" and the letter "O".
2. **Confirm the code's validity** Make sure the e-voucher has not expired and that you meet all the conditions to redeem the voucher.
3. **Troubleshoot GCash app** If you're applying A+ Rewards voucher in GCash, you can try these steps to [troubleshoot your app](#).

After completing the steps above, re-enter the code and try applying it again.

Need more Help?

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

- [How do I buy or claim A+ Rewards Vouchers in GCash?](#)
- [My GLife voucher is not working. What do I do?](#)
- [I can't make a payment in GLife. What do I do?](#)

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How do I buy or claim A+ Rewards Vouchers in GCash?

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Source: <https://help.gcash.com/hc/en-us/articles/41424154394393-My-e-voucher-code-from-A-Rewards-is-not-working-What-do-I-do>

My front camera is broken How can I use GCash {#my-front-camera-is-broken-how-can-i-use-gcash}

Path: articles/38912014955161-My-front-camera-is-broken-How-can-I-use-GCash

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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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- [What are the steps to get a Fully Verified GCash account?](#)
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To keep your GCash wallet secure, we use face verification to make sure only you can access your account. This requires your phone's front camera to be working. If your front camera is broken, you won't be able to use GCash on that device.

Don't worry — you can access your GCash account using another device with a working front camera.

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 want to use GCash on another phone or device](#)

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How to set up GCash account security questions

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The selfie scan in GCash is not working. What do I do?

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

38912014955161

Source: <https://help.gcash.com/hc/en-us/articles/38912014955161-My-front-camera-is-broken-How-can-I-use-GCash>

My online subscription or GCash payment did not reflect What should I do {#my-online-subscription-or-gcash-payment-did-not-reflect-what-should-i-do}

Path: articles/900006132506-My-online-subscription-or-GCash-payment-did-not-reflect-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?](#)
- [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?](#)

To check if your subscription or GCash online payment transaction went through, please go to your [GCash Transaction History](#).

If your GCash wallet was deducted for your online payment or subscription but the transaction is still pending, 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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- [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?](#)
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- [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](#)

900006132506

Source: <https://help.gcash.com/hc/en-us/articles/900006132506-My-online-subscription-or-GCash-payment-did-not-reflect-What-should-I-do>

My phone got damaged or broken and I can't access GCash What do I do {#my-phone-got-damaged-or-broken-and-i-can-t-access-gcash-what-do-i-do}

Path: articles/36303727371289-My-phone-got-damaged-or-broken-and-I-can-t-access-GCash-What-do-I-do

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Articles in this section

- [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?](#)
- [I can't log in to my GCash account. What do I do?](#)
- [Account Secure](#)
- [I want to use GCash on another phone or device](#)
- [I lost the SIM or phone where my GCash account is registered](#)
- [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?](#)

[See more](#)

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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 your old phone is damaged or broken and isn't working anymore, you can still log in to GCash with a new phone. Watch the video below to learn what to do if your phone gets damaged or broken and you can't access GCash.

Nasira ang phone na pang-GCash? Here's how to get access again! - YouTube

GCash

285K subscribers

Nasira ang phone na pang-GCash? Here's how to get access again!

GCash

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Watch on YouTube

Follow the steps below to access GCash if your registered phone got damaged or broken:

1. Log in to the GCash
2. You'll see the screen "It looks like you changed your phone" like the one below.
3. Tap **I want to register this phone.**
3. Take the selfie scan or enter your OTP
4. You'll need to wait **4 hours** while GCash runs a few more checks to ensure it's really you.
5. After 4 hours, you can log in to GCash on your new phone at the time specified on the screen.

Need more Help?

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

- [Account Secure](#)
- [I want to use GCash on another phone or device](#)
- [I uninstalled/reinstalled GCash or reset my registered phone](#)
- [I lost the SIM or phone where my GCash account is registered](#)
- [Someone is trying to unlink my GCash account or requesting to register their phone](#)

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I lost the SIM or phone where my GCash account is registered

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I uninstalled/reinstalled GCash or reset my registered phone

- [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 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](#)

36303727371289

Source: <https://help.gcash.com/hc/en-us/articles/36303727371289-My-phone-got-damaged-or-broken-and-I-can-t-access-GCash-What-do-I-do>

MySaveUp by BPI {#mysaveup-by-bpi}

Path: sections/4935148926489-MySaveUp-by-BPI

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[What is the interest rate in #MySaveUp by BPI?](#)

[How can I make a deposit to my #MySaveUp by BPI account?](#)

[How can I withdraw from my #MySaveUp by BPI account?](#)

[How can I update the mobile number linked to my #MySaveUp by BPI account?](#)

[How can I close my #MySaveUp by BPI account?](#)

Source: <https://help.gcash.com/hc/en-us/sections/4935148926489-MySaveUp-by-BPI>

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Choose which channel best suits your needs:

Browse the Help Center

Find relevant articles or ask for more help

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Get instant information from Gigi or connect with a support agent

Call our Hotline

Our hotline is available daily from 8 a.m. to 5 p.m., with 24/7 assistance for urgent security concerns like scams, fraud, lost or stolen phones, and unauthorized transactions. This dedicated service is here to help keep your account and funds secure.

- • Globe and TM (toll-free) - Call 2882
- • Other networks* - Call (02) 7213-9999
- *Toll charges may apply

Source: <https://help.gcash.com/hc/en-us/p/contact-us>

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Source: <https://help.gcash.com/hc/en-us/p/contact-us?chatbot-open=yes>

Nominate Authorized Representatives for your business {#nominate-authorized-representatives-for-your-business}

Path: articles/23624753147417-Nominate-Authorized-Representatives-for-your-business

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Authorized representatives or Single Point of Contact (SPOCs) are persons in your company who are given certain roles to act or receive information on behalf of your business.

Note: Only Authorized Signatories are allowed to nominate SPOCs or representatives. Authorized Signatories can only be nominated through a Notarized Secretary Certificate or equivalent.

Types of authorized representatives

You can nominate 3 kinds of roles with the following responsibilities:

|||| --- | --- || **Role | Responsibility** || Main SPOC | Serves as the authorized Main Point of Contact of GCash with the Company as nominated by an Authorized Signatory
The Main Point of Contact will primarily receive communication from GCash Partner Support and Account Managers regarding any issues or concerns that arise from the Partner's GCash account.

