

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?](#)

At GCash, protecting your privacy is our top priority. We want to give you the tools and transparency to control your personal information.

The new Privacy Choices Dashboard lets you manage your data. With this feature, you can:

- Manage your GCash account info
- Access your GScore
- Update your email address
- Correct personal details
- View your transaction history
- Request GCredit statements
- Review the GCash Privacy Notice
- Choose what data you want to share for ad targeting

Where can I find the Privacy Choices Dashboard?

To access the Privacy Choices Dashboard:

1. Go to your GCash homepage.
2. Tap **Profile**.
3. Tap **Privacy Choices**.

Note:

Basic users will see the GCash Privacy Notice. To unlock the full Privacy Choices Dashboard, you need to be [Fully Verified](#).

Need more Help?

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

- [What are the steps to get a Fully Verified GCash account?](#)
- [Is there a minimum maintaining balance required to use GCash?](#)
- [How to set up GCash account security questions](#)
- [How to set up GCash Biometrics Login](#)
- [Account Secure](#)

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30423145328153

Source: <https://help.gcash.com/hc/en-us/articles/30423145328153-Privacy-Choices-Dashboard>

Promos {#promos}

Path: categories/360001976053

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

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 See all 13 articles](#)

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Promos {#promos}

Path: categories/360001976053-Promos

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GCash Promos

- [GCash Cards Dota 2 Experience 2025 Raffle](#)
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- [Move It Summer Promo 2025 See all 13 articles](#)

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Property {#property}

Path: sections/19291336962073-Property

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FPG Insurance Home Fire Protection

Source: <https://help.gcash.com/hc/en-us/sections/19291336962073-Property>

Protect Your GCash Account {#protect-your-gcash-account}

Path: articles/19578518834457-Protect-Your-GCash-Account

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- [Differences between Send Money, Bank Transfer, Cash In, Cash Out](#)
- [Manage your GCash account](#)
- [GCash Features for Basic vs Fully Verified Accounts](#)
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Secure your account with GCash's safety features and tips. GCash will NEVER send you links via SMS/email or ask for your MPIN/OTP.

Reset your MPIN

Change your MPIN if you've forgotten it or want to update it for security.

Biometrics Login

Access your account quickly and securely using fingerprint or facial recognition

Account Secure

A security feature authorizes you to register only ONE mobile phone or device to access your GCash account.

Learn how to identify and avoid scams and phishing attempts to protect your personal information and secure your GCash account.

How to identify a scam

Scams can be tricky, but knowing the signs can help avoid them. Here's how to spot a scam transaction:

1. **Unexpected Offers:** Be careful if you get a message or call about winning a prize or getting a big discount or job offer out of nowhere. Scammers lure you of big returns but you are asked first to transfer money to get the prize or reward.
2. **Pressure to Act Fast:** If someone tells you to do something immediately to avoid a problem, take a step back. Scammers often try to rush you so you don't have time to think.
3. **High-yield Investment Offers:** Scammers claim you'll earn money if you invest with them.
4. **Product with Below the Market Price:** If a product they're selling is unbelievably cheap or advertised to have amazing benefits or features that sound too good to be true, it's likely a scam.

Staying alert and knowing these signs can help you avoid getting scammed. If you feel like you have been scammed, [please click here to ask for help](#).

How to detect if your account information is being stolen

Phishing is a common way for fraudsters to steal your personal information, including your GCash account. Here's how you can identify if someone is trying to phish your information:

1. **Weird Links:** Don't click on links from unknown sources, even if it says it's coming from GCash. Fraudsters use fake websites to steal your info.
2. **Calls asking for Personal Information:** GCash will never ask for your MPIN, or OTP over the phone.
3. **Fake GCash Pages.** Social media pages are pretending to be giving customer support. Please report the issue only through Gigi or the GCash Help Center.
4. **People buying or renting your account.** Some individuals may trick you into lending your GCash account and then giving you money in return. Do not engage with them as they may use your name in illegal activities.

Only refer to our Official GCash pages with a blue check mark and our Help Center through the app or help.gcash.com.

If you receive any suspicious links, emails, or SMS, they may be from someone pretending to be GCash in an attempt to steal your details. To report this, visit the GCash [Contact Us](#) page and click **Chat with Gigi**.

Stay alert and **don't share your personal information** to protect your account from scammers.

Related to

- [gcash guide](#)

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Reach your Money Goals

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19578518834457

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Pru Life UK PRUPersonal Accident {#pru-life-uk-prupersonal-accident}

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- [FPG Insurance Personal Accident Protection](#)
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Pru Life UK PRUPersonal Accident is a yearly renewable packaged protection plan designed to cover injury or death due to accidents with different packages that suit various ages and occupations.

Jump to:

- [Packages and Benefits](#)

- [Eligibility](#)
- [Purchase Pru Life UK PRUPersonal Accident](#)
- [Renewal, Claims, and Cancellation](#)
- [Contact Pru Life](#)

Packages and Benefits

Basic Package*

| **BENEFIT** | **Package 1** | **Package 2** | | --- | --- | --- | | Accidental Death and Disablement/Dismemberment (ADD) Benefit** | PHP 50,000 | PHP 300,000 | | Accidental Total and Permanent Disability Benefit | PHP 50,000 | PHP 300,000 | | Murder Benefit | PHP 25,000 | PHP 150,000 | | Renewal Bonus Benefit | 5% of ADD | 5% of ADD | | Burial Benefit | PHP 5,000 | PHP 5,000 |

Full Package*

| **BENEFIT** | **Package 1** | **Package 2** | | --- | --- | --- | | Accidental Death and Disablement/Dismemberment (ADD) Benefit** | PHP 50,000 | Php 300,000 | | Accidental Total and Permanent Disability Benefit | Php 50,000 | Php 300,000 | | Murder Benefit | Php 25,000 | Php 150,000 | | Renewal Bonus Benefit | 5% of ADD | 5% of ADD | | Burial Benefit | PHP 5,000 | PHP 5,000 | | Accidental Medical Expense Reimbursement | PHP 5,000 | PHP 30,000 | | Hospital Income Benefit | PHP 250 | PHP 1,000 |

*The packages that may be selected will depend on the Policy Owner/Life Assured's occupation declared at application.

**The applicable percentage of the ADD Benefit will be paid according to the Schedule of Coverage indicated in the Policy Contract. The range is from 1% to 100% of the ADD Benefit amount

Note: Your policy will not terminate if the Hospital Income Benefit is paid to the Life Assured.

Accidental Death and Disablement Benefit

The Accidental Death and Disablement (ADD) benefit is payable for injuries or accidents that are not caused by certain circumstances such as self-inflicted injury, alcoholism, or resisting lawful arrest, among others. For the full list of these circumstances, you may refer to the **Exclusions section** of your Product Terms and Conditions or Policy Contract.

The percentage of the ADD benefit is payable to the Policyowner-Life Assured depending on the type of injury sustained.

For example, should the Policyowner-Life Assured suffer from a loss of one hand, 50% of the ADD benefit will be payable, while 100% of the ADD benefit is payable to the Life Assured for the loss of both hands. You may refer to your Product Terms and Conditions or Policy Contract for the Schedule of ADD Benefit Coverage.

Eligibility

You can avail of this product if you are:

- At least 18-65 years old
- A Filipino citizen residing in the Philippines at the time of application
- A Fully Verified GCash user

Individuals that will be Life Assured in this policy should be:

- A Filipino citizen
- In good health - Have no physical or medical impairment
 - Have not, in the last five (5) years, consulted, nor been examined or treated for more than two (2) weeks by a doctor for any disease or injury, and not have undergone any medical diagnostic test or procedure, other than for routine pre-employment purposes; and
 - Have not been confined in a hospital for any length of time or had any surgical procedure

****Note:****The coverage of Pru Life UK PRUPersonal Accident is 12 months from the Coverage Start Date.

Purchase Pru Life UK PruPersonal Accident

The Policy Owner and the Life Assured must be the same person before purchasing this product. The Pru Life UK PRUPersonal Accident product is not convertible to any other Pru Life UK plan or policy.

The following Government ID numbers are accepted in purchasing the policy:

- Philippine Passport
- Driver's license
- SSS ID
- Unified Multi-purpose ID
- Taxpayer Identification Number (TIN)
- Voter's ID
- Postal ID
- Professional Regulation Commission (PRC)
- Phil ID

Note: Providing the ID number is mandatory. Only Fully Verified Gcash users will be allowed to purchase Pru Life UK products that are available in GCash.

Here is how you can purchase Pru Life UK PruPersonal Accident:

1. On your GCash App, tap **GInsure**
2. Tap **Personal**
3. Tap **PRUPersonal Accident**
4. A pop-up Declaration will appear. Tap **Agree**
5. You'll be redirected to the PRU Life UK Declaration Page. Tap **Proceed**
6. Check out the full packages of the PruPersonal Accident Product. Select the package you want to avail and Tap **Proceed**
7. Fill in all the required details and upload 1 valid government ID

8. Read through the Product Terms and Conditions. Tap **Proceed**
9. You will be redirected to the GCash App to pay for your policy. Tap **Agree**
10. Review details of your transaction and tap **Proceed**
11. You will receive a payment confirmation of your successful purchase of the PruPersonal Accident

Note: You will receive an SMS and email confirmation of your PruPersonal Accident Policy containing the product name and your reference number. Within twenty-four (24) hours from policy purchase, another email will be sent which includes all policy documents, including the Policy Contract.

If you have an existing PRUPersonal Accident plan, you **cannot upgrade, downgrade, or purchase another policy**. You will only be allowed to purchase another, upgrade or downgrade to a different policy if the existing plan is expired or is voluntarily cancelled.

You **cannot be covered by multiple policies** at the same time regardless of the channel it will be purchased. If you happen to be covered under multiple policies, only the first policy purchased will be payable in the event of a claim. We shall refund the premiums of the other policies.

Should you wish to have another PRUPersonal Accident policy or a PRUPersonal Accident policy with higher coverage, you may contact your agent or contact.us@prulifeuk.com.ph. Your application in this regard may be subject to full underwriting.

View Policy Contract

Your Policy Contract and other Policy Documents are sent within twenty-four (24) hours to the Policy owner's email address.

A printed copy of the Policy Contract may be requested via email to contact.us@prulifeuk.com.ph, subject to a printing and delivery fee of Php500.00. This fee is subject to change and prior notice shall be sent before any such change is implemented.

Beneficiary

If you choose not to register a beneficiary immediately or were not able to nominate a beneficiary before your PRUPersonal Accident policy is issued, your policy application will still be valid.

The nominated beneficiaries are set by default as primary and revocable and with equal sharing. If you wish to elect and/or change your beneficiary, change a beneficiary designation to irrevocable (or otherwise) or change the percentage of sharing of the insurance proceeds, or add more than two (2) beneficiaries, you may do so at any time during the coverage period of your policy by sending an email to contact.us@prulifeuk.com.ph.

In case you are unable to name a beneficiary, or you do not wish to name one, the death benefit will be paid to the persons then surviving in the following order of preference:

- Legal spouse and children
- Parents
- Brothers and sisters

- Insured's estate

Renewal, Claims, and Cancellation

Renewal

You may renew the policy up to **age seventy-two (72)**. The renewal of the policy is subject to compliance with eligibility requirements and the payment of the applicable premium.

Further communications will be sent to your contact details prior to your Coverage End Date for the renewal process.

Claims

You may submit your claims request via [business centers](#) or by sending an email to contact.us@prulifeuk.com.ph. Claims submissions are subject to evaluation. We reserve the right to ask you or your claimant to provide at your own expense documents or evidence to help Pru Life UK assess the claim.

Hospital Income Benefit

To file a claim on **Hospital Income Benefit**, you or your claimant must give us a written notice of hospitalization within thirty (30) days from the start of your hospital confinement. The claims requirements must be submitted via any Pru Life UK business center or by sending an email to contact.us@prulifeuk.com.ph within ninety (90) days from hospital discharge.

If you get hospitalized due to an accident the day after you purchased the policy, you may immediately claim the **Hospital Income Benefit**.

The following are the requirements for Hospital Income Benefit claims submissions:

- Accomplished claimant's statement
- Attending physician's statement
- Admission summary & discharge clinical abstract summary
- Duly certified statement of account of hospitalization; and
- Two (2) valid IDs of Life Assured

Accidental Death Benefit

As a beneficiary of the Accident Policy, you claim the **death benefit** by submitting the requirements to any Pru Life UK business center or by sending an email to contact.us@prulifeuk.com.ph. The following are the requirements for death claims submissions:

- Accomplished claimant's statement

- Attending physician's statement
- Original death certificate or certified true copy
- Birth or baptismal certificate of the Life Assured and primary beneficiary/es
- Current Policy Data Page; and
- Two (2) valid IDs of Life Assured and Primary Beneficiary/ies

Note: The policy will terminate if the claim for Accidental Death Benefit is paid. If it is a claim for Accidental Disablement Benefit that is paid, the policy will not terminate unless the claim amount is equivalent to 100% of the Sum Assured.

Cancellation

You will be given a period of fifteen (15) days from your Policy Receipt Date to review your Policy. This is called the Free Look Period.

Pru Life UK will send a confirmation that the Policy has been issued and is in force to your email address on record. Within twenty-four (24) hours from policy purchase, another email will be sent which includes all policy documents, including the Policy Contract. The date that the email with the policy documents is sent shall be considered as your policy receipt date and your 15-day Free Look Period will begin on this date. The Free Look period is applicable at the initial purchase of the Policy only.

If you decide that this Policy is not suitable to your needs and wish to cancel it, you must immediately notify PruLife UK through Cancel My Policy button in My Insurance tab under Ginsure within Gcash app within the Free Look Period. Pru Life UK will refund the premium you paid in full upon completion of the processing of your cancellation request.

Once the Free Look Period has ended, the Cancel My Policy button will no longer be available, and any notice of cancellation must be sent via email to contact.us@prulifeuk.com.ph.

Pru Life UK shall also provide a full refund of the premiums paid at the time of purchase and cancel the Policy if any of the following occur:

1. If you are found ineligible to purchase this Policy; or
2. If you are found to be ineligible to be designated as the Life Assured.

Contact Pru Life

To contact Pru Life, please check out their available channels below:

Website: www.prulifeuk.com.ph/en/partners/ginsure

Email: contact.us@prulifeuk.com.ph

Hotline: (632) 8887 LIFE (8887 5433) within Metro Manila or 1 800 10 PRULINK (1 800 10 7785465) for domestic toll-free hotline

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Pru Life UK PRUPersonal Accident Junior Protect {#pru-life-uk-prupersonal-accident-junior-protect}

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PRUPersonal Accident - Junior (PA Junior) is a yearly renewable packaged protection plan designed to cover children for injury or death due to accidents.

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- [Cancellation and Claims](#)
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Packages and Benefits

Basic Package

| **BENEFIT** | **PACKAGE 1** | **PACKAGE 2** | | --- | --- | --- | | Accident Death and Disablement/Dismemberment (ADD) Benefit* | PHP 30,000 | PHP 100,000 | | Renewal Bonus Benefit | 5% of ADD | 5% of ADD | | Burial Benefit | PHP 5,000 | PHP 5,000 | | Field Trip Coverage | PHP 30,000 | PHP 100,000 |

Full Package

| **BENEFIT** | **PACKAGE 1** | **PACKAGE 2** | | --- | --- | --- | | Accident Death and Disablement/Dismemberment (ADD) Benefit* | PHP 30,000 | PHP 100,000 | | Renewal Bonus Benefit | 5% of ADD | 5% of ADD | | Burial Benefit | PHP 5,000 | PHP 5,000 | | Field Trip Coverage | PHP 30,000 | PHP 100,000 | | Accidental Medical Expense Reimbursement Benefit | PHP 3,000 | PHP 5,000 | | Hospital Income Benefit | PHP 250 | PHP 500 |

***Note:** The specified percentage of the ADD Benefit will be paid according to the Schedule of Coverage indicated in the Policy Contract. The range is from 1% to 100% of ADD Benefit amount.

Eligibility

You can avail of this product if you are:

- At least 18 years old
- A Filipino citizen
- A [Fully Verified](#) GCash user

Individuals that will be Life Assured in this policy should be:

- The policy owner or the child of the policy owner - If the policy owner is the one life assured, he/she must be a **student 18-22 years old**
 - If the Life Assured is the child of the policy owner, the **child must be 5-17 years old**
- In good health - Have no physical or medical impairment
 - Have not, in the last five (5) years, consulted, nor been examined or treated for more than two (2) weeks by a doctor for any disease or injury, and not have undergone any medical diagnostic test or procedure, other than for routine pre-employment purposes; and

- Have not been confined in a hospital for any length of time or had any surgical procedure

Purchase Pru Life UK PruPersonal Accident-Junior Protect

Your PRUPersonal Accident - Junior is not convertible to any other Pru Life UK plan or policy.

1. On your GCash App, tap **GInsure**
2. Tap **Personal**
3. Tap **PRUPersonal Accident-Junior**
4. A pop-up Declaration will appear. Tap **Agree**
5. You'll be redirected to the PRU Life UK Declaration Page. Tap **Proceed**
6. Check out the full packages of the PruPersonal Accident Junior Protect Product. Select the package you want to avail and Tap **Proceed**
7. Fill in all the required details and upload 1 valid government ID - If Life Assured is the policy owner, the occupation should be 'student'
8. Read through the Product Terms and Conditions. Tap **Proceed**
9. You will be redirected to the GCash App to pay for your policy. Tap **Agree**
10. Review the details of your transaction and tap **Proceed**
11. You will receive a payment confirmation of your successful purchase of the PruPersonal Accident- Junior

Note: You will receive an SMS and email with your PruPersonal Accident Junior Policy.

The coverage of PRUPersonal Accident - Junior is **12 months from the Coverage Start Date**.

A Policyowner-Life Assured with an existing policy **cannot avail another policy, or upgrade or downgrade to a different policy** unless the existing policy expires or is voluntarily cancelled.

However, the policy owner may avail multiple products for different Life Assureds, as long as they are his/her child/ren.

You may renew your policy. PruLife UK will send an email prior to your Coverage End date for the renewal process.

Beneficiary

If you choose not to register a beneficiary immediately or were not able to nominate a beneficiary before your PRUPersonal Accident - Junior policy is issued, your policy application will still be valid.

If you wish to elect and/or change your beneficiary, change a beneficiary designation to irrevocable (or otherwise) or change the percentage of sharing of the insurance proceeds, you may do so at any time during the coverage period of your policy by sending an email to contact.us@prulifeuk.com.ph.

Link Policy to Pulse App

Easily manage and have access to your policies on the Pulse app! Download and register to Pulse to manage and have access to your policies on the go.

On the Pulse App, Tap **PRUShoppe > PRUServices** to view your policies.

If your policy is not available on the app, Tap **Link Policy** to sync your active policies on the app.

View Policy Contract

Your Policy Contract and other Policy Documents are sent within twenty-four (24) hours to the Policyowner's email address.

A printed copy of the Policy Contract may be requested via email to contact.us@prulifeuk.com.ph, subject to a printing and delivery fee of PhP500.00. This fee is subject to change and prior notice shall be sent before any such change is implemented.

Cancellation and Claims

Claims

You may submit your claims request via [business centers](#) or by sending an email to contact.us@prulifeuk.com.ph.

Cancellation

Yes, you have **fifteen (15) days from policy receipt****date** to review your policy. This is called the Free Look Period.

Pru Life UK will send a confirmation that the Policy has been issued and is in force to your email address on record. Within twenty-four (24) hours from policy purchase, another email will be sent which includes all policy documents, including the Policy Contract.

The date that the email with the policy documents is sent shall be considered as your policy receipt date and your 15-day Free Look Period will begin on this date. The Free Look period is applicable on the initial purchase of the Policy only.

If you decide to cancel your policy, send an email to contact.us@prulifeuk.com.ph within the Free Look Period. Pru Life UK will refund the premium you paid in full upon completion of the processing of your cancellation request.

In case of cancellation beyond the Free Look Period, the amount to be refunded will be in accordance with the Short Period rate scale indicated in the policy contract.

Contact

To contact Pru Life, please check out their available channels below:

Website: www.prulifeuk.com.ph/en/partners/ginsure

Email: contact.us@prulifeuk.com.ph

Hotline: (632) 8887 LIFE (8887 5433) within Metro Manila or 1 800 10 PRULINK (1 800 10 7785465) for domestic toll-free hotline

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Quick Rewards by Hustle PH {#quick-rewards-by-hustle-ph}

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ADVISORY:

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

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- [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](#)
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- [What is GLife?](#)
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- [I want to request a refund or cancellation for my GLife payment. What do I do?](#)
- [I'm experiencing issues with Cashback by Findshare. What do I do?](#)

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Quick Rewards is a platform powered by Hustle PH that allows you to **earn money by answering surveys and doing tasks.**

To access Quick Rewards, tap **View All Services > Earn Money**

Eligibility to use Hustle

To use Hustle, you must be 18 years old and a [Fully Verified GCash user](#).

Note: Some Hustle tasks have extra requirements to join.

How to Use Hustle

1. On your Quick Rewards page, tap on a mission to get started.
2. Before starting on your mission, **read through the instructions carefully and take note of the deadline.** Make sure you are “qualified” for the specific mission.
3. After finishing a mission or task, please give Hustle PH **5 to 7 working days to review your submission.**

If you have not received feedback on your submission after 7 working days, please contact Hustle PH directly at contactus@hustle-ph.com.

How to withdraw earned money from Hustle

To withdraw money earned with Hustle, follow the steps below:

1. On your Quick Rewards page, tap **Wallet > Withdraw.**
2. Input the amount you want to withdraw and tap **Continue.**
3. Review the details of your withdrawal and select **Withdraw**

You will be led to a page that confirms your successful withdrawal. You will receive your money in your GCash Wallet within **24-48 hours.**

If you still didn't receive the cash reward in your GCash wallet after 48 hours, please reach out to Hustle PH directly at contactus@hustle-ph.com.

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40213432323481

Source: <https://help.gcash.com/hc/en-us/articles/40213432323481-Quick-Rewards-by-Hustle-PH>

**REPUBLIC OF THE PHILIPPINES DEPARTMENT
OF FINANCE BUREAU OF INTERNAL REVENUE
National Office Building Quezon City {#republic-of-the-philippines-department-of-finance-bureau-of-internal-revenue-national-office-building-quezon-city}**

**REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF FINANCE BUREAU
OF INTERNAL REVENUE National
Office Building Quezon City**

REVENUE MEMORANDUM CIRCULAR NO. 8- 2024

SUBJECT

: Clarifying the Provisions of Revenue Regulations No. 16-2023 Imposing Withholding Tax on Gross Remittances Made by Electronic Marketplace Operators and Digital Financial Services Providers to Sellers/Merchants

TO

All Internal Revenue Officers and Others Concerned

Revenue Regulations (RR) No. 16-2023, which further amended RR No. 2-98, was issued to impose a withholding tax on gross remittances made by electronic marketplace (e-marketplace) operators and digital financial services providers (DFSP) to sellers/merchants.

This Circular is hereby issued for the guidance of all concerned to prescribe the timeline and implementation procedures of RR No. 16-2023 in compliance with Section 3 of the said RR, and to address the potential issues and concerns which may arise from the implementation thereof.

Q1 : When is the effectivity of RR No. 16-2023?

A1 : Pursuant to Section 6 of RR No. 16-2023, the withholding tax obligation of e-marketplace operator and DFSPs shall take effect after fifteen (15) days following its publication in a newspaper of general circulation or the Official Gazette, whichever comes first. RR No. 16- 2023 was first published in Manila Bulletin on December 27, 2023. Thus, RR No. 16- 2023 shall take effect on January 11, 2024.

Q2 : Is there a transitory period?

A2 : Yes. The e-marketplace operators and DFSPs are allowed a period of ninety (90) days from the date of issuance of this Circular to comply with the relative policies or requirements of other government agencies, if any, and to give them an opportunity to adjust and properly comply with the provisions of RR No. 16-2023 prior to the actual imposition of the prescribed creditable withholding tax. Further, existing unregistered sellers/merchants shall comply with the applicable requirements enumerated in Q4 - A4 of this Circular within the same prescribed period.

Q3 : What constitutes the annual total gross remittances of P500,000.00 to an online seller/merchant for purposes of not subjecting it from the prescribed creditable withholding tax?

A3 : The gross remittances of P500,000.00 shall consist of the total amount of remittances received by the online seller/merchant from ALL e-marketplace operators and DFSPs; provided, however, that, in case any of the e-marketplace operators and DFSPs has determined that the gross remittances in its online platform exceeded P500,000.0 anytime during the taxable year, the prescribed withholding tax shall be automatically deducted

from the particular remittance exceeding the said threshold and the same shall be imposed on subsequent remittances.

Q4 : What are the obligations of sellers/merchants under RR No. 16-2023?

A4 : Sellers/Merchants are required to observe the following:

1. Register their business with the Bureau of Internal Revenue (BIR) and submit a copy of the BIR-issued Certificate of Registration as part of the documentary requirements by e-marketplace operator prior to the use of the e-marketplace facility.

If the gross remittance received from the e-marketplace operators or DFSPs is determined and/or expected not to exceed the threshold of P500,000.00, submit a Sworn Declaration (SD) duly received by the BIR and in the form prescribed in Annex "A" of this Circular upon application (or within the transitory period in case of existing participant sellers/merchants of e-marketplace operators and DFSPs) with emarketplace or DFSP declaring that the total gross remittance to be received from the e-marketplace operators or DFSPs shall not exceed P500,000.00. The BIR-received SD shall be submitted thereafter on or before the 20^{th} day of the first month of each taxable year.

In case of failure to submit the prescribed SD, regardless of the actual total income or gross remittance, the withholding tax imposed by RR No.16-2023 shall automatically be deducted by the e-marketplace operator or DFSP.

Should the gross remittances exceed the P500,000.00 at any time during the taxable year, the prescribed BIR-received SD shall be immediately submitted to the emarketplace operators or DFSPs by the sellers/merchants.

Illustration:

Taxable year is from January to December 2024.

In March 2024 (the month of application or within the transitory period for existing participant seller/merchant), a BIR-received SD is submitted by the seller/merchant to the e-marketplace operators and DFSPs declaring that the threshold is determined (from previous year) and/or expected (current year) to not exceed P500,000.00. Consequently, all gross remittances starting March 2024 will not be subjected to withholding tax.

However, in August 2024, it was determined by the seller/merchant that the gross remittances exceeded the threshold, hence, a BIR-received SD indicating that the gross remittances exceed P500,000.00 shall be submitted by such seller/merchant to the e-marketplace operators and DFSPs declaring such and withholding shall commence. On January 20, 2025, withholding of taxes continues and there is no need to submit a BIR-received SD considering that it qualifies under Section 2.57.2(X) of RR No. 2-98, as amended by RR No. 16-2023.

If it was determined that the total gross remittances for taxable year 2025 to the seller/merchant have not exceeded the threshold, it shall submit on or before January 20, 2026 to the e-marketplace operators and DFSPs a BIR-received SD declaring that the threshold is determined (from previous year) and/or expected (current year) to not exceed P500,000.00. Therefore, all gross remittances during taxable year 2026 will not be subjected to withholding tax.

2. If a seller/merchant is exempt from income tax or subject to a lower income tax rate pursuant to any existing law or treaty, submit a duly issued certification to the emarketplace operator as proof of exemption or entitlement to a lower tax rate pursuant to the provisions of Section 2 of RR No. 16-2023, which states:

(c) if the seller/merchant is duly exempt from or subject to a lower income tax rate pursuant to any existing law or treaty. Provided that, the concerned seller/merchant is able to secure the necessary certification, clearance, ruling, or any other document serving as proof of entitlement to the said exemption or lower income tax rate. The said proof of entitlement shall be submitted by the seller/merchant to the e-marketplace operator or digital financial services provider concerned.'

Q5 : Are existing unregistered sellers/merchants selling goods and services in an e-marketplace or DFSP required to register with BIR?

A5

Yes. All existing sellers/merchants selling goods and services in an e-marketplace not yet BIR-registered shall register their businesses with BIR pursuant to the National Internal Revenue Code of 1997, as amended (Tax Code). Moreover, after the transitory period prescribed under this Circular, e-marketplace operators and DFSPs shall not allow unregistered businesses to sell goods and services in their platform/facility.

What are the obligations of e-marketplace operators and DFSPs under RR No. 16- : 2023?

5 : E-marketplace operators and DFSPs are required to observe the following:

1. Ensure that all sellers/merchants applying for the use of the e-marketplace or DFSP platforms are registered with the BIR by requiring the submission of their Certificate of Registration (BIR Form No. 2303) prior to allowing sellers/merchants to use the e-marketplace facility or DFSP platform, as the case may be.
2. Require sellers/merchants who are duly exempt from or subject to a lower income tax rate pursuant to any existing law or treaty to submit the necessary certification or any other document as proof of entitlement to the said exemption or lower income tax rate.
3. Require sellers/merchants to submit a copy of the BIR-received SD. In case the sellers/merchants failed to submit the BIR-received SD, regardless of the actual income or gross remittances, the withholding tax shall be automatically deducted under RR No.16-2023.

Further, when the seller/merchant failed to submit the required BIR-received SD to the e-marketplace operator or DFSP within the prescribed period, the withholding tax shall likewise be automatically deducted.

4. Monitor the gross payments of buyers/customers and deduct the withholding tax prescribed under RR No. 16-2023 before subsequently remitting the same to the concerned sellers/merchants.
5. Provide sellers/merchants the Certificate of Creditable Tax Withheld at Source (BIR Form No. 2307) within the period prescribed under the Tax Code, and other relevant revenue issuances, or upon request by the sellers/merchants.

Q7 : When will the withholding tax obligation of the e-marketplace operator and DFSP commence in cases where the accumulated gross remittances to a seller/merchant exceed the prescribed P500,000.00 threshold?

A7 : The withholding tax obligation shall commence:

1. Upon receipt by the e-marketplace operator and DFSP of the BIR-received SD. indicating that the sellers/merchants have exceeded the P500,000.00; or
2. When the seller/merchant failed to submit the required BIR-received SD to the e-marketplace operator or DFSP within the prescribed period; or
3. When the e-marketplace operator or DFSP has determined that its total gross remittances to the concerned seller/merchant have exceeded the P500,000.00 threshold.

Q8 : Are sellers/merchants allowed to receive payments through their personal/individual accounts instead of a business account?

A8 : No. The sellers/merchants are not allowed to receive payments through their personal/individual accounts. In all payments/remittances/transfers covered under RR No. 16-2023, the seller/merchant's account shall, at all times, be under the BIR-registered tradename of the seller/merchant. The BIR shall monitor usage of account under the registered tradename of the seller/merchant.

Mr. Mark is a rider of Go Movers, a platform for carriage of goods and merchandise. Go Movers offers a purchase service wherein their rider will buy and pay for the goods and deliver the same to the buyer. Upon delivery, the buyer will pay the cost of goods and delivery fee and purchase service fee, if any, directly to the rider.

Ms. Glyza booked a purchase service in the Go Movers mobile application and set the location of the store as the pick-up point and her location as the drop-off point. She messaged Mr. Mark, the assigned rider for her booking, with the list of goods to be bought. Mr. Mark purchased the goods at the store and delivered the same to Ms. Glyza. She paid the cost of goods, the delivery fee and purchase service fee in cash directly to Mr. Mark.

Is this scenario subject to withholding tax under RR No. RR 16-2023?

A9

This scenario is not subject to withholding tax considering that Go Movers did not collect the payment of the buyer, in behalf of the seller; hence, the platform does not remit income payment to the seller or store. Rather, Mr. Mark advanced the payment to the store and received the payment from the buyer only upon the delivery of the goods.

In case the e-marketplace platform accepts or collects payment for the goods and remits the same to the seller, this shall be subject to withholding pursuant to RR No. 16-2023 where withholding tax shall be deducted before its remittance of the income payment to the seller.

Q10: CashLess is a digital financial services provider where users deposit funds into their account and utilize the cash value to settle payments.

Mr. Daniel uses CashLess to settle his monthly electric bills payable to Light Supply, an electricity provider company. Light Supply is listed as a merchant at CashLess

where users may settle their electric bills using CashLess' online platform. Mr.

Daniel uses his funds at CashLess to settle his bills.

CashLess has contracted PayNow as its payment aggregator/facilitator of payments to accredited billers/merchants.

Who shall deduct the withholding tax before remittance to the seller/merchant pursuant to RR No. 16-2023?

A10 : In the event that the payment is transmitted to the seller/merchant through different facilities, the last facility which has control of the payment before completely remitting the same to the seller/merchant shall be liable to withhold the taxes under RR No. 16-2023. In this case, only the remittance of payment from PayNow (payment aggregator) to Light Supply (the seller/merchant) shall be subject to withholding tax under RR No. 16-2023.

Q11 : What BIR form and Alphanumeric Tax Code (ATC) shall be filed and used by emarketplace operators and DFSPs?

A11 : BIR Form Nos. 0619-E for the first two months of the quarter and a revised 1601-EQ for the last or third month of the quarter which is inclusive of the additional ATC for creditable withholding tax imposed by RR No. 16-2023 shall be issued through another RMC.

Q12 : What are the penalties in case of violation of any of the provisions of RR No. 16-2023?

A12 : The violation of any of the provisions of RR No. 16-2023 shall be subject to appropriate penalties under the Tax Code, relevant laws, rules and regulations.

All internal revenue officials, employees and others concerned are hereby enjoined to give this Circular as wide publicity as possible.

Source: https://help.gcash.com/hc/en-us/article_attachments/35191866902937

REVENUE MEMORANDUM CIRCULAR NO. _55-ZO2 {#revenue-memorandum-circular-no-_55-zo2}

REVENUE MEMORANDUM CIRCULAR NO. _55-ZO2

SUBJECT : Extension of the Ninety-Day Period for the Actual Imposition of Withholding Tax on Gross Remittances Made by Electronic Marketplace Operators and Digital Financial Services Providers to Sellers/Merchants Prescribed under Revenue Regulations No. 16-2023

TO

:All Revenue Officials, Employees and Others Concerned

The provisions of Revenue Memorandum Circular (RMC) No. 8-2024 allowed the electronic marketplace operators and digital financial services providers a transitory period of ninety (90) days from the date of its issue to comply with the relative policies or requirements of other government agencies, if any, and to give them an opportunity to adjust and properly comply with the provisions of Revenue Regulations (RR) No. 16-2023 prior to the actual imposition of the prescribed creditable withholding tax.

In order to provide the said taxpayers a sufficient time to comply and adjust to the requirements of RR No. 16-2023 and other government agencies, if any, the prescribed transitory period is hereby extended to an additional ninety (90) days or until July 14, 2024.

All revenue officials, employees, and others concerned are hereby enjoined to give this Circular as wide a publicity as possible.

J-5

Source: https://help.gcash.com/hc/en-us/article_attachments/35191857645977

Reach your Money Goals {#reach-your-money-goals}

Path: articles/19577994564761-Reach-your-Money-Goals

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Register to GCash Overseas {#register-to-gcash-overseas}

Path: articles/28752622792089-Register-to-GCash-Overseas

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GCash Overseas allows Filipinos living abroad to register with an international SIM card and access financial services in the Philippines.

You're eligible to create a GCash Overseas account if you are:

- A Filipino citizen who is 18 years old or older
- An owner of a valid [Philippine government-issued ID](#)
- Living abroad where [GCash Overseas is available](#)
- An owner of a valid international mobile number

Here's how to register for GCash Overseas

1. Download the GCash App via the [Playstore/ App Store](#).
2. Open your GCash app, select the country of your SIM card, and input your mobile number. Tap **Next**
3. Enter the 6-digit OTP sent to your mobile number. Tap **Submit**
4. Input all the information needed and select **Next**
5. Set your MPIN and tap **Submit**
6. Review your information and tap **Confirm**

7. You'll be led to a page that prepares you to get your GCash Overseas account Fully Verified.

8. You will be sent an SMS regarding the status of your application.

After registering, get your account **Fully Verified** to start using GCash Overseas.

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Riders Drivers {#riders-drivers}

Path: sections/21665560479641-Riders-Drivers

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SIM Card Registration Frequently Asked Questions {#sim-card-registration-frequently-asked-questions}

Path: articles/13809239424409-SIM-Card-Registration-Frequently-Asked-Questions

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What is the SIM Registration Act?

The SIM Registration Act requires ALL SIM cards to be registered with their telco providers as a requirement for their activation. Registration aims to protect consumers from illegal activities such as mobile scams, smishing, and fraud.

Until when can I register my SIM?

Registration with telco providers ended **July 25, 2023**.

What happens to my GCash account or wallet if I do not register my SIM?

Your GCash account and your funds will remain secure. You may [update the mobile number linked to your GCash account](#) to recover your GCash account linked to your deactivated or unregistered SIM.

I received an email that my GCash will be restricted due to the SIM Registration Act and is directing me to input my details. What should I do?

SIM registrations will only be collected and processed by your telco providers through the channels they have provided. GCash will not ask for any information on behalf of the telco provider.

Please also be reminded that **GCash****will never send links via SMS, emails, or any other messaging apps**. Remember never to share your GCash credentials such as MPIN or OTP to anyone or anywhere except when you are logging in to the GCash app. Learn

more about how to [keep your account safe](#).

If you think you've been a target of phishing, [learn how to spot and report unauthorized transactions in your account](#).

What happens to my GCash Account if I successfully register my SIM to my telco?

Your GCash account will remain as is and you may continue to enjoy all GCash services. Your successful SIM registration ensures that the mobile number registered to your GCash account will continue to be active.

I want to change my number. How do I move my funds to my new account?

You may [update the mobile number linked to your GCash account](#) to recover your GCash account linked to your deactivated or unregistered SIM.

Please make sure that your new mobile number is registered with your own telco provider to ensure its activation.

Am I required to register all my SIMs linked to my GCash accounts with telco providers?

Yes, all the SIM cards linked to all your GCash accounts with your respective telco provider must be registered.

My child has a GCash Jr account, is s/he required to register his/her SIM Card as well?

All SIM cards are required to be registered according to the SIM Registration Act. For minors, the registration of the SIM shall be under the name of the minor's parent or legal guardian.

I am Foreign National (not a Filipino) with a GCash Account, am I required to register my SIM cards as well?

All Philippine SIM cards are required to be registered according to the SIM Registration Act. Foreign Nationals will also be included in the SIM Registration process.

I am a Globe user with a fully verified GCash account. What happens if I do not register my SIM?

You may visit the [Globe SIM Registration page](#) to comply with your Telco's SIM Registration guidelines.

You may reach out to your Telco provider via the Globe Stores or Globe Facebook Messenger for more information.

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**SWORN DECLARATION OF GROSS
REMITTANCES (For Sellers/Merchants Engaged in
Business within Electronic Marketplaces) {#sworn-
declaration-of-gross-remittances-for-sellers/merchants-
engaged-in-business-within-electronic-marketplaces}**

**SWORN DECLARATION OF GROSS
REMITTANCES (For Sellers/Merchants
Engaged in Business within Electronic
Marketplaces)**

I of legal age with business address (Name of BIR Registered Seller/Merchant) located at and Taxpayer Identification Number (TIN) , after having been duly sworn in accordance with law hereby depose and state:

1. That I derive my income from sale of goods and services from Electronic Marketplace and/or Digital Financial Services Provider (indicate the names of electronic marketplace operators or digital financial services providers).
2. That for the period , the gross remittances from the sale of goods and services by Electronic Marketplace Operators and Digital Financial Services Providers

☐ Do not exceed Five Hundred Thousand Pesos (₱500,000.00).

☐ Exceed Five Hundred Thousand Pesos (₱500,000.00).

3. That if at any time during the taxable period, the gross remittances exceed ₱500,000.00, the Electronic Marketplace Operator and Digital Financial Services Provider/withholding agents shall automatically withhold the rate of one percent $\$(1\%)$ on the one-half $\$(\frac{1}{2})$ of gross remittances for the goods and services sold/paid through their platform/facility.
4. That I duly execute this SWORN DECLARATION in compliance with the implementing guidelines of Revenue Regulations No. 16-2023.
5. That I declare, under the penalties of perjury, that this declaration has been made in good faith, and to the best of my knowledge and belief to be true and correct.

IN WITNESS WHEREOF, I have hereunto set my hand this day of 20 at , Philippines.

SUBSCRIBED AND SWORN to before me this day of 20 in . Applicant exhibited to me his/her issued (Government Issued ID and No.) at on

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(To be filled-out by the withholding agent/lone payor)

Date Received: (MM-DD-YYYY-00001)

Received by:

Signature over Printed Name of the Withholding Agent / Payor or Authorized Officer
Designation / Position of Authorized Officer Name of Withholding Agent / Lone Payor

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Sari Sari Store {#sari-sari-store}

Path: sections/4407792390297-Sari-Sari-Store

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Scan to Pay via QR {#scan-to-pay-via-qr}

Path: sections/360004657934-Scan-to-Pay-via-QR

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[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?](#)

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Send {#send}

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Source: <https://help.gcash.com/hc/en-us/categories/20493622503577-Send>

Send {#send}

Path: categories/20493622503577

ADVISORY:

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

Send money to a GCash account

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

Get Help with Send Money

- [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? See all 7 articles](#)

Source: <https://help.gcash.com/hc/en-us/categories/20493622503577>

Send and Receive Crypto with GCrypto {#send-and-receive-crypto-with-gcrypto}

Path: sections/31272577173785-Send-and-Receive-Crypto-with-GCrypto

ADVISORY:

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

[How can I send crypto over PHP 50,000 to another wallet or exchange in GCrypto?](#)

[How can I receive crypto using GCrypto?](#)

[How can I send crypto below PHP 50,000 to another wallet or exchange in GCrypto?](#)

Source: <https://help.gcash.com/hc/en-us/sections/31272577173785-Send-and-Receive-Crypto-with-GCrypto>

Send money to a GCash account {#send-money-to-a-gcash-account}

Path: sections/360004695993-Send-money-to-a-GCash-account

ADVISORY:

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

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

[Can I send money to a Non-Verified/Basic GCash user?](#)

[How can I send money in GCash via QR code?](#)

How do I generate my personal GCash QR?