The Main Point of Contact will also receive notifications regarding any downtime advisories that affect GCash Services. || Downtime SPOC | The recipient of the Downtime Advisory will be notified of any downtime that may affect the GCash services they are using. || Reversal SPOC | Reversal Approvers are authorized to reverse GCash transactions between a vendor and a customer. |

Nominate authorized representatives

To nominate or update your Point of Contact, follow the steps below:

1. Download and fill out the [GCash POC Nomination Form](#)
 - If there will be a newly appointed Main SPOC or significant changes in the company's list of SPOCs, you also need to prepare an **updated Notarized Secretary's Certificate** and a copy of the **valid ID** of the newly appointed main SPOC
2. Have the form signed by your Authorized Signatory

3. Submit all the documents to your dedicated Account Manager or email the Partner Support team directly

- [GCash POC Nomination Form v1.1.xlsx - Main Sheet.pdf](#) 70 KB [Download](#)

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- [Nominate Authorized Representatives for your business](#)

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Source: <https://help.gcash.com/hc/en-us/articles/23624753147417-Nominate-Authorized-Representatives-for-your-business>

Occupation {#occupation}

Path: sections/26297939797529-Occupation

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[Cebuana Lhuillier DriverCARE Personal Accident Insurance](#)

[Cebuana Lhuillier EmployeeCARE Personal Accident Insurance](#)

[Pioneer OFW Insurance](#)

Source: <https://help.gcash.com/hc/en-us/sections/26297939797529-Occupation>

Official GCash Pera Outlet Distributors {#official-gcash-pera-outlet-distributors}

Path: articles/8933242417817-Official-GCash-Pera-Outlet-Distributors

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- [GCash Pera Outlet Terms and Conditions](#)
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Path: articles/39383685151513-Official-GCash-for-Business-MSME-Distributors

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Oona Big 3 Critical Illness Insurance {#oona-big-3-critical-illness-insurance}

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- [Oona Big 3 Critical Illness Insurance](#)
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Oona Big 3 Critical Illness Insurance offers financial support for the three major health risks: Cancer, Heart Attack, and Stroke. It provides coverage so you can focus on recovery instead of medical expenses.

Jump to:

- [Eligibility](#)
- [Coverage](#)
- [Purchase Oona Big 3 Critical Illness Insurance](#)
- [Cancellation and Claims](#)
- [Contact Oona](#)

Eligibility

You can avail of this product if you are:

- At least 18-65 years old
- A Fully Verified GCash user
- In good health and with no pre-existing conditions (e.g. illness, injury, or health issue you had before getting this insurance policy)

Note:

You cannot buy this policy for someone else directly.

Coverage

With Oona Big 3 Critical Illness Insurance, you are provided with the following benefits:

- **Covers major illnesses:** Heart attack, stroke, and all stages of cancer
- **100% lump-sum payout:** Get up to ₱500,000 upon diagnosis
- **Quick and easy application:** Answer only 4 quick health questions—no long forms
- **Multiple Policies:** You can buy multiple policies based on your need with a maximum coverage limit of PHP 1,000,000/year
- **Flexible coverage:** Renew your policy annually until you turn 70

Purchase Oona Big 3 Critical Illness Insurance

To purchase Oona Big 3 Critical Illness Insurance, follow these steps:

1. On your GCash app, tap **GInsure > Health**
2. Select the **Oona Big 3 Critical Illness Insurance** product
3. Fill in your details and answer the 4 quick health questions
4. Double-check the details > **Pay**

You'll see a confirmation page once your purchase is successful. Once your policy is purchased, **no changes can be made**.

A copy of your Oona Big 3 Critical Illness Insurance policy will be instantly sent to your GCash-registered email which you can view or download anytime.

Cancellation and Claims

Cancellation

You are entitled to a **15-day free-look period** from the issuance of the policy. During this period, you can review the policy provisions, inclusions, and exclusions.

If you decide to cancel your policy anytime within this period, you may do so by notifying Oona Insurance at (632) 8876 4400 or info@oona-insurance.com.ph to get a full refund.

Claims To file a claim, you can submit an [online claim form](#) along with the required documents. You may also [contact Oona via phone or email](#).

Standard Claim Documentary Requirements:

For Cancer Claims:

- Histopathology or biopsy reports and all available laboratory and test results
- A valid government-issued ID

For Stroke Claims:

- CT scan or MRI scan of the brain and all available laboratory and test results
- A valid government-issued ID

For Heart Attack Claims:

- ECG Report, Enzyme Assays Reports, and all available laboratory and test results
- A valid government-issued ID

When will claims not be paid?

Claims may not be paid if they fall under policy exclusions, such as pre-existing conditions, fraudulent claims, situations not covered by the policy (e.g., intentional self-harm or illegal activities). Missing premium payments or providing incorrect information can also lead to a denied claim.

Can I upgrade my policy?

No, you cannot upgrade an existing policy. However, you can purchase another policy to increase your coverage.

Can I own multiple policies?

Yes, you can own multiple policies, but there is a maximum coverage limit. This ensures fair coverage while allowing you to stack protection based on your needs.

Contact Oona

To contact Oona, check out their available channels below:

- **Mobile No:** - Smart: (+63) 920 918 6242
 - Globe: (+63) 917 581 7175
- **Landline:** +632-8876-4400
- **Email:** info@oona-insurance.com.ph

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43706196341785

Source: <https://help.gcash.com/hc/en-us/articles/43706196341785-Oona-Big-3-Critical-Illness-Insurance>

Oona Infinity Travel Insurance {#oona-infinity-travel-insurance}

Path: articles/43702716959001-Oona-Infinity-Travel-Insurance

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Oona Infinity Travel Insurance is a plan that offers extensive coverage for various emergencies, delays, or disruptions that may happen during your travel. You can purchase this for yourself or for your family members (1 spouse and up to 4 children).

Jump to:

- [Eligibility](#)
- [Coverage](#)
- [Purchase Oona Infinity Travel Insurance](#)
- [Cancellation and Claims](#)
- [Contact Oona](#)

Eligibility

You can avail this product if you are:

- 18-75 years old
- A [Fully Verified](#) GCash user

Coverage

With Oona Infinity Travel Insurance, you are provided with the following benefits:

- **Medical Expenses & Hospitalization:** Covers the cost of medical treatment if you get sick or injured while traveling. This includes hospital stays, doctor consultations, and necessary medical procedures.
- **Accidental Death & Permanent Disability:** Provides financial compensation in case of accidental death or a permanent disability due to an accident during your trip.
- **Personal Liability:** Covers legal and compensation costs if you accidentally cause injury to someone else or damage property while traveling.
- **Trip Cancellation:** Reimburses non-refundable travel costs if you need to cancel your trip due to covered reasons, such as serious illness, injury, or other unforeseen events.
- **Premium Lounge Access**

With complimentary Smart Flight Delay insurance, you also get instant access to partner premium airport lounges around the world, when your flight is delayed for more than sixty (60) minutes.

- **Flight Delay**

Provides compensation if your flight is delayed beyond six (6) hours. This can help cover meals, refreshments, or other necessary expenses while you wait.

- **Baggage Delay:** Covers the cost of essential items if your checked luggage is delayed beyond the covered time.
- **Emergency Medical Evacuation:** Covers the cost of emergency transportation to the nearest suitable medical facility if you experience a serious medical condition that requires immediate attention. This can include air or ground ambulance services.
- **Travel Assistance:** Provides 24/7 access to emergency support services, including assistance with lost passports, medical referrals, and travel-related emergencies.

Purchase Oona Infinity Travel Insurance

1. On your GCash App, tap **GInsure > Travel**
2. Choose **Oona Infinity Travel**
3. Enter details of your travel dates, destination, and eldest traveler's age
4. Choose from the available plans that suit your travel needs and budget
5. You can choose to add more coverage to further protect you on your trip
6. Enter your flight details
7. Review the summary > **Pay**

You'll see a confirmation page once your purchase is successful. A copy of your Oona Infinity Travel Insurance policy will be instantly sent to your GCash-registered email which you can view or download anytime.

Cancellation and Claims

Cancellation

If your trip is canceled or you no longer need insurance, you may request cancellation by notifying Oona Insurance at (632) 8876 4400 or info@oona-insurance.com.ph to get a full refund.

Note:

You can request to upgrade your policy from a lower coverage limit to a higher one, subject to Oona's review and approval. Please note that downgrades aren't allowed. If your trip hasn't started yet, you're also free to make changes to your coverage or extend your travel period once. For any changes or extensions, [contact Oona Insurance](#).

Claims

File for a claim by filling out the form online or via email

1. Via Form: [Answer the online claim form here](#) and upload the documents needed such as but not limited to:
 - Passport w/ pages showing exit/entry dates
 - Reimbursement Letter
 - Official Receipts of all payments made

Via Email: Email Oona at pcm_claims@oona-insurance.com.ph or [click here to go to their website](#)

Contact Oona

To contact Oona, check out their available channels below:

- **Mobile No:** - Smart: (+63) 920 918 6242
 - Globe: (+63) 917 581 7175
- **Landline:** +632-8876-4400

- **Email:** info@oona-insurance.com.ph

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Oona Smart Flight Delay {#oona-smart-flight-delay}

Path: articles/33110046318489-Oona-Smart-Flight-Delay

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Oona Smart Flight Delay offers comprehensive coverage, providing access to premium airport lounges in the event of flight delays exceeding sixty (60) minutes. Delays will be based on 'gate' delay reporting from airlines and airports to [FlightStats](#).

Jump to:

- [Coverage](#)
- [Eligibility](#)
- [Purchase Oona Smart Flight Delay](#)
- [Claims and Cancellations](#)
- [Contact Oona](#)

Coverage

Oona Smart Flight Delay provides the following benefits during travel:

- Covers flight delays that reaches or exceeds **60 mins** delay time
- Coverage of the policy is up to **four (4) flights**.
- Travel Personal Accident Insurance
- Premium lounge access at over 1000 airport lounge locations worldwide is valid for **24 hours**.

Eligibility

You can avail of this product for as long as you are a [Fully Verified](#) GCash user.

Purchase Oona Smart Flight Delay

Note: Before purchasing Oona Smart Flight Delay, please check the lounges affiliated with LoungeKey™ available at the airport you are departing from or via their [website](#). Also, make sure to purchase the policy at least two **(2) hours** before your scheduled departure time to become eligible.

- 1: On the GCash App, tap **GInsure > Travel**
- 2: Select **Oona Smart Flight Delay**
3. Verify your profile answer the questions and provide details
4. Review the details of your purchase
5. Pay the required premium.

Once you've paid for your policy, no changes will be allowed. Please make sure that all information that you provided is correct before purchase.

All passes will be sent to you, and then you may choose to send them to your registered travel companion, who will be able to access the lounge, with or without your physical presence, as long as he has the lounge pass with him/her.

You will receive a payment confirmation of your successful Oona Smart Flight Delay.

Claims and Cancellations

Claims

Lounge Voucher

In the event your flight is delayed, Oona will automatically send you your premium airport lounge access voucher via your registered email address and SMS.

If you have a registered travel companion/s, you will each receive multiple PDF attachments in a single email, each PDF being a lounge pass for each passenger with a unique LoungeKey TM QR code pass.

Personal Accident cover of PHP10,000

1. Notice of claim must be given to the Company within thirty (30) days after the occurrence or commencement of any loss covered by the policy, or as soon thereafter as is reasonably possible.
2. In case of a claim, written proof of loss must be furnished to the Company at its office within ninety (90) days after the date of accident. Failure to furnish such proof within this period shall not invalidate nor reduce any claim if it was not reasonably possible to give proof within such time, provided such proof is furnished as soon as reasonably possible and in no event, except in the absence of legal capacity, be later than one (1) year from the time proof is otherwise required.

Standard Claim Documentary Requirements:

1. Original duly Accomplished Oona Claim Form
2. Original copy of Incident Report issued by competent authorities.
3. Copy of Insured's Valid ID or Passport

Accidental Death

1. Certified true copy of Death Certificate
2. Copy of 1 valid ID of Beneficiary
3. Admissible proof of Beneficiary (e.g., Marriage Contract, Birth Certificate)

Accidental Disablement

1. Doctors Certification Describing nature and extent of disablement.
2. Indemnities payable under this policy will be paid within three (3) days upon receipt of written proof of such loss and completion of required documents.

Cancellation of Policy

Cancellation of policy is **not allowed** after you have purchased the Oona Smart Flight Delay.

Contact Oona

To contact Oona, please check out their available channels below:

- **Email:** - For Inquiries: info@oona-insurance.com.ph
- **Hotline - Mobile No:** - SMART: (+63) 920 918 6242
 - GLOBE (+63) 917 581 7175
 - **Landline:** +632-8876-4400

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PGA Sampo Online Shopping Insurance {#pga-sampo-online-shopping-insurance}

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- [GCash Card Protect](#)
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PGA Somp Online Shopping Insurance offers financial protection from fraud within an online marketplace. You will get reimbursed for the loss of funds from your GCash wallet, up to the maximum insured amount per plan.