Source: <https://help.gcash.com/hc/en-us/sections/360004695993-Send-money-to-a-GCash-account>

Shift of SMS messages to GCash App Inbox {#shift-of-sms-messages-to-gcash-app-inbox}

Path: articles/10040298426137-Shift-of-SMS-messages-to-GCash-App-Inbox

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 Pro Platform Termination](#)
- [Advisory on Automated Fuel Dispenser \(Self-Service Gas Pumps\) Payments using GCash Cards](#)
- [Advisory for iPhone Users affected Express Send Feature Issue](#)
- [GCash Pera Outlet \(GPO\) Plus Advisory](#)
- [Advisory on Revenue Regulation 16-2023](#)
- [Advisory for using GCash on iPhone with iOS 13 and Below](#)
- [Shift of SMS messages to GCash App Inbox](#)
- [GCash Updated Terms and Conditions](#)

Promoted articles

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

To help improve security, your confirmation messages were moved from your text message inbox (SMS) to your **GCash App Inbox or Transaction History** for the following transactions:

- GSave
- GFunds
- Scan to Pay
- Express Send for Senders and Recipients
- Buy Load
- Pay Bills
- Bank Transfer
- GLife
- GCash Padala
- Send Gift
- Send with a Clip

- GCredit
- GGives
- GLoan
- GInsure
- Online Payments
- Cash In
- Request Money

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Advisory for using GCash on iPhone with iOS 13 and Below

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- [GCash Pro Platform Termination](#)
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- [Advisory on Revenue Regulation 16-2023](#)
- [Advisory for using GCash on iPhone with iOS 13 and Below](#)
- [Shift of SMS messages to GCash App Inbox](#)
- [GCash Updated Terms and Conditions](#)

10040298426137

Source: <https://help.gcash.com/hc/en-us/articles/10040298426137-Shift-of-SMS-messages-to-GCash-App-Inbox>

Ship Deliver {#ship-deliver}

Path: sections/23650083389721-Ship-Deliver

ADVISORY:

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

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

[Manage orders on Ship & Deliver](#)

Source: <https://help.gcash.com/hc/en-us/sections/23650083389721-Ship-Deliver>

Signature over Printed Name {#signature-over-printed-name}

Date:

AB CAPITAL SECURITIES, INC.

Unit 1210-1212, 1911-1912

12th and 19th Floors, PSE Tower,

5th Ave., cor. 28th St. Bonifacio Global City Taguig City,

Philippines 1634

Re Close Account Account No.

To whom it may concern,

May I request to close permanently my AB Capital account with Account No.

Truly yours

Signature over Printed Name

Source: https://help.gcash.com/hc/en-us/article_attachments/31259130138521

Singlife 100 in 1 Medical {#singlife-100-in-1-medical}

Path: articles/25994481758489-Singlife-100-in-1-Medical

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

- [Buy Load Insurance](#)
- [Oona Big 3 Critical Illness Insurance](#)
- [Oona Infinity Travel Insurance](#)
- [FWD The One Life Insurance Cover](#)
- [FWD BIG 3 Critical Illness Insurance](#)
- [Singlife 3-in-1 Protection Plan](#)
- [Singlife 100 in 1 Medical](#)
- [Singlife Cash for Medical Costs](#)

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 100-in-1 Medical Plan is an insurance product that will help you pay for medical expenses of over 100 critical conditions, including cancer, stroke, and heart attack, as well as additional coverage in the event of accidental disability or death. It also extends coverage to individuals traveling outside of the Philippines. All qualified customers of the 100-in-1 Medical Plan will get free 3 months of access to KonsultaMD for a limited time.

Jump to:

- [Eligibility](#)
- [Coverage - Packages](#)
 - [Conditions Covered](#)
 - [Conditions Not Covered](#)
- [Purchase Singlife 100 in 1 Medical Plan](#)
- [Claims and Cancellation](#)
- [Contact Singlife](#)

Eligibility

You can avail of this product if you are:

- 18-55 years old
- A [Fully Verified](#) GCash user
- In good health, not suffering from any existing or pre-existing conditions, and can pass Singlife's simple health and lifestyle questions.
- A Filipino citizen or a foreigner who is a legal resident of the Philippines

Should you wish to add dependents to your policy, please make sure they fulfill the following requirements:

- Must be in good health, not suffering from any existing or pre-existing conditions
- A Filipino citizen or a foreigner who is a legal resident of the Philippines
- Legal spouse, aged 18 to 55 years old;
- Life Partner, aged 18 to 55 years old, if you both do not have any legal spouse;
- Legitimate and/or illegitimate children, aged 30 days old to 22 years old. Any of the children of any of the following can be a dependent:
 - Policy Owner,
 - the insured dependent spouse
 - insured dependent life partner

Coverage

Packages

The 100-in-1 Medical Plan has 3 available levels – Bronze, Silver, and Gold. Based on the package you avail of, you will receive a **cash benefit** if you or any of your dependents get diagnosed with either a Minor or Major Critical Condition, or a **cash benefit in a lump sum** in case of Accidental Disability & Death. The cash benefit payable will be in Philippine Peso.

Depending on your needs, you can choose your coverage based on the benefit details below:

||||| --- | --- | --- | --- ||| **Bronze** | **Silver** | **Gold** || **Minor Critical Condition**

A condition that is generally less severe and not life-threatening and falls under the early or intermediate stage. | PHP 15,000 | PHP 30,000 | PHP 50,000 || **Major Critical Condition**

A condition that is usually in the late stage, severe, life-threatening and has a huge impact on health. | PHP 150,000 | PHP 300,000 | PHP 500,000 || **Accidental Disability & Death** | PHP 150,000 | PHP 300,000 | PHP 500,000 |

Conditions Covered

Major Critical Conditions:

- Cancer
- Kidney Failure
- Stroke (Cerebrovascular Accident)
- Heart Attack
- End Stage Liver Failure
- Primary Pulmonary Hypertension
- Coronary Artery Bypass Surgery
- Benign Brain Tumor
- Heart Valve Surgery
- Other Serious Coronary Artery Disease
- Surgery to Aorta
- Progressive Scleroderma
- End Stage Lung Disease
- Fulminant Hepatitis
- Major Organ/Bone Marrow Transplantation
- Paralysis
- Blindness (Loss of Sight)
- Deafness (Loss of Hearing)
- Loss of Speech
- Major Burns
- Occupationally Acquired HIV

HIV due to Blood Transfusion

- Late Stage Loss of Independent Existence
- Alzheimer's Disease/Severe Dementia
- Aplastic Anemia

- SLE with Lupus Nephritis
- Moderately Severe SLE with Lupus Nephritis
- Coma for 96 hours
- Major Head Trauma
- Motor Neuron Disease
- Multiple Sclerosis
- Muscular Dystrophy
- Parkinson's Disease
- Viral Encephalitis
- Poliomyelitis
- Apallic Syndrome
- Severe Bacterial Meningitis
- Terminal Illness

Minor Critical Conditions

- Carcinoma in Situ of Specified Organs treated with Radical Surgery
- Carcinoma in Situ
- Chronic Kidney Disease
- Chronic Kidney Impairment
- Surgical Removal of One Kidney
- Carotid Artery Surgery
- Brain Aneurysm Surgery
- Cerebral Shunt Insertion
- Early Cardiomyopathy
- Pericardiectomy
- Cardiac Debrillator Insertion
- Cardiac Pacemaker Insertion
- Secondary Pulmonary Hypertension
- Early Pulmonary Hypertension
- Port Access of Keyhole Cardiac Surgery
- Transmyocardial Laser Therapy
- Surgical Removal of Pituitary Tumor by Open Craniotomy
- Surgical Removal of Pituitary Tumor by Transsphenoidal/Transnasal Hyphophysectomy
- Percutaneous Valve Replacement or Repair
- Percutaneous Valvuloplasty
- Insulin Dependent Diabetes Mellitus
- Hemophilia A or Hemophilia B
- Kawasaki Disease
- Osteogenesis Imperfecta
- Rheumatic Fever with Valvular Impairment
- Severe Asthma
- Severe Dengue (Dengue Hemorrhagic Fever)
- Systemic Juvenile Idiopathic Arthritis (Still's Disease)
- Wilson's Disease
- Moderate Coronary Artery Disease
- Mild Coronary Artery Disease
- Minimally Invasive Surgery to Aorta
- Large Asymptomatic Aortic Aneurysm
- Progressive Scleroderma with CREST Syndrome
- Early Progressive Scleroderma
- Liver Cirrhosis
- Liver Surgery

- Surgical Removal of One Lung
- Severe Asthma
- Insertion of a Vena Cava Filter
- Chronic Primary Sclerosing Cholangitis
- Biliary Tract Reconstruction Surgery
- Waitlist on a Major Organ/Bone Marrow Transplantation
- Small Bowel Transplant
- Corneal Transplant
- Loss of Use of One Limb Requiring Prosthesis
- Loss of Use of One Limb
- Optic Nerve Atrophy with Low Vision
- Loss of Sight of One Eye
- Cochlear Implant Surgery
- Partial Loss of Hearing
- Cavernous Sinus Thrombosis Surgery
- Loss of Speech due to Vocal Cord Paralysis
- Permanent or Temporary Tracheostomy
- Moderately Severe Burns
- Mild Severe Burns
- HIV to Organ Transplant
- HIV due to Assault
- Intermediate Stage Loss of Independent Existence
- Early Stage Loss of Independent Existence
- Moderately Severe Alzheimer's Disease
- Diagnosis of Dementia including Alzheimer's Disease
- Myelodysplastic Syndrome or Myelofibrosis
- Reversible Aplastic Anemia
- Mild systemic Lupus Erythematosus (SLE)
- Coma for 72 hours
- Severe Epilepsy
- Head Trauma Requiring Open Craniotomy
- Head Trauma Requiring Reconstructive Surgery
- Cervical Spinal Cord Injury
- Surgery for Subdural Hematoma
- Early Motor Neuron Disease
- Peripheral Neuropathy
- Mild Multiple Sclerosis
- Early Multiple Sclerosis
- Moderate Muscular Dystrophy
- Spinal Cord Disease or Injury Resulting in Bowel and Bladder Dysfunction
- Moderately Severe Parkinson's Disease
- Early Parkinson's Disease
- Mild Encephalitis
- Encephalitis with Full Recover
- Poliomyelitis (Intermediate Stage)
- Peripheral Neuropathy
- Locked-in Syndrome
- Akinetic Mutism
- Bacterial Meningitis with Reversible Neurological Deficit
- Bacterial Meningitis

Accidental Disability & Death [DROPDOWN]

Standard Accidents Coverage

You will receive 100% of the benefit amount if you or your dependents become disabled due to the accidents listed below.

1. Travelling Accident on Land, Air, or Sea
2. Unprovoked Assault
3. Fire Accidents
4. Accidental Drowning
5. Accidental Suffocation from gas or fumes, other than those caused by fire accidents.

Expanded Accident Coverage

You will receive 50% of the benefit amount if you or your dependents become disabled due to the accidents listed below.

1. while working as a Hired/Paid Drivers, Licensed Professional Pilot, or Helmsman;
2. while in a commercial vehicle, aircraft, or water-borne craft but not as a fare-paying passenger (e.g. conductors, flight attendants, waiters, crew members, etc.);
3. while under the influence of drugs or alcohol, except if the accident was a result of an unlawful or illegal act;
4. while at and during any occupation-related tasks except he/she is on duty and serving in the armed forces of any country or international authority, whether in war or in service.
5. occurring during any of the following Incidents:

|||| --- | --- || - Body Boarding

- Kite Surfing
- Jet Skiing
- Canoeing
- Wind Surfing
- Hang Gliding
- Paragliding | - Ballooning
- Gliding
- Canopy Piloting
- Parachuting
- Skydiving
- Legal Road Racing
- Legal Water Racing |

6. during any act of terrorism, not committed by the insured. We may adjust or delay payment of benefits for accidents due to this cause;
7. during any nuclear, biological, and chemical attacks/warfare, not committed by the insured. We may adjust or delay payment of benefits for accidents due to this cause.

Conditions Not Covered

Critical Conditions:

The following are not covered under the Critical Conditions Benefit (Major and Minor) if you have:

- an illness, sickness, or disease that happens within the 90-day Waiting Period; or
- a Pre-Existing Condition; or
- attempted suicide or committed suicide, while sane or insane; or
- any intentionally self-inflicted injury; or

- any illegal or unlawful act, or any attempt to perform any illegal or unlawful act (including any act of terrorism) committed by you; or
- being in an aircraft or submarine except if as a fare-paying passenger in a commercial aircraft; or
- voluntary taking, inhaling, or absorbing of poison, gas, or fumes; or
- accidents arising from the effects of alcohol or the improper use of drugs or narcotics; or
- any nuclear, biological, radioactive, or chemical contamination; or
- engagement in any dangerous sports or hobbies; or
- mental, nervous, or manifested sleep disorders, or any other complications arising from such.
- any condition that is not part of the List of our Covered Critical Conditions.

Accidental Disability and Death

The following are not covered under Accidental Disability and Death if the:

- Accident is NOT included in the Standard and Expanded Accident Coverage
- Disability and/or death happens while you are on duty and serving in the armed forces of any country or international authority, whether in the time of war or peace.
- Accident and Disability is caused by:
 - suicide or any attempted suicide, while sane or insane;
 - any intentionally self-inflicted injury; or
 - any illegal or unlawful act, or any attempt to perform any illegal or unlawful act (including any act of terrorism) committed by you;

Purchase Singlife 100 in 1 Medical Plan

Note: You cannot buy a policy for someone else directly. However, you can cover them as dependents when you buy a policy for yourself.

Disclaimer: By purchasing the product, you are giving your consent for us to automatically deduct your monthly investment from your GCash account. Please ensure that you have read and understood the terms and conditions of the product before completing your purchase, which includes the schedule of deduction of your monthly investment and other things you need to know.

To purchase a Singlife 100 in 1 Medical Plan, please follow the steps below:

1. Open your GCash app, tap **GInsure**
2. Select **Health**
3. Tap **100-in-1 Medical Plan**
4. Select **Get a Free Quote**
5. Verify your personal details and select **Next**
6. Read through and select the package you want to avail of.
7. Go through the details and select **Check for Discount**
8. Input all the details needed. Tick the declarations and tap **Save & Continue**
9. Review the quote and details given. Select **Confirm**
10. To confirm your payment, tap **Pay**
11. You will be led to a page that confirms the successful purchase of your policy.

You will receive a confirmation email in your GCash-registered email from Singlife **within 24 hours with a copy of your policy contract.**

If you didn't receive your policy contract within the 24-hour period, you may contact Singlife.

You **may buy multiple policies from Singlife**, as long as the benefit amount of all policies you are covered in (either as a Primary insured or Insured Dependent) does not exceed the following maximum benefit amount limits:

- Daily Hospital Cash Benefit – PHP 5,000 per day
- Any Critical Condition Diagnosis Benefit – PHP 500,000
- Late-Stage Critical Condition Diagnosis Benefit – PHP 3,000,000
- Medical Reimbursement Benefit for late-stage critical condition diagnosis benefit – PHP 3,000,000

1. paid under Late Stage Critical Condition Diagnosis Benefit – PHP 3,000,000

Claims and Cancellation

Claims

You can claim the benefits from your 100-in-1 Medical Plan based on the type of claim:

For accidents, you can file a claim immediately as long as the incident/event happens while the coverage of the person claiming for is active.

For illnesses, you can only claim if the illness occurs after **90 days** from the time you purchased your 100-in-1 Medical Plan.

File a Claim

To file a claim, please contact Singlife. Singlife will contact you if they need any additional information and/or document(s). The **review of the claim** will only start once the **complete requirements** have been submitted.

Cancellation

You can cancel your policy. If you cancel your policy within 15 days after you receive it, we will return all premiums paid. Your policy is considered received after we have sent the e-Policy to your registered email.

If you cancel your policy after 15 days from the time you received your policy, your refund will be subject to the following:

- **Monthly Premium Schedule:** The cancellation will be effective on the next month and no premium refund will be made.
- **Annual Premium Schedule:** The cancellation will be effective on the next month for the first 6 months and on the next premium due after the 6th month.

The premium refund will be subject to the table below:

||| | --- | --- || **No. of months | Percentage (%) of Annual Premium** || 2 months or below | 40% || 3 months | 35% || 4 months | 30% || 5 months | 25% || 6 months | 20% || Over 6 months | 0% |

Contact Singlife

To contact Singlife, please reach out to their available channels below:

Email: help@singlife.com

Hotline: +632-8299-3737 (Monday-Sunday, 9:00 AM-8:00 PM)

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Singlife 3-in-1 Protection Plan

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Singlife Cash for Medical Costs

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- [Singlife Cash for Medical Costs](#)

25994481758489

Source: <https://help.gcash.com/hc/en-us/articles/25994481758489-Singlife-100-in-1-Medical>

Singlife 3 in 1 Protection Plan {#singlife-3-in-1-protection-plan}

Path: articles/8242221911449-Singlife-3-in-1-Protection-Plan

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

- [Buy Load Insurance](#)
- [Oona Big 3 Critical Illness Insurance](#)

- [Oona Infinity Travel Insurance](#)
- [FWD The One Life Insurance Cover](#)
- [FWD BIG 3 Critical Illness Insurance](#)
- [Singlife 3-in-1 Protection Plan](#)
- [Singlife 100 in 1 Medical](#)
- [Singlife Cash for Medical Costs](#)

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 Singlife 3-in-1 Protection Plan is a comprehensive coverage product that provides protection against accidents, dengue, and COVID-19 at an affordable price for you and your family.

Jump to:

- [Eligibility](#)
- [Coverage - Coverage under the Confinement Allowance Benefit and Severe Cases](#)
 - [Coverage under Accidental Disability and Death](#)
- [Purchase Singlife 3-in-1 Protection Plan](#)
- [Cancellation and Claims](#)
- [Contact Singlife](#)

Eligibility

You can avail of this product if you are:

- At least 18-55 years old
- A [Fully Verified](#) GCash user
- In good health, able to work and do daily activities without any help
- A Filipino citizen or a foreigner who is a legal resident of the Philippines.

Note: You **cannot buy a policy for someone else directly**. However, you can cover them as dependents when you buy a policy for yourself.

For the **qualified dependents**, please check the details below:

- Legal spouse, aged 18-55 years old;
- Life Partner, aged 18-55 years old, if you both do not have any legal spouse;
- Legitimate and/or illegitimate children, aged 30 days old to 22 years old;
- Children of any of the following:
 - Policy Owner,
 - the insured dependent spouse, or
 - insured dependent - life partner

Your dependents must also be in good health, not suffering from any pre-existing conditions. Your dependent must also be a Filipino citizen or a foreigner who is a legal resident of the Philippines.

For individuals aside from the qualified dependents mentioned above, they can still buy for themselves through the GCash App.

Coverage

Note: You are covered while you are outside of the Philippines except for COVID-19. The cash benefit payable will be in Philippine Peso.

With this product, you can provide coverage for each of your family members ensuring that you are prepared for their medical costs while paying the same amount.

The product has the following benefits:

||| | --- | --- || **CONFINEMENT ALLOWANCE** | You will be covered if you get confined in a hospital due to an accident, dengue, or COVID-19. || **DENGUE TEST ALLOWANCE** | You will get cash if you test positive for dengue. || **SEVERE DENGUE & COVID 19 (Benefit for Severe Cases)** | Protects you from medical expenses when you experience severe effects of dengue or COVID-19, including if you pass away due to either dengue or COVID-19. || **ACCIDENTAL DISABILITY & DEATH (Benefit for Severe Cases)** | Protects you and your family if you pass away or get permanently disabled due to an accident. |

Coverage included under the Confinement Allowance Benefit and Severe Cases Benefit

Note: To be covered for COVID-19, you must not be suffering from any pre-existing conditions (including previous COVID-19 diagnosis)

||| | --- | --- || **Confinement Type | Benefit and Condition** || DENGUE CONFINEMENT ALLOWANCE | Cash Benefit || Diagnosed with Dengue and are confined in a hospital for at least two (2) hospital days || COVID-19 CONFINEMENT ALLOWANCE | Cash Benefit || Diagnosed with COVID-19 and are confined in a hospital for at least two (2) hospital days || CONFINEMENT ALLOWANCE DUE TO ACCIDENT | Cash Benefit || Confined in a hospital due to accidents for at least two (2) hospital days.