Jump to:

- [Benefits](#)
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- [Purchase Online Shopping Insurance](#)
- [Claims](#)
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- [Contact](#)

Benefits

|||| --- | --- || **Safe shopping** | You'll be protected against fraud when you shop and pay with GCash. || **Affordable plans** | Affordable plans according to your budget and coverage needs. || **Flexible subscription** | You'll have the option to choose to get protected monthly by auto-renewal of your plan. The amount will be automatically charged to your GCash account if Auto-Renewal is on. |

Coverage

You will be covered if you are a victim of fraud within an online marketplace transaction and paid using your GCash wallet, as described by the following:

|||| --- | --- || **Goods not delivered** | You did not receive the goods you ordered online within the committed delivery date. The seller is also unreachable for 72 hours from the day you raised your concern. || **Partial delivery** | Only part of your order is delivered, and the seller is unreachable for 72 hours from the day you raised your concern. || **Fake goods received** | You ordered authentic goods online and received fake items. You requested a return, but the seller did not allow a refund. |

Eligibility

All [Fully Verified](#) GCash users may buy this product.

Purchase Online Shopping Insurance

You can only buy a maximum of 1 plan per month and cannot upgrade your policy. Once the plan expires, you will receive an email notification.

To purchase a policy, follow the steps below:

Auto-Renewal

This is an option available upon choosing your preferred coverage or by going to the product policy details. If you have opted for auto-renewal, your plan will be automatically renewed after 1 month if there is sufficient balance in your GCash wallet. You can turn off the auto-renewal by toggling the auto-renewal button which can be found on the bottom part of your Online Shopping policy page.

Claims

To file a claim, please submit the requirements through the GInsure section of the GCash app > **My Insurance Products**. Select your plan to access the Policy Page where you can submit documents and track the status of your claim.

Documents needed for submitting a claim:

1. One (1) valid proof of purchase. Only the following is allowed, and other receipts aside from the following will not be accepted
 - GCash transaction receipt in the app transaction history or,
 - SMS confirmation of GCash transaction
2. Police report
3. Conversation with the seller

Reimbursement

Once you receive an email notification that your claim was approved, the amount will be automatically credited to your GCash Account.

Declined claim

Your claim may be rejected due to the following reasons:

1. Incomplete documents submitted
2. Documents submitted were blurred
3. Invalid details and document/s were provided
4. Scenarios are not covered by this policy (e.g. continuity of transaction is outside the online marketplace, payment method used was not via GCash, etc.)

An email notification will be sent regarding the result of your Claim Request. The reason for rejecting the request will be also indicated.

Cancellation

These plans are **non-refundable**. Once the plan is paid, it cannot be canceled or refunded. However, to avoid being credited monthly, kindly make sure that auto-renewal is turned off.

Contact PGA Sampo

Email: cs.ph@iglooinsure.com

Operating hours: Monday-Friday, 10:00 AM-6:00 PM except Public Holidays

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Paano gamitin ang mga services ng GCash Pera Outlet {#paano-gamitin-ang-mga-services-ng-gcash-pera-outlet}

Path: articles/4403373330713-Paano-gamitin-ang-mga-services-ng-GCash-Pera-Outlet

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Bilang GCash Pera Outlet retailer, pwedeng magpa-Cash In, pa-Cash Out, Buy Load, Pay Bills, at Scan to Pay ang mga customers sa tindahan mo. Basahin sa baba kung paano ito gawin.

Mga Paalala:

- Siguruhin na ang bawat transakyon ay ginagawa sa GCash Pera Outlet. Ang paggamit ng Send Money para sa Pa-Cash In, Pa-Cash Out ay hindi official na GCash Pera Outlet service.
- Ang mga transaksyong ginawa gamit ang iyong personal na GCash account para sa iyong suki ay hindi sakop ng GCash Partner Support.
- Magkaroon ng isang notebook o logbook para sa GCash Pera Outlet Transactions. Ilagay dito ang sumusunod na impormasyon: - Date
 - Mobile Number ng Customer
 - Transaction Reference Number
 - Balanse ng GPO wallet bago ang transaction
 - Balanse matapos ang transaction
- Ugaliin na ipa-check sa customer kung tama ang transaction details na inilagay. - Paalala: Tandaan na walang reversal na magaganap kung nagkamali sa pag-enter ng number o amount.
- Kunin ang bayad bago i-confirm ang transaction sa GCash Pera Outlet.
- Tignan ang Log Book sa loob ng Pera Outlet para i-confirm ang status ng transaction
- Makakareceive ng confirmation ang customer sa bawat cash in at cash out transactions.

Pa-Cash In

Magpa-cash in para malagyan ng laman ang GCash wallet ng customer. Pwede ito gawin gamit ang Cash In Code o GCash Mobile Number.

Paalala: Ipaalam sa customer na ang **minimum amount ng pa-cash in ay PHP 100** at may dagdag 1% service fee sa bawat Cash In transaksyon sa Pera Outlet. Basahin ang [Cash in via Over-the-Counter](#) kung kailangan pa ng impormasyon.

Cash In via CodeCash In via GCash Mobile Number

Sundin ang sumusunod na steps para maturuan ang customer sa pag-cash in gamit ang kanilang GCash app:

1. Buksan ang GCash app, i-tap ang **Cash In**
2. Pindutin ang **Over-the-Counter**, tapos pindutin ang **Cash In via Code or Barcode**
3. Ilagay ang amount na gustong ipa-cash in. Pindutin ang **Next**
4. Magkakaroon ng **bar code o number code** sa GCash app. Ipakita ito sa GPO Partner
5. Valid ang code ng customer sa pa-Cash In hanggang **3 oras**.

Kapag nakagawa na ng code ang customer, sundan ang sumusunod na steps para ituloy ang pa-Cash In:

1. Buksan ang GCash app, i-tap ang View All Services, hanapin ang Pera Outlet icon at i-tap.
2. I-select ang **Pa-Cash In**
3. Piliin ang **Cash In via Code**
4. Hingin ang 8-digit Reference Code.
5. Automatic na lalabas ang total ng amount na sisingilin sa customer.
6. I-check ang mga detalye bago i-click ang **Submit**

Kung ang customer ay direkta magpapa cash in via GCash mobile

1. Pindutin ang **Pa-Cash In**
2. Pindutin ang **Cash in via GCash mobile number**
3. Ilagay ang Cash In amount at mobile number ni customer.
4. Makikita ang total na sisingilin sa customer, pindutin ang **Next**
5. I-check ang mga detalye at pindutin ang **Submit**

Need more help?