*The confinement must happen within 30 days from the date of accident. This benefit can only be availed once a year. |

||| | --- | --- || **Case Type | Benefit and Condition** || SEVERE DENGUE BENEFIT | Reimbursement for actual expenses || Diagnosed with Dengue with a valid test and must have been confined for at least three (3) hospital days. || SEVERE COVID-19 DENGUE BENEFIT | Reimbursement for actual expenses || Diagnosed with COVID-19 with a valid test and must have been confined for at least three (3) hospital days in an ICU. || ACCIDENTAL DISABILITY AND DEATH | Benefits via lump-sum payment. || Permanently disabled or pass away due to an accident |

Coverage under Accidental Disability and Death

||| --- | --- || STANDARD ACCIDENTS COVERAGE | You will receive **100% of the benefit amount** if you become disabled due to the accidents listed below.

1. Traveling Accident on Land, Air, or Sea
2. Unprovoked Assault
3. Fire accidents
4. Accidental Drowning
5. Accidental suffocation from gas or fumes, other than those caused by fire accidents. ||

EXPANDED ACCIDENTS COVERAGE | You will receive **50% of the benefit amount** if you become disabled due to the accidents listed below.

1. while working as a Hired/Paid Drivers, Licensed Professional Pilot, or Helmsman;
2. while in a commercial vehicle, aircraft, or water-borne craft but not as a fare-paying passenger (e.g. conductors, flight attendants, waiters, crew members, etc.);
3. while under the influence of drugs or alcohol, except if the accident was a result of an unlawful or illegal act;
4. while at and during any occupation-related tasks except he/she is on duty and serving in the armed forces of any country or international authority, whether in war or in service.
5. During an act of terrorism, not committed by the insured. We may adjust or delay payment of benefits for accidents due to this cause.
6. During any nuclear, biological, and chemical attacks/warfare, not committed by the insured. We may adjust or delay payment of benefits for accidents due to this cause.
7. Occurring during any of the following incidents:
 - Body Boarding
 - Kite Surfing
 - Jet Skiing
 - Canoeing
 - Wind Surfing
 - Hang Gliding
 - Paragliding
 - Ballooning
 - Gliding
 - Canopy Piloting
 - Parachuting
 - Skydiving
 - Legal Road Racing
 - Legal Water Racing |

Purchase Singlife 3-in-1 Protection Plan

Note: You may buy multiple 3-in-1 Protection Plan policies from Singlife, as long as the benefit amount of all policies you are covered in (either as a Primary insured or Insured Dependent) does not exceed the following maximum benefit amount limits:

- Dengue Test Allowance – PHP 5,000
- Dengue Confinement Allowance – PHP 100,000
- COVID-19 Confinement Allowance – PHP 50,000
- Accidental Confinement Allowance – PHP 30,000
- Severe Dengue Benefit – PHP 1,000,000
- Severe COVID-19 Benefit – PHP 500,000
- Accidental Disability & Death – PHP 6,000,000

Singlife will issue an e-Policy **within 24 hours after you have completed the application process and payment**. It will be sent to your registered e-mail address and will also be available on the Policy Page in the GCash app.

The amount for payment will be **automatically deducted** from your GCash e-wallet on the premium due dates. Please make sure you have enough balance in your GCash e-wallet to keep your policy active.

Cancellation and Claims

Cancellation of Policy

If you cancel your policy within **15 days** after you receive it, we will return all premiums paid. Your policy is considered received after we have sent the e-Policy to your registered email.

Claims

You can claim benefits from your insurance upon the **effectivity of your policy**.

For Dengue & COVID-19, you can file a claim after **15 days** from the effective date of your policy.

To file a claim, please contact Singlife. Their Case Managers will assist you in filing a claim. Singlife will contact you if they require additional documents.

The review of the claim will only start once the **complete requirements** have been submitted.

Accredited Hospitals

You can avail of the benefit as long as the hospital or clinic where the confinement or treatment was done is a DOH Licensed Government and private hospital. For COVID-19 patients, however, the confinement has to be done in a DOH-licensed COVID-19 hospital for the benefits to be accepted.

Check out the list of [Singlife Accredited hospitals](#).

Contact Singlife

To contact Singlife, please check out their available channels below:

Email: help@singlife.com

Hotline: +632-8299-3737 (Monday-Sunday, 9:00 AM-8:00 PM)

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Source: <https://help.gcash.com/hc/en-us/articles/8242221911449-Singlife-3-in-1-Protection-Plan>

Singlife Cash for Funeral Costs {#singlife-cash-for-funeral-costs}

Path: articles/32223493277081-Singlife-Cash-for-Funeral-Costs

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

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

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?](#)

Cash for Funeral Costs is a whole life insurance product designed to help your loved ones prepare for your burial and funeral expenses in case you pass away.

Jump to:

- [Eligibility](#)
- [Coverage](#)
- [Purchase Singlife Cash for Funeral Costs](#)
- [Claims and Cancellation](#)

- [Contact Singlife](#)

Eligibility

You can avail of this product if you are:

- 18-60 years old
- A [Fully Verified](#) GCash user
- In good health and are not suffering from any existing or pre-existing conditions
- A Filipino citizen or a foreigner who is a legal resident of the Philippines

Note: You cannot buy a policy for someone else directly. However, your spouse/life partner, you can cover them as dependents when you buy a policy for yourself.

For your Spouse/Life Partner to be covered under this product he/she must be:

- 18 to 60 years old and in good health
- A Filipino citizen or foreigner who is a legal resident of the Philippines
- Living with you for at least 2 years and can be of the same or opposite sex. (For Life Partners)

Coverage

When availing of Singlife Cash for Funeral Costs, you will have the following benefits:

Lifetime Insurance Protection

If you pass away, your loved ones will receive a cash benefit to help them prepare for any funeral or burial expenses.

Yearly Coverage Boost

Your Cash for Funeral Costs gets more valuable over time because your coverage increases every year without additional cost as long as you are keeping your policy active by paying your premiums

Protection for each family member

With just one plan, your spouse or life partner is also covered without needing to transfer or share plans. Additionally, starting from the 2nd policy year, you can also cover your children under the plan, and the cost will be on Singlife.

Immediate funeral assistance

Upon confirmation of death of policy holder, Singlife will give an initial amount to your beneficiaries to help with the immediate Funeral expenses while we process the claim. Upon approval of the claim, your beneficiary will receive the remaining amount.

Funeral Care Support

If you pass away, Singlife can assist your beneficiary/ies which providers they can use for the services needed for your Funeral service.

Note: Your policy includes **Extended Term Insurance**. It is a feature of your policy that will continue your policy in case you fail to pay your premium within the grace period. Your cash value will be used to extend the term of your coverage (based on benefit amount at the due date of the earliest premium unpaid) up to a defined period.

Purchase Singlife Cash for Funeral Costs

Note: Only Fully Verified GCash users can purchase this policy. You may buy multiple policies as long as the coverage amount (benefit amount plus coverage boost) of all policies you are covered in (either as a primary insured or insured dependent) with Singlife does not exceed PHP 6 million.

Follow the steps below to avail of Singlife Cash for Funeral Costs:

- 1: On the GCash App, tap **GInsure > Personal**
- 2: Select **Cash for Funeral Costs**
3. Verify your profile and answer the questions and provide details
4. Review the details of your purchase
5. Pay the required premium.

You will be led to a page that confirms your successful purchase of Singlife Cash for Funeral Costs.

Disclaimer: By purchasing the product, you are giving consent to automatically deduct your monthly investment from your GCash account. Please ensure that you have read and understood the terms and conditions related to the product before completing your purchase, which includes the schedule of deduction of your monthly investment and other things you need to know.

Claims and Cancellation

Claims

If you or your family need to make a claim, you can contact us through these channels, and our Claims Ambassador will assist you with the requirements:

- Email: help@singlife.com
- Hotline: +632 8299 3737 (Mon to Sun, 9am to 8pm)

Singlife will contact you if we need any additional information and/or documents(s). Please note that the review of the claim will only start once the complete requirements have been submitted.

Cancellation

You can cancel your Cash for Funeral Costs policy at any time. However, there is a difference on what you will receive depending on when you cancelled your policy.

- If you cancel within 15 days from purchase of your policy, you will receive a refund for your initial payment.
- If you cancel after 15 days from purchase of your policy and you do not have any cash value, you will not receive any refund and your cancellation will be effective from your earliest unpaid due date.
- If you cancel after 15 days from the purchase of your policy and you have a cash value, you will receive the Cash Surrender Value, and your policy will be canceled from the date of request.

In all scenarios above, you will lose your benefits and your loved ones will not have the proper support in case you pass away.

Contact Singlife

To contact Singlife, please reach out to their available channels below:

Email: help@singlife.com

Hotline: +632-8299-3737 (Monday-Sunday, 9:00 AM-8:00 PM)

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Singlife Cash for Income Loss due to Any Cause

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32223493277081

Source: <https://help.gcash.com/hc/en-us/articles/32223493277081-Singlife-Cash-for-Funeral-Costs>

Singlife Cash for Goals {#singlife-cash-for-goals}

Path: [articles/17683969595417-Singlife-Cash-for-Goals](#)

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

- [Singlife Cash for Goals](#)
- [Singlife Cash for Goals \(Education\)](#)
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Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
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Singlife Cash for Goals is both a life insurance and investment product. It is designed to maximize the earning potential of your money to help you achieve your life goals while providing insurance protection.

Jump to:

- [Eligibility](#)
- [Benefits](#)
- [Purchase Singlife Cash for Goals](#)
 - [Payment](#)
- [Claims, Withdrawals, and Cancellations](#)
- [Contact Singlife](#)

Eligibility

You are eligible for this product if you fulfill the requirements below:

- 18-55 years old and in good health
- A Filipino citizen or a legal resident of the Philippines
- [Fully Verified](#) GCash account
- In the Philippines when you purchased the Policy

Benefits

Grow your money faster

There are no entry fees (including commissions) so that 100% of your money is invested. The bigger the investment, the bigger the returns. The bigger the returns, the faster you reach your goals.

Insurance Protection

In case you pass away, your beneficiaries will receive a benefit no lower than 125% of the premiums paid less 125% of withdrawals made.

Gives you full control of your money

Needs are always changing, that's why there is no lock-in period. You are highly encouraged to commit to your goal, but if there is an urgent need to withdraw your money, you can do so with zero charges. There won't be an extra charge for missed payments, too!

Easily stay on track (and be rewarded for it!)

Tracking your financial goals is easier with our prescribed payment plan, through the auto-debit feature. Funds are automatically transferred from your GCash wallet to your investments every month, which can start for as low as PHP 500 for the initial payment and scheduled monthly payments. If you stay on track with your goals and reach the target goal date, you'll receive a bonus!

Note: The Target Goal Date for your Singlife Cash for Goals policy is the date when you should expect to achieve your goal. For this product, it will be 6 years after you have fully paid your monthly payments. For example, if you select to pay for 5 years, your target goal date will be set at the 12th year.

Purchase Singlife Cash for Goals

Payment

The minimum payment you can make for Singlife Cash for Goals is PHP 500, may it be for the initial payment (or Single Premium), any voluntary additional or scheduled monthly payments (or Top-Up Premiums). The initial payment and scheduled monthly payments will depend on the amounts you selected when you purchase the product.

Note: If you are not able to pay your monthly payment on its due date, Singlife will make several attempts to deduct your monthly payments up to 14 days from the due date.

You are highly encouraged to avail of one of the two Top-Up Premiums to help you reach your goal. It can either be as a **Voluntary Additional Premium** for whenever you want to make additional payments to help in reaching your goals faster or by paying regularly through a **Scheduled Monthly Premium** by auto-deduction from your wallet.

||| --- | --- || **Scheduled Monthly Payment** | This is the scheduled monthly premium payment you make. Funds will be automatically deducted from your GCash Account on the provided scheduled dates based on your selected payment plan. || **Voluntary Additional Payment** | This is the additional premium payment that you can make at any time through your GCash App. Payments can start after the first 15 days of purchasing your policy. |

Note: You only need to pay for the initial payment to buy Singlife Cash for Goals. However, this payment may not be enough to reach the amount you wish to have for your goal.

Voluntary Additional Payment

This helps you reach your goal faster. It is also possible to avail this kind of payment in case you miss a scheduled monthly payment so that you will still be on track with your payment schedule.

1. On your GCash dashboard, tap **GInsure**
2. Select “**My Insurance**”
3. Select your Policy
4. Under the Services tab, tap “**Invest More**”
5. Slide the vault
6. Input your desired amount*
7. A confirmation page will appear when successful

Note: The minimum payment is PHP 500. Your additional payment will be invested into your fund within 3-5 business days.

In order for you to know if you need to make Voluntary Additional Premiums other than the Scheduled Monthly Premiums, you may track the performance of your fund in relation to the goal you have set in the Policy Page in your GCash App.

Note: You cannot adjust your scheduled monthly payments, but if you wish to invest more or make additional payments on top of your scheduled monthly payment, you can always make a voluntary additional payment.

If you want to stop the scheduled monthly payment, you may do so by contacting a representative via:

Email: help@singlife.com

Hotline: +632-8626-3289

In case you pass away at any time while your policy is active, your beneficiaries will receive the higher payout of either:

- 125% of the premiums paid – 125% of the partial withdrawals made; or
- 105% of the Available portion of your Current Investment Value at the time of notice of your passing

The allocation of your payments will depend on the investor profile you have selected:

Investor Name | Type of Investor | | --- | --- | | **Mary** | A first-time investor who wants to start dipping into the investing pool. Mary will invest 90% of your money to Singlife Smart Investment Fund and 10% to Singlife Global Growth Fund | | **Erica** | A regular investor who wants to achieve a balance of risk and return. Mike will invest 50% of your money in Singlife Smart Investment Fund and 50% in Singlife Global Growth Fund | | **Mike** | An experienced investor who knows how the investment market works. Erica will invest 20% of your money in Singlife Smart Investment Fund and 80% in Singlife Global Growth Fund |

Your money will be invested toward any of the following funds:

||| --- | --- | | **Singlife Smart Investment Fund** | Fund managed by the fund manager, ATRAM. This Fund aims to generate positive returns by actively managing the allocation of each fund depending on their performance. The allocation of each fund can range from 0% to 100%, as long as the total allocation is 100%. The fund manager also has the option to use alternate funds not in the pool up to a maximum allocation of 10%. | | **Singlife Global Growth Fund** | An actively-managed fund that seeks to generate long-term positive returns by investing in a diversified portfolio of equity securities in markets throughout the world, including major developed and emerging markets. |

Claims, Withdrawals, and Cancellations

Claims

In order to begin the claims process and receive the benefits of your insurance, access [Singlife's Claims & Support](#) link then input the necessary information and documentation.

Withdrawals

You can withdraw from your Available Units starting 15 days after you purchased your policy, with no charges. However, currently, only full withdrawals of your current investment value are available. Partial withdrawals will be available soon. Withdrawal of your entire investment will result in the termination of your policy and you will not be able to achieve your life goal anymore.

Withdrawals are currently unavailable in the GCash App. To withdraw your funds immediately, you may contact a representative via:

- **Email:** help@singlife.com
- **Hotline:** +632-8626-3289.

After the request has been sent, it will take 3-5 business days before the amount is credited to either your GCash wallet or your chosen bank account.

Cancellation

You can cancel your policy through your GCash App. You can cancel your policy within 15 days from purchasing your policy. Your refund will depend on when you cancel your policy if you cancel:

Within 24 hours from purchase, a full refund will be awarded.

After 24 hours from purchase and within the free-look period, you will be refunded the fund value using the next business day's unit price plus any charges deducted.

To cancel your policy go to the Policy Page and go to services tab and click cancel.

Contact Singlife

You may reach out to Singlife for further assistance via:

Email: help@singlife.com

Hotline: +632-8299-3737 (Monday-Sunday, 9:00 AM-9:00 PM)

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Singlife Cash for Goals (Education)

- [Singlife Cash for Goals](#)
- [Singlife Cash for Goals \(Education\)](#)
- [Singlife Ready, Set, Grow](#)

17683969595417

Source: <https://help.gcash.com/hc/en-us/articles/17683969595417-Singlife-Cash-for-Goals>

Singlife Cash for Goals Education {#singlife-cash-for-goals-education}

Path: articles/9885221094809-Singlife-Cash-for-Goals-Education

ADVISORY:

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Articles in this section

- [Singlife Cash for Goals](#)
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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?](#)

Singlife Cash for Goals (Education) is a life insurance and investment product designed to maximize the earning potential of your money to help achieve the financial goals you have for your children in the future.

Jump to:

- [Eligibility](#)
- [Benefits](#)
- [Purchase Singlife Cash for Goals \(Education\)](#)
- [Payment](#)
- [Claims](#)
- [Withdrawal](#)
- [Contact Singlife](#)

Eligibility

You can avail of this product if you are:

- 18-55 years old
- A parent of a child aged 0-16 years old
- A Fully Verified GCash user
- In good health, able to work and do daily activities without any help
- A Filipino citizen or a foreigner who is a legal resident of the Philippines.

Benefits

|||| --- | --- || **Grow Your Money Faster** | The usual entry fees (including commissions) so that 100% of your money is invested. The bigger the investment, the bigger the returns. The bigger the returns, the faster you reach your goals. || **Protect Your Goals** | In case you pass away before reaching your goal, Singlife will make sure that the money you set for your child's education will be secured. || **Give Yourself Full Control of Your Money** | The Singlife Cash for Goals (Education) Policy is not locked-in. Singlife encourages you to commit to your goal, but if there is an urgent need to withdraw your money, you can do so with zero charges. There are also no extra charges or penalties for missed payments. || **Easily Stay on Track (and be rewarded for it!)** | Singlife has a prescribed payment plan which is highlighted by an auto-debit feature through GCash for as low as PHP 2,500 for the Single Premium and PHP 500 for the Scheduled monthly top-ups. Completing your payments on time entitles you to bonuses as well. || **Target Goal Date of Singlife Cash for Goals (Education) Policy** | The Target Goal Date for your Singlife Cash for Goals (Education) policy will be set at the policy anniversary when your child is 17 years old, the age when Singlife expects your child to start college. || **Minimum Payment for Cash for Goals (Education)** | The minimum payment you can make for Singlife Cash for Goals (Education) is PHP 2,500 for Single Premium (Premium to complete the purchase of your policy) and PHP 500 for Scheduled Monthly Premiums. The payment amounts will depend on the Target Goal Amount and your selected payment plan for your child's education. || **Additional Premiums** | Additional Premiums (or Top-Up Premiums) are additional payments you make after you purchased your policy and while it is active. This helps you reach your target goal amount faster and is recommended to make it easier for you by spreading your payments across a longer period. |

Singlife PH Dynamic Allocation Fund

Your money will be invested in the **Singlife PH Dynamic Allocation Fund**, which is a pool of funds managed by the fund manager, ATRAM. This fund aims to generate positive returns by actively managing the allocation of each fund depending on its performance. The allocation of each fund can range from 0% to 100%, as long as the total allocation is 100%. The fund manager also has the option to use alternate funds not in the pool up to a maximum allocation of 10%.

Singlife PH Dynamic Allocation Fund is composed of the following funds:

| **Asset Class** | **Fund Vehicle for Exposure to Asset Class** || --- | --- || Cash and Money Market | ATRAM Peso Money Market Fund || Peso Fixed Income | ATRAM Total Return Peso Bond Fund || Peso Fixed Income - Corporate | ATRAM Corporate Bond Fund ||

Purchase Singlife Cash for Goals (Education)

Note: In case you pass away before reaching your target goal date, we will make sure that the target goal amount that you set for your child's education will be available for your child's education on the target goal date.

Payment

The minimum payment you can make for Singlife Cash for Goals (Education) is PHP 2,500 for Single Premium (Premium to complete the purchase of your policy) and PHP 500 for Scheduled Monthly Premiums. The payment amounts will depend on the Target Goal Amount and your selected payment plan for your child's education.

The amount that you have to pay in order to achieve your goal will depend on the specific Target Goal Amount and how long you will be saving for that amount.

Note: This product is designed to help you cover your child's educational expenses in the future.

You only need to pay for a Single premium to buy Singlife Cash for Goals (Education). However, this payment may not be enough to reach the amount you wish to have for your goal. To reach your goal amount faster, we encourage you to make additional payments or **Top-Up Premiums**.

| **Scheduled Monthly Premium** | **Voluntary Additional Premium** | | --- | --- | | These are the scheduled monthly premium payments you can make. They will be automatically deducted from your GCash account on the provided scheduled dates based on your payment plan. | This is the additional premium payment that you can make at any time through your GCash App. This can be done starting from 15 days after you purchased your policy. |

In order for you to know if you need to make Voluntary Additional Premiums other than the Scheduled Monthly Premiums, you may track the performance of your fund respective to the goal you have set on the Policy Page in your GCash App.