Kapag hindi nakuha ng customer ang pa-Cash In sa GCash Pera Outlet mini app pero nabawasan ang wallet mo, [i-click ito para mag-file ng report](#) at ma-check namin ang isyu.

Para sa concern na maling GCash number ang nailagay sa Pa-Cash In, kailangan niyong makipag-ugnayan sa nakatanggap ng Cash In upang maibalik ito. Ayon sa regulasyon, hindi namin maaaring galawin ang pondo ng alinmang GCash account.

Pa-Cash Out

Gamit ang pa-cash out, malilipat ang amount galing sa GCash wallet ng customer papunta sa GPO wallet niyo. Pagkatapos, ibibigay niyo sa kanila ang aktwal na pera.

Ang pa-cash out **minimum amount ay PHP 100** at may **service fee ito na 2%** na mababawas sa GCash wallet ng customer.

1. Pindutin ang **Pa-Cash Out**
2. Ilagay ang Cash Out **amount** at **mobile number** ni customer. Pindutin ang **Next**
3. I-check ang mga detalye at pindutin ang **Submit**
4. Ipakita kay customer ang resibo ng transaksyon

Need more help?

Kapag hindi nadagdagan ang laman ng Pera Outlet wallet mo pagkatapos magpa-Cash Out, [i-click ito para mag-file ng report](#).

Send Load

1. Pindutin ang **Send load**
2. Piliin ang tamang **Telco** sa listahan
3. Ilagay ang **mobile number** ni customer
4. Piliin kung Regular Load or Load Promos
5. Ipa-check kay customer ang mga detalye at hingin ang bayad bago pindutin ang **Submit**

Pay Bills

1. Pindutin ang **Pay Bills**
2. Piliin ang tamang **biller** sa listahan
3. Ilagay ang **detalye ng bill** at ni customer
4. Ipa-check kay customer ang mga detalye at hingin ang bayad bago pindutin ang **Submit**

Scan To Pay (Gumawa ng QR)

Ang GCash Pera Outlet Scan to Pay ay libre, madali, mabilis, at secure na paraan sa pangolekta ng bayad mula kay customer. Ang maximum amount sa **bawat transaction ay PHP 10,000**. Ang maximum amount sa **bawat buwan ay PHP 100,000**.

Sundin ang mga sumusunod para matulungan si customer sa pagbayad gamit ang QR code ni GPO:

1. Pindutin ang **Gumawa ng QR**
2. Ilagay ang hinihinging detalye. Pindutin ang **Next**
3. I-check na tama ang mga detalye. Pindutin ang **Confirm**
4. Ipakita kay customer ang QR code para magbayad

Need more help?

- Kung hindi gumana ang unang QR code, mag-generate ng panibagong QR code at subukan ulit
- Kung nabawasan ang wallet ng customer pero walang na-credit sa Pera Outlet wallet, [i-click ito para mag-file ng report](#). Isama sa report ang proof na unsuccessful ang transaction

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Paano mag fund in sa GPO Wallet {#paano-mag-fund-in-sa-gpo-wallet}

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Maaaring maglagay ng pondo sa inyong GCash Pera Outlet wallet sa pamamagitan ng Dagdag Pondo o Distributor Fund-in.

Dagdag Pondo

[Click here](#) para malaman kung paano ma-pondohan ang inyong GPO Wallet gamit ang GCash wallet o GGives.

Distributor Fund-in

Maaaring mag-provide ng fund-in services ang assigned distributor sa iyong area. Effective April 15, 2025, maaaring mag-charge ang Distributors ng up to 0.5% fee para sa fund-in.

- Ipapaalam ng Distributor ang total amount bago i-process ang transaction.
- Ang Distributor ang mag-cocollect ng amount upon fund-in.

[Click here](#) para makita ang list ng GCash Pera Outlet Distributors.

Summary of Fund-in Charges/Fees

|||| --- | --- || **Fund-in Method** | **Charges to GPO** || via Dagdag Pondo | 0% (FREE) || via Distributor | Up to 0.5% |

Sample Computation:

||||| --- | --- | --- | --- || **Fund-in Method** | **Fund-in Amount** | **Service Fee** | **Total Amount to be Paid** || via Dagdag Pondo (mula sa GCash wallet) | Php 1,000 | Php 0 | Php 1,000 || via Distributor | Php 1,000 | Php 5 | Php 1,005 |

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Paano mag troubleshoot ng GCash App issues {#paano-mag-troubleshoot-ng-gcash-app-issues}

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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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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?](#)

Kung nagkakaproblema sa paggamit mo ng GCash app o may “Something went wrong” na error habang ginagamit ang GCash app, subukan ang mga sumusunod na troubleshooting steps:

Update Your GCash App to the Latest Version

Ang outdated na app ay pwedeng magdulot ng problema at maka-block ng access sa mga bagong GCash features at security updates. I-check ang Play Store (Android), App Store (iOS), o App Gallery (Huawei) para sa updates.

Enable Auto-Update for Future Updates:

Para siguraduhin na laging updated ang GCash app mo, sundin ang mga steps na ito:

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

Kung maka-experience ka ng network connection error, subukan ang mga sumusunod para maayos ang issue sa GCash app. Sundin ang mga steps na ito

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

Sundin ang mga steps na ito para makapag-switch sa ibang mobile number sa 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

Depende sa device mo, eto ang mga paraan para i-force close at i-restart ang 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)

Para sa mga Android users, makakatulong ang pag-clear ng app cache para maayos ang mga issues. Eto ang mga steps:

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

Need more Help?

Para sa iba pang katanungan o concerns, tingnan ang mga sumusunod na 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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42821679445657

Source: <https://help.gcash.com/hc/en-us/articles/42821679445657-Paano-mag-troubleshoot-ng-GCash-App-issues>

Paano makahanap ng Authorized GCash Pera Outlet {#paano-makahanap-ng-authorized-gcash-pera-outlet}

Path: articles/34827978831513-Paano-makahanap-ng-Authorized-GCash-Pera-Outlet

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

- [GCash Pera Outlet Terms and Conditions](#)
- [GCash Pera Outlet Commissions and Fees](#)
- [Paano mag fund-in sa GPO Wallet?](#)
- [Mag-apply bilang isang GCash Pera Outlet Partner](#)
- [Official GCash Pera Outlet Distributors](#)
- [Alamin ang status ng GCash Pera Outlet application](#)
- [Paano makahanap ng Authorized GCash Pera Outlet](#)
- [Dagdag pondo sa GCash Pera Outlet Wallet gamit ang GCash wallet o GGives](#)
- [Paano gamitin ang mga services ng GCash Pera Outlet](#)
- [Manage your Pera Outlet account](#)

[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?](#)

Para garantisadong safe and secure transactions ninyo sa pag Cash In, Cash Out, Send Load, Pay Bills gamitin lamang ang GCash Pera Outlets. Ito ang mga paraan para makilala ang authorized na GCash Pera Outlets.