Claims

You can claim benefits from your insurance upon effectivity of your policy. To claim the benefits, you may [contact Singlife](#) and the Case Managers will assist you in filing a claim and contact you if they require additional documents.

Withdrawal

Withdraw your Money

You can withdraw from your Available Units starting from 15 days after you purchased your policy, with no charges. We encourage you to stay on track of your goals by avoiding withdrawals. Not only will it affect your goal, but it would also mean that a portion of your Locked Units will be forfeited.

Withdrawal Limits

The maximum withdrawal is up to the fund value of the Available Units with a **minimum withdrawal amount of PHP 10,000**. There are two types of withdrawals that you can make:

- **Full Withdrawal** - withdrawing the total amount of your Available Units. This will result in your policy being terminated
- **Partial Withdrawal** - withdrawing a portion of your Available Units. You need to ensure that there is at least **PHP 1,000 left** after the withdrawal

Contact Singlife

To contact Singlife, please check out their available channels below:

Email: help@singlife.com

Hotline: +632-8299-3737 (Monday-Sunday, 9:00 AM-8:00 PM)

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9885221094809

Source: <https://help.gcash.com/hc/en-us/articles/9885221094809-Singlife-Cash-for-Goals-Education>

Singlife Cash for Income Loss due to Accidents {#singlife-cash-for-income-loss-due-to-accidents}

Path: articles/900005482606-Singlife-Cash-for-Income-Loss-due-to-Accidents

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 Personal Accident Basic Insurance Program](#)
- [FPG Insurance Personal Accident Protection](#)
- [GInsure Bill Protect](#)
- [Pru Life UK PRUPersonal Accident](#)
- [Pru Life UK PRUPersonal Accident – Junior Protect](#)
- [Singlife Cash for Income Loss due to Accidents](#)

Promoted articles

- [What are the steps to get a Fully Verified GCash account?](#)
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Cash for Income Loss on Accidents allows policy owners to get insured for up to PHP 3,800,000 to replace income in case of disability or death due to a covered accident for as low as PHP 209/year.

Premium depends on coverage level, take-home income, mode of transportation, occupation type, health status, and medical history.

Jump to:

- [Coverage](#)
- [Eligibility](#)
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- [Purchase Cash for Income Loss \(Accidents\)](#)
- [Claims and Cancellation](#)
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Coverage

Sample Premium Computation:

- Take-home income: Php 20,000/month
- Mode of transportation: Drives own car
- Occupation Type: Office worker

Accidents covered by this product

1. **100% coverage** for:

- Travelling accidents on land, air, or sea

- Accidental drowning
- Unprovoked assault
- Fire-related accident
- Accidental suffocation from inhalation of fumes

2. **50% coverage** for:

- Accident while doing an occupation-related task
- Accident while doing high-risk sport or activity
- Accident during acts of terrorism or attacks/warfare

Accidents NOT covered by this product

- Disability or Death that is not caused by any of the covered accidents under the Standard Accident Coverage and Expanded Accident Coverage
- Disability or Death that is caused by any illegal or unlawful act, or any attempt to perform any illegal or unlawful act (including any act of terrorism) committed by the insured
- Disability or Death that is caused by suicide or any attempted suicide, while sane or insane
- Disability or Death that is caused by any intentionally self-inflicted injury
- Disability or Death that happens while the insured is on duty and serving in the armed forces of any country or international authority, whether in a time of war or peace

Eligibility

You can buy this if you are:

- 18-64 years old
- A Fully Verified GCash user
- A Filipino citizen or a foreigner who is a legal resident of the Philippines

Benefits

1. **Monthly Cash Benefit**- Get cash to replace up to 100% of your declared monthly take-home income paid out over 36 months giving your family enough time to recover. The duration is set automatically to 36 months during the purchase
2. **Cash Bonus** - Get a cash bonus equivalent to 2 months of your declared take-home income

Purchase Cash for Income Loss (Accidents)

Note: You can buy only one (1) policy of each Cash for Income Loss (Accidents). If you need more comprehensive coverage, you may upgrade to the highest coverage level.

Upon completion of the application process, you will see a confirmation page saying your Cash for Income Loss (Accidents) insurance plan has successfully been issued. An e-Policy will also be sent to your registered email address within 24 hours and will also be

available on the Policy Page in GInsure inside the GCash app.

Disclaimer: By purchasing the product, you are giving your consent for us to automatically deduct your monthly investment from your GCash account. Please ensure that you have read and understood the terms and conditions related to the product before completing your purchase, which includes the schedule of deduction of your monthly investment and other things you need to know.

Payment

Upon initial purchase: The amount for payment will be automatically deducted from your GCash wallet upon purchase. Please make sure you have enough balance in your GCash wallet to make a successful transaction.

Upon renewal: The amount for payment will be automatically deducted from your GCash wallet on the premium due date upon renewal. Please make sure you have enough balance in your GCash wallet to keep your policy active.

Beneficiaries

You can set a standard order or choose to name beneficiary/ies during purchase.

The standard order is as follows:

1. Surviving Legal Spouse;
2. Surviving legitimate, illegitimate, legitimated, legally adopted; or
3. Surviving parents; or
4. Surviving siblings
5. Estate

Claims and Cancellation

Claims

You can file for a claim when deemed necessary, as long as it is already after the waiting period.

The waiting period is the **15-day duration from the Effective Date of the Policy** before you can make any valid claim to your policy. The waiting period also applies when you make a change in your benefit coverage. In this instance, the waiting period will start from the effective date of change. To file a claim, [contact Singlife](#).

Benefits for approved claims will be released within **3-5 banking days**. Payment will be credited directly to your GCash wallet or nominated bank account.

Cancellation

You can cancel your policy.

If you cancel your policy **within 15 days** after you receive it, we will return all premiums paid. Your policy is considered received after we have sent the e-Policy to your registered email.

If you cancel your policy **after 15 days** from the time you received your policy, your refund will be subject to the following:

- Monthly Premium Schedule: The cancellation will be effective on the next monthsary and no premium refund will be made.
- Annual Premium Schedule: The cancellation will be effective on the next monthsary for the first 6 months and on the next premium due after the 6th month. The premium refund will be subject to the below table:

No. of months	Percentage (%) of Annual Premium
2 months or below	40%
3 months	35%
4 months	30%
5 months	25%
6 months	20%
Over 6 months	0%

Contact Singlife

For further assistance, you may reach out to Singlife through their channels:

Email: help@singlife.com

Hotline: +632-8299-3737 (Monday-Sunday, 9:00 AM-8:00 PM)

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900005482606

Source: <https://help.gcash.com/hc/en-us/articles/900005482606-Singlife-Cash-for-Income-Loss-due-to-Accidents>

Singlife Cash for Income Loss due to Any Cause {#singlife-cash-for-income-loss-due-to-any-cause}

Path: [articles/900006779383-Singlife-Cash-for-Income-Loss-due-to-Any-Cause](#)

ADVISORY:

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

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Cash for Income Loss (Any Cause) allows you to get insured for up to PHP 5,700,000 to replace income in case of disability or death for as low as PHP 416/year.

Jump to:

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- [Eligibility](#)
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Coverage

Note: The monthly premium payment plan will be available soon.

Eligibility

You can buy this if you are:

- 18-54 years old
- A [Fully Verified](#) GCash user
- In good health and able to work and do not have any pre-existing conditions
- A Filipino citizen or a foreigner who is a legal resident of the Philippines

Benefits

The insurance provides monthly cash benefits if you get disabled or pass away. The cash benefits are paid to you if you get disabled; or to your beneficiary, if you pass away. You or your family will receive the benefits in monthly installments over 36 months rather

than in a lump sum. This is to assure you and your family that there will be a steady flow of income for daily needs and stay on track with long-term goals.

Beneficiaries

By default, policy benefits will be paid in this standard order:

1. We will first pay the policy benefits to you
2. Or if you pass away, to your surviving family members
 - To your surviving legal spouse
 - Or if non, to your surviving legal child/ren
 - Or if non, to your surviving parents
 - Or if non, to your surviving siblings
3. Or if there is none, to your estate - meaning, your policy benefit will be included in your estate (properties that you will leave behind when you pass away)

You may also choose to name a specific person as your beneficiary. We encourage you to take time considering who to name as a beneficiary to ensure you nominate one who will genuinely suffer or face negative financial impact in case of your untimely passing - these are usually your immediate family and relatives.

By law, you may name a person who you know provided the law does not forbid him/her from receiving any donation, as indicated in Article 739 of the Civil Code of the Philippines. The following donations shall be void:

- Those made between persons who were guilty of adultery or concubinage at the time of the donation;
- Those made between persons found guilty of the same criminal offense, in consideration thereof;
- Those made to a public officer or his wife, descendants and ascendants, by reason of his office.

Disability Benefit

The benefit will be payable based on the following requirements:

1. The accident or illness that caused the disability is not caused by exclusions and expanded accident coverage, we will pay 100% of the benefit
2. The accident that caused the disability is caused by an expanded accident coverage, we will pay 50% of the benefit amount
3. The disability is total and permanent.
4. The Insured has to have an occupation within 6 months before the accident that cause the disability. Also, he/she has to be in that occupation for at least 6 months.
5. The disability should fall into any of the following classifications:
 - Functional Disability - A state or condition that prevents a person from performing at least 3 of the 6 Activities of Daily Living (ADL), which are (i) washing, (ii) dressing, (iii) transferring, (iv) mobility, (v) toileting, and (vi) feeding.
 - Presumptive Disability - A state or condition where you suffer the total and irrevocable loss of (i) the entire sight in both eyes, or (ii) the use of any two limbs at or above the wrist or ankle, or (iii) the entire sight in one eye and the use of any one limb at or above the wrist or ankle."
 - Occupational Disability - A state or condition where you are unable to perform:

- Your current occupation; or
- Any occupation where you can earn more than half of your income prior to being disabled.

Expanded Accident Coverage

These are accidents that happen:

1. While you are at work as a Licensed Pilot, Helmsman, or Paid Driver;
2. While you are in a commercial land vehicle, aircraft, or water-borne craft but not as a fare-paying passenger during any of the following incidents:
 - Body Boarding
 - Kite Surfing
 - Jet Skiing
 - Canoeing
 - Wind Surfing
 - Hang Gliding
 - Paragliding
 - Ballooning
 - Gliding
 - Canopy Piloting
 - Parachuting
 - Skydiving
 - Legal Road Racing
 - Legal Water Racing
3. During any act of terrorism
4. During any nuclear, biological, and chemical attack/warfare

Note: For (4) and (5), the amount of benefit may be adjusted or payment may be delayed.

Death Benefit

In case of death, we will pay the beneficiary/ies 100% of the Total Benefit Amount.

A. The benefit for disability **will not be paid** under your Policy if:

- It is caused by a pre-existing condition.
 - Pre-Existing Condition is any condition for which you may have already had signs or symptoms, and received medical advice, diagnosis, medication, or treatment prior to the effective date or date of last reinstatement, whichever is later.
 - Any condition where a physician has certified that you have fully recovered for at least twenty-four (24) months prior to the effective date or date of last reinstatement (whichever is later) will not be considered as a Pre-existing Condition.
- It is caused by:
 - Any attempted suicide, while sane or insane; or
 - Any intentionally self-inflicted injury; or
 - Any illegal or unlawful act, or any attempt to perform any illegal or unlawful act (including any act of terrorism) committed by you.
- It happens while you are on duty and serving in the armed forces of any country or international authority, whether in the time of war or peace.

B. The benefit for death under your Policy **will not be paid** if it is caused by suicide within one (1) year from the following, whichever is later:

- The effective date; or
- Date of the last reinstatement date; or
- Date of change in coverage

However, if suicide is proven to have been committed while insane, it will be payable regardless of when it happens. If the suicide is not payable, we will refund the premiums paid in full for the policy year.

Purchase Singlife Cash for Income Loss due to Any Cause

You can buy as many policies as you want, as long as the Total Benefit Amount of all life policies does not exceed PHP 6 million.

However, you **cannot** buy a policy for someone else directly. However, you can cover them as dependents when you buy a policy for yourself.

You are covered even when the disability or death occurs outside of the Philippines. The cash benefit payable will be in Philippine Peso.

Disclaimer: By purchasing the product, you are giving your consent for us to automatically deduct your monthly investment from your GCash account. Please ensure that you have read and understood the terms and conditions related to the product before completing your purchase, which includes the schedule of deduction of your monthly investment and other things you need to know.

Payment

We will automatically deduct the amount for payment from your GCash wallet on the premium due date. Please make sure you have enough balance in your GCash wallet to keep your policy active.

The monthly premium payment schedule is available for coverage with a yearly premium of at least PHP 1,000.

Note: Any yearly premium below PHP 1,000 will automatically be available in the yearly premium payment schedule only.

If we are unable to deduct your premium on its due date due to insufficient funds in your GCash wallet, your policy may terminate. We encourage you to keep track of your premium due dates so that during the scheduled deduction dates, your GCash wallet has sufficient funds. However, if we failed to deduct your premium on its due date because of insufficient funds, you have a grace period of 31 days from the premium due date to make sure your GCash wallet has enough funds.

Claims and Cancellation

Claims

To file a claim, [contact Singlife](#). Please note that the review of the claim will only start once you have submitted all the required claim documents. A Singlife representative will contact you if they require any additional information and/or documents.

Validation of a claim for disability or death may take time. To help during this time, we can start paying the monthly cash benefit, to you or your Beneficiaries, **within 3 business days** that you or your Beneficiaries submit the required claim documents and you agree to the conditions for the execution of the advance cash option.

The payout of the advance cash option does not mean that the claim is approved, nor does it mean that we will not ask for additional supporting documents. We may still ask for supporting documents to allow us to decide on the claim.

Cancellation

You may cancel your policy **within 15 days after you receive it** (via email or through the Policy Page in your GCash app) and all premiums paid will be returned. Your policy is considered received after we have sent the e-Policy to your registered email.

Contact Singlife

For further assistance, you may reach out to Singlife through their channels:

Email: help@singlife.com

Hotline: +632-8299-3737 (Monday-Sunday, 9:00 AM-8:00 PM)

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Singlife Cash for Funeral Costs

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

900006779383

Source: <https://help.gcash.com/hc/en-us/articles/900006779383-Singlife-Cash-for-Income-Loss-due-to-Any-Cause>

Singlife Cash for Medical Costs {#singlife-cash-for-medical-costs}

Path: articles/6694784138009-Singlife-Cash-for-Medical-Costs

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

- [Buy Load Insurance](#)
- [Oona Big 3 Critical Illness Insurance](#)
- [Oona Infinity Travel Insurance](#)
- [FWD The One Life Insurance Cover](#)
- [FWD BIG 3 Critical Illness Insurance](#)
- [Singlife 3-in-1 Protection Plan](#)
- [Singlife 100 in 1 Medical](#)
- [Singlife Cash for Medical Costs](#)

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

Singlife Cash for Medical Costs provides coverage against medical costs of hospitalization and critical costs for you and even your family members.

Jump to:

- [Eligibility](#)
- [Coverage](#)
- [Purchase Singlife Cash for Medical Costs](#)
 - [Singlife Cash for Medical Costs for myself](#)
 - [Singlife Cash for Medical Costs for me and my family](#)
- [Claims and Cancellation](#)
- [Contact Singlife](#)

Eligibility

You can avail of this product if you are:

- 18-54 years old
- A [Fully Verified](#) GCash user
- In good health and are not suffering from any existing or pre-existing conditions
- A Filipino citizen or a foreigner who is a legal resident of the Philippines

Note: You cannot buy a policy for someone else directly. However, you can cover them as dependents when you buy a policy for yourself.

Coverage

You can get Singlife Cash For Medical Costs for you or your family members depending on your chosen product.

- **Hospital Cash Benefit:** For every day you are confined in the hospital, even if it's in the ICU. COVID-19 and pregnancy are also covered.
- **Diagnosis Benefit:** For any of the 125 critical conditions we cover, including cancer, heart disease, and stroke.
- **Surgery Benefit:** To reimburse surgery costs due to a late-stage critical condition.

Comprehensive coverages are available in 3 levels: Bronze, Silver, and Gold. Depending on your needs, you can choose your coverage based on the benefit details below:

Coverage Level	Bronze	Silver	Gold
Total Benefit Amount	PHP 375,000	PHP 975,000	PHP 1,575,000
Daily Hospital Cash	PHP 500 per day	PHP 1,000 per day	PHP 1,500 per day
Any Critical Condition	PHP 25,000	PHP 75,000	PHP 125,000
Late Stage Critical Condition	PHP 100,000	PHP 300,000	PHP 500,000
Medical Reimbursement	PHP 100,000	PHP 300,000	PHP 500,000

The Total Benefit Amount is computed as such:

- Total Benefit Amount = (Daily Hospital Cash * 3 * 100) + Any Critical Condition + Late Stage Critical Condition + Medical Reimbursement

Purchase Singlife Cash for Medical Costs

You may buy multiple policies from Singlife, as long as the benefit amount of all policies you are covered in (either as a Primary insured or Insured Dependent) does not exceed the following maximum benefit amount limits:

- Daily Hospital Cash Benefit – PHP 5,000 per day
- Any Critical Condition Diagnosis Benefit – PHP 500,000
- Late-Stage Critical Condition Diagnosis Benefit – PHP 3,000,000
- Medical Reimbursement Benefit for late-stage critical condition diagnosis benefit – PHP 3,000,000

Note: Please make sure that you are Fully Verified before purchasing this policy.

Singlife Cash for Medical Costs for myself

Step 1: On the GCash App, tap **GInsure**

Step 2: Tap **Health**, and then select **Cash for Medical Costs** by Singlife

Step 3: Review the product details, then tap **Get A Quote Now**

Step 4: Select **Myself**, then tap **Next**

Step 5: Answer the eligibility questions, then tap **Next**

Step 6: Review your information, then tap **Get My Quote**

Step 7: Choose a coverage plan then tap **Continue with [your chosen coverage plan]**

Step 8: Choose a yearly or monthly payment schedule, then tap **Next**

Step 9: Review and confirm the details, then tap **Next**

Step 10: Once you have read and understood the Terms & Conditions, Exclusions & Limitations, and Acknowledgements & Declarations, tap the box stating that you agree with the declarations and documents and tap **Confirm**

Step 11: Confirm payment by tapping **Agree**

Step 12: Pay the required premium. You will be redirected to a confirmation page

Disclaimer: By purchasing the product, you are giving your consent for us to automatically deduct your monthly investment from your GCash account. Please ensure that you have read and understood the terms and conditions related to the product before completing your purchase, which includes the schedule of deduction of your monthly investment and other things you need to know.

Singlife Cash for Medical Costs for me and my family

Step 1: On the GCash App, tap **GInsure**

Step 2: Tap **Health** and select **Cash for Medical Costs** product by Singlife

Step 3: Review the product details, then tap **Get A Quote Now**

Step 4: Select **Me & my family**

Step 5: Answer the eligibility questions, then tap **Next**

Step 6: Answer the questions about your health and lifestyle, then tap **Next**

Step 7: Review your information, then tap **Continue**

Step 8: Add your dependents

- If you want to add your **Spouse or Life Partner** proceed to **Step 9**
- If you want to add your **child** proceed to **Step 15**

Step 9: Answer the eligibility questions, then tap **Next**

Step 10: Answer the questions about your spouse's health and lifestyle, then tap **Next**

Step 11: Add your dependent's details, then tap **Next**

Step 12: Review your spouse or life partner's information, then tap **Next**

Step 13: Once you have read and understood the documents, **tap the box** stating you agree to the declarations

Step 14: Tap **Confirm and Add Dependent**. If you do not have any dependents, proceed to **Step 21**

Step 15: Add your child's details, then tap **Next**

Step 16: Review your child's information, tap **I have read and agree with the declarations above**

Step 17: Tap **Confirm and Add Dependent**

Step 18: Once you've added your dependents, tap **Get Quote**

Step 19: Choose a coverage plan then tap **Continue with [your chosen coverage plan]**

Step 20: Choose a yearly or monthly payment schedule, then tap **Next**

Step 21: Review and confirm the details, then tap **Next**

Step 22: Once you have read and understood the Terms & Conditions, Exclusions & Limitations, and Acknowledgements & Declarations, tap the box stating that you agree with the declarations and documents and tap **Confirm**

Step 23: Tap **Confirm**

Step 24: Pay the required premium. Tap **Agree** to confirm your payment

Disclaimer: By purchasing the product, you are giving your consent for us to automatically deduct your monthly investment from your GCash account. Please ensure that you have read and understood the terms and conditions related to the product before completing your purchase, which includes the schedule of deduction of your monthly investment and other things you need to know.

Claims and Cancellation

Claims

Step 1: On the GCash App, tap **GInsure**

Step 2: Tap **Manage My Insurance** and you will be redirected to your Singlife policy page

Step 3: Tap the **Services Tab**

Step 4: Tap **File a Claim**

Step 5: Provide the necessary information and upload digital copies of the required documents

Step 6: Once completed, tap **Make a Claim**

Accredited Hospitals

You can avail of the benefit as long as the hospital or clinic where the confinement or treatment was done is a DOH Licensed Government and private hospital. For COVID-19 patients, however, the confinement has to be done in a DOH-licensed COVID-19 hospital for the benefits to be accepted.

Visit the official list of [Singlife Accredited hospitals](#).

Cancellation

You can cancel your policy. If you cancel your policy within 15 days after you receive it, we will return all premiums paid. Your policy is considered received after we have sent the e-Policy to your registered email.

If you cancel your policy after 15 days from the time you received your policy, your refund will be subject to the following:

- **Monthly Premium Schedule:** The cancellation will be effective on the next monthsary and no premium refund will be made.
- **Annual Premium Schedule:** The cancellation will be effective on the next monthsary for the first 6 months and on the next premium due after the 6th month.

The premium refund will be subject to the table below:

No. of months	Percentage (%) of Annual Premium
2 months or below	40%
3 months	35%
4 months	30%
5 months	25%
6 months	20%
Over 6 months	0%

Contact Singlife

To contact Singlife, please reach out to their available channels below:

Email: help@singlife.com

Hotline: +632-8299-3737 (Monday-Sunday, 9:00 AM-8:00 PM)

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- [Singlife 3-in-1 Protection Plan](#)
- [Singlife 100 in 1 Medical](#)
- [Singlife Cash for Medical Costs](#)

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Source: <https://help.gcash.com/hc/en-us/articles/6694784138009-Singlife-Cash-for-Medical-Costs>

Singlife Ready Set Grow {#singlife-ready-set-grow}

Path: articles/18340243460249-Singlife-Ready-Set-Grow

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

- [Singlife Cash for Goals](#)
- [Singlife Cash for Goals \(Education\)](#)
- [Singlife Ready, Set, Grow](#)

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?](#)

Ready, Set, Grow is a life insurance and investment product rolled into one. It is designed for you to easily accomplish the investment challenge and provides insurance protection too. In case of death, your beneficiaries will receive a benefit no lower than 125% of the premiums paid less 125% of withdrawals made.

Jump to:

- [Investment Challenge](#)
- [Benefits of Singlife Ready, Set, Grow](#)
- [Eligibility](#)
- [Purchase Singlife Ready, Set, Grow](#)
- [Voluntary Payment for Singlife Ready, Set, Grow](#)
- [Claims](#)

Investment Challenge

The Investment Challenge is Singlife PH's invitation to aid you in growing your money.

The challenge is to invest an amount that's doable and comfortable for you monthly for two years. You can start the Investment Challenge by purchasing Singlife Ready, Set, Grow.

You have 3 options on what challenge you want to take. You can pay any of the following amounts monthly for 2 years depending on your budget and needs:

1. PHP 500 per month
2. PHP 1,500 per month
3. PHP 2,000 per month

Benefits of Singlife Ready, Set, Grow

- **Investing made simple** – Select a plan and choose your investor profile. Singlife will manage your investment
- **Easy packages** – Ready-made investment packages for you to choose from based on your budget and needs
- **Grow Your Money** – Pay for just 2 years. Payments will be auto-deducted monthly from your GCash account to help you stay on track
- **Accessible anytime** – You can buy, manage, track and withdraw your investments anytime through your GCash app

Eligibility

You can avail of this product if you are:

- In good health and at least 18-55 years old
- A Filipino citizen residing in the Philippines at the time of application
- A Fully Verified GCash user

Purchase Singlife Ready, Set, Grow

Note: By purchasing the product, you are giving your consent to automatically deduct your monthly investment from your GCash account. Please ensure that you have read and understood the terms and conditions related to the product before completing your purchase, which includes the schedule of deduction of your monthly investment and other things you need to know.

Follow the steps below to learn how to purchase Ready, Set, Grow by Singlife:

Voluntary Payment for Singlife Ready, Set, Grow

Voluntary Additional Payment is the additional premium payment that you make at any time through your GCash App to help you reach your goal faster. This can be done **starting 15 days after you purchased** your policy.

Follow the steps below to learn how to make voluntary additional payments for Ready, Set, Grow by Singlife

Step 1: Open your GCash app and tap **GInsure**

Step 2: Tap **Goals** then select **Ready, Set, Grow**

Step 3: Tap **Invest More**

Step 4: Slide to Open Vault

Step 5: Input the amount of the additional payment that you want to make

Step 6: You will be redirected to the GCash Payment Screen

Step 7: Pay for the additional payment via your GCash Account

Step 8: You will be redirected to the confirm page and you will also receive an email confirming your additional payment

Note: Your additional payment will be invested into your fund within **3-5 business days**.

Claim Benefits

For your beneficiaries to claim the benefits of your insurance, they can visit the [Singlife website](#) and click 'Claims & Support' tab then select 'File a claim'. Just provide information about you, themselves and upload necessary documents for the claim.

If your beneficiaries needs any assistance, they can contact Singlife through the following channels:

Email: help@singlife.com

Hotline: +632 8299 3737 (Monday-Sunday, 9:00 AM-9:00 PM)

If Singlife will need additional information or documents from after the initial filing of claim, they will contact your beneficiaries to speed up the assessment of the claim.

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Singlife Cash for Goals (Education)

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- [Singlife Cash for Goals](#)
- [Singlife Cash for Goals \(Education\)](#)
- [Singlife Ready, Set, Grow](#)

18340243460249

Source: <https://help.gcash.com/hc/en-us/articles/18340243460249-Singlife-Ready-Set-Grow>

Someone is trying to register a new phone on my account What do I do {#someone-is-trying-to-register-a-new-phone-on-my-account-what-do-i-do}

Path: articles/36349842359193-Someone-is-trying-to-register-a-new-phone-on-my-account-What-do-I-do

ADVISORY:

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

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

If someone is trying to register a different phone, watch the video below to learn more:

May nagtatangkang mag-login sa GCash Account mo? Narito ang tips para #GSafeTayo!
- YouTube

GCash

285K subscribers

[May nagtatangkang mag-login sa GCash Account mo? Narito ang tips para #GSafeTayo!](#)

GCash

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If you received an SMS with an OTP

Disregard the OTP that was sent, and never share it with anyone. [Change your MPIN](#) to secure your GCash account.

If you received an SMS on phone registration verification

If you received an SMS with the message " **For your safety, we will verify your phone registration request to make sure it's you**" or " **Congratulations, Account Secure ka na!**", chat with Gigi and type **report unknown phone**. Prepare the following documents:

- One (1) **valid government ID**
- A **selfie** holding your valid ID

What happens after I report the unknown phone?

One of our customer service representatives will review your report. Please expect a reply 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](#)
- [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?](#)

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Ano ang GCash DoubleSafe?

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- [What is GCash DoubleSafe?](#)
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36349842359193

Source: <https://help.gcash.com/hc/en-us/articles/36349842359193-Someone-is-trying-to-register-a-new-phone-on-my-account-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 {#someone-sent-me-money-from-their-gcash-to-my-gcash-account-but-i-didn-t-receive-it-what-should-i-do}

Path: [articles/38099189293081-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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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 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?](#)

If someone sent you money from their GCash to your GCash wallet, but it's not listed in your "Transactions," **contact the sender to verify** the following details:

1. **Check if they sent it to the correct mobile number:** The sender may have sent it to a different number. If they mistakenly sent money to the wrong number, learn more [here](#).
2. **Check if their transaction was successful** - The sender should see the Send Money transaction on their "Transactions" page
 - The sender's wallet should have been deducted if it was successfully sent. If there was no deduction, it means the transaction didn't push through

If the sender confirmed both of these scenarios, please [click here to ask for help](#). One of 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:

- [Someone transferred to my bank using their GCash, but I didn't receive it](#)
- [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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Someone transferred to my bank using their GCash but I didn t receive it {#someone-transferred-to-my-bank-using-their-gcash-but-i-didn-t-receive-it}

Path: [articles/35184706112409-Someone-transferred-to-my-bank-using-their-GCash-but-I-didn-t-receive-it](#)

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

- [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?](#)

Sometimes, delays can happen when receiving a bank transfer from a GCash Wallet, usually due to **system timeouts or scheduled/unscheduled maintenance**. GCash works closely with partner banks to quickly resolve these issues and make sure the money reaches you soon.

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.

If there's an issue with the transfer, you'll get an SMS update about what's next. The money will either be:

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

*Note that weekends and holidays are not included in these timelines.

If you don't see the money in your bank account or the sender's GCash Wallet 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:

- [Someone sent me money from their GCash to my GCash account, but I didn't receive it. What should I do?](#)
- [I didn't receive my cash in/remittance in my GCash wallet](#)
- [My GSave withdrawal or deposit has not been reflected](#)
- [I cannot transfer money to another bank using GCash. What do I do?](#)

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I transferred money from my GCash account to a bank or another e-wallet, but it was not received. What do I do?

- [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?](#)

35184706112409

Source: <https://help.gcash.com/hc/en-us/articles/35184706112409-Someone-transferred-to-my-bank-using-their-GCash-but-I-didn-t-receive-it>

Standard Insurance Car Protect {#standard-insurance-car-protect}

Path: articles/14465379575193-Standard-Insurance-Car-Protect

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

- [BPI MS Compulsory Third Party Liability Insurance](#)
- [FPG Insurance Compulsory Third Party Liability \(CTPL\)](#)
- [Standard Insurance Car Protect](#)
- [Standard Insurance Compulsory Third Party Liability \(CTPL\)](#)

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?](#)

Standard Insurance Car Protect is a comprehensive motorcar insurance that protects your vehicle from losses arising from accidents, theft, and acts of nature (optional). Car Protect was designed exclusively for four-wheeled private-use vehicles including sedans, SUVs, AUVs, vans, station wagons, and pickups.

Jump to:

- [Eligibility](#)
- [Benefits](#)
- [Purchase Car Protect by Standard Insurance - View policy contract](#)
 - [Changes in policy](#)
 - [Insurance transfer](#)
- [Claims](#)
- [Renewal, Refund and Cancellation](#)

Eligibility

You can avail of this product if you are:

- A [Fully Verified](#) GCash user
- The owner of a car that can be insured

Requirements for the car:

- Private Cars: Sedan, AUV, MPV, Wagon, Van, Pick-up
- Age of car up to 15 years old
- Usage must be private

Note: You may also purchase Car Protect by Standard Insurance on behalf of someone else.

Benefits

Car Protect by Standard Insurance has comprehensive coverage that responds in cases where the insured's vehicle is damaged, the insured or its passengers are injured, the insured's vehicle caused damage to the property of others, and if the insured's vehicle injured other people.

| Compulsory Third Party Liability (CTPL) | --- | Covers Bodily injury and/or death caused to a Third Party (person/s) by the Assured; required by law upon vehicle registration. Standard Insurance will settle a valid claim of up to PHP 100,000, subject to the policy limits. This is purchased separately. |

| Comprehensive Insurance | --- | **| Own Damage and Theft (OD/Th) |** Covers accidental collision, overturning, falling, fire, and malicious acts of a Third Party on the assured's vehicle; Standard Insurance will settle a valid claim of up to the Sum Insured. |

| Voluntary Third Party Bodily Injury (VTPBI) | Responds in excess of the Assured's CTPL insurance in respect of bodily injury and/or death caused to a Third Party (person/s) by the Assured. Standard Insurance will settle a valid claim of up to the sum insured, over and above the PHP100,000 covered by the Assured's CTPL insurance. |

| Voluntary Third Party Property Damage (VTPPD) | Covers damage to property owned by one or more third parties, arising from an accident caused by the Assured's vehicle. Standard Insurance will settle a valid claim of up to the sum insured. | **| Personal Accident (PA) Rider (Auto PA) |** Covers Medical treatment, dismemberment, permanent disability and/or death arising from bodily injuries caused by an external accident while the Assured or an authorized driver or any of the vehicle's passengers are riding in, boarding or alighting from the insured vehicle. Standard Insurance will settle a valid claim of up to PHP100,000 per person, up to its maximum legal seating capacity. | **| Acts of Nature (AON) |** Covers direct loss of, or damage to, the insured vehicle, its accessories and spare parts caused by an earthquake, typhoon, flood, volcanic eruption, lightning, fire and/or other convulsions of nature; Standard Insurance will settle a valid claim of up to the Sum Insured. | **| Roadside Assistance |** Provides free towing service, battery boosting, locksmith, personal assistance up to the limit specified. |

Purchase Car Protect by Standard Insurance

The amount for the annual premium payment will be automatically deducted from your GCash wallet upon purchase. Please make sure you have enough balance in your GCash wallet to make a successful transaction

You can avail as many car insurance policies as you can depending on the number of cars that you own.

You will receive a confirmation SMS and an email of your Car Protect Policy.

View Policy Contract

Your Policy Contract and other Policy documents are sent to your registered email address within an hour of your successful purchase. If you were not able to receive your policy within 24 hours or if you would like to request an original copy of your policy, please [contact Standard Insurance](#).

Changes in policy

If you have any changes in your policy, please [contact Standard Insurance](#).

Note: Any change or modification in your insured vehicle (i.e. engine no., color, etc.) must be declared in the policy. New details that may be found contrary to the policy that are not properly endorsed may be used as grounds for the denial of the claim.

Insurance transfer

You can transfer the Car Protect policy if you plan to sell your vehicle provided that you secure the approval of the Insurer by contacting Standard Insurance. Please make sure that the policy is endorsed to reflect the new owner of the insured vehicle.

Claims

You can file a claim for loss or damage immediately after the occurrence or up to 60 days. For Acts of Nature claims, you must file your claim within seven (7) days from the date of the typhoon, flood, earthquake, flood, or other convulsions of nature.

To file a claim, go to the Standard Insurance Online Claims Notification. Once you have completed the form and have attached the required documents, a representative from Standard Insurance will email you the next steps necessary to process your claim. You may contact Standard Insurance to follow up.

Requirements for claiming the policy

To file a claim for your Car Protect Policy, please prepare the following documents:

- Certificate of Registration (CR) and Official Receipt (OR) or Certificate of Registration covering loss date
- Driver's license
- Affidavit or police report (if with third party)
- Photos showing the full body of the vehicle that include the plate number/conductions sticker or VIN plate, damages on the unit, and odometer reading.
- Letter of Authority Issued to CASA/Repair Shop or Cash Settlement

Once you have filed a claim and have completed the required documents, it will be processed within 5 days for claims up to PHP 100,000 and 5-20 days for other cases depending on the extent of the damage.

Renewal, Refund, and Cancellation

Renewal

To renew your policy, please register your existing policy for online access on the Standard Insurance website. Registered policies get a renewal prompt 90 days before policy expiration. You may log in to your online access to initiate a renewal or you may contact Standard Insurance.

Refund

You may request a refund and cancel your policy **within seven (7) days after receiving it via email**. All premiums shall be returned to your GCash wallet provided it is made before 12:00 AM (midnight) of the same day of purchase. A representative of Standard

Insurance shall process cancellation requests made after the cut-off. Refund shall be credited back to your GCash wallet or nominated bank account.

If the 7-day cancellation period falls on the following month, pro-rata premium and taxes shall be returned except the documentary stamps.

Cancellation

You may request the cancellation of your policy if your unit has been sold. If you did not file a claim during the policy year, a refund on the basic premium, excluding taxes, will be processed based on the Short Period Rate Scale stipulated in your policy. However, if you have already incurred a claim and collected the proceeds or in process before your request for cancellation, no premium and taxes will be returned.

Contact Standard Insurance

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

Mobile: (+63)917-828-3984 from 8:00 AM-5:00 PM

Hotline: (+632) 8845-1111 after 5:00 PM

Facebook: @StandardInsurancePH

Email: inquiry@standard-insurance.com

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FPG Insurance Compulsory Third Party Liability (CTPL)

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Standard Insurance Compulsory Third Party Liability (CTPL)

- [BPI MS Compulsory Third Party Liability Insurance](#)
- [FPG Insurance Compulsory Third Party Liability \(CTPL\)](#)
- [Standard Insurance Car Protect](#)
- [Standard Insurance Compulsory Third Party Liability \(CTPL\)](#)

14465379575193

Source: <https://help.gcash.com/hc/en-us/articles/14465379575193-Standard-Insurance-Car-Protect>

Standard Insurance Compulsory Third Party Liability CTPL {#standard-insurance-compulsory-third-party-liability-ctpl}

Path: articles/14464629819161-Standard-Insurance-Compulsory-Third-Party-Liability-CTPL

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

- [BPI MS Compulsory Third Party Liability Insurance](#)
- [FPG Insurance Compulsory Third Party Liability \(CTPL\)](#)
- [Standard Insurance Car Protect](#)
- [Standard Insurance Compulsory Third Party Liability \(CTPL\)](#)

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?](#)

Standard Insurance Compulsory Third Party Liability or CTPL is an insurance product that covers bodily injury and death caused to a Third Party (person/s) by the Assured and is required by the Land Transportation Office (LTO) upon registration.

Jump to:

- [Coverage](#)
- [Eligibility](#)
- [Purchase Standard Insurance CTPL](#)
- [Claims](#)
- [Policy Updates and Cancellations](#)
- [Contact Standard Insurance](#)

Coverage

CTPL is a standalone cover and responds first in the event of a third party's bodily injury, death, and medical expenses. Standard Insurance will cover a valid claim of up to PHP 100,000, subject to the policy limits.

Your policy can cover you if the insured vehicle gets into an accident while being driven by another person subject to the following conditions:

- You have authorized/permitted them to operate or drive your insured vehicle.
- The authorized/permitted driver carries a driver's license.
- Subject to all other policy terms and conditions.

Eligibility

You can avail of this product if you are:

- A Fully Verified GCash user
- The owner of a car that can be insured - Requirements: - Private Cars: Sedan, AUV, MPV, Wagon, Van, Pick-up
 - Age of car up to 15 years old
 - Usage must be private

Note: You can avail as many CTPL policies as you can, depending on the number of cars you own. You may also purchase CTPL by Standard Insurance on behalf of someone else.

Purchase Standard Insurance CTPL

Note: The amount for the annual premium payment will be automatically deducted from your GCash wallet upon purchase. Please make sure you have enough balance in your GCash wallet to make a successful transaction.

Your Policy Contract and other Policy Documents will be sent **within an hour** to your registered email address. If you were not able to receive your policy within 24 hours or if you would like to request an original copy of your policy, please contact Standard Insurance.

Your CTPL policy will commence based on the last digit of your vehicle's plate number:

||| | --- | --- || **Plate Number** | **Start Date** || Ending in 1 | February 1 || Ending in 2 | March 1 || Ending in 3 | April 1 || Ending in 4 | May 1 || Ending in 5 | June 1 || Ending in 6 | July 1 || Ending in 7 | August 1 || Ending in 8 | September 1 || Ending in 9 | October 1 || Ending in 0 | November 1 |

Policy Renewal

To renew your policy, please register your existing policy for online access on the Standard Insurance website.

Registered policies get a renewal prompt 90 days before policy expiration. You may renew your policy by contacting Standard Insurance.

Claims

Note: Once you have filed a claim and have completed the required documents, reimbursement will be evaluated within 5 days.

You can file a claim for third-party bodily injury immediately after the occurrence or up to 90 days. To file a claim, please fill out the Standard Insurance Online Claims Notification form.

Once you have completed the form, attach the necessary requirements:

- Certificate of Registration (CR) and Official Receipt (OR) covering loss date
- Photocopy of Driver's license and official receipt
- Original Police Report
- Original Medical Certificate

- Original hospital bills/receipts
- Birth Certificate (For Minors only)

A representative from Standard Insurance will email you the next steps necessary to process your claim. Claims proceeds may be availed either through check or online transfer. To follow up on your claims, please [contact Standard Insurance](#).

Policy Updates and Cancellations

Update of CTPL details

If you have any changes in your policy, please [contact Standard Insurance](#). Any change or modification in your insured vehicle (i.e. engine no., color, etc.) must be declared in the policy. New details that may be found contrary to the policy that are not properly endorsed may be used as grounds for the denial of the claim.

Refund and cancellation request

You may request a refund and cancel your policy within **seven (7) days** of receiving it via email. All premiums shall be returned to your GCash wallet or nominated bank account, provided it is made before 12:00 midnight of the same day of purchase. A representative of Standard Insurance shall process cancellation requests made after the cut-off.

If the 7-day cancellation period falls on the following month, pro-rata premiums and taxes shall be returned except the documentary stamps.

Unauthenticated CTPL

You should be able to receive a notification that your CTPL needs further authentication in your email. A representative from Standard Insurance will contact you to facilitate the authentication. Additional information (i.e., updated plate no., correct motor/serial number) may be required from you to proceed with the authentication.