1. **GCash Signage at Logo:** Hanapin ang malinaw na naka display na GCash logo o signage sa bawat outlet. Tignan ang mga sumusunod:

2. **Official GCash Pera Outlet Merchandise:** Maghanap ng poster, sticker, o digital display tulad ng mga nasa ibaba

3. **I-check ang mga Authorized Outlets Online** sa [official GCash website](#).

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Alamin ang status ng GCash Pera Outlet application

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Dagdag pondo sa GCash Pera Outlet Wallet gamit ang GCash wallet o GGives

- [GCash Pera Outlet Terms and Conditions](#)
- [GCash Pera Outlet Commissions and Fees](#)
- [Paano mag fund-in sa GPO Wallet?](#)
- [Mag-apply bilang isang GCash Pera Outlet Partner](#)
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- [Dagdag pondo sa GCash Pera Outlet Wallet gamit ang GCash wallet o GGives](#)
- [Paano gamitin ang mga services ng GCash Pera Outlet](#)
- [Manage your Pera Outlet account](#)
- [GCash Digicities](#)

34827978831513

Source: <https://help.gcash.com/hc/en-us/articles/34827978831513-Paano-makahanap-ng-Authorized-GCash-Pera-Outlet>

Parang na scam ako sa GCash Ano ang dapat gawin {#parang-na-scam-ako-sa-gcash-ano-ang-dapat-gawin}

Path: articles/43503782056985-Parang-na-scam-ako-sa-GCash-Ano-ang-dapat-gawin

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

- [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?](#)

[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?](#)

Ang scam ay nangyayari kapag naloko ka ng isang tao na magpadala ng pera sa kanila. Kung sa tingin mo ay na-scam ka ng ibang tao gamit ang GCash, sundin ang mga steps na ito:

1. **Report to government authorities:** I-report ang scam sa mga authorities gaya ng PNP o NBI at i-block ang scammer via SMS or social media
2. **Report to GCash:** Ihanda ang mga important details at screenshots at [mag-click dito para manghingi ng tulong](#). Hintayin ang pag-contact sayo ng customer service representative mula sa GCash sa loob ng **24 oras**.

What happens after I report the scam?

One of our customer service specialists will review your report, including the details of the scammer you've reported. Paalala na **hindi na maibabalik sa iyo ng GCash** ang mga funds na naipadala mo na.

I-check ang status ng iyong report sa iyong GCash homepage by tapping **Profile > Help > Your Conversations**.

Hintayin ang pag-contact sa 'yo ng customer service representative mula sa GCash sa loob ng **24 oras**.

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Bakit na-hold ang GCash account ko?

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

43503782056985

Source: <https://help.gcash.com/hc/en-us/articles/43503782056985-Parang-na-scam-ako-sa-GCash-Ano-ang-dapat-gawin>

Pay {#pay}

Path: categories/20517123700889

ADVISORY:

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

A+ Rewards

- [My e-voucher code from A+ Rewards is not working. What do I do?](#)
- [How do I buy or claim A+ Rewards Vouchers in GCash?](#)

Scan to Pay via QR

- [How do I use Scan to Order on GCash?](#)
- [How can I use Scan to Pay via QR Code?](#)
- [Can GCash QR Payments be used in other countries?](#)
- [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?](#)

Pay Online

- [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? See all 11 articles](#)

Tap N' Pay

- [How do I use and activate Tap N' Pay?](#)
- [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?](#)

Watch Pay

- [GCash Watch Pay.](#)
- [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?](#)

Source: <https://help.gcash.com/hc/en-us/categories/20517123700889>

Pay {#pay}

Path: categories/20517123700889-Pay

ADVISORY:

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Watch Pay

- [GCash Watch Pay](#)
- [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?](#)

Source: <https://help.gcash.com/hc/en-us/categories/20517123700889-Pay>

Pay Bills {#pay-bills}

Path: sections/360004696173-Pay-Bills

ADVISORY:

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

[How do I pay my bills using GCash?](#)

[How can I add/save my favorite billers in GCash?](#)

[How do I schedule my bills payment in GCash?](#)

Source: <https://help.gcash.com/hc/en-us/sections/360004696173-Pay-Bills>

Pay Online {#pay-online}

Path: sections/360004658014-Pay-Online

ADVISORY:

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

[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?](#)

[How to pay your SPay Later dues with GCash](#)

Source: <https://help.gcash.com/hc/en-us/sections/360004658014-Pay-Online>

Pay your GCredit Dues {#pay-your-gcredit-dues}

Path: sections/31108513378969-Pay-your-GCredit-Dues

ADVISORY:

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

[How can I pay for my GCredit dues?](#)

[How does GCash help with my GCredit payment?](#)

Source: <https://help.gcash.com/hc/en-us/sections/31108513378969-Pay-your-GCredit-Dues>

Pay your GGives dues {#pay-your-ggives-dues}

Path: sections/30661700893209-Pay-your-GGives-dues

ADVISORY:

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

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

[What happens if I pay my GGives dues in advance?](#)

[How does GCash help with my GGives payment?](#)

Source: <https://help.gcash.com/hc/en-us/sections/30661700893209-Pay-your-GGives-dues>

Pay your GLoan {#pay-your-gloan}

Path: sections/30344403864729-Pay-your-GLoan

ADVISORY:

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

[How can I pay my GLoan dues?](#)

[When do I pay for my GLoan?](#)

[What happens when I pay my total GLoan outstanding balance in advance?](#)

[How does GCash help with my GLoan payment?](#)

Source: <https://help.gcash.com/hc/en-us/sections/30344403864729-Pay-your-GLoan>

Pets {#pets}

Path: sections/34608684693273-Pets

ADVISORY:

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

[Malayan Insurance Pet Insure \(Dogs Only\).](#)

[Standard Insurance Pet Health](#)

Source: <https://help.gcash.com/hc/en-us/sections/34608684693273-Pets>

Pioneer OFW Insurance {#pioneer-ofw-insurance}

Path: articles/26292389035929-Pioneer-OFW-Insurance

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

- [Cebuana Lhuillier DriverCARE Personal Accident Insurance](#)

- [Cebuana Lhuillier EmployeeCARE Personal Accident Insurance](#)
- [Pioneer OFW Insurance](#)

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- [What are the steps to get a Fully Verified GCash account?](#)
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Ang OFW Insurance ay para sa Direct Hired o Balik Manggagawa na OFW. Nagbibigay ito ng financial security sakaling magkaroon ng aksidente, kapansanan, medical evacuation, repatriation of mortal remains, at iba pang hindi inaasahang pangyayari.