Contact Standard Insurance

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

- **Email:** - For Inquiries: inquiry@standard-insurance.com
 - For Claims: ginsure@standard-insurance.com
- **Hotline - Mobile No:** +63917-8283984 (8:00 AM-5:00 PM)
 - **Landline:** +632-8854-1111 (5:00 PM onwards)
- **Viber:** +63 998-8451111

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14464629819161

Source: <https://help.gcash.com/hc/en-us/articles/14464629819161-Standard-Insurance-Compulsory-Third-Party-Liability-CTPL>

Standard Insurance Pet Health {#standard-insurance-pet-health}

Path: articles/15552480131225-Standard-Insurance-Pet-Health

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?](#)

Pet Health by Standard Insurance is a pet health plan that provides financial protection when unforeseen circumstances arise such as when a pet gets ill or gets into an accident. The policy is designed to cover the majority of the eligible vet expenses involved in treatment such as consultation, diagnostic tests, medication, and hospitalization/confinement.

Jump to:

- [Coverage](#)
- [Eligibility](#)
- [Purchase Standard Insurance Pet Health](#)
- [Cancellation and Claims](#)

Coverage

||| --- | --- || **CORE BENEFITS | STANDARD COVERAGE** || Max Benefit Limit Per Year | PHP 50,000 || % Eligible Reimbursement | Up to 100% of Vet Bill || Issue Age | At least 8 weeks old to 9 years old || Cruciate Ligament | Up to the Maximum Benefit Limit || Emergency Pet Boarding | PHP 5,000 || Accidental Injury | ✓ || Illnesses | ✓ || After-Hour Emergency Visit | (Related to coverable Accidental Injury Only) || Treatment (Consultations, hospitalization, surgery, X-rays, medication, diagnostic tests, nursing, and other care) | ✓ || Preventive Care | ✗ |

Eligibility

You are eligible if you are an owner of any breed of domestic cats and dogs and if the:

- Pet owner is of legal age
- Pet is at least 8 weeks old and below 9 years of age
- Pet should be residing and under the direct care of the Policy Holder
- Pet is not used for commercial or occupational purposes including but not limited to racing, breeding, organized fighting, law enforcement, and guarding.

Purchase Standard Insurance Pet Health

Note: There is no limit to owning multiple policies. However, you cannot upgrade your current policy, nor can you apply for someone else's pet. Only the owner of the pet can apply for a policy.

Claims and Cancellation

Claims

You may claim Pet Health by sending an [email to Standard Insurance](#) with the attached documents:

1. Completed Claim Form signed by you and your Vet
2. An itemized invoice showing all vet expenses paid in full
3. Consultation notes
4. Complete the Veterinary history of your pet

Standard Insurance will process your claim in **3-10 business days**

Cancellation of Policy

To cancel your policy, please [contact Standard Insurance](#). The cancellation will be effective once Standard Insurance provides you with confirmation of the request.

Cancellation of policy before 21 day cooling period

If you cancel your policy during the 21 day cooling-off period, provided that no claim is/has been made by you, we will refund any premium paid by you since commencement or renewal, less any transaction costs incurred by us which we are unable to recover, and any taxes or duties that we are unable to refund. You cannot return your policy during the cooling off period if a claim is/has been made by you.

Cancellation of policy after 21 day cooling-off period

If you cancel the policy for whatever reason after the cooling off period and you have paid the annual premium in full, provided no claim has been made, we will refund the premium less:

- The amount covering the period you were insured for;

- The cancellation fee of (which will not be deducted if your cancellation is due to your Pet passing away); and
- Any government or statutory charges we are unable to recover. If you have been paying your premium by installments, there is no premium refund (including for any remaining days of a current installment period). No further premium installments will be deducted

Cancellation of policy for whatever reason

If you cancel your policy for whatever reason (other than your Pet passing away) after having made a claim, no premium refunds are payable and the remaining premium for that Policy Period must be paid if it has not already been paid. Any outstanding premium may be deducted from any claim payment owed, or alternatively, charged to your nominated bank/credit card account. This clause survives termination of contract.

Cancellation of policy due to death

If you cancel your policy because your Pet has passed away and after having made a claim, your policy will be cancelled in the same way as set in 'Cancellation where no claims have been made.

Any cancellation refund due will be processed in **10-15 business days**.

Contact Standard Insurance

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

- **Email**
 - For Inquiries: inquiry@standard-insurance.com
 - For Claims/Cancellation: ginsure@standard-insurance.com
- **Hotline**
 - **Mobile No:** +63917-3255818 (8:00 AM-5:00 PM)
 - **Landline:** +632-8854-1111 (5:00 PM onwards)
- **Viber:** +63998-8451111
- **Facebook:** [@StandardInsurancePH](#)

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Malayan Insurance Pet Insure (Dogs Only)

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

15552480131225

Source: <https://help.gcash.com/hc/en-us/articles/15552480131225-Standard-Insurance-Pet-Health>

Standard Insurance Travel Protect International

{#standard-insurance-travel-protect-international}

Path: articles/11950285842585-Standard-Insurance-Travel-Protect-International

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?](#)

Standard Insurance Travel Protect International is a comprehensive and cashless travel insurance plan that protects the policyholder from certain financial risks and losses that can occur while traveling the world, including COVID-19.

Jump to:

- [Coverage](#)
- [Eligibility](#)
- [Purchase Standard Insurance Travel Protect International](#)
- [Claims and Cancellations](#)
- [Contact Standard Insurance](#)

Coverage

Travel Protect International provides the following benefits during travel:

||| --- | --- || **Travel Inconvenience Benefit** | - Loss of Personal Money

- Car Rental Excess Protection
- Trip Cancellations including claims due to/ arising from COVID-19
- Delayed Departure (Outbound and Inbound)
- Trip Postponement
- Missed Connection (Outbound and Inbound)
- Diversion of Trip (outbound and inbound)
- Inconvenience Cash Assistance for Delayed Departure, Missed Connection, and

Diversion of Trip (Not Receipted)

- Trip Termination including claims due to/ arising from COVID-19
- Baggage Delay
- Inconvenience Cash Assistance for Baggage Delay (Not Receipted)
- Loss or Damage to Baggage
- Hijack || **Emergency Medical Assistance** | - Medical Treatment including claims due to/ arising from COVID-19
- Emergency Medical Evacuation/Repatriation
- Repatriation of Mortal Remains
- Care of Minor Child/ren
- Compassionate Visit
- Delivery of Medicine
- Hospital Income
- Emergency Dental Care || **Personal Accident Benefit** | - Accidental Death
- Permanent Total Disablement
- Burial Assistance
- Personal Liability |

Eligibility

You can avail of this product if you are:

- Aged 0-59 years old*
- Traveling for vacation, study or seminars/conferences, and trips

*Individuals between 60-75 years old may be covered subject to a premium surcharge

**Travel Protect International excludes cover for skilled persons/skilled laborers when traveling for employment or in the course of employment. COVID-19 high-risk occupations such as healthcare workers, and nursing professionals are also excluded.

Purchase Standard Insurance Travel Protect International

Note: Standard Insurance can only issue one policy per trip. If you want to upgrade your policy, please [contact Standard Insurance](#).

You will receive a payment confirmation of your successful purchase of Travel Protect International. You will also receive an SMS and email with your Travel Protect International Policy. If you were not able to receive your policy within 24 hours, please [contact Standard Insurance](#).

Claims and Cancellations

Claims

To file a claim for Travel Protect Saver International, fill out the [Standard Insurance Claims Form](#), and [email Standard Insurance](#) with the required claim documents below. Representatives from Standard Insurance will assist and direct you in the claim

procedure.

Claim Documents Required:

1. Fully accomplished claim form
2. Incident Report/Letter of Request
3. Copy of Insurance Policy
4. Original Official Receipt of all payments made
5. Copy of flight itinerary and boarding pass
6. Copy of passport (pages with details and dates stamped for entry and departure)

Other Supporting Documents for Each Benefit

|||| --- | --- || **Medical and Hospitalization Expenses Abroad** | 1. Original medical report/abstract with Medical History of present illness

2. Clinical Test/Laboratory Results
3. Detailed original Hospital Statement of Account
4. Copy of Operative and/or Histopathology Reports

5. Police report (if applicable: Ex. Accidents) || **Emergency and Accidental Care** | 1. Original dental report/abstract with dental history of present illness

2. Clinical Test/Laboratory Results
3. Detailed original hospital Statement of Account
4. Copy of Operative and/or Histopathology Reports

5. Police report (if applicable: Ex. Accidents) || **Emergency Medical Evacuation and Repatriation**

(transport or repatriation in the event of covered illness/accident) | To be arranged by Emergency Assistance Provider

Please call +632-8845-1111 || **Repatriation of Mortal Remains** | To be set by the Emergency Assistance Provider

Please call +632-8845-1111 || **Travel of Immediate Family Members** | 1. Original medical report/ abstract with Medical History of present illness

2. Medical certificate from a physician or hospital
3. Clinical Test/Laboratory Results
4. Police report (if applicable: Ex. Accidents)

5. Original Invoice & Official Receipt of the transportation and hotel expenses of a family member who took care of the injured person

6. Copy of flight itinerary and official receipts of airfare || **Emergency Return Home**

Following Death of a Close Family Member | 1. Original death certificate of the immediate family member

2. Proof of relationship between the Insured Person and the immediate family member

3. Certification/Affidavit stating the reason for trip curtailment

4. Original official receipts for the additional fees paid for the return ticket to your home country such as no-show fees, penalties, etc. with a copy of the new travel itinerary

5. Other documents that will be required (depending on the reason for cutting the trip short) || **Baggage Delay** | 1. Original Property Irregularity Report (PIR) from the airline

2. Original receipts of articles of basic necessity purchased due to delay of luggage

3. Original acknowledgment receipt/form stating the exact date and time when the baggage was received by the Assured. || **Compensation for In-Flight Loss of Checked-In Baggage** | 1. Original Property Irregularity Report (PIR) from the airline

2. List of contents of luggage with an estimated price and date of purchase of each item.

3. Original certification of settlement of the compensation paid by the carrier. || **Loss of Travel Documents** | 1. The original Police report from the place where the incident occurred or any document that will show proof of occurrence

2. Original receipts of expenses for transportation and/or accommodation to go to the place where documents will be issued || **Loss of Personal Money** | 1. Police Report and any document showing proof of the possessions such as bank/withdrawal and ATM receipt, etc. || **Repatriation of the Immediate Family Member Travelling with the Insured** | 1. Original medical report/abstract with Medical History of present illness

2. Medical certificate from a physician or hospital

3. Clinical test/Laboratory results

4. Police Report (if applicable Ex: accidents)

5. Copy of Operative and Histopathology Reports

6. Original Invoice & Official Receipt of the transportation of family member

7. Copy of flight itinerary and official receipt of airfare |

Cancellation of Policy

To cancel your policy and request a refund, amendments, or cancellations, please [email Standard Insurance](#) before the Inception date of the coverage/policy. All requests will be subject to review and approval.

Contact Standard Insurance

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

- **Email:** - For Inquiries: inquiry@standard-insurance.com
 - For Claims: ginsure@standard-insurance.com
- **Hotline - Mobile No:** +63916-6929000 (8:00 AM-5:00 PM)
 - **Landline:** +632-8845-1111 (5:00 PM onwards)
- **Viber:** +63 998-8451111
- **Facebook:** [@StandardInsurancePH](#)

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Standard Insurance Travel Protect Saver Plus

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

11950285842585

Source: <https://help.gcash.com/hc/en-us/articles/11950285842585-Standard-Insurance-Travel-Protect-International>

Standard Insurance Travel Protect Saver Plus

{#standard-insurance-travel-protect-saver-plus}

Path: articles/11797940030489-Standard-Insurance-Travel-Protect-Saver-Plus

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?](#)

Travel Protect Saver Plus is a reimbursement type of travel insurance by Standard Insurance that provides coverage within the Philippines and Southeast Asian countries.

Jump to:

- [Coverage](#)
- [Eligibility](#)
- [Purchase Standard Insurance Travel Protect Saver Plus](#)
- [Claims and Cancellation](#)

Coverage

Travel Protect Saver Plus provides the following benefits during travel:

|||| --- | --- || **Travel Inconvenience Benefit** | - Trip Cancellation

- Trip Curtailment
- Delayed Departure
- Flight Diversion
- Baggage Delay
- Inconvenience Cash Assistance due to Baggage Delay
- Loss of Baggage / Damage to Luggage
- Loss of Travel Documents
- Hijack || **Emergency Medical Assistance** | - Medical Reimbursement
- Daily Hospital Cash
- Emergency Medical Evacuation and Repatriation || **Personal Accident** | - Accidental Death and Disablement
- Unprovoked Murder and Assault
- Burial Assistance |

Eligibility

You can avail of this product if you are:

- Age 1-65 years old*
- Traveling for vacation, study or seminars/conferences, and trips
- Traveling within the Philippines and/or to Southeast Asian countries

*Individuals above 65 years old may be covered subject to a premium surcharge

Purchase Standard Insurance Travel Protect Saver Plus

Note: Standard Insurance can only issue **one policy per trip**. If you want to upgrade your policy, please [contact Standard Insurance](#).

You will receive a payment confirmation of your successful purchase of Travel Protect Saver Plus. You will also receive an SMS and email with your Travel Protect Saver Plus Policy. If you were not able to receive your policy within 24 hours, please [email Standard Insurance](#).

Claims and Cancellation

Claims

To file a claim for Travel Protect Saver International, fill out the [Standard Insurance Claims Form](#), and [email Standard Insurance](#) with the required claim documents below. Representatives from Standard Insurance will assist and direct you in the claim procedure.

Claim Documents Required:

1. Fully accomplished claim form
2. Incident Report/Letter of Request
3. Copy of Insurance Policy
4. Original Official Receipt of all payments made
5. Copy of flight itinerary and boarding pass
6. Copy of passport (pages with details and dates stamped for entry and departure)

Other Supporting Documents for Each Benefit

|||| --- | --- || **Medical and Hospitalization Expenses Abroad** | 1. Original medical report/abstract with Medical History of present illness

2. Clinical Test/Laboratory Results
3. Detailed original Hospital Statement of Account
4. Copy of Operative and/or Histopathology Reports
5. Police report (if applicable: Ex. Accidents) || **Emergency and Accidental Care** | 1. Original dental report/abstract with dental history of present illness

2. Clinical Test/Laboratory Results
3. Detailed original hospital Statement of Account
4. Copy of Operative and/or Histopathology Reports
5. Police report (if applicable: Ex. Accidents) || **Emergency Medical Evacuation and Repatriation** | (transport or repatriation in the event of covered illness/accident)

To be arranged by Emergency Assistance Provider

Please call +632 8845-1111 || **Repatriation of Mortal Remains** | To be arranged by Emergency Assistance Provider

Please call +632 8845-1111 || **Travel of Immediate Family Members** | 1. Original medical report/ abstract with Medical History of present illness

2. Medical certificate from a physician or hospital
3. Clinical Test/Laboratory Results
4. Police report (if applicable: Ex. Accidents)
5. Original Invoice & Official Receipt of the transportation and hotel expenses of the family member who took care of the injured person
6. Copy of flight itinerary and official receipts of airfare || **Emergency Return Home Following Death of a Close Family Member** | 1. Original death certificate of the immediate family member
2. Proof of relationship between Insured Person and the immediate family member
3. Certification/Affidavit stating the reason for trip curtailment
4. Original official receipts for the additional fees paid for the return ticket to your home country such as no-show fees, penalties, etc. with a copy of the new travel itinerary
5. Other documents that will e required (depending on the reason of cutting the trip short)
- || **Baggage Delay** | 1. Original Property Irregularity Report (PIR) from the airline
2. Original receipts of articles of basic necessity purchased due to delay of luggage
3. Original acknowledgment receipt/form stating the exact date and time when the

baggage was received by the Assured. || **Compensation for In-Flight Loss of Checked-In Baggage** | 1. Original Property Irregularity Report (PIR) from the airline
 2. List of contents of luggage with an estimated price and date of purchase of each item.
 3. Original certification of settlement of the compensation payment by the carrier. || **Loss of Travel Documents** | 1. Original Police report from the place where the incident occurred or any document that will show proof of occurrence
 2. Original receipts of expenses for transportation and/or accommodation to go to the place where documents will be issued || **Loss of Personal Money** | 1. Police Report and any document that will show proof of the possessions such as bank/withdrawal and ATM receipt, etc. || **Repatriation of the Immediate Family Member Travelling with the Insured** | 1. Original medical report/abstract with Medical History of present illness
 2. Medical certificate from a physician or hospital
 3. Clinical test/Laboratory results
 4. Police Report (if applicable Ex: accidents)
 5. Copy of Operative and/or Histopathology Reports
 6. Original Invoice & Official Receipt of the transportation of family member
 7. Copy of flight itinerary and official receipt of airfare |

Cancellation of Policy

To cancel your policy and request a refund, amendments, or cancellations, please [email Standard Insurance](#) before the Inception date of the coverage/policy. All requests will be subject to review and approval.

Contact Standard Insurance

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

- **Email:** - For Inquiries: inquiry@standard-insurance.com
 - For Claims: ginsure@standard-insurance.com
- **Hotline - Mobile No:** +63916-6929000 (8:00 AM-5:00 PM)
 - **Landline:** +632-8845-1111 (5:00 PM onwards)
- **Viber:** +63 998-8451111
- **Facebook:** [@StandardInsurancePH](#)

[Previous](#)

Standard Insurance Travel Protect International

[Next](#)

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

11797940030489

Source: <https://help.gcash.com/hc/en-us/articles/11797940030489-Standard-Insurance-Travel-Protect-Saver-Plus>

Submit a request {#submit-a-request}

ADVISORY:

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

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
KYC Modification Request-Partner Support Help Center
FormPartner Support Help Center FormHelp Center FormForbearance FormAccount
Deletion Form Phase 2KYC Modification RequestCXM FormCXM ApplicationWas this
article helpful?Did this answer your concern?Insurance PartnerB2B New FormPNP
Complaints

Your email address

Your Email address

Select the country where you registered your GCash AccountPhilippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Reason for Profile Update Request-

Purpose of Opening-

Employment Type-

Employer or Business name

Are you PEP or Relative of the PEP?-

A Politically Exposed Person (PEP) is an individual with a public position in the Philippines, a foreign State, or an international organization.

Are you a Beneficiary Owner of the Account?-

Being the owner of the GCash account means you will be the one using the GCash account you are trying to verify.

Expected Monthly Transaction Amount-

Salutation-

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Birth Date

Your account type-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxxx

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

Amount to be transferred from old to new account

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

Either latest government ID with updated surname or marriage certificate

Copy of Birth Certificate or Valid Government ID

Photo of valid government ID

Attach a photo of your valid government id both front and back

Legal document as proof of change name

Attachments

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=8861231745305

Submit a request {#submit-a-request}

ADVISORY:

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Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
Help Center Form-Partner Support Help Center
FormPartner Support Help Center FormHelp Center FormForbearance FormAccount
Deletion Form Phase 2KYC Modification RequestCXM FormCXM ApplicationWas this
article helpful?Did this answer your concern?Insurance PartnerB2B New FormPNP
Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash AccountPhilippines (+63)

Please ensure that the Country where you registered your GCash Account matches the
Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-
XXXXXX)

Concern CategoryI want to delete my GGives account

Please choose the statement that best describes your concern. Can't find it on the list?
Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment
Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your
voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if
transaction was made through an external wallet or account. Write '0' if this is not
available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion(optional)

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECPay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- 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).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, please input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=ggives__i_want_to_cancel_my_ggives_account.

Submit a request {#submit-a-request}

ADVISORY:

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

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
 Help Center Form-Partner Support Help Center
 FormPartner Support Help Center FormHelp Center FormForbearance FormAccount
 Deletion Form Phase 2KYC Modification RequestCXM FormCXM ApplicationWas this
 article helpful?Did this answer your concern?Insurance PartnerB2B New FormPNP
 Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash AccountPhilippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Concern CategoryI did not receive my incentive / reward / cashback

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECPay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- 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).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoar City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, please input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=promos__i_did_not_receive_my_voucher/_cashback/_promo_incentive.

Submit a request {#submit-a-request}

ADVISORY:

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

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
 Help Center Form-Partner Support Help Center
 FormPartner Support Help Center FormHelp Center FormForbearance FormAccount
 Deletion Form Phase 2KYC Modification RequestCXM FormCXM ApplicationWas this
 article helpful?Did this answer your concern?Insurance PartnerB2B New FormPNP
 Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash AccountPhilippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Concern CategoryI have a problem with my GStocks PH transaction

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your caseMy Withdraw transaction did not reflect in my account

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for “Android version” (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09XXXXXXXXXX

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGives, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECPay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- 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).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoar City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, please input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=gstocks_ph__i_have_a_problem_with_my_gstocks_ph_transaction&tf_22405932372249=wealth_txn_withdraw

Submit a request {#submit-a-request}

ADVISORY:

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

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
 Help Center Form-Partner Support Help Center
 FormPartner Support Help Center FormHelp Center FormForbearance FormAccount
 Deletion Form Phase 2KYC Modification RequestCXM FormCXM ApplicationWas this
 article helpful?Did this answer your concern?Insurance PartnerB2B New FormPNP
 Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash AccountPhilippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Concern CategoryI have a problem with my bills payment

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your caseMy payment has not been posted

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGIves, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECPay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- 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).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoar City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, please input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ind=normal&tf_360023219534=pay_bills__i_have_a_problem_with_my_bills_payment&ticket_form_id=360000706713&tf_24180618474265=my_payment_has_not_been_pos
ted

Submit a request {#submit-a-request}

ADVISORY:

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

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).