Jump to:

- [Eligibility](#)
- [Coverage](#)
- [Benefits](#)
- [Bilhin ang Pioneer Balik Manggagawa Policy](#)
- [Claims and Cancellations](#)
- [Contact Pioneer Insurance](#)

Eligibility

Pwede kang mag-avail ng produktong ito kung ikaw ay:

- OFW na edad 18-63 taong gulang
- Hindi sakop ng anumang *Manpower o Manning Agency* at may direct at valid employment contract at employer abroad.
- Sumailalim sa medical examination sa loob ng 3 buwan at hanggang kasalukuyan ay *fit to work*

Coverage

Sakop ka sa insurance kahit na nangyari ang aksidente habang ikaw ay nasa labas ng Pilipinas. Ang benepisyo ay makukuha sa Philippine pesos.

Kasama sa coverage ng insurance ang mga sumusunod:

|||| --- | --- || **Life and Accidents Benefits** | Pagkamatay sanhi ng aksidente o anuman, permanenteng pagkaparalisa o pagkaputol ng bahagi ng katawan, at transportasyon ng mga labi pabalik ng Pilipinas || **Medical Transportation Benefits** | Transportasyon sa paglipat ng medical facility, gastos pag-uwi ng Pilipinas kung kinakailangan, at plane ticket ng 1 bisita kung maospital ang OFW ng higit 7 araw || **Repatriation Benefits** | Gastos sa pag-uwi ng Pilipinas kung hindi makatarungang natanggal o nagresign sa trabaho, allowance para sa paglilitis ng kaso abroad, at money claim kung nagsampa ng kaso sa NLRC dahil sa pananagutan ng employer |

Ang sumusunod ay HINDI kasama sa Pioneer Balik Manggagawa Policy

- Hospital o medical expenses abroad
- OFWs na edad 64 taong gulang o higit pa
- OFWs na under ng Manpower or Manning Agency at/o deployed sa:
 - Afghanistan
 - Burundi
 - Chad
 - Chechnya (Chechen) Republic
 - Cuba
 - Diego Garcia
 - Hait,
 - Iraq
 - Libya,
 - Madagascar
 - Mali
 - Mauritania
 - Niger
 - North Korea
 - Palau
 - Palestine
 - Russia
 - Rwanda
 - Somalia
 - South Sudan
 - Sudan (except Khartoum and Kenana)
 - Syria
 - Ukraine
 - Yemen
 - Zimbabwe

Benefits

Life and Accident

Sanhi	Description	Benefit Amount	Natural Death
--- --- ---	Pagkamatay anuman ang sanhi maliban sa aksidente	USD 10,000	Accidental Death
--- --- ---	Pagkamatay sanhi ng aksidente	USD 15,000	Permanent Total Disablement with Disability
	Disablement with Disability		
	Aksidente o kapansanan kaugnay ng kalusugan na nagdulot ng kumpletong pagkabulag, pagkaputol o permanenteng pagkarapalarisa ng dalawang kamay o paa, o brain injury na nagresulta sa walang lunas na pagkabaliw		
	USD 7,500	Repatriation of Mortal Remains	
	Transportasyon ng mga labi ng OFW pabalik sa Pilipinas Actual Cost		

Medical Transportation Benefits

Paalala: Ayon sa pagpapasya ng consulting physician sa Pioneer Medical Team

Sanhi	Description	Benefit Amount	Medical Evacuation
--- --- ---	Kung walang ospital o medical facility na pwedeng tumugon sa pangangailangan ng OFW, ang Pioneer ang magbibigay ng transportasyon para mailipat ang OFW sa pinakamalapit na ospital o medical facility	Actual Cost	Medical Repatriation
	Kung kinakailangan, sasagutin ng Pioneer ang gastos kung ang OFW ay cleared na magbiyahe pabalik ng		

Pilipinas. May kasamang escort nurses o doctors kung kinakailangan. | Actual Cost | | **Compassionate Visit** | Kung ang OFW ay na-ospital ng 7 magkakasunod na araw, sasagutin ng Pioneer ang halaga ng tiket para sa 1 bisita | Actual Cost |

Repatriation at Iba Pa

||| | --- | --- | --- | | **Sanhi** | **Description** | **Benefit Amount** | | **Repatriation** | Kung walang ospital o medical facility na pwedeng tumugon sa pangangailangan ng OFW, ang Pioneer ang magbibigay ng transportasyon para mailipat ang OFW sa pinakamalapit na ospital o medical facility | Actual Cost
(Economy Class Ticket) | | **Subsistence Allowance** | Kung kinakailangan, sasagutin ng Pioneer ang gastos kung ang OFW ay cleared na magbiyahe pabalik ng Pilipinas. May kasamang escort nurses o doctors kung kinakailangan. | USD 100/month
(Hindi lalampas ng 6 buwan) | | **Money Claims** | Kung ang OFW ay na-ospital ng 7 magkakasunod na araw, sasagutin ng Pioneer ang halaga ng tiket para sa 1 bisita | Katumbas ng 3 buwang sweldo kada taon ng unexpired portion ng employment contract. Ang maximum na halaga na pwedeng iclaim ay kung alin ang mas mababa sa USD 1,000 o ang nakasaad na buwanang sweldo ayon sa employment contract |

Bilhin ang Pioneer Balik Manggagawa Policy

Paalala: Isang plan lamang kada OFW ang pwedeng bilhin depende sa term of employment.

Sundin ang sumusunod na steps para makabili ng Pioneer Balik Manggagawa Policy:

1. Buksan ang iyong GCash at pindutin ang **GInsure**
2. I-select ang **Balik-Manggagawa/Direct Hired OFW Insurance**
3. Basahin ang mga detalye ng policy at pindutin ang **Next**
4. Tignan ang plan na gusto mo, at pindutin ang **Select Plan**
5. Kumpletuhin ang mga detalye
6. Bayaran ang plan gamit ang GCash

Ang iyong Policy Contract at iba pang mga Dokumentong Patakaran ay ipinapadala sa loob **24 na oras sa email address ng may-ari ng Policy.**

Claims and Cancellations

Claims

Paalala: Ang pagpoproseso ng mga claim ay magsisimula lamang kapag kumpleto ang mga requirements na nai-submit.

1. Para mag-file ng claim, mag-submit ng **complete OFW Claims form** kasama ang mga kinakailangan na **requirements** via email sa migrantclaims@pioneer.com.ph
2. Susuriin ng Pioneer ang kaso at gagawa ng claims record para sa pag-apruba sa loob ng 10 working days
3. Magpapadala ang Pioneer ng **letter of guarantee** na magtitiyak sa client na kapag natanggap na ang pinirmahang Release of Claim, isasagawa ng Pioneer ang bank transfer

Cancellation

Hindi pwedeng i-cancel at i-refund ang policy kapag naibigay na ito sa POEA bilang requirement, maliban na lamang kung mayroong **Notice Letter or Consent mula sa POEA**.

Contact Pioneer Insurance

Para makipag-ugnayan sa Pioneer Insurance, pakitingnan ang kanilang mga available na channel sa ibaba:

- **Email:** applyofwinsurance@pioneer.com.ph
- **Mobile Numbers:** - (+63) 917 522 0397
 - (+63) 917 832 1638

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Cebuana Lhuillier EmployeeCARE Personal Accident Insurance

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- [Cebuana Lhuillier DriverCARE Personal Accident Insurance](#)
- [Cebuana Lhuillier EmployeeCARE Personal Accident Insurance](#)
- [Pioneer OFW Insurance](#)

26292389035929

Source: <https://help.gcash.com/hc/en-us/articles/26292389035929-Pioneer-OFW-Insurance>

Point of Contact {#point-of-contact}

Point of Contact

I certify that all information I have provided in this form is true and correct. I hereby authorize GXI to verify all information provided herein. I agree to promptly notify GXI of any change in the information which I have provided after the date of this declaration. I fully understand that any misinterpretation of failure to disclose information on my part as required herein, may result in the disapproval of my application for GXI products and services, and that GXI is not under any obligation to share with me the reason/s or rationale for such disapproval.

Source: https://help.gcash.com/hc/en-us/article_attachments/26113286442137

PowerPay Plus via GCashBiz {#powerpay-plus-via-gcashbiz}

Path: articles/23399464445849-PowerPay-Plus-via-GCashBiz

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

- [PowerPay Plus via GCashBiz](#)
- [Funds Disbursement Service via GCash Biz](#)
- [GCash for Business Scan to Pay with In-store QR](#)

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?](#)

PowerPay+ (P3) Service is a secure and convenient solution that allows partner entities to:

1. Facilitate payroll account opening for employees
2. Disburse payroll to employees

This service is accessible on the online platform called the **GCashBiz Portal**.

Features of PowerPay+

- No maintaining balance and no average daily balance are required to be kept with GCash. Disbursement partners can pre-fund their disbursement wallet only when needed
- Efficient onboarding of payees with a 24-hour turnaround time for payroll account opening and GCash Card Activation
- Real-time payroll disbursements are directly credited to the accounts of the payee

How to apply

1. Discover the **products** that perfectly aligns with your business requirements.
2. Complete the form provided.
3. Upon submission, expect to receive an email confirmation, accompanied by a comprehensive list of necessary documents for submission.
4. A dedicated representative from GCash will reach out to you within 1 to 14 days following your submission.

Requirements

After your initial application, prepare the following documents for submission to GCash for review and start processing your application:

- GXI Non-Disclosure Agreement (NDA)
- Business documents depending on your business structure/entity type (refer to the table below)
- GXI Third Party Information Security Checklist for GCash Card Partner Issuers (this is required for customers who will be ordering and issuing PowerPay Plus cards to their employees)
- Customer Relationship Form (CRF)
- System Access Request Form (SARF)

|||| --- | --- || **Type of Business | Requirements** || Sole Proprietorship | - DTI Certificate of Registration

- BIR Certificate of Registration (BIR 2303) or Bureau of Internal Revenue Certificate of Tax Exemption (CTE)

- Valid ID of Authorized Signatory/ies

- Three (3) Specimen Signatures of the Authorized Signatory/ies

- Secondary License, if applicable

If the business owner assigns someone to sign on their behalf, a notarized Special Power of Attorney (SPA) should be submitted. || Partnership and Corporation | - SEC Certificate of Registration

- Articles of Partnership (AOP)

- Notarized Partnership Certificate

- BIR Certificate of Registration (BIR 2303) or Bureau of Internal Revenue Certificate of Tax Exemption (CTE)

- Valid ID of the Partnership Secretary

- Three (3) Specimen Signatures of the Partnership Secretary

- Valid ID of Authorized Signatory/ies

- Three (3) Specimen Signatures of the Authorized Signatory/ies

- Secondary License, if applicable

- Provisional Certificate of Registration (PCOR) and/or AMLC Certificate of Registration, if applicable || Corporation (Stock) | GOCC | - SEC Certificate of Registration

- Articles of Incorporation (AOI)

- Notarized Secretary Certificate

- Latest General Information Sheet (GIS)

- BIR Certificate of Registration (BIR 2303) or Bureau of Internal Revenue Certificate of Tax Exemption (CTE)

- Valid ID of the Corporate Secretary

- Three (3) Specimen Signatures of the Corporate Secretary

- Valid ID of Authorized Signatory/ies

- Three (3) Specimen Signatures of the Authorized Signatory/ies

- Secondary License, if applicable

- Provisional Certificate of Registration (PCOR) and/or AMLC Certificate of Registration, if applicable || Corporation (Non-Stock) | Foundation | NGO | NPO | - SEC Certificate of Registration

- Articles of Incorporation (AOI)

- Notarized Secretary Certificate

- Latest General Information Sheet (GIS)

- BIR Certificate of Registration (BIR 2303) or Bureau of Internal Revenue Certificate of Tax Exemption (CTE)

- Valid ID of the Corporate Secretary
- Three (3) Specimen Signatures of the Corporate Secretary
- Valid ID of Authorized Signatory/ies
- Three (3) Specimen Signatures of the Authorized Signatory/ies
- Secondary License, if applicable
- Philippine Council for NGO Certification (PCNC) or SEC Mandatory Disclosure Form I

Once all required documents are met, you will be notified that the application has been approved and an activation link will be sent to your registered email address.

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Funds Disbursement Service via GCash Biz

- [PowerPay Plus via GCashBiz](#)
- [Funds Disbursement Service via GCash Biz](#)
- [GCash for Business Scan to Pay with In-store QR](#)

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Privacy Choices Dashboard {#privacy-choices-dashboard}

Path: articles/30423145328153-Privacy-Choices-Dashboard

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 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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