2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
 Help Center Form-Partner Support Help Center
 FormPartner Support Help Center FormHelp Center FormForbearance FormAccount
 Deletion Form Phase 2KYC Modification RequestCXM FormCXM ApplicationWas this
 article helpful?Did this answer your concern?Insurance PartnerB2B New FormPNP
 Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash AccountPhilippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Concern CategoryI want to delete my GStocks PH Account

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09XXXXXXXXXX

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGives, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECPay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- 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).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoar City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, please input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ind=normal&tf_360023219534=gstocks_ph__i_want_to_delete_my_ph_gstocks_account&ticket_form_id=360000706713

Submit a request {#submit-a-request}

ADVISORY:

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

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
 Help Center Form-Partner Support Help Center
 FormPartner Support Help Center FormHelp Center FormForbearance FormAccount
 Deletion Form Phase 2KYC Modification RequestCXM FormCXM ApplicationWas this
 article helpful?Did this answer your concern?Insurance PartnerB2B New FormPNP
 Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash AccountPhilippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Concern CategoryI can't log in to my GCash App

Please choose the statement that best describes your concern. Can't find it on the list?
 Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your caseThe app is crashing upon opening or not opening at all

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGives, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECPay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- 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).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoor City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, please input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=i_can_t_log_in_to_my_gcash_app&tf_18766009076633=the_app_is_not_opening_or_it_is_crashing

Submit a request {#submit-a-request}

ADVISORY:

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

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
 Help Center Form-Partner Support Help Center
 FormPartner Support Help Center FormHelp Center FormForbearance FormAccount
 Deletion Form Phase 2KYC Modification RequestCXM FormCXM ApplicationWas this
 article helpful?Did this answer your concern?Insurance PartnerB2B New FormPNP
 Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash AccountPhilippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Concern CategoryI have a problem with my GCrypto transaction

Please choose the statement that best describes your concern. Can't find it on the list? Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your payment-

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGives, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECPay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

ID Submitted for Verification (Only IDs below are acceptable)-

We only accept the IDs in the dropdown for verification. Any other IDs are currently not accepted.

Where did you learn about this product?-

Photo of valid government ID

Attach a photo of your valid government id both front and back

OS/iOS version

App Version

Date of Linking

PayPal Email Address

Screenshot of Transaction from PayPal

I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

- 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).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

I agree & consent to delete my GCash account linked to my Old No. if I have no unpaid balances in GCredit/GLoan/GGives. I understand that I will LOSE Transaction History, GScore, GForest, Piggy Bank & other Information from my old account.

Yes, I agree

I have attached a clear copy of a Valid ID on the attachment section below

Notarized Affidavit (for funds 1k and above)

I have attached a Notarized Affidavit (required for Non-Fully Verified Old Accounts)

Screenshot of email about your account deactivation

I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoar City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

Did you share your OTPs from your linked bank account in Gcash?-

Was your GCash account linked to other online applications like Lazada, Shopee, FoodPanda, etc without your consent?-

If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, please input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

What type of error did you experience?-

Others

I certify that I consent to GCash and its partner's processing and updating my mobile number in order for me to access my Account.

I confirm that I did the action to increase my wallet limit but it has been more than 3 days and it still hasn't been upgraded

Valid Government Issued ID (eg. SSS ID, UMID, Driver's License, Passport, etc.)*

I have attached a clear copy of a Valid ID on the attachment section below (required)

Selfie holding your valid ID which clearly shows the details.

I have attached a clear selfie holding my Valid ID on the attachment section below (required)

What Happened in Your Most Recent Verification Attempt-

In which step did you encounter an error?-

Please provide a screenshot of the error you encountered

Nag reach out ka na ba sa merchant about sa iyong concern?-

Please ensure that you've contacted the merchant. If the transaction is successful in our system, you will be requested to reach out to the merchant directly to settle your concern

Natry mo na bang iunlink ang Gcash account mo mula sa merchant?-

You may check our Help Center article for the step-by-step guide on how to unlink your Gcash account from merchants

Anong naging issue when you unlinked your GCash account?-

Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

I have attached the screenshot of my Phone/SIM Settings showing my GCash number.

I have attached the screenshot of the SMS/e-mail about the linked device

Why do you want to close your account?-

In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

I have uploaded my Valid ID & Selfie holding the valid ID below

Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-

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Select which statement is most relevant to you-

Incorrect Account Number / Bank

Correct Account Number / Bank

Please share what happened or add other information about your concern

You may attach screenshots or files related to your concern.

I agree to share my personal information with the other party in hopes of resolving our dispute.

I confirm that I own the account and am reporting this fraud incident.

I understand that making a malicious report is prohibited under the Anti-Financial Account Scamming Act (AFASA) Law, or Republic Act No. 12010. I acknowledge that GCash is not responsible for any damages resulting from malicious or erroneous reports.

Ticket Source(optional)-

Customer Profile(optional)-

[U] Chat Experience(optional)-

Upload a photo or attachment that can help us assist you with your concern

Add file or drop files here

Source: https://help.gcash.com/hc/en-us/requests/new?ticket_form_id=360000706713&ind=normal&tf_360023219534=gcrypto__i_have_a_problem_with_my_gcrypto_transaction

Submit a request {#submit-a-request}

ADVISORY:

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

Submit a ticket

Reminder: Before inputting your information, make sure you have your ID and documents ready. You may refer [here](#) for more information. Please make sure that all the information entered is consistent with your ID documents.

Important:

1. If you created a new verified account, do not fill out this form. Instead follow the instructions [here](#).
2. Ensure to attach a Valid ID & accomplished form. Press [here](#) to download the form. Failure to do so will result to rejection.

You can use your GCash app to reply or get updates about your ticket. Log in to your app > Tap "Help" on the upper right > "Your conversations". Tap [here](#) to learn more.

Please choose your issue below
 Help Center Form-Partner Support Help Center
 FormPartner Support Help Center FormHelp Center FormForbearance FormAccount
 Deletion Form Phase 2KYC Modification RequestCXM FormCXM ApplicationWas this
 article helpful?Did this answer your concern?Insurance PartnerB2B New FormPNP
 Complaints

Your email address

GCash Registered Full Name

Please enter your complete name.

Select the country where you registered your GCash AccountPhilippines (+63)

Please ensure that the Country where you registered your GCash Account matches the Mobile Number you are experiencing the issue with.

Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXX)

Concern CategoryI have a problem with a payment to my GCredit Account

Please choose the statement that best describes your concern. Can't find it on the list?
 Check our Help Center articles or chat with Gigi for an answer.

Select what happened to your paymentI was charged a penalty or additional fee even after making a payment on time

Select which statement is most relevant to your case-

What best describes your situation?-

Select which statement is most relevant to your case-

ALFM Global Multi-Asset Income Fund (ALFMGMIP) from BPI Investment Management Inc. (BPI-IMI) is currently the only fund on GFunds with dividends.

Select which statement is most relevant to your case-

Select which statement is most relevant to your case-

Tip: If you're a TNVS Driver/Rider (i.e Grab, Angkas), who wants to follow up on your voucher code, please select '*I haven't received my TNVS voucher code*' as your concern.

GCash Reference Number/Transaction ID

Make sure that information is correct. Input your transaction ID or reference number if transaction was made through an external wallet or account. Write '0' if this is not available.

Method of Sending Money-

Amount

How much was the transaction cost?

Date of Transaction

Please use the transaction date in your transaction history.

Select your error experience that apply.-

When was your last transaction made?

How much was your last known transaction?

Your account type-

Select your cash-in partner-

Select your cash-in partner-

How did you cash-in?-

Select your bank-

Select your bank-

What did you experience before you discovered the unknown transactions?-

Date the message was received

Sender's e-mail address or number

Website or other link of the account you want to report

What is the brand and model of your device?* (eg. Apple iPhone 13 Pro, Samsung Galaxy A13)

What is your phone's OS?-

In your Settings app, search for "Android version" (for Android users) or go to General > About (for iOS users)

Please put the link, website, or details of the social media account below.

Write "N/A" if it does not apply to you.

Did you or are you sharing your GCash log in details with a family member, friend, or colleague?-

Did you log in your GCash account on a family member, friend, or colleague's device?-

What stores or merchants are linked to your GCash account?

Select which statement is most relevant to you-

Which of the following actions did you take to increase your wallet limit?-

Select the first action you took. Note that it would take up to 72 hours for the upgrade to take affect after doing the action you selected.

How did you scan the QR code?-

Type of transaction-

Payment Method-

Load Product-

Specific Load Product

See Load page, transaction history, or App Inbox

Type of Load-

What was the type of transaction?-

Date of Express Send Scam Insurance purchase

Note that Chubb will only allow cancellation up to the 7th day starting from the date when Express Send Scam Insurance was availed.

Account Number

Account number or Client Code

Top Up Partner-

Old GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

New GCash Mobile Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-XXXXXX)

Please provide the purpose of this transfer.

Kindly share the reason behind making this transfer

What is your relationship with the recipient of the funds?

How did you Cash in? Please choose the correct partner/bank.-

Linked Account-

Date when you were contacted

Name of the agency or group who contacted you

Type of card-

Look for the VISA or Mastercard logo in your card

Reason for Account Deletion

What is the merchant name where you did the transaction?

Promo/Voucher Code

GSave Partner Bank-

GInsure Product-

Lost Mobile Number

This account will be deactivated to keep your funds safe. You won't be able to login. Once you have your SIM replaced, let us know so we can reactivate it.

Date of Registration

Number or account number of the recipient

For Bank Account Numbers, please input only the last 4 digits of the account.

Name of Recipient/ Merchant

Sender's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Wrong Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Correct Recipient's Number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

What message prompt did you encounter?-

Intended recipient's mobile number

Please do not include any spaces. Simply input the mobile number code. (ex. 63-9XXXXXXXXXX or 09XXXXXXXXXX)

Others (Please specify)

How did you pay?-

Name of the biller or merchant

Check your App Inbox, Transaction History, printed receipts, or QR standee

Name of the Merchant-

Why are you deleting this account?-

Has it been more than 7 days since the latest date you attempted to fully verify?-

Date of last KYC Attempt

What type of user are you?-

ID Submitted for Verification (For Filipino Citizens Adults)

- Philippine Passport
- National ID (Card Type)
- ePhil ID (Paper Type)
- Driver's License
- UMID
- PRC ID
- Postal ID
- SSS ID
- HDMF (Pag-Ibig) ID
- Digital National ID

ID Submitted for Verification (Filipino Citizen Minor)-

ID Submitted for Verification (Foreign National)-

Old GCash Mobile Number

Please enter your mobile number in the following format: 09xxxxxxxx

Old GCash Mobile Number

Please enter your mobile number in the following format 63-9XXXXXXXXXX

Mobile Number of the GCash Account you want to cancel/delete

Is the above GCash Mobile Number registered to your telco provider?-

New GCash Mobile Number [MUST BE VERIFIED]

IMPORTANT: Both accounts must be registered to the same Account Owner, otherwise it will be rejected.

Transfer to Fully Verified GCash Mobile Number

Your GCash mobile number must be fully verified, otherwise your request will be rejected. Please enter your mobile number in the following format 63-9XXXXXXXXXX

First Name

Must be exact match with your registered GCash Accounts

Middle Name

Please enter your complete middle name in the format: Ex: "Santos"

Last Name

Must be exact match with your registered GCash Accounts

Date of birth

Enter your date of birth in the this format YYYY-MM-DD

What was the email registered to your old account?

What happened to your old number?-

Did you perform Account Recovery? -

To learn more visit: <https://help.gcash.com/hc/en-us/articles/9059222758041-Can-I-change-my-mobile-number-linked-to-my-Gcash-Account->

Did you receive an email about your account deactivation?-

To learn more visit: <https://help.gcash.com/hc/en-us/articles/19643426242201-Account-was-deactivated>

Amount to be transferred from old to new account

Contact Details

Last 4 Digits of your GCash Mastercard

Place "N/A" if you don't have a card

GInsure Policy Number

Your GCash Registered Home Address

Do you have a subscription in GLife?-

Which of the following merchants are you subscribed to?

- ArenaPlus
- BingoPlus
- CasinoPlus
- OkBET
- SportsPlus
- Color Game
- Inplay
- Goama
- mgames
- inlife
- SunLife
- Generali
- Mcdo
- Klook
- KFC
- None

I agree to transfer my wallet balance, GCash Card, GInsure, GFunds, GStocks, GCrypto, GLife, GCredit, GGives, GLoans (whichever is applicable) from my old to my new number.

Yes, I agree

For my GSave Account, I understand that I will have to contact directly the partner banks to request change in number.

Yes, I understand

What error did you encounter?

Screenshot of Email Confirmation / Proof of Debit

I agree & consent to delete my GCash account linked to my old mobile number or suspended basic account. I understand that I will LOSE transaction history, GScore, GForest, Piggy Bank & other information from the said account.

Yes, I agree

Selfie holding your valid ID which clearly shows the details.

I have attached a clear copy of a selfie holding valid ID on the attachment section below (required)

I understand that the device I lost will be unlinked so I may link my new device again

Yes, I agree

ATM Bank Name

ATM Bank Location

Did you receive an SMS or In-App confirmation?-

Upload a photo, attachment, or SMS/In-app confirmation screenshots that can help us assist you with your concern

Your Email address

Birth Date

Agency Contact information

Telephone, mobile number, or email address

Birthplace

Please enter your place of birth in the format: Municipality/City & Province, Ex: "Antipolo, Rizal"

Current/Permanent Address, Zip Code

Nationality-

Government ID Type/ID Number

Example: Driver's License/N01-23-456789

Source of Fund-

Nature of Work-

Are you currently employed? If Yes, select your estimated monthly salary range-

Do you have a business? If Yes, select the estimated monthly business income-

Please provide proof of business registration

Please provide photo of business establishment/stores

If submitted business document is only DTI or Barangay Clearance

Industry Type

Please specify other sources of income

Write "N/A" if not applicable

Are you using GCash for business purposes?-

What is your business?

What is the product of your business?

What is the expected amount to be transacted in GCash in one month for business purposes?

Commonly used GCash Product

- Bills Payment
- Cash In
- Cash Out
- Bank to GCash
- GCash to Bank
- Remittance
- Scan to Pay via QR
- Send Money
- Webpay

Are you using GCash Send Money/Express Send including Send to Bank?-

What is your purpose for Send Money transactions?

How often do you use Send Money/Express Send

Ex. Everyday, Once a week, etc.

What is your expected total amount of Send Money/Express Send transaction for one month?

What is your relationship to the sender/receiver?

Ex. Relative, Customer, etc.

Are you an OFW?-

Which country do you work in?

Are you using your personal GCash Account?-

What is your range amount of expected GCash transaction for 1 month?

Please provide proof of employment

Ex. Employment Contract, COE, etc.

Are you using Remittance?-

What is the purpose of your remittance transaction?

What is your relationship to receivers/senders?

Domestic or International remittance?-

Which Remittance partners do you usually transact with?

What is your expected remittance transaction amount for 1 month?

Are you using GCash Webpay-

Ex. Glife, Mini program, Payment Solutions, Dragonpay, Alipay, Paynamics, Online subscriptions, etc.

Which merchant partner do you usually transact with?

Ex. Coda, Dragonpay, Netflix, Spotify, etc.

Specific purpose of your transactions?

Estimated amount of Webpay transaction for 1 month?

Are you using GCash Paybills?-

Which Paybills partners do you usually transact?

Ex. ECPay, Meralco, etc.

Are you using GCash Buy Load?-

Is it for personal use or business purposes?-

Estimated amount of Buy Load transaction for 1 month

Are you using GCash Pay QR?-

Which Scan to Pay merchant partner do you usually transact with

Ex. Mercury, Puregold, etc.

Are you using Receive QR for business purposes?-

Estimated amount to be transacted under GCash Pay QR for 1 month

What is your relationship to the sender/receiver of QR?

Ex. Customer, Relative, etc.

Are you using GInvest?-

Ex. Atram, etc.

What is your estimated range of transactions for GInvest in one month?

How frequent do you deposit?

How frequent do you withdraw?

Are you using GCash Cash In?-

Ex. via Bank, via 7eleven, etc.

Purpose of Cash In transaction

Telco Network-

Total estimated Cash In amount transaction for 1 month

Which GCash Cash In partners do you usually transact with?

Ex. 7eleven, Banks, etc.

Valid ID

Proof of source of funds and financial capacity

Copy of ITR, payslip and business documents

Proof of Billing

Attach your proof of billing (ex.rental SOA, utility bills, credit card bills, association dues)

Bank with relationship

Selfie Photo

Copy of Signature

I hereby declare that the information provided herein are true and correct of my own knowledge. I also understand that any willful dishonesty or untruthful information on my part is a ground for disapproval and/or immediate termination of my account.

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I have emptied my GCash account and fully paid my GCredit, GGives, GLoan balances

Yes, I agree

Your date of birth

Why don't you want GCash anymore?-

What bank/e-wallet do you prefer?-

What country are you going to reside in?

Tell us more about what you are having difficulty in with our app.

Tell us more about the promo you were unsatisfied about.

What GCash Service were you unsatisfied with?-

Tell us more about your verification problems with GCash.

A. Please confirm your identity by submitting a copy of any of the documents listed below.

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- 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).

B. If your request is made by an authorized representative, please confirm the identity of your Authorized Representative by submitting a copy of any of the documents listed below and authorization letter

- Digitally Printed Government-issued ID (NBI Clearance, SSS ID, UMID, Driver's License, etc)
- Passport
- Not Applicable

The data collected here will only be used to validate your identity and process your request for data/account deletion. Once you have completed the form and we've validated your identity, we will process the deletion of your account.

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I have attached a screenshot of the email I received from hello@gcash.com

I have attached the accomplished form on the attachment section below

Note: You may download the form via the link from Instruction #2 above.

I have attached a Authorization Letter, Passport or Valid ID of authorized representative on the attachment section below

Please choose a reason below-

When did you buy your sim?

Prepaid or Postpaid-

Is this your personal or company issued phone number?-

Company Name

Complete Address of Branch

Please include region and major island group (Luzon, Visayas, or Mindanao) ex. 999 General Luna St, ABC Village, Brgy 999, Bacoar City, Cavite, Luzon.

Point Person to Receive the Kit

What is the merchant name displayed in the QR?

Store Name

GCash Pera Outlet ID

Date of last verification attempt-

Please provide a screenshot of your verification landing page. To access this, go to your GCash App > Profile > Verify Now

Did you share your MPIN (4 digit number) to anyone?-

Did you share your OTP? (6 digit number)-

Did you share your personal/account information with anyone? Has your MPIN been reset without your knowledge?-

What was the unauthorized transaction made on your account and the total amount being disputed?

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If yes, what online applications were linked?

How did you pay?-

Card and payment method used-

What card did you use and how did you pay?

Select which statement is most relevant to you-

Location of Purchase-

Was the transaction made locally or internationally?

Anong klaseng scam ang na-experience mo?-

Did you continue with the transaction and paid again?-

Date encountered

If you saw an error code, please input it in this box. If none, put 0

Error codes are usually a combination of 2 letters followed by numbers. Examples are AR861200 or MR502200

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Screenshot of phone settings showing the mobile number

Screenshot of transaction or error prompt

Take a screenshot of the transaction or error prompt and attach them to this request

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In the textbox below, please include 1) the email address you registered with the merchant, 2) your username or account ID, and 3) the ticket or request number you have with the merchant.

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Upload a Valid ID accepted in our KYC (<https://help.gcash.com/hc/en-us/articles/900000948786-Accepted-IDs-for-GCash-Verification>)

Have you coordinated with merchant? Did they process the refund on their end and provided an SLA?

I-share kung saan kayo nag-usap ng alleged scammer (ex. Messenger, Viber at name n'ya sa social)media or contact number. (e.g. Messenger, Messenger name: GCash Lending)

(at least 15 characters)

I-share kung paano mo nasabi na na-scam ka.

(at least 50 characters)

I-share kung kailan mo una at huling nakausap ang alleged scammer.

Please follow this format: MM/DD/YYYY

Are you trying to recover access to your lost SIM?-

Do you have the following documents? (Valid ID's & Selfie with valid ID's)-

Did you receive an SMS that your account was put on hold due to routine verification?-

Do you have the following documents? (2 Valid ID's & Selfie with 2 valid ID's)